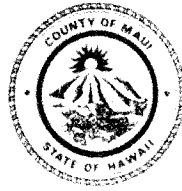


MICHAEL P. VICTORINO
Mayor

SCOTT K. TERUYA
Director

MAY-ANNE A. ALIBIN
Deputy Director



DEPARTMENT OF FINANCE
COUNTY OF MAUI
200 SOUTH HIGH STREET
WAILUKU, MAUI, HAWAII 96793

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OFFICE OF THE MAYOR

July 9, 2020

Honorable Michael P. Victorino
Mayor, County of Maui
Wailuku, Hawaii 96793

APPROVED FOR TRANSMITTAL

Michael P. Victorino

Mayor

7/10/20

Date

OFFICE OF THE
COUNTY COUNCIL

2020 JUL 10 PM 2:43

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For transmittal to:

Honorable Yuki Lei K. Sugimura
Chair, Water, Infrastructure and Transportation Committee
Maui County Council
200 S. High Street
Wailuku, Hawaii 96793

Dear Chair Sugimura:

SUBJECT: COUNTYWIDE SYSTEM FOR ONLINE INVOICING AND ONLINE PAYMENT (WIT-96)

Pursuant to your letter dated June 26, 2020, relating to the requests/questions from the June 15, 2020 meeting, below are the responses to the following:

1. Please provide potential online payment options for dog registration and license fees.

Response: The Department has contacted its online services vendor to explore the possibility of developing online options for dog licensing and registration. The Department will provide its recommendation once the consultation with the vendor has been completed.

2. Please provide information on if it is possible to provide online payments information and training to caregivers or senior centers that are not affiliated with the County.

Response: The Department has limited resources available to provide in-person training to caregivers or senior centers on the use of the County's online payment system. However, Point and Pay (PNP), the County's credit card servicing vendor has

Honorable Yuki Lei K. Sugimura
Chair, Water, Infrastructure and Transportation Committee
July 09, 2020
Page 2

the following video tutorials available showing step-by-step instructions on how to use the online payment system.

BillPay – How Customers Use The System
Bill Pay – How Customers Pay Their Tax or Utility Bill
Bill Pay – How Customers Set Up Recurring Payments
Bill Pay – How Customers Edit Their Recurring Payments Information
BillPay – How Customers Set Up Installment Payments
BillPay – How Customers Turn On Paperless Billing
BillPay – How Customers Set Up Recurring Payments through BS&A

The Department is discussing with PNP to have the links to these video tutorials available on the County's payment portal once the BillPay goes live. The BillPay System provides online solution to process customer payments for utilities and real property taxes through one single point of interaction. The anticipated "go live" date for the BilPay System is by end of this calendar year.

Should you have any questions, please feel free to contact my office at extension no. 7474.

Sincerely,


SCOTT K. TERUYA
Director of Finance