

# AMENDMENT 1

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## STATEMENT OF WORK

DEPARTMENT OF LAND AND NATURAL RESOURCES  
BUREAU OF CONVEYANCES

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ONLINE PAYMENT PROCESSING FOR CONVEYANCES  
RECORDS  
(DOCUMENT SEARCH AND ORDERING SYSTEM)

## HAWAII INFORMATION CONSORTIUM

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### PURPOSE STATEMENT

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This is an amendment to the following document(s):

- 1) Original Statement of Work (SOW) document entitled Online Payment Processing for Conveyances Records dated on June 26, 2003 and signed by Carl T. Watanabe, Registrar of Conveyances, for the Department of Land and Natural Resources Bureau of Conveyances (PARTNER) and Dan Morrison, General Manager, for the Hawaii Information Consortium, LLC (HIC).

The purpose of this document is to:

- Amend the Portal Administration Fee, Transaction Fee, or No Fee section to modify the fee structure and disbursement method for processing documents requested through the HIC supported Online Document Search and Ordering System
- Extend the Project Scope section to include a phased approach to redesign of the existing system, allow online request for search of records, and allow online ordering of Certificates of Title that are certified.

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### PORTAL ADMINISTRATION FEE, TRANSACTION FEE, OR NO FEE

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The portal will retain a fee from each order. The fee is equivalent to twelve percent (12%) of the transaction amount, including the credit card fee. The Portal Administration Fee shall be deducted from the gross amount collected online before the net amount is remitted to PARTNER on a weekly basis via ACH.

Any costs incurred by HIC associated with unsuccessful contest of a charge-back, cancellation, or insufficient funds will be invoiced to PARTNER as explained below.

#### **Credit Card Chargebacks**

HIC will make an initial effort to collect on all returned payments, credit card chargebacks, etc. HIC's customer service staff will endeavor to satisfy merchant bank requests. In the event that HIC is unable to successfully contest a credit card chargeback, HIC will invoice PARTNER the original amount remitted plus a \$10 charge-back fee.

#### **ACH Returns (consolidated ACH via HIC only):**

Because the national ACH network does not support real-time account verification, some eCheck (ACH) transactions may be returned due to insufficient funds or because the bank account information was entered incorrectly by the customer. HIC will attempt to make initial collections on returned payments. If HIC is unable to collect the funds within 7 business days, HIC will invoice PARTNER the original amount remitted to PARTNER plus a \$30.00 return fee.

Any and all fees and payment policies may be altered by mutual agreement in writing between PARTNER and HIC.

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### PROJECT SCOPE

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HIC will enhance the existing Online Document Search and Ordering system in a phased approach. The phases are defined as follows:

Phase 1: Refresh and Fee Update

The existing application will be updated with a new look and feel which is mobile responsive. The fees will also be updated as described in the *Portal Administration Fee, Transaction Fee, or No Fee* section above.

Phase 2: Online Request for Search of Records

HIC will work with PARTNER to allow public users to submit an online request and payment for a Request for Search of Records for records that were recorded before 1992 and 1976. These are documents are not available in the existing system.

Phase 3: Online Ordering of Certificates of Title

HIC will work with PARTNER to allow public users to order certified Certificates of Title online via the existing Document Search and Ordering system.

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**STAKEHOLDERS**

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**Department of Land and Natural Resources**

1151 Punchbowl St.

Honolulu, HI 96813

**Hawaii Information Consortium, LLC**

201 Merchant Street Suite 1805

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**CHAIN OF COMMAND**

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**Department of Land and Natural Resources**

Nicki Ann Thompson, Registrar of Conveyances

Leslie T. Kobata Deputy Registrar of Conveyances

Lila Loos, Data Processing Coordinator

**Hawaii Information Consortium, LLC**

Russell Castagnaro, General Manager

Teri Berschneider, Director of Portal Operations

Zheng Fang, Director of Development

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**SIGN OFF**

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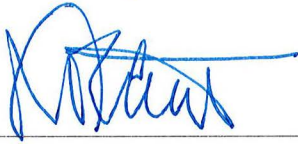
I, the undersigned, have the authority to make binding decisions on behalf of my respective agency/department regarding projects in collaboration with HIC.

I also have the authority to allocate agency/department resources towards the above-described project.

I have read the above document and understand all implications thereof. Any future changes to this Statement of Work will be made through a formal request to the HIC General Manager.

By signing, I acknowledge that the project described herein has received any required legal reviews and is in compliance with current State of Hawaii statutes and administrative rules.

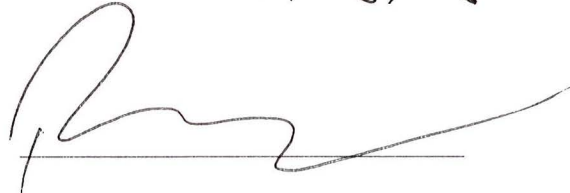
Date: 7/28/16



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Leslie T. Kobata  
Deputy Registrar of Conveyances  
Department of Land and Natural Resources

7/28/16



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Russell Castagnaro  
General Manager  
Hawaii Information Consortium, LLC