

Vertex Certificate Center

Reduce Audit Penalties and Improve Compliance

As sales taxability regulations continue to change and transaction volumes increase, managing sales tax exemption certificates without an automated solution can be an error-prone manual process. Vertex® Certificate Center automates and simplifies the end-to-end exemption certificate process to streamline internal processes, facilitate correct tax exempt calculation, and reduce audit exposure.

Exemption Certificate Management Made Simple

Vertex Certificate Center automates the time-consuming and labor-intensive processes of exemption certificate management. It's a cloud-based paperless solution that electronically stores and tracks sales tax exemption certificates.

End to End Automation

The Certificate Center offers an end-to-end solution from collection, validation, storage, and maintenance to audit reporting and tax-exempt calculations. Add the Certificate Service and Vertex will keep your certificates up to date and valid on an ongoing basis.

Improve Tax Department Efficiency

With automated workflows, centralized storage, flexible tracking tools, and 24/7 access in the cloud, the Certificate Center improves efficiency to unlock time for the tax staff to focus on higher value work.

Elevate Your Customer Experience

Accurate exemption management not only affects audit performance, it impacts your customer satisfaction. With the Certificate Center, you'll not only provide your customers with easy certificate submission tools but you'll increase your tax accuracy and consistency.

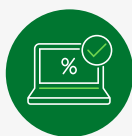
Increase Tax Accuracy and Reduce Audit Risk

Manually storing, retrieving, and monitoring expiration dates increases the risk of errors, as well as penalties and fines during tax audits. With an automated solution you'll improve tax accuracy at the time of the transaction, accelerate audit response, and reduce audit exposure.

Benefits



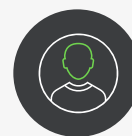
Streamlined
Automated
Processes



Increased
Tax Accuracy



Improved
Reporting &
Reduced Audit Risk



Customer
Satisfaction

Features



Self-Service Exemption Certificate Submission

Offer your customers a self-service, self-guided online tool where they can create and submit audit-ready certificates directly into your Vertex tax engine. (See *Exemption Certificate Wizard* next page.)



Streamlined Certificate Renewals

Set up continual monitoring of certificate expiration dates. Run a report of expiring certificates and generate and track email/letter requests for new certificates.



Tracking and Reporting

Multiple sorting features provide easy access to certificates. View certificates nearing expiration to move into renewal campaign. Respond more timely and completely to audit requests.



Tax-Exempt Calculations

Seamless integration with the Vertex tax engine improves tax accuracy for tax exempt transactions.



Master Data Coordination

Synchronization of certificates, customers, and taxpayers with the Vertex tax engine helps ensure master data is always up to date to minimize disputes, credits, and changes to transactions.



Cloud Access

Cloud access eliminates the need for IT infrastructure and support. 24/7 availability maximizes tax staff productivity.



Certificate Library

Continually updated library of exemption and resale certificates by jurisdiction (state and local). Supports multi-jurisdiction certificates, direct pay permit management, and storage of customer billing and shipping information. Supports single use certificates (by invoice number), product or usage based, and blanket certificates.



Ask product questions directly in the app.

The Vertex Copilot generative AI feature enables real-time responses to product questions.* The chatbot-like interface provides non-disruptive access to information in a sidebar within the current open workspace.

****Note:** Product documentation used by Vertex Copilot has been reviewed by subject matter experts to ensure it meets our internal standards for quality and completeness. However, as a generative AI, Vertex Copilot creates responses for every question and may not always be accurate. Users should review and confirm the information provided. If users have questions about the response from Copilot, they can verify the information by reviewing the product content on Vertex Community. Links to the relevant articles used by Copilot are included with the response. AI RESPONSES ARE PROVIDED FOR INFORMATIONAL PURPOSES ONLY AND VERTEX DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE WITH REGARD TO RESPONSES. GIVEN THE NATURE OF AI TECHNOLOGY, AI RESPONSES MAY BE INACCURATE, MISLEADING, AND MAY BE SUBJECT TO THIRD PARTY TERMS, INCLUDING, AS APPLICABLE, OPEN SOURCE LICENSES.

The screenshot displays the Vertex Certificate Center interface. The top navigation bar includes the Vertex logo, 'CERTIFICATE CENTER', and a user greeting 'Welcome, Jenny!'. The left sidebar contains a menu with options: Certificates, EC Wizard, Customers, Settings, Reports, and Correspondence. The main content area is divided into two sections: 'Customers' and 'Certificates'.

Customers Section: This section shows a table of customers with columns for Customer Code, Customer Name, Parent Customer, Taxpayer, Status, Exemptions, Customer Type, and Action. The table is filtered by 'APPROVED' status. The data includes customers like 'Spin Manufacturing', 'Hardware World', and 'Hardware World IL ST1'.

Certificates Section: This section shows a table of certificates with columns for Exempt ID, Customer Name, Customer Code, Status, Jurisdiction(s), Reason, Source, and Action. The table is also filtered by 'APPROVED' status. The data includes certificates for 'Hardware World', 'PW Hardware CO', 'Spin Manufacturing', and 'West Chester School District'.

Vertex Certificate Center offers an end-to-end solution from collection, validation, storage, and maintenance, to audit reporting for tax exempt transactions.

