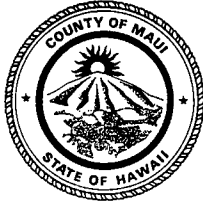


ALAN M. ARAKAWA  
MAYOR



RECEIVED

KEITH A. REGAN  
MANAGING DIRECTOR

2017 APR 18 PM 3:04

**OFFICE OF THE MAYOR**  
Ke'ena O Ka Meia  
COUNTY OF MAUI – Kalana O Maui

April 18, 2017

Honorable Alan M. Arakawa  
Mayor, County of Maui  
200 South High Street  
Wailuku, Hawaii 96793

For Transmittal to:

Honorable Riki Hokama  
Chair, Budget and Finance Committee  
Maui County Council  
200 South High Street  
Wailuku, Hawaii 96793

Dear Chair Hokama:

**SUBJECT: REQUESTS/QUESTIONS FROM THE APRIL 6, 2017 MEETING (BD-17)  
(BF-1)**

Pursuant to your letter dated April 7, 2017, I am transmitting a response to the following request/questions:

Please include in your review the ability of the Waiehu Municipal Golf Course to accept credit card payments for reservations and other transactions.

*Response: According to the Department of Finance, the Waiehu Golf Course has the ability to accept credit card payments through our current countywide approved vendor, Point&Pay. However, it is strongly recommended that the Waiehu Golf Course first install the iNOVAH cashiering system to process payments. Information from this cashiering platform is imported into our financial system to record the daily cash receipts in the County's general ledger accounts.*

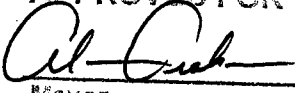
(1) The Departments' ability to accept credit card payments.

*Response: Like the previous response, the County currently has a contract with Point&Pay to accept credit/debit card payments; however, it is strongly recommended that any department wishing to accept credit/debit card payments first install the INOVAH cashiering system to further streamline end-to-end credit card processing and consolidate multiple cashiering components into one revenue collection hub.*

(2) Fees charged by the vendor to process such payments.

*Response: Following are the County departments/divisions that currently accept credit/debit cards along with the processing fees charged by the vendors that are passed on to customers in the form of a "convenience fee":*

APPROVED FOR TRANSMITTAL

  
\_\_\_\_\_  
Mayor

4/18/17

Date

Honorable Riki Hokama, Chair  
Budget and Finance Committee  
Maui County Council  
April 18, 2017  
Page 2

- 1) DMVL – (2.35% over the counter, 2.25% plus \$2.50 per transaction for online credit card payments)
- 2) Real Property Tax – (2.30% for online payments)
- 3) Maui County Business Resource Center – (2.35% over the counter)
- 4) Planning – (2.35% over the counter)

*The fees vary as currently there is more than one vendor handling these types of payments for the various county departments/divisions.*

- (3) An explanation as to why Departments are not uniformly handling such transactions, if a lack of uniformity exists.

*Response: The Treasury Division, where practical, is tasked with converting departments that accept payments for services to iNOVAH, the approved centralized cashiering system for the County. Included with the iNOVAH cashiering platform is the ability to accept credit/debit card payments if so desired by the affected department. The acceptance of credit/debit card payments will be governed by the "Maui County Electronic Payment Policies and Procedures" document which will help to ensure consistency and uniformity where possible. This document is currently in draft form and is under review.*

- (4) Whether the Administration would recommend a fee for processing credit card transactions be enacted and if so, the amount of such a fee.

*Response: Through my research, the County is currently charging a convenience fee to customers in order to accept credit/debit card payments as indicated in item no. 2 above. The goal of accepting credit/debit card payments is to provide the public with alternative payment options, in addition to cash and checks. In this regard, the Administration does not recommend charging a fee in addition to the convenience fee already being charged to