



County of Hawaii – Department of Finance

Project Name: Transient Accommodations Tax (TAT) Payments

Business Model: Transaction Based

Project Overview

Problem – The County of Hawaii currently has an online TAT payment system, however, there are some needs for improvement:

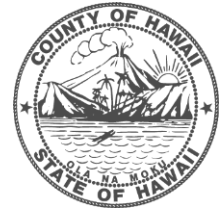
- User interface is not optimal
- Reporting discrepancies due to mainland cutoff times on financials
- No customer service support from current vendor
- Manual input of transactional information into county system

Solution – Tyler Hawaii's payment system will provide an improved user interface, transactions and reports will be based on HST, and customer service support will be included. The solution will be built so that future enhancements may be developed to further streamline the TAT process.

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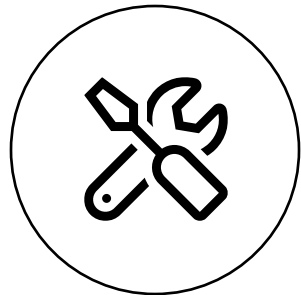
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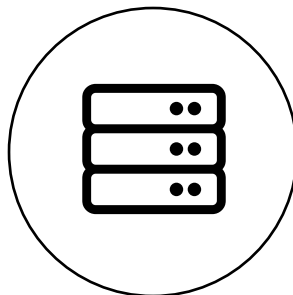
Fees & Cost Structure

\$ 0



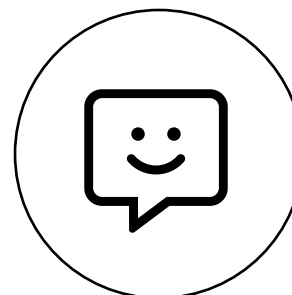
Development

\$ 0



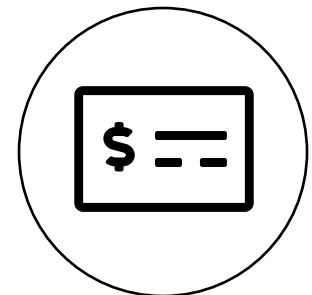
Hosting
(Annual)

\$ 0



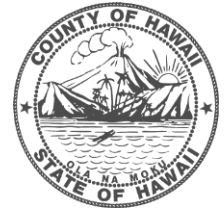
Maintenance/Support
(Annual)

\$ 2.50*



Transaction Fees

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



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Transaction Fees Breakdown

- Transaction fee of \$2.50 plus
- Credit/debit card or eCheck fee:
 - 2.5% Credit/debit card fee; or
 - \$1.00 eCheck fee

Statutory Fee(s)

- varies

Revenue

- Online transactions based on prior year:
 - Hawaii County: 25,000/yr
- Projected Tyler Hawaii revenue:
 - Hawaii County: \$62,500