Exemption Certificate Wizard

Self-Service Certificate Submission for your Customers

The Vertex Certificate Center allows companies to deploy the Exemption Certificate Wizard, a self-service web-based tool that enables their customers to create and submit new certificates directly to your Vertex system right from their computer or smart phone. From a website or e-commerce portal, buyers simply follow a series of guided questions, then the Wizard determines the certificates needed, populates them, and submits them directly into the Vertex Certificate Center.

Benefits

- Supports an end-to-end process – from customer submission to exempt transactions
- Reduces certificate errors and improves audit performance
- Helps companies reduce audit reserves
- Streamlines internal tax processes
- Accelerates commerce

Features



Self-Guided

Built-in logic guides the buyer through a series of questions about their business, locations, reason for exemption, and the purchase transaction.



Identify. Create. Submit.

Based on the information submitted, the Wizard identifies which certificate(s) are required, populates the audit-ready certificate(s), captures an electronic signature, and with one click it submits the certificate(s) directly to Vertex.



Multi-Certificate Questions

Where multiple certificates are required, the tool presents a single set of questions to create multiple certificates to streamline the customer experience.



Electronic Signature

Electronic signature capability ensures all certificates are audit-ready.



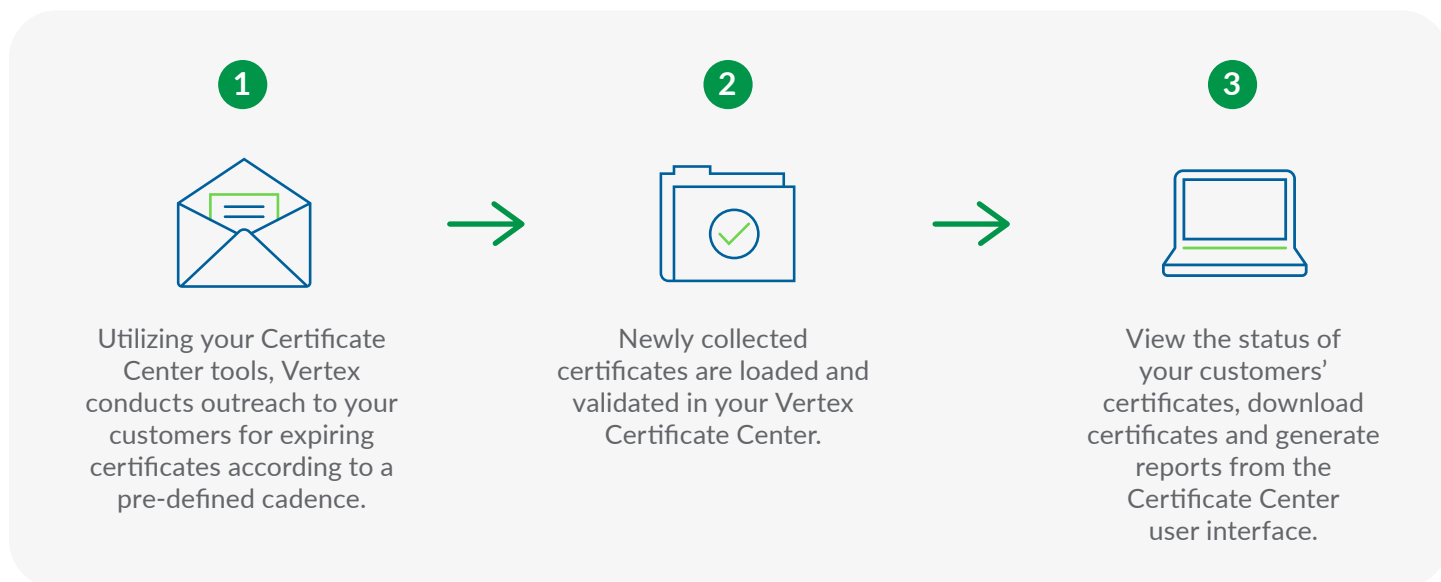
SaaS Simplicity

The SaaS solution can be deployed on your website or e-commerce platform. And automatic data updates ensure the latest exemption certificate rules and forms.

A simple, clean UI guides users through a series of questions to create, sign, and submit the required certificate(s).

Add the Certificate Collection Service

Vertex Certificate Center customers can add the optional Vertex Certificate Service whereby our team will validate new certificates and proactively reach out to your customers to update expiring certificates, to ensure you stay current for reporting and audit preparation. We'll use your Certificate Center tools to conduct ongoing certificate collection/renewal campaigns according to a pre-defined cadence to keep your certificates up to date and audit-ready.



End-to-End Solution

Vertex Certificate Service takes the ongoing tasks of certificate collection and renewal off your plate to keep tax teams focused on higher value work and improve audit performance at the same time. Combine the Vertex Certificate Center with the Vertex Certificate Service for an end-to-end solution to keep exemption certificates up to date, improve tax calculation accuracy, and reduce audit risk.

One-Time Setup Service*

Where needed, Vertex also offers Certificate Service customers a one-time Start Service to get your current certificates up to date. We'll load your current certificates into your new Certificate Center -- and validate them. For any expired or invalid certificates, we'll perform an outreach to get them up to date. For customers where you have identified missing certificates, we will perform an outreach campaign to those customers to collect the necessary new certificates.

* This service requires separate contract from above Certificate Collection service.

To learn more, visit VertexInc.com.

North America | Latin America | Europe | Asia Pacific

Copyright © 2025 Vertex, Inc. All rights reserved. The information contained herein is intended for information purposes only, may change at any time in the future, and is not legal or tax advice. 6.25



VertexInc.com



VERX
Nasdaq Listed