

Overview

Challenge

Kern County wanted to replace the existing cashier system with a modern, secure, web-based solution with no up-front costs.

Solution

Fairfax Software implemented its *Quick Modules Cashier* solution to provide an updated, easy-to-use cashiering platform for Kern County constituents.

Benefits

Several benefits are achieved including:

- Enhanced Security
- Business Continuity
- Ease of Use
- Cost Savings

FAIRFAX SOFTWARE PROVIDES KERN COUNTY, CALIFORNIA WITH HOSTED CASHIERING SOLUTION

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 When Kern County’s existing on-prem Creditron Cashiering system became outdated, Kern County business and technical stakeholders sought to replace it with a no upfront cost hosted solution.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
- No capital investment cost to erect or maintain the solution
- 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 without putting out any money for the initial investment or on-going maintenance.

The Solution: *Quick Modules Cashier*

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 simply drops the document into the scanner and *Quick Modules Cashier*’s 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 Check21 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.

Quick Modules Cashier Features Include:

- 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.

“I would definitely recommend to any agency looking to purchase/replace a system to consider Fairfax as a viable option. The team at Fairfax Software has worked well with us, has been very responsive to our requests for help and have provided timely resolution for most things. The pay-as-you-go model that we are using for billing is a good representation of the creativity and willingness by Fairfax to work with their customers and earn their trust and support.”

Eric Pitts

*Technology Services Manager
Kern County Treasurer and Tax
Collector*

