

A black and white photograph of a young woman with dark, curly hair and glasses, wearing a white top. She is looking down at a laptop screen, which is partially visible at the bottom of the frame. The background is blurred, suggesting an office environment.

GenTAX

FAST ENTERPRISES
TAX ADMINISTRATION
SOFTWARE



BUILT FOR **THE MOMENT**

As the world changes, your customers expect higher security, greater accuracy, and more convenient services. **Meet the moment with GenTax**, the leading commercial off-the-shelf tax and revenue solution for government agencies—used confidently by 60 revenue agencies worldwide, including 34 U.S. states.



2023 Federation of Tax Administrators Award

Washington Dept. of Revenue



2022 Federation of Tax Administrators Award

New Hampshire Dept. of Revenue Administration



2023 Federation of Tax Administrators Award

Wisconsin Dept. of Revenue



2020 Project Management Association Finland's Project of the Year Award

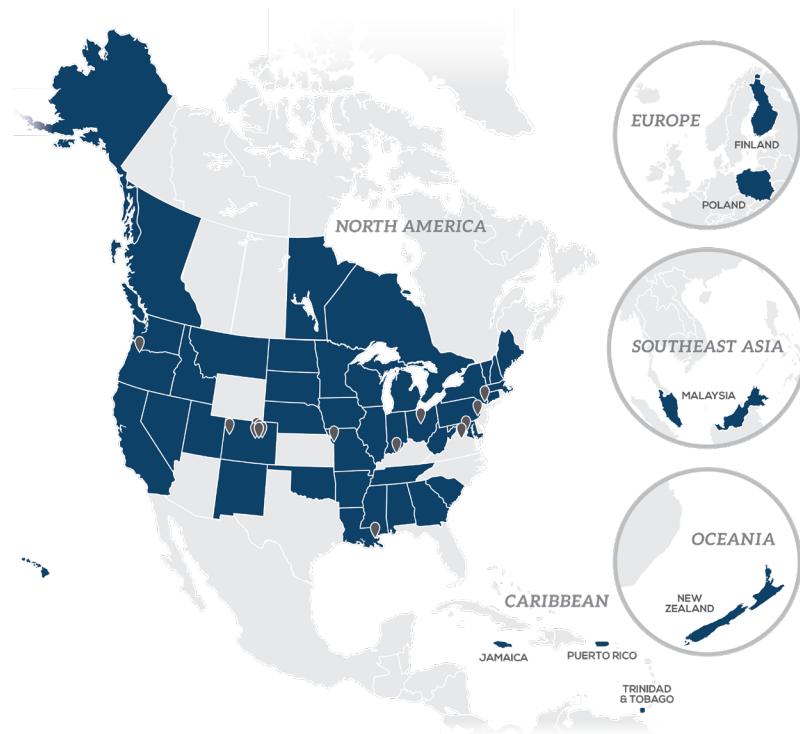
Finland Tax Administration

MODERNIZING TAX FOR 25+ YEARS

From New Zealand to New York City, from California to Kansas City, revenue agencies of all sizes rely on GenTax's flexibility and built-in API integration to overcome challenges, reduce fraud, and fund essential government programs.

GenTax is essential in helping clients to:

- ▶ Accurately process returns and consolidate taxpayer accounts
- ▶ Operate with the most modern technology available
- ▶ Administer hundreds of taxes and fees
- ▶ Distribute revenue and emergency relief funds
- ▶ Provide customer-centric e-Services
- ▶ Cut costs and mitigate risks



