



**County of Maui
Department of Finance**

Transient Accommodations Tax Payments

October 2, 2025

Project Overview

Problem: The counties currently have 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 for the public from current vendor
- Export file does not separate tax amount from penalties and interest

Solution: Tyler will implement an online payment system that will provide an improved user interface, transactions and reports will be based on HST, and customer service support will be included. The solution will include a bulk filing feature as an additional enhancement.

Fees & Cost Structure: Fixed Rate/Transaction Based/Hybrid



Development

\$0.00*



Hosting

\$0.00 annual



Maintenance / Support

\$0.00 annual



Transaction Fees

\$2.50**

* Estimated cost to Tyler Hawaii for development is \$35,853.39.

** For all transactions completed, there will be a Transaction Fee of \$2.50 plus an additional fee for credit card / eCheck payments. Details on the following page.

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

Annual Revenue

- Maui 2024 online revenue: \$69M
- Projected online transactions: 41,000
- Projected Tyler HI revenue: \$102,500

Mahalo!

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