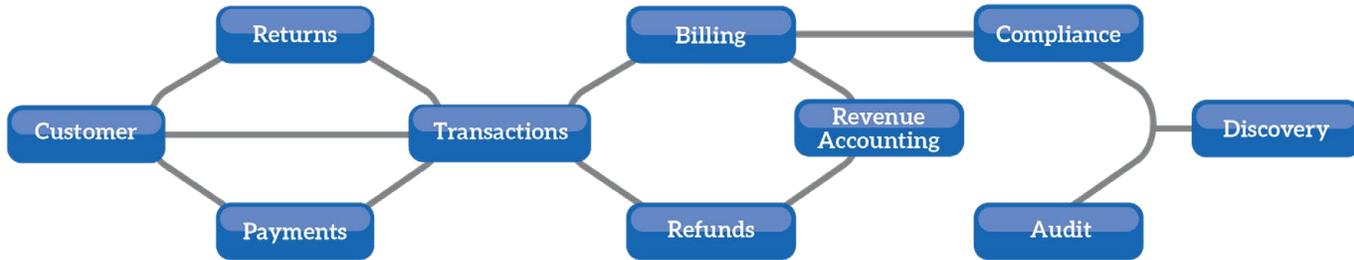


CORE PROCESSING



SUPPORT FUNCTIONS



Fast Enterprises' (FAST's) GenTax software is a mature and proven commercial off-the-shelf (COTS) solution designed for tax and revenue administration. In production since 1999, GenTax is used by more than 45 agencies worldwide, including more than half of all U.S. state tax and revenue agencies.

With more than 15 years of routine service packs and periodic software upgrades, GenTax provides agencies with a continually modern solution based on current technology and industry best practices. GenTax functional modules and their component subsystems are configured—not programmed—to provide an integrated and comprehensive solution for the administration of virtually any tax, revenue, license, and registration program.

GenTax consists of seven integrated modules and component subsystems that are configured to meet the unique requirements of tax and revenue agencies.

CUSTOMER

- ▶ Registry
- ▶ e-Services
- ▶ Correspondence
- ▶ Licensing

REVENUE

- ▶ Returns
- ▶ Payments
- ▶ Billing
- ▶ Refunds
- ▶ Accounting
- ▶ Appeals

WORKFLOW

- ▶ Work Management
- ▶ Case Management

INFORMATION

- ▶ Analytics
- ▶ Dashboard
- ▶ Reporting
- ▶ Data Mart
- ▶ Query

COMPLIANCE

- ▶ Data Warehouse
- ▶ Discovery
- ▶ Audit
- ▶ Non-Filer
- ▶ Collection
- ▶ Bankruptcy
- ▶ Enforcement
- ▶ Fraud

MANAGEMENT STUDIO

- ▶ Help
- ▶ Business Rules
- ▶ Implementation Toolkit
- ▶ Operations Support
- ▶ Security
- ▶ Interfaces

SPECIAL FUNCTIONS

- ▶ Imaging
- ▶ Cashiering
- ▶ Inventory Management
- ▶ Unclaimed Property
- ▶ IFTA
- ▶ IRP

Functionality of GenTax Modules and Subsystems

CUSTOMER

The Customer module provides a complete view of customers across the entire GenTax solution. Its subsystems maintain customer demographics and registration details, support customer and agency communications, manage the administration of professional and business licenses and permits, and provide online customer self-service features such as account registration and management, electronic return filing, and web-based payments and correspondence.

REVENUE

The Revenue module provides integrated financial functions that comply with Generally Accepted Accounting Principles (GAAP). The module supports revenue accounting for financial transactions, including revenue distribution for all account types in GenTax. In addition, Revenue subsystems process returns, support multiple payment methods, manage the tracking and billing of customer liabilities, provide appeals scheduling and management, and automate refunds, collections, compliance checks, audits, penalty and interest, and much more.

WORKFLOW

The Workflow module maintains work assignments and cases that involve multi-stage business activities. The Work Management subsystem allows managers to define task priority and assign work individually or in bulk. Case Management maintains multi-stage cases, such as audit and collection activities, and triggers work items when stages or actions require user intervention.

INFORMATION

The Information module manages the exchange, comparison, and analysis of data and provides features and functions for real-time reporting. Much of the information contained in traditional reports is available instantaneously through online lists, searches, and dashboards that can be viewed, exported, and printed. Reports, ad hoc queries, and data metrics can be saved, modified, and shared. Users can display data in dynamic chart formats such as pie, line, bar, and stacked-bar charts. Integrated analytics functions also allow users to compile and organize large sets of current and historical data to create, run, refine, and store predictive models in GenTax.

COMPLIANCE

The Compliance module provides functions that support data warehousing and compliance activities through discoveries, auditing, debt collection, and enforcement. The Data Warehouse subsystem provides storage and integrated use of external data from third parties. Users can create discovery plans to analyze data and produce compliance leads for further action. They can select, manage, and execute audits through configurable workflow that manages audits from initial assignment to approval, finalization, and posting. The module monitors filing expectations, creates estimated assessments, and notifies customers of overdue obligations. Debt collection activities are handled automatically or flagged for user intervention. The solution accounts for tax, penalty, and interest as part of bankruptcy cases and enforcement actions such as liens and garnishments.

MANAGEMENT STUDIO

The Management Studio module is used to implement, modify, secure, operate, and maintain GenTax. Agency personnel have access to built-in application tools and functions, including the business rules engine, online help, project scheduling, batch processing, security administration, performance monitoring, and interface management.

SPECIAL FUNCTIONS

The Special Functions module provides optional support functions and specialized capabilities for additional agency programs, such as International Fuel Tax Agreement (IFTA), International Registration Plan (IRP), and Unclaimed Property. In addition, the Imaging subsystem manages digital document images received from third-party scanning and character-recognition systems. The Cashiering subsystem allows agencies to accept and record payments made by cash, check, credit card, or other payment methods. The Unclaimed Property subsystem supports administration of unclaimed property custody and claims. Agencies can also order and manage physical inventory such as cigarette tax stamps, and intangible inventory items such as permit numbers, through use of the Inventory Management subsystem.