



CHIEF FINANCIAL OFFICER  
STATE OF FLORIDA

## QUALITY ASSURANCE REVIEW FINDINGS REPORT NO.: 2025 SP-01

### W-2 Scorecard Report for CY 2024

#### SUMMARY

The Department of Financial Services (DFS) Post Audit Subsection has provided a limited scope review of the option to elect to receive electronic notification of an employee's W-2 within the Employee Information Center (EIC) website. The EIC provides current as well as former employees access to more than four years of earning statements, and up to five years of their federal W-2 tax forms.

The purpose of this summary is to bring awareness and encourage agencies to further streamline their processes and move away from printing and mailing tens of thousands of forms via mail couriers by educating their employees on what can be obtained on the EIC website. The scope of this summary is from data recorded throughout the calendar year from RDS reports (Q4B1). All 34 state agencies are included.

#### CONCLUSIONS

Statewide in February 2024, the percentage of all state employees enrolled in electronic notifications for their W-2 through the Employee Information Center was 77.2%. Six months later in late August, this number has fallen significantly to 73.4%, a 3.8% decline. The last date that employees can elect to receive their Form W-2 electronically is in January and coincides with the Withholding Adjustment Date (WAD), by this date elections had fallen another 0.5% to 72.9%.

Per the **February** RDS report, there were 111,291 W-2 records to be created. With 77.2% of employees across all agencies opting to receive their forms online, that left 25,409 Paper W-2's for agency staff to potentially print and distribute.

Per the **August** RDS report, there were 129,806 W-2 records to be created. 73.4% of employees across all agencies opted to receive their forms online, leaving 34,498 Paper W-2's for agency staff to print and distribute.

Per the final **January** RDS report on the WAD (Jan 2025), there were 141,118 W-2 records to be created. 72.9% of employees across all agencies opted to receive their forms online, leaving 38,216 Paper W-2's for agency staff to print and distribute. When factoring in cover pages and envelopes we **added** over 38,000 pieces since February, to bring the total pieces to over 114,000 for staff to print, quality control, and distribute.

The five agencies that had the highest employee participation rates, and all maintained a rate over 80% for the calendar year 2024 include the State Court System, Department of Transportation (DOT), Florida Department of Law Enforcement (FDLE), Department of Revenue (DOR), and Commission on Offender Review. Bureau of State Payrolls (BOSP) would like to thank and recognize them for their consistent efforts to help this process remain efficient.

The following page contains the data for all agencies for the calendar year, 2024.

