

A black and white photograph of a woman with short, curly hair and glasses, looking down at a laptop screen. She is wearing a light-colored, short-sleeved top. The background is blurred, showing an office or home workspace with a desk and some papers.

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

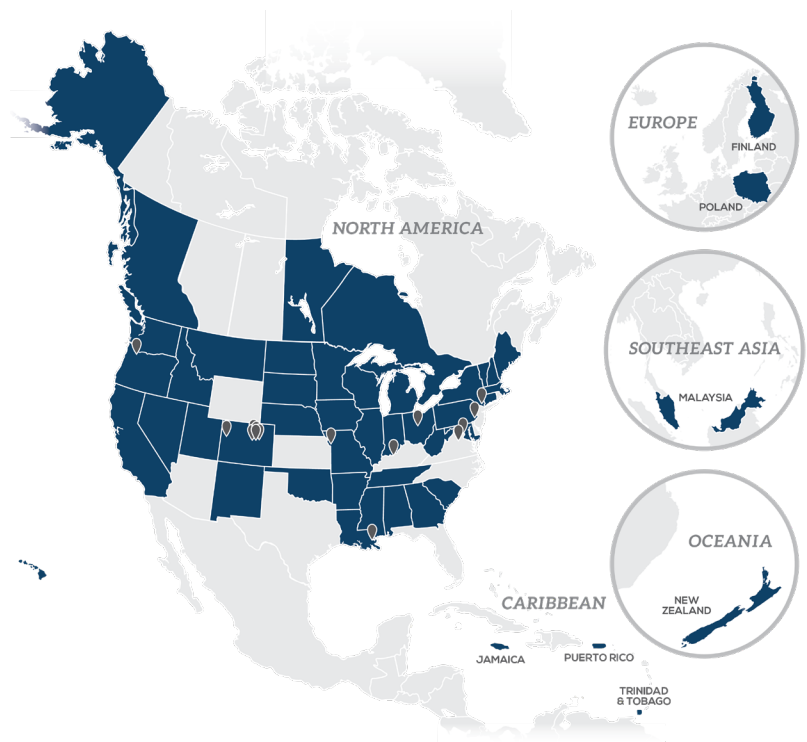
Finland Tax Administration

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

GenTax



Reclaim Time with Less Manual Work

- » All-in-one system ensures financial data is current and accurate
- » Automatically calculates returns, processes payments, and distributes revenues
- » Single database eliminates need for cross-system reconciliation



Expand Your Capabilities

- » Adjusts interest and penalties in a matter of seconds
- » Optimizes collection actions and audit selection
- » Displays accurate, up-to-date financials in online customer portal



Quickly Adapt to New Laws and Business Goals

- » Low-code/no-code configuration offers flexibility
- » Easily supports new taxes or fees



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



Interactive chatbot



Account management



Refund and payment tracking



Self-service payment options



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+

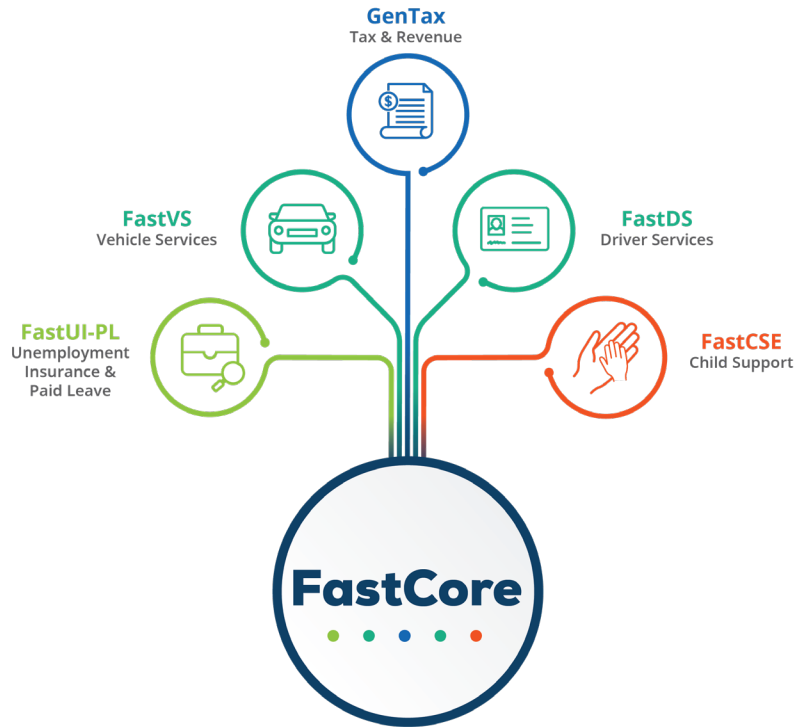
logged-in visits



**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



1.877.275.3278



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

© Fast Enterprises, LLC. All rights reserved.
GenTax® is a registered trademark of
Fast Enterprises, LLC.