

KERN COUNTY

Fairfax Software provides Kern County, California with a hosted Cashiering solution with *Quick Modules Cashier*.

OVERVIEW

Challenge

In response to evolving needs, Kern County, California embarked on a strategic initiative to modernize its cashier system. Recognizing the importance of security and accessibility, the county sought a contemporary, web-based solution that would not only meet present requirements but also offer scalability for future growth. Moreover, Kern County aimed to implement this solution without incurring any upfront costs.

Solution

Fairfax Software implemented its *Quick Modules Cashier* solution to offer Kern County constituents an enhanced and user-friendly cashiering platform.

STATE-OF-THE ART CASHIERING

The advent and rapid expansion of cloud-based computing has given customers who may have typically purchased on premises (“on-prem”) system installations another option to consider. When Kern County’s existing on-prem Creditron Cashiering system became outdated, Kern County business and technical stakeholders sought to replace it with a no upfront cost hosted solution. To that end, Kern County set out to state the main objectives of the new solution:

- No installation of any software locally
- No software patches or upgrades to keep up with



Benefits

The implementation of *Quick Modules Cashier* for Kern County resulted in a myriad of benefits, encompassing heightened security measures to safeguard sensitive data, ensured continuity of business operations even during unforeseen circumstances, streamlined user experience for increased efficiency and substantial cost savings through optimized processes.

- No capital investment cost to erect or maintain
 - Enhanced security
 - Increased business continuity
 - Plan for disaster recovery
 - Ease-of-use for the County’s user community and data accuracy and reconciliation for the County’s supervisor community
 - Scalability to meet the County’s growth needs
- The County turned to Fairfax Software to design, build, host, and maintain a state-of-the-art solution that would transform its existing over-the-counter Cashiering operation into a modern masterpiece.

SOLUTION PROCESS

Quick Modules Cashier is a fully hosted secure cashiering solution designed to receive and process over-the-counter payments and is based on the latest HTML5 technology in the React Environment. Using *Quick* Modules Cashier, the County users can speed through transactions reducing taxpayer wait time. If the taxpayer has a coupon or form, the user can simply drop the document into the scanner and *Quick* Modules Cashier's scanning recognition technology automatically captures the relevant data and populates the fields on the screen for the cashier to view. Checks are also imaged and the amounts are captured automatically. All forms of payments including cash, checks, money orders, credit cards, and debit cards are accepted. Once balanced, the *Quick* Modules Workflow routes the transaction for further processing, and checks are queued for the Check 21 electronic deposit.

Payments are processed using *Quick* Modules business rules and added to the *Quick* Modules workflow. The solution is easily integrated within the *Quick* Modules system for inbound mail and provides a single consolidated solution that provides complete reporting for both mail and electronic processing.

"I would definitely recommend to any agency looking to purchase/replace a system to consider Fairfax Software as a viable option. Their team has worked well with us, has been very responsive to our requests for help and have provided timely resolutions."

Eric Pitts

Technology Services Manager
Kern County Treasurer and Tax Collector

FEATURES AT A GLANCE

- Designed and developed by Fairfax Software.
- No integration or support delays due to third party cashiering software.
- Workstations are web-based allowing easy deployment to multiple locations.
- Designed for ease-of-use, cashiering screens are compatible with touch-screen monitors.
- Entries can also be completed from the keyboard.
- Screens, receipt layout, and receipt logos are customized for each location with point and click ease.
- Recognition is provided by the scanning device as well as software within *Quick* Modules.
- Supporting documents can be scanned as an attachment to the transaction.
- Safe and secure with data encryption at rest and in transit.
- Compliance with the latest industry security standards.
- PCI and SOC2 compliance.

ABOUT FAIRFAX SOFTWARE

Since its establishment in 1994, Fairfax Software has grown its footprint with offices across the Globe. At the heart of its offerings is *Quick* Modules, a proprietary processing software renowned for its excellence. This award-winning solution provides a robust platform for fax, forms, and remittance processing, catering to diverse industries.

KERN COUNTY CALIFORNIA

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