Electronic W-2 Registration Status for Calendar Year 2024																														
Each agency's electronic W-2 participation is color scaled to represent their lowest(red), median (yellow), and highest percentages (green) throughout the calendar year. Agency reminder emails & Flyer distribution: 10/11, 12/2, and 12/26/24.																														
Agency	2/2	2/16	3/1	3/15	3/29	4/12	4/26	5/10	5/24	6/7	6/21	7/5	7/19	8/2	8/16	8/30	9/13	9/27	10/11	10/25	11/1	11/8	11/15	11/22	11/27	12/6	12/13	12/20	12/27	1/7
LEG	62.5%	62.2%	61.6%	61.3%	61.1%	61.3%	61.5%	61.4%	61.4%	60.9%	60.8%	60.5%	60.5%	60.5%	60.5%	60.3%	60.3%	59.9%	59.9%	60.0%	59.4%	59.4%	59.5%	58.5%	58.5%	58.7%	60.5%	60.6%	59.9%	60.2%
JAC	73.9%	74.5%	74.3%	74.6%	74.3%	74.5%	74.3%	74.3%	74.5%	73.9%	74.0%	73.0%	73.2%	72.9%	73.0%	71.6%	71.6%	71.0%	71.2%	71.3%	71.2%	72.6%	73.0%	72.9%	73.1%	73.2%	73.3%	74.0%	74.0%	74.8%
SCS	82.7%	82.8%	82.7%	82.6%	82.4%	82.5%	82.2%	82.2%	82.3%	81.9%	81.9%	81.7%	81.7%	81.5%	81.5%	80.9%	80.8%	80.4%	80.4%	80.5%	80.4%	80.4%	80.3%	80.2%	80.3%	80.2%	80.3%	80.4%	80.3%	80.6%
EOG	76.7%	76.8%	75.8%	75.9%	75.5%	76.4%	75.7%	75.5%	75.7%	75.2%	75.6%	75.3%	75.4%	75.3%	75.5%	75.3%	75.5%	74.2%	74.1%	74.3%	73.7%	74.2%	74.3%	74.4%	74.4%	74.9%	75.1%	75.3%	75.2%	75.9%
DOL	78.1%	78.3%	77.6%	77.5%	77.0%	77.4%	76.5%	76.3%	76.4%	76.0%	76.2%	75.7%	76.0%	75.5%	75.5%	74.4%	74.3%	73.6%	74.5%	74.2%	73.4%	73.6%	73.6%	73.5%	73.7%	73.8%	74.0%	74.2%	73.7%	74.3%
DEP	71.8%	71.8%	70.8%	70.8%	70.3%	70.3%	69.0%	69.1%	68.9%	68.6%	68.5%	68.1%	68.0%	67.6%	67.7%	67.6%	67.4%	67.3%	67.1%	67.2%	66.9%	66.9%	66.8%	66.8%	67.0%	66.9%	67.4%	67.5%	67.2%	67.6%
COM	76.0%	75.7%	75.9%	75.6%	75.1%	75.2%	74.5%	74.3%	74.1%	73.8%	73.8%	73.8%	72.9%	72.9%	72.9%	72.6%	72.6%	72.2%	71.8%	72.0%	71.5%	71.6%	71.3%	71.4%	72.8%	73.1%	73.1%	73.3%	72.7%	73.1%
DLA	79.4%	79.4%	74.5%	79.5%	79.1%	79.5%	79.3%	78.9%	78.6%	77.9%	77.7%	77.6%	77.6%	77.5%	77.5%	77.0%	77.3%	76.9%	76.7%	76.8%	76.7%	76.7%	76.3%	76.4%	76.5%	76.4%	76.4%	76.4%	75.9%	76.2%
FGCC	76.5%	77.6%	78.8%	79.3%	78.9%	79.5%	78.4%	78.4%	78.4%	79.6%	79.6%	77.8%	77.7%	78.8%	78.7%	78.3%	78.4%	77.6%	77.7%	77.8%	77.3%	77.8%	77.8%	78.0%	78.5%	77.7%	77.3%	77.3%	77.2%	79.5%
DACS	74.7%	75.0%	74.7%	74.5%	74.4%	74.5%	74.6%	74.4%	74.2%	73.9%	73.7%	73.3%	73.2%	72.9%	72.7%	72.5%	71.9%	71.7%	71.9%	71.4%	71.2%	71.8%	72.0%	72.3%	72.3%	72.3%	72.1%	72.3%	72.1%	73.4%
