

County of Kauai Department of Finance

Transient Accommodations Tax Payments

December 4, 2025



## **Project Overview**

**Problem:** The counties currently have an online TAT payment system, however, there are some needs for improvement:

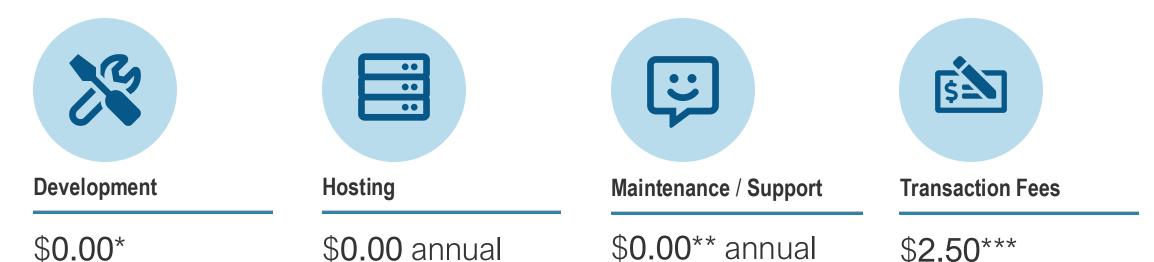
- User interface is not optimal
- Reporting discrepancies due to mainland cutoff times on financials
- No customer service support for the public from current vendor
- Export file does not separate tax amount from penalties and interest

**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.



## County of Kauai - Department of Finance Transient Accommodations Tax (TAT) Payments

### Fees & Cost Structure: Transaction Based



<sup>\*\*\*</sup> 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.



<sup>\*</sup> Estimated cost to Tyler Hawaii for development is \$22,408.37.

<sup>\*\*</sup> Estimated Maintenance and Support is Base Tier (Small Project based on work hours) for a total of \$30,191.50

# County of Kauai - Department of Finance Transient Accommodations Tax (TAT) Payments

#### **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**

- Kauai FY2025 online revenue: \$30,256,554.18
- Projected online transactions: 20,000
- Projected Tyler HI revenue: \$50,000



