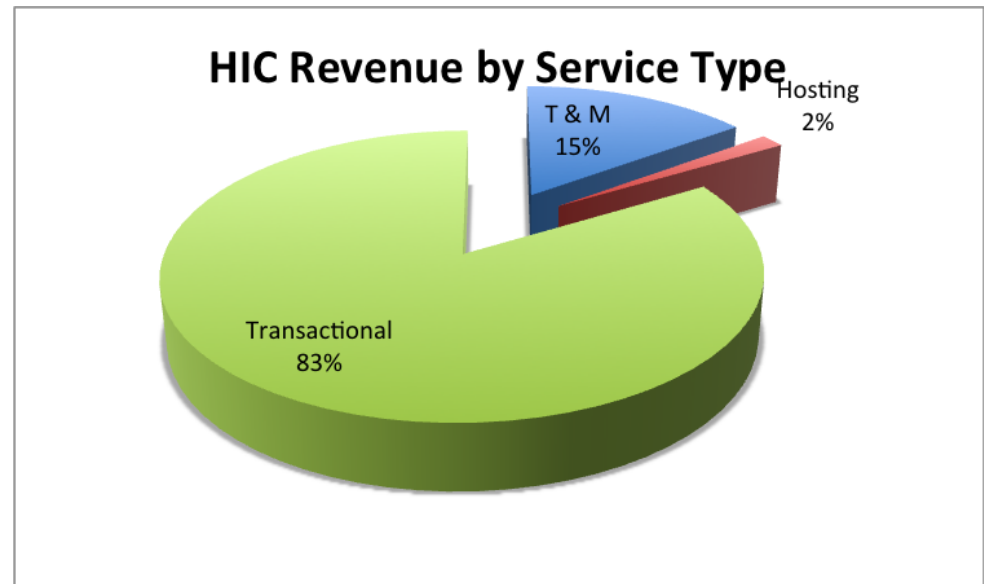


Portal Fee Presentation

The Access Hawaii Committee requested that Hawaii Information Consortium provide examples of how fees are presented via our online services.

eHawaii.gov services are primarily self-funded

- Transactional
- Time and Materials (T & M)
- Hosting



Transactional Services are the Self-Funding Mechanism

Transaction fees cover the cost of development, maintenance, hosting, upgrades, customer service, marketing, etc. so the partner has the choice to:

- Pay for the service per transaction; or
- Pass the fees to the fee payer

Transactional Fee Breakdown

- **Payment Processing** - Credit card merchant fees, eCheck origination, etc.
- **Portal Fee** - The fee that the portal keeps to support operations.

Together they make the:

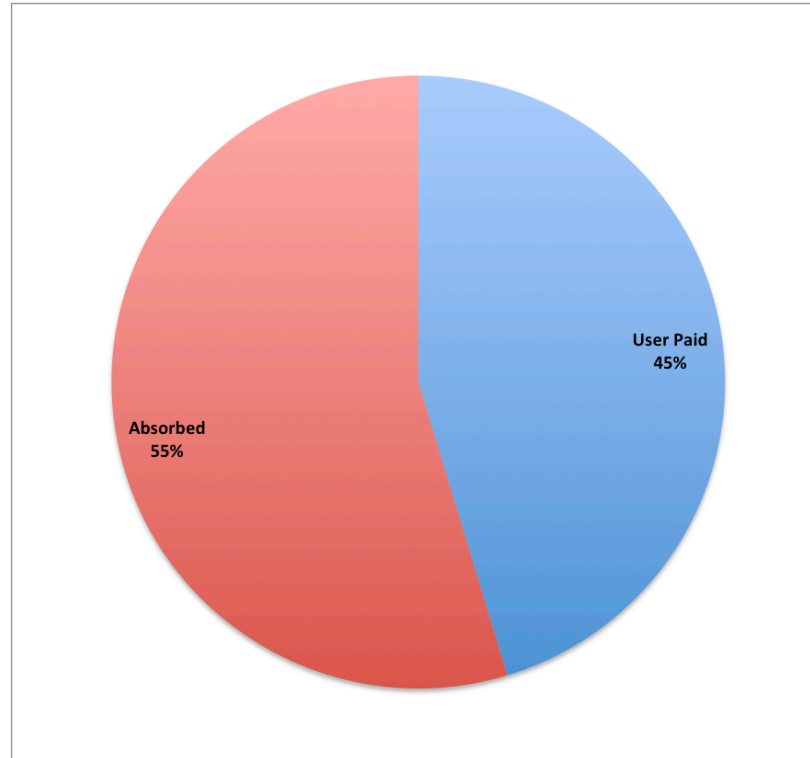
Portal Administration Fee

Credit Card Merchant Rules

Due to credit card rules, there is specific language that we are required to use when presenting payment information to fee payers. These include terms such as "Service Fee", "Surcharge" and "Administrative Fee".

These change frequently and are outside of the portal's control.

Absorbed vs. User Paid



Portal transactional revenue is split between these two options.