DFS	74.0%	74.6%	74.3%	74.5%	74.0%	74.2%	74.1%	74.0%	74.1%	73.7%	73.6%	72.9%	73.1%	72.9%	72.8%	72.4%	72.6%	72.2%	72.2%	72.3%	72.1%	72.2%	72.2%	71.7%	71.6%	71.8%	71.8%	71.9%	71.7%	72.0%
DOS	66.4%	67.0%	66.8%	66.7%	66.6%	67.2%	67.0%	66.9%	67.3%	66.6%	66.7%	65.9%	65.9%	65.9%	66.3%	66.0%	65.9%	64.8%	65.0%	65.3%	65.1%	65.3%	65.3%	65.5%	65.5%	65.4%	65.1%	65.1%	64.9%	65.4%
DOE	78.5%	78.6%	77.7%	77.9%	77.8%	78.3%	78.0%	78.2%	78.4%	78.2%	78.3%	77.5%	77.4%	77.3%	77.4%	76.9%	77.1%	76.4%	76.3%	76.5%	76.1%	76.1%	76.1%	75.7%	75.9%	76.0%	76.0%	76.0%	75.9%	76.4%
FSDB	60.1%	59.8%	59.4%	59.1%	58.9%	58.8%	58.8%	58.4%	58.4%	58.8%	58.8%	59.0%	58.8%	59.0%	58.5%	57.9%	58.2%	58.1%	57.6%	57.8%	57.4%	57.4%	56.8%	56.8%	56.8%	56.5%	56.4%	56.9%	57.0%	56.9%
DVA	58.1%	57.7%	57.7%	56.8%	56.0%	55.5%	55.2%	55.2%	54.9%	54.6%	54.1%	54.2%	54.4%	54.4%	54.1%	53.6%	53.7%	53.3%	52.6%	52.8%	52.5%	52.7%	52.5%	52.6%	52.8%	52.4%	52.3%	52.8%	52.1%	53.7%
DOT	88.7%	89.1%	88.9%	88.9%	88.8%	88.7%	88.9%	88.9%	88.6%	89.1%	89.0%	88.5%	88.4%	88.3%	88.1%	88.0%	87.9%	87.7%	87.4%	87.4%	87.3%	87.4%	88.1%	88.3%	88.3%	88.2%	88.5%	88.6%	88.4%	89.0%
CIT	86.2%	86.2%	81.3%	81.3%	81.3%	81.3%	81.3%	76.5%	76.5%	74.3%	77.1%	77.1%	77.1%	77.1%	77.1%	79.4%	79.4%	77.8%	77.8%	77.8%	75.7%	75.7%	78.4%	83.3%	83.3%	83.3%	83.3%	83.3%	83.3%	83.3%
DCF	77.5%	77.6%	77.5%	77.2%	77.0%	76.8%	76.4%	76.1%	75.9%	75.5%	75.3%	75.0%	74.6%	74.5%	74.0%	73.8%	73.5%	73.3%	73.2%	73.1%	72.8%	72.9%	72.7%	72.9%	73.0%	72.7%	72.7%	73.0%	72.5%	73.1%
PSC	71.2%	71.3%	71.3%	71.7%	71.1%	71.1%	69.0%	69.1%	69.1%	68.7%	68.7%	68.5%	68.5%	68.4%	68.4%	68.7%	68.7%	68.4%	68.8%	68.8%	68.5%	68.5%	68.5%	68.2%	68.2%	68.2%	68.2%	68.2%	68.1%	68.1%
DMA	64.9%	63.9%	57.9%	58.9%	60.5%	61.7%	62.1%	62.1%	62.3%	62.3%	62.4%	61.9%	62.2%	62.4%	63.0%	50.2%	49.1%	49.3%	46.3%	46.2%	46.4%	46.4%	46.6%	46.8%	46.9%	47.1%	47.2%	47.4%	47.7%	48.0%
DOH	78.7%	79.0%	79.0%	78.7%	78.4%	78.3%	78.2%	78.1%	77.8%	77.6%	77.5%	77.2%	77.2%	77.0%	76.8%	76.7%	76.6%	76.3%	76.1%	76.1%	76.0%	76.1%	76.0%	76.6%	76.8%	76.8%	76.8%	77.1%	77.0%	77.3%
DEA	81.3%	81.4%	81.0%	80.9%	79.7%	79.7%	78.3%	77.9%	78.0%	77.4%	77.5%	76.6%	76.3%	75.8%	75.4%	75.9%	76.0%	76.2%	76.4%	76.2%	75.8%	77.1%	77.1%	77.2%	78.5%	78.7%	78.6%	79.7%	79.7%	81.6%
