



Department of Land and Natural Resources – Bureau of Conveyances (BOC)

Project Name: Online Payments (Amendment 2)

Business Model: Transaction Based

Project Overview

Problem – The original BOC Online Payments Statement of Work was executed on 3/16/21 when the BOC migrated to a new backend system but retained Tyler Hawaii's online payment services and fees were agreed upon at the time. The BOC would like to renegotiate the absorbed fees.

Solution – Tyler Hawaii and BOC have negotiated new fees detailed on the subsequent slides.

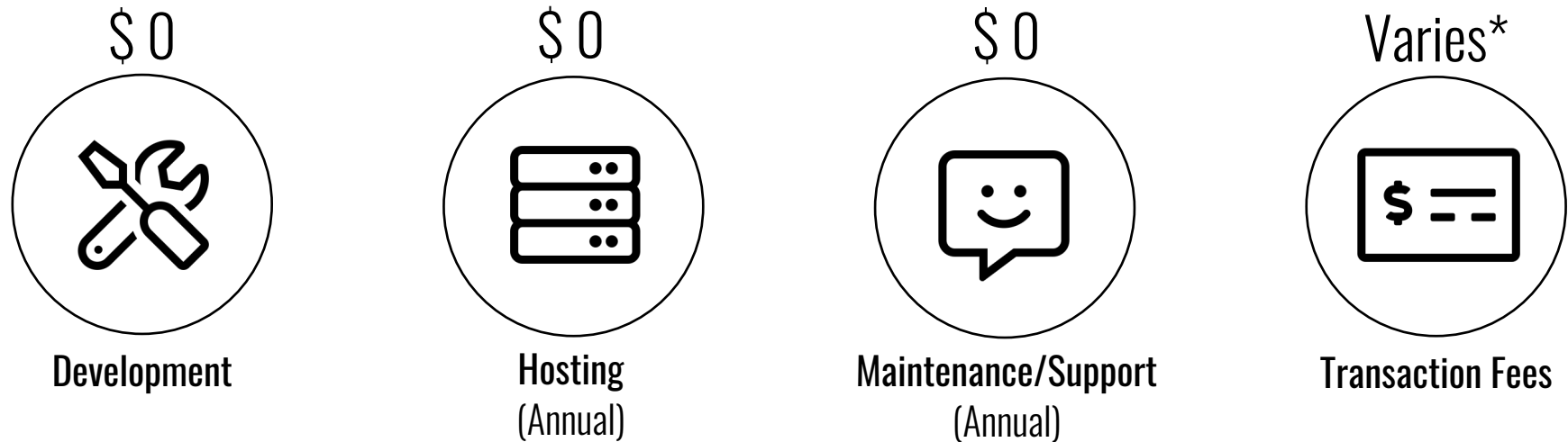


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Fees & Cost Structure



* For all transactions completed, there will be a transaction/convenience fee for credit card or eCheck payments. Details on the following page.



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BOC Service	Current Fee	Proposed Fee
Online Search & Ordering System	Absorbed Fee: 12% (9.22% + 2.78% cc)	Absorbed Fee: 7.5% (5% + 2.5% cc)
Over the Counter Payments	Absorbed Fee: \$1.50 + 2.78% cc or \$1.00 eCheck	Absorbed Fee: \$1.50 + 2.5% cc or \$1.00 eCheck
Invoicing System	User Fees: <ul style="list-style-type: none">• 2.78% cc• \$1.00 eCheck• \$5.00 paper check Fee Sharing: \$5,000/mo	User Fees: <ul style="list-style-type: none">• 2.5% cc• \$1.00 eCheck• Paper checks not accepted Fee Sharing: \$4,500/mo

Predicted ~18% annual decrease of BOC fees paid