



GEORGIA
DEPARTMENT
of REVENUE

Prompt2Return

Transforming Tax Return Validation
Through Responsible Artificial Intelligence

January 2026 - Present

Artificial Intelligence

State of Georgia
Department of Revenue

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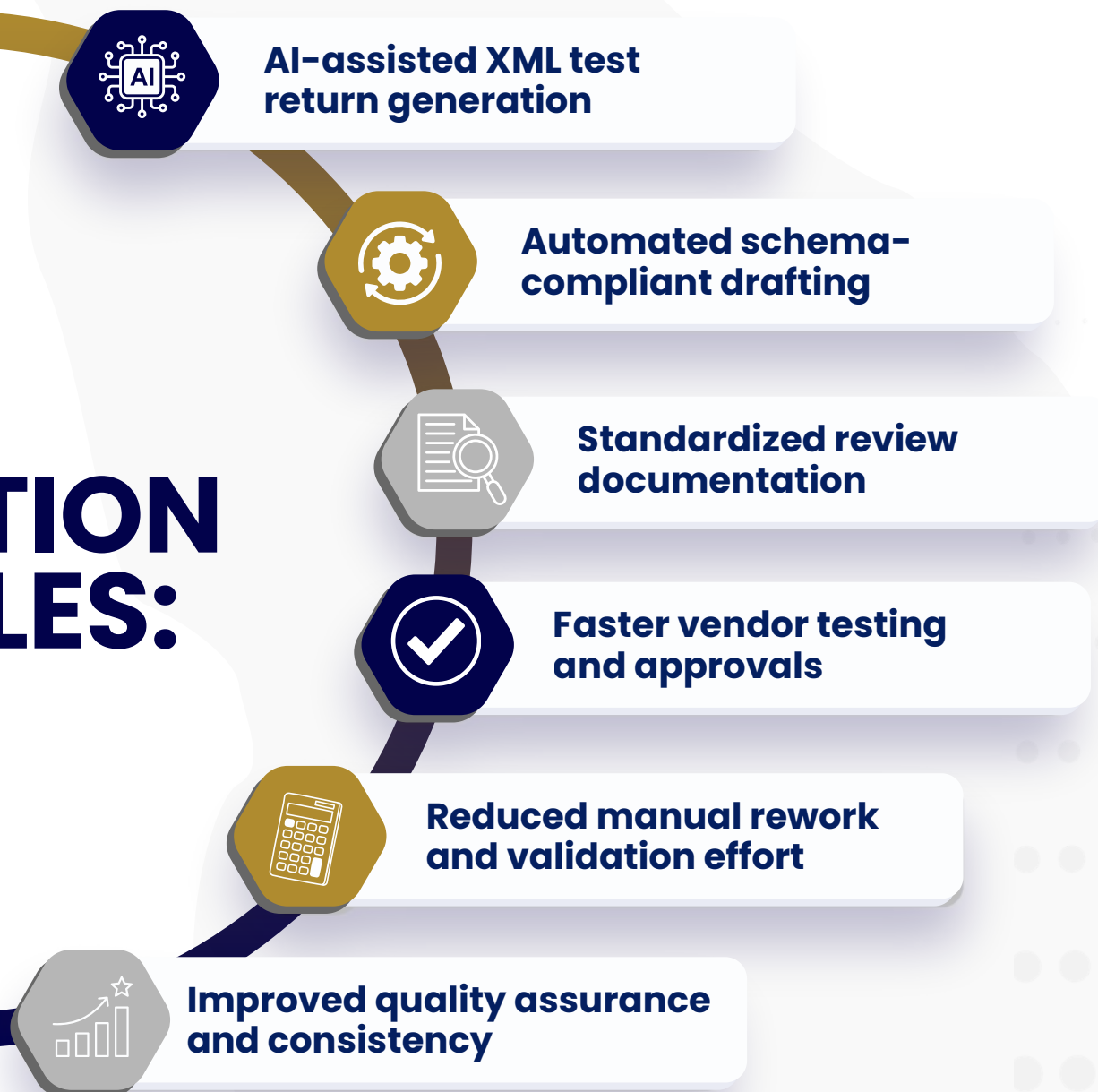
EXECUTIVE SUMMARY

The Georgia Department of Revenue (DOR) launched Prompt2Return, an AI-assisted workflow that modernized how tax return test cases are created, validated, and reviewed during filing season preparation.