APD	68.5%	68.8%	68.7%	68.6%	68.2%	67.9%	67.9%	67.5%	67.4%	67.3%	67.0%	66.5%	66.3%	66.2%	66.0%	65.9%	65.6%	65.5%	65.3%	65.4%	65.6%	66.1%	65.9%	66.2%	66.4%	66.4%	66.4%	66.6%	66.2%	67.2%
AHCA	82.3%	82.2%	82.2%	82.6%	81.9%	81.9%	81.6%	81.0%	80.9%	80.4%	79.9%	79.9%	79.6%	79.7%	79.7%	79.5%	79.3%	78.9%	78.5%	79.0%	79.0%	79.1%	78.8%	78.9%	78.9%	79.7%	79.9%	80.3%	79.8%	81.9%
DOC	76.5%	76.7%	76.4%	76.0%	75.6%	75.2%	74.8%	74.3%	73.8%	73.6%	73.3%	72.8%	72.5%	72.3%	72.0%	71.6%	71.3%	71.1%	70.8%	70.6%	70.3%	70.5%	70.2%	70.4%	70.5%	70.3%	70.3%	70.6%	70.2%	70.6%
FDLE	84.0%	84.1%	84.2%	84.3%	84.4%	84.3%	84.0%	83.7%	83.6%	83.0%	82.8%	82.3%	82.2%	82.1%	82.1%	82.0%	81.7%	81.4%	81.4%	81.5%	81.3%	82.2%	82.0%	82.1%	82.2%	82.1%	82.0%	82.2%	82.0%	82.3%
DMS	78.4%	77.2%	75.9%	75.6%	75.5%	75.3%	74.6%	74.5%	74.0%	73.8%	73.8%	73.8%	73.6%	73.7%	73.7%	73.8%	73.5%	73.4%	72.8%	71.8%	71.7%	71.2%	71.2%	71.2%	71.2%	71.7%	72.2%	72.5%	72.5%	73.4%
DOAH	77.9%	77.8%	76.6%	75.5%	75.6%	75.8%	75.2%	74.2%	74.2%	74.3%	74.0%	74.9%	74.9%	75.2%	75.5%	75.7%	75.5%	75.2%	75.4%	79.0%	78.7%	79.6%	80.0%	80.6%	80.6%	80.5%	80.5%	80.5%	80.5%	81.0%
DOR	85.6%	86.0%	85.9%	85.9%	85.8%	86.0%	85.7%	85.7%	85.7%	85.3%	85.5%	85.3%	85.3%	85.2%	85.3%	85.2%	85.1%	85.0%	85.1%	85.2%	85.0%	85.1%	85.2%	85.2%	85.3%	85.4%	85.4%	85.5%	85.3%	85.2%
DHSMV	75.3%	75.7%	75.7%	75.5%	75.6%	75.7%	76.0%	76.0%	76.1%	76.0%	76.1%	76.0%	76.0%	75.9%	75.8%	75.8%	75.8%	75.8%	75.6%	75.7%	75.5%	75.5%	75.6%	75.1%	75.1%	75.3%	75.3%	75.3%	75.1%	75.4%
FWC	79.2%	78.5%	78.1%	78.0%	77.5%	76.8%	76.7%	75.5%	75.3%	74.7%	74.3%	73.5%	73.5%	73.7%	73.7%	73.5%	73.5%	73.6%	73.7%	73.6%	73.8%	74.0%	73.8%	73.8%	73.9%	73.7%	73.7%	73.8%	73.8%	74.4%
FCOR	88.2%	86.9%	84.8%	85.3%	84.4%	83.6%	83.3%	83.3%	83.3%	82.9%	83.3%	84.1%	84.6%	84.4%	83.7%	83.9%	83.4%	83.2%	83.6%	83.5%	83.1%	83.1%	83.1%	82.9%	82.9%	82.7%	83.2%	83.2%	83.5%	85.1%
DBPR	78.8%	78.4%	77.9%	77.4%	76.6%	76.6%	76.8%	76.5%	75.9%	75.6%	75.5%	75.4%	75.1%	74.7%	74.7%	74.7%	74.6%	74.5%	74.3%	74.3%	73.9%	75.0%	75.1%	75.3%	75.4%	75.2%	76.2%	76.5%	76.4%	77.2%
DJJ	79.3%	79.6%	79.4%	79.1%	78.6%	77.3%	77.0%	77.0%	76.7%	76.5%	76.6%	76.2%	76.6%	76.1%	76.0%	75.6%	75.5%	75.1%	75.2%	75.2%	74.8%	75.3%	75.2%	75.4%	75.4%	75.2%	75.5%	75.8%	75.6%	76.2%
	77.2%	77.3%	77.0%	76.8%	76.5%	76.4%	76.1%	75.9%	75.7%	75.4%	75.3%	74.8%	74.7%	74.6%	74.4%	73.4%	73.2%	72.9%	72.3%	72.1%	71.9%	72.1%	72.1%	72.2%	72.3%	72.3%	72.4%	72.6%	72.4%	72.9%