Examples

Fees passed on to the fee payer:

- eCrim
- eFile DOTAX

Fees absorbed by the partner:

- Hawaii Business Express (BREG)
- PVL Renewals

Mixed approach:

- HUI Express

eFile DOTAX



Choose a payment method:

This online service is **free** if you are not making a payment on-line.

If you choose to pay with cash via a debit to your checking account (eCheck), there is a non-refundable service fee of **\$1.00**. This fee allows eHawaii.gov to deliver this important service via the internet.

Please note that the Company Identification Number for ACH is **2990303111**.

If you choose to pay by credit card, there is a non-refundable service fee equal to **\$3.42**.

You will have the opportunity to review all applicable fees prior to finalizing your transaction. At that point, you will have the option to cancel your online transaction if you do not wish to pay the service fee.

NOTE: The largest payment that can be made per transaction with a **Credit Card** is **\$97,655.24**.

Credit Card

Electronic Check

Cancel

DOTAX does not absorb any fees associated with this service.
Before checkout all fees are disclosed to the taxpayer.

3. Credit Card Information

Name: <small>(as it appears on credit card)</small>	Joe A Tester
Credit Card Type:	Visa
Expiry Date: <small>MM/YY</small>	01/18
Credit Card Number:	*****0019

4. Payment Details

Description:	General Excise/Use Tax Payment
Tax Amount Paid:	\$100.00
Portal Administration Fee:	\$3.42
Amount of this Credit Card Transaction:	\$103.42

Before payment all fees are disclosed to the taxpayer again.

Hawaii Business Express

Confirmation of Forms/Fees

Below is a listing of the forms you are filing through Business Express and their associated fees. By filing online with the Department of Commerce and Consumer Affairs (DCCA) you are eligible for a discount. **In addition, the DCCA offers the option to expedite the processing of forms for an additional fee. The expediting of a form with the DCCA ensures that processing will be completed in one to three business days, otherwise there is no guarantee on the processing time of a form.**

If you do not have a credit card at this time, or simply are not ready to pay, don't worry. All your information is ALREADY saved. You may return to Business Express at any time to pay for and register this business.

Form	Online Filing Fee(s)
BB1 Filing with Department of Tax	\$20.00
T1 Filing with DCCA	\$25.00
Archive Fee : ⓘ \$1.00	\$1.00
EXPEDITE Fee : \$0.00 Add	
Portal Administration Fee	\$2.50
Total: \$48.50	

* denotes required field

Before checkout all fees are disclosed to the business owner.

Hawaii Business Express

Credit Card Payment

All fields are **required** unless otherwise noted.

Transaction Details ✕

ITEM	REFERENCE NUMBER	PRICE
BB1 Filing with Department of Tax	1605251656672	\$20.00
T1 Filing with DCCA	0525201656612	\$25.00
T1's Archive Fee	0525201656612	\$1.00
Portal Administration Fee	1605251656672	\$2.50
Total Price		\$48.50

Close

Expiration Date:
Month Year

Zip Code:

Country:

Back Continue

DOTAX chose to pass the Portal Administration Fee on to the business owner, while DCCA chose to absorb the fee.

PVL Renewal

Checkout

License Data

License Number: **AUC-513**

MOTOR VEHICLE INDUSTRY LICENSING BOARD
AUCTION

Licensee's Name and Address of Record:

MANHEIM REMARKETING INC
1001 AHUA ST
HONOLULU, HI, 96819

BY LICENSE EXPIRATION DATE 06/30/2016 A TOTAL OF \$872.00 IS DUE.

Select a Payment Method

Pay with Credit Card

Pay with eCheck

Pay with Subscriber Account

DCCA absorbs the Portal Administration Fee.

PVL Renewal

Confirm Payment


ITEM	REFERENCE NUMBER	PRICE
Compliance Resolution Fund (CRF) Fee for AUC-513	AUC-513	\$134.00
Renewal Fee (REN) for AUC-513	AUC-513	\$738.00
Total Price		\$872.00

Payment Information

Contact Name: MANHEIM REMARKETING INC
Phone Number: 808-888-8888
Card Type: Visa
Account Number (last 4): 0019
Expiration Date: **/**
Name on Card: JING TEST
Billing Address: 1001 AHUA ST
HONOLULU, HI 96819
United States

Please Confirm

By clicking **Pay Now** below, I acknowledge that this payment is non-refundable.



C-O-M-O-D-O
AUTHENTIC & SECURE

DCCA absorbs the Portal Administration Fee.

eCrim




Confirm Payment

Total Price: \$5.00 [View Details](#)

Payment Information	
Contact Name	First Last
Phone Number	808-999-9999
Email Address	qa1@ehawaii.gov
Card Type	Visa
Account Number (last 4)	0019
Expiration Date	**/**
Name on Card	FIRST LAST
Billing Address	111 South Honolulu, HI 96813 United States

Please Confirm

By clicking **Pay Now** below, I acknowledge that this payment is non-refundable.