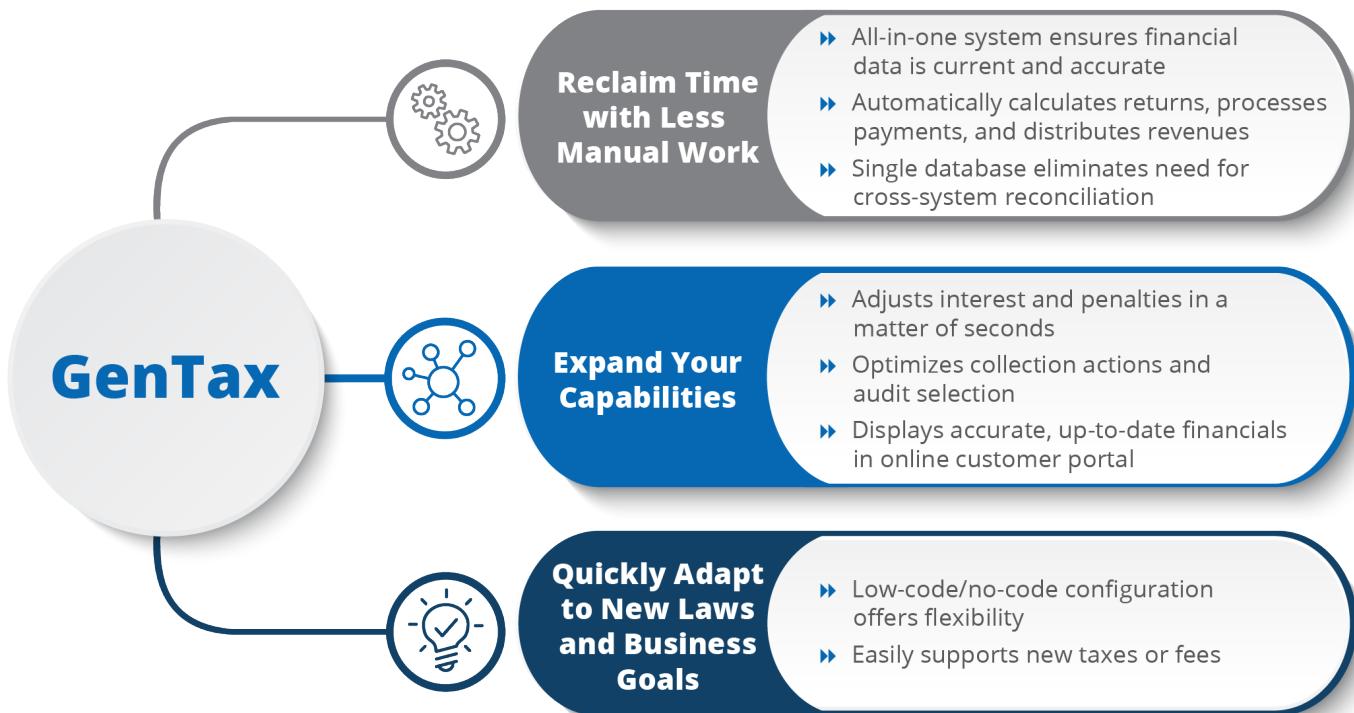
100%

Project delivery
success rate

178M+

Total returns processed
in 2021

FINANCIAL INTEGRITY, INTEGRATED



BILLIONS ANNUALLY

Payments collected
and disbursed through
FAST systems



350% INCREASE

in collections at
one agency

THE ANYTIME, ANYWHERE AGENCY

Preparing tax returns can be time-consuming. Interacting with your agency shouldn't be. Simplify the customer experience and minimize delays by providing secure 24/7 online access to the services and information that matter most, including:



Electronic return filing



Account management



Self-service payment options



Interactive chatbot



Refund and payment tracking



Business license granting
and reinstatement



GENTAX AT WORK

Staffing shortages continue to present challenges for government agencies. With smart, integrated workflow tools, you can:

- ▶ Support staff and prevent disruptions when volume is high
- ▶ Reduce manual work and redirect resources where needed
- ▶ Keep tasks flowing with priority-based work groups and queues
- ▶ Set custom thresholds and monitor benchmarks for improved operations

Save time and streamline work



**AUTOMATED
TASK MANAGER**

See your agency's performance inside and out



**VAST REPORTING
AND
KPI POSSIBILITIES**

Make swift, effective decisions



**AGGREGATED
DATA AND
DECISION SUPPORT**

Be proactive with early intervention



**LIVE
PERFORMANCE
METRICS**

Your time, refunded.