Each year, DOR must produce accurate XML-based test returns to validate internal tax processing systems and support external software vendors during Modernized e-File (MeF) testing. Previously, staff manually transcribed PDF tax forms into XML and validated them against complex schema rules — a labor-intensive process that could take up to two weeks per test case.

Using **ChatGPT Enterprise** within a governed “draft-and-verify” workflow, Prompt2Return transformed this process by generating AI-assisted XML drafts and standardized review artifacts in minutes instead of days.

THE SOLUTION ENABLES:



KEY RESULTS

Initial XML drafts generated in

15 minutes or less

95%+

first-pass accuracy during pilot testing

30–50%

projected reduction in analyst time per scenario

\$500,000+

in avoided procurement costs

Prompt2Return demonstrates how responsible AI adoption can modernize government operations, improve quality assurance workflows, reduce staff burden, and accelerate critical tax administration processes while maintaining strong human oversight and governance.

THE IDEA

Modernize Tax Return Validation Through Responsible AI

The Challenge

Each filing season, the Georgia Department of Revenue must create and validate dozens of XML-based tax return test cases to support internal processing updates and external software vendor testing.

Previously, staff manually converted PDF tax forms into XML submissions, then corrected validation errors through multiple review cycles. Depending on complexity, a single test case could require:

- 16–40 staff hours
- Multiple handoffs between teams
- Extensive schema troubleshooting
- Up to 2 weeks to complete

The Opportunity

DOR recognized an opportunity to use generative AI to:

- Accelerate XML drafting
- Reduce repetitive manual work
- Improve consistency and traceability
- Standardized review processes
- Strengthen vendor testing support

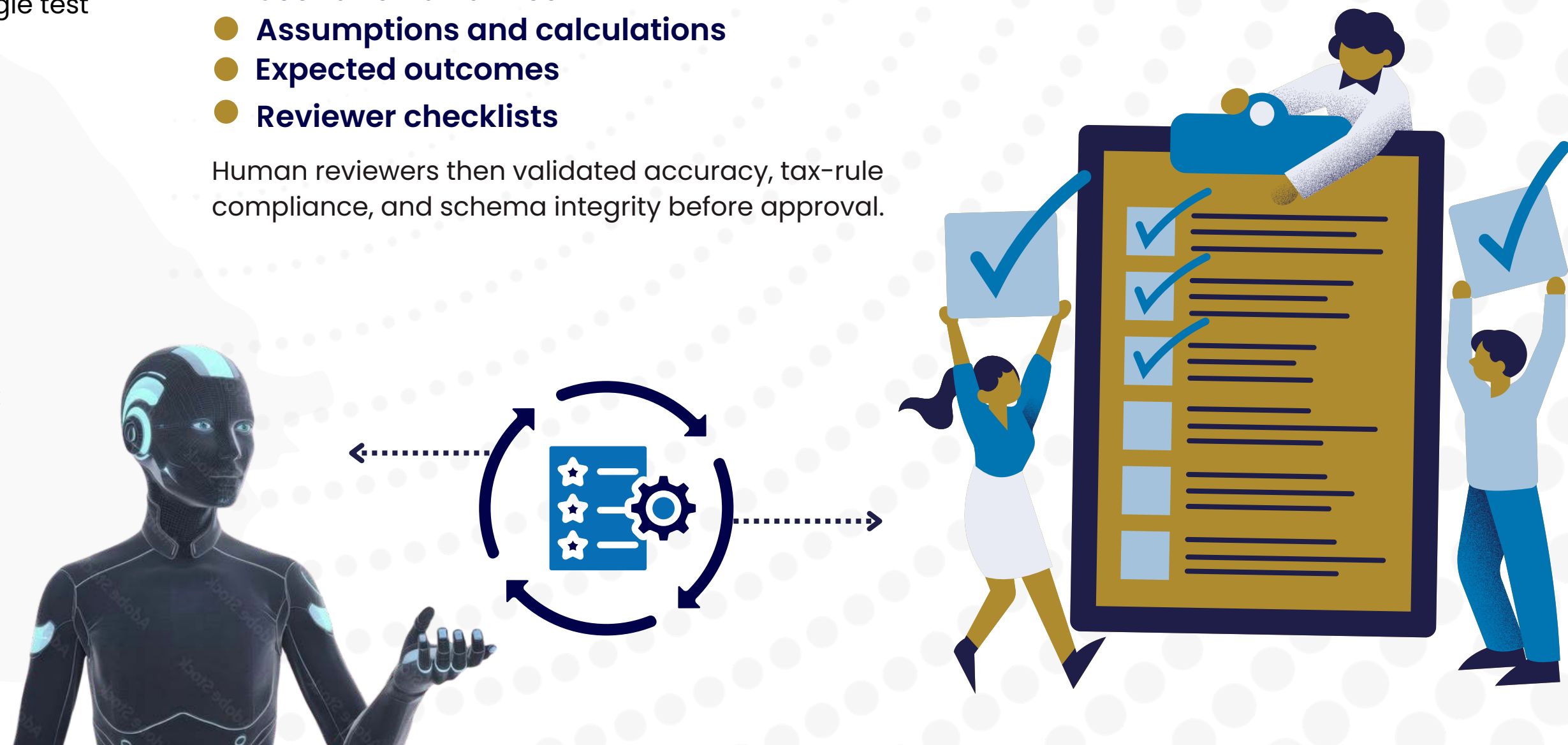
The Innovation

Prompt2Return introduced a governed AI-assisted “draft-and-verify” workflow using ChatGPT Enterprise.

Rather than replacing human review, AI was used as a controlled operational assistant that generated:

- XML draft submissions
- Scenario narratives
- Assumptions and calculations
- Expected outcomes
- Reviewer checklists

Human reviewers then validated accuracy, tax-rule compliance, and schema integrity before approval.



THE IMPLEMENTATION

Building a Governed AI-Assisted Validation Workflow

Enterprise AI Governance

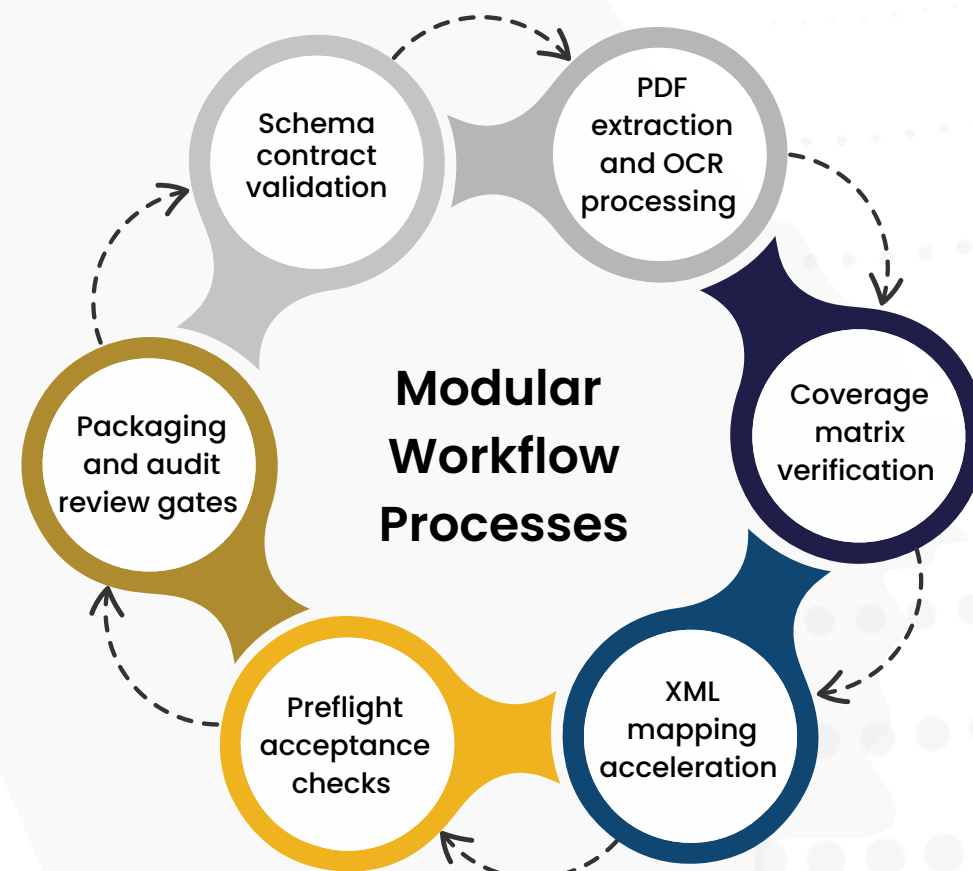
Prompt2Return began as a proof-of-concept during the January 2026 ChatGPT Enterprise pilot and evolved into a repeatable operational workflow integrated into DOR's filing-season preparation process.

The implementation emphasized:

- Human-in-the-loop review
- Standardized templates and outputs
- Repeatable quality checks
- Schema validation controls
- Continuous improvement through feedback loops

Powered Through An AI-Driven Workflow Architecture

This architecture prioritized schema compliance, traceability, and operational consistency.



Cross-Functional Collaboration

Stakeholder adoption was driven through a phased rollout, transparent controls, and measurable operational improvements observed during the pilot.

The initiative involved:

- Tax subject matter experts
- IT developers
- Business analysts
- Vendor support teams
- Filing-season operations staff

Operational Improvements

Prompt2Return replaced manual XML creation with a streamlined AI-assisted workflow that provides:

- Faster draft generation
- Standardized review packages
- Reduced schema troubleshooting
- Improved traceability
- Faster vendor response cycles
- Reduced repetitive manual effort

The solution also strengthened vendor support by enabling direct XML comparison between internal and vendor-generated submissions, improving issue identification and accelerating approvals.



THE IMPACT

Transforming Filing Season Operations Through AI-Assisted Automation

Before Prompt2Return, tax return validation depended on labor-intensive manual transcription, repeated schema troubleshooting, and limited specialized staff capacity. Today, DOR operates a scalable AI-assisted validation workflow that improves speed, consistency, and operational readiness during filing season preparation.

Quantitative Outcomes

Operational Impact	Results
Initial XML draft generation	15 minutes or less
First-pass draft accuracy	95%+
Reduction in analyst effort	30–50% projected
Improvement in validation cycle time	20–40% projected
Procurement cost avoidance	\$500,000+
Manual XML troubleshooting effort	Significantly reduced

Operational Efficiency Gains

Prompt2Return enabled:

- Faster tax return validation workflows
- Reduced manual transcription effort
- Improved schema compliance consistency
- Faster vendor approval support
- Reduced dependency on specialized staff



Improved Staff Experience

The AI-assisted workflow reduced repetitive manual tasks and allowed staff to focus on:

- Validation and quality assurance
- Tax-rule verification
- Defect resolution
- Filing-season readiness activities



Qualitative Impact

Test case documentation was standardized through:

- **Scenario narratives**
- **Assumptions and calculations**
- **Expected outcomes**
- **Reviewer checklists**
- **Traceable validation artifacts**

The initiative improved consistency across teams and strengthened operational continuity during high-volume filing-season cycles.

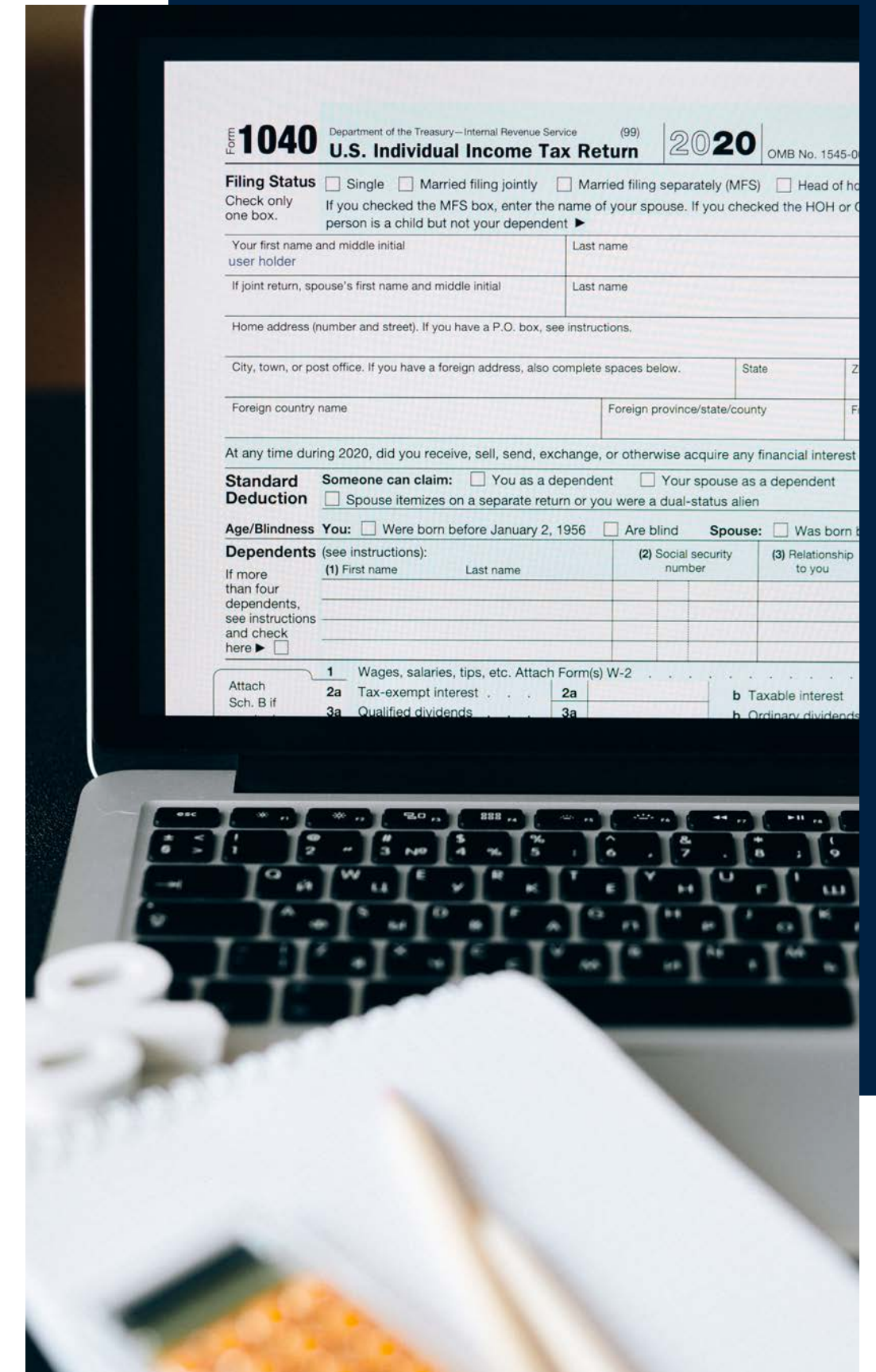
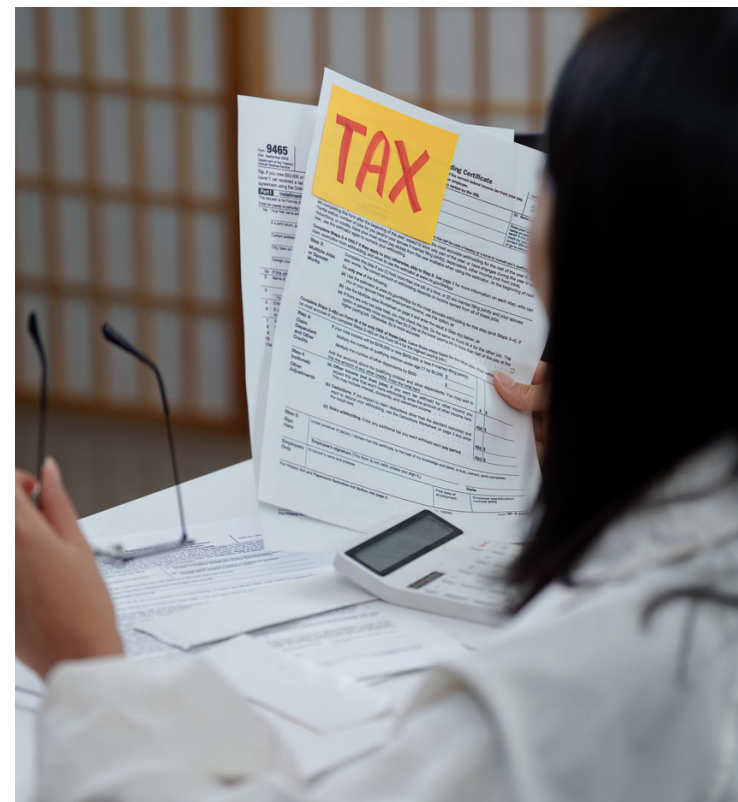
THE IMPACT

LONG-TERM SUSTAINABILITY & REPLICABILITY

DOR plans to expand Prompt2Return through:

- Enhanced prompt libraries and templates
- Expanded reusable scenario libraries
- Improved automated quality checks
- Continued refinement of governance controls
- Additional filing-season use cases

The initiative demonstrates how state government can responsibly integrate generative AI into enterprise operations to improve efficiency, reduce operational risk, and modernize complex business workflows while maintaining strong human oversight and quality assurance.



Staff Testimonials

"The tool removed the longest process, return building... which saved every developer hours of time."

DOR Software Developer

"Integrating AI into our test case review process has been a game-changer... It has not only accelerated our workflow but also elevated the overall quality of our testing."

DOR Business Stakeholder