C-O-M-O-D-O
AUTHENTIC & SECURE

A flat \$5 search fee applies for eCrim. This is the invoice display with the Total Price. We try to use this model where possible in order to comply with disparate credit card merchant rules.

eCrim

The screenshot shows the Hawaii.gov website header with the Department of the Attorney General logo. The main content area is titled "Subscriber Payment" and features a "Transaction Details" window. This window contains a table with the following data:


ITEM	REFERENCE NUMBER	PRICE
eCrim Convenience Fee	ff80808154368dde0154ebd18b870007	\$1.00
eCrim Search Charge	ff80808154368dde0154ebd18b870007	\$4.00
<i>Total Price</i>		<i>\$5.00</i>

A "Close" button is located at the bottom right of the Transaction Details window.

This is the detail display from the invoice view.

eCrim




Payment Receipt 

Total Price: \$5.00 [View Itemized Receipt](#)

Payment Information		Final Steps	
Contact Name	First Last	Please print this receipt for your records and click Continue below to complete the transaction.	
Phone Number	808-999-9999	Reference Id	#80808154368dde0154ebfd9340009
Email Address	qa1@ehawaii.gov	Authorization Code	16574964
Card Type	Visa	Transaction Date/Time	25 May 2016 21:37 HST
Account Number (last 4)	0019	This payment is non-refundable.	
Expiration Date	**/**		
Name on Card	FIRST LAST		
Billing Address	111 South Honolulu, HI 96813 United States		

[View Search Results](#)



C-O-M-O-D-O
AUTHENTIC & SECURE

This is the payment receipt. The detail view is also available from here.

Hawaii Unemployment Insurance (HUI) Express - eCheck



Labor.Hawaii.gov

STATE OF HAWAII

Department of Labor & Industrial Relations
Hana Lokahi, Working Together

Menu

- ▶ Logout
- ▶ My Account
- ▶ Admin Module
- ▶ Payment Reports
- ▶ View History
- ▶ Update Account
- ▶ Download Software
- ▶ HUI Express User's Guide
- ▶ FAQ

Quarterly Reports

- ▶ Submit Wage Report
- ▶ Upload Contribution Report
- ▶ Submit Contribution Report/Make Payment

Choose Update Account to update your email address, password, mailing address or phone number.

Submit Payment

Account Number	Employer Name	Year Quarter	Payment Due	Total Wages	Taxable Wages	Remittance Amount	Date Entered
0007458428	DEKE HAWAII, INC	2014/01	\$ 168.60	\$ 0.00	\$ 0.00	\$ 168.60	05/06/2016
Sub Total:			\$ 168.60	\$ 0.00	\$ 0.00	\$ 168.60	

HUI allows you to pay your Unemployment Insurance Tax liability using eCheck or credit card.

Total Remittance Amount (in US Dollars): **\$ 168.60**

There are administrative costs for this online service, which will be added to the amount you pay. If you choose to pay using eCheck the administrative costs are waived.

Please select your payment type:

eCheck payment (Administrative Costs are waived)

Credit Card payment

Before submitting payment, the user chooses a payment method. DLIR absorbs all fees for eCheck payments, so there is no additional fee.

Hawaii Unemployment Insurance (HUI) Express - Credit Card

Submit Payment

Account Number	Employer Name	Year Quarter	Payment Due	Total Wages	Taxable Wages	Remittance Amount	Date Entered
0007458428	DEKE HAWAII, INC	2014/01	\$ 168.60	\$ 0.00	\$ 0.00	\$ 168.60	05/06/2016
Sub Total:			\$ 168.60	\$ 0.00	\$ 0.00	\$ 168.60	

HUI allows you to pay your Unemployment Insurance Tax liability using eCheck or credit card.

Total Remittance Amount (in US Dollars): **\$ 172.31**

There are administrative costs for this online service, which will be added to the amount you pay. If you choose to pay using eCheck the administrative costs are waived.

Please select your payment type:

eCheck payment

Credit Card payment (an Administrative cost of 2.2% or (\$ 3.71) is included in the remittance amount)

Choose Update Account to update your email address, password, mailing address or phone number.

Before submitting payment, the user chooses a payment method. DLIR absorbs the Portal Administration Fee, but does not absorb the credit card merchant fee, which is passed on to the fee payer.

Hawaii Unemployment Insurance (HUI) Express

The screenshot displays the Hawaii Department of Labor and Industrial Relations website. The header includes the state seal and the slogan "Mahe Lohaki, Working Together". A "Credit Card Payment" confirmation window is open, showing a total price of \$172.31. A "Transaction Details" pop-up window is overlaid on top, providing a breakdown of the payment items.

ITEM	REFERENCE NUMBER	PRICE
0007458428 DEKE HAWAII, INC	264-INHXGF184	\$168.60
HUI Express Administrative Fee	264-INHXGF184	\$3.71
Total Price		\$172.31

The detail view shows the Administrative Fee for the credit card payment.

Mahalo!