## RECOMMENDATIONS

The Bureau of State Payrolls wants to remind agencies to encourage ALL employees to register for the [Employees' Information Center \(EIC\)](#) and elect to receive electronic notification of their W-2 Tax Forms. Attached is flyer to assist agencies.

**Employees have until January 6<sup>th</sup>, 2026, to elect to receive their W-2 electronically and will not be able to change their consent designation until February 1<sup>st</sup>, 2026.**

The [Employees' Information Center \(EIC\) account](#) should be discussed and created with the employee as a part of the onboarding process. For new employees, please have them register as soon as possible at the Employees' Information Center (EIC) [Website](#).



- Please advise employees to verify their email address within the EIC, as well as the physical address they have on file within the agency human resource system (People First or others) to ensure proper delivery of these important tax forms. These must be updated no later than January 6<sup>th</sup>, 2026.
- Increasing electronic W-2 participation will result in cost savings.
- Electronic W-2's are available 3-4 weeks earlier than paper forms, can be accessed within a matter of minutes online via the EIC, and are more secure than sending important tax forms through the mail. There is also a reduced risk of W-2's getting lost or damaged in the mail.
  - *What percentage of mail is lost by the US post office?* Wikipedia says 3%, but measuring is difficult. Even the Government Accountability Office (GAO) says some post office assessment criteria are “unsuitable as benchmarks.” In addition, the post office “does not measure and report its delivery performance for most types of mail.” **Knowing this, how can employees be sure sensitive information, such as W-2 statements, arrive in a protected, confidential fashion?**
  - There is a small risk of package loss during transit, but damage is more common. One study found that **up to 11 percent of packages are damaged during transit**. Damage results by carrier vary, but the study found the USPS shows ten percent of packages are damaged during transit.

**Please distribute the following flyer within your agency.**

We would like at least 80% participation at each agency in the future and we need your help to get there.



# FLORIDA EMPLOYEE INFORMATION CENTER



The Employee Information Center portal provides current and former state employees the ability to view their payroll information



EIC gives current & former employees the ability to view 5 years of earnings statements, Form W-2's, & reimbursements (i.e. travel & flexible benefits).



EIC allows employees to register for electronic delivery, allowing access to Form W-2's up to three weeks earlier than standard paper form delivery.



EIC provides verification of current employee's W-4 information as well as the employee's eligibility for the State of Florida's Tuition Waiver Program.



Electronic Form W-2's cannot be lost. Paper Form W-2's go through a 2-3 week mailing process. There is a higher risk of a tax form being lost in the mail.



EIC registration is instant and is a more secure way to access your tax information.



Expenses are lower as printing and mailing costs of Form W-2's are significantly reduced.

Learn more at [apps.fldfs.com/EIC/EmployeeInfoCenter](https://apps.fldfs.com/EIC/EmployeeInfoCenter)

**REGISTER TODAY**  
**ENROLLMENT ENDS**  
**JANUARY 6TH, 2026**

**2025**

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