THE PATH TO SYSTEM INTEGRATION

When the Pennsylvania Department of Revenue (DOR) sought to replace its various systems with a single integrated tax system in 2018, agency leaders wanted more than a vendor: **They wanted a partner with proven experience.** DOR found that partner in FAST—and the result is a simplified tax experience for residents of the nation's fifth most populous state.

"We are very pleased with the results of our GenTax implementation," said Allison Morgan, Pennsylvania Tax Hub Project Director. "It has helped our Department greatly improve customer service for taxpayers, which is the No. 1 goal in our strategic plan. Our employees have a new, user-friendly system that makes their lives easier."

Life is also easier for taxpayers. Since launching My PA Tax Hub

(myPATH) in January 2019, DOR has implemented 156 new self-service opportunities to the new portal, which includes:

- ▶ 24/7 access to multilingual services and accounts from any device
- ▶ Secure messaging with DOR staff
- ▶ Correspondence log and paperless communication options
- ▶ Due date reminders

"The system is creating efficiencies on the back end by giving our employees better tools to do their jobs," said retired Revenue Secretary Dan Hassell. "This project has been a great success on many levels."

"By all measures, this is a home run."
- Local accounting firm

90%
reduction in filing errors when IFTA customers switched to digital

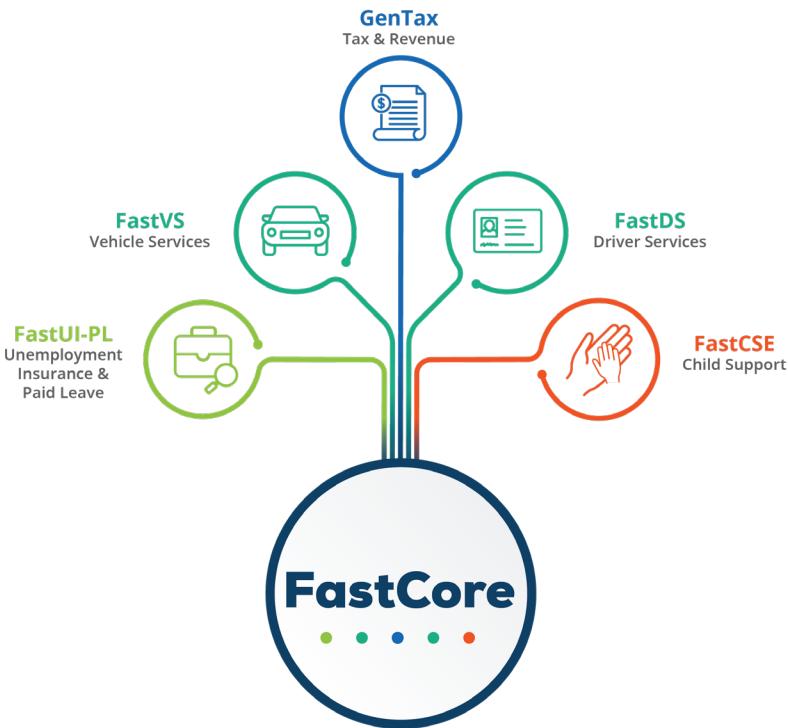
2M+
logged-in visits



2019 Pennsylvania Excellence in Technology Award

FASTCORE: A PROVEN PLATFORM

FastCore supports the rapid implementation and ongoing innovation of our software solutions:



CONTACT US

Contact us today to explore how FAST can serve your agency.

FastEnterprises.com

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BusinessTeam@FastCore.com

FAST
ENTERPRISES



100+

Agencies worldwide
using the FastCore
platform

500+

Successful rollouts—
all on time and
on budget

25+

Years of
financial processing
for hundreds of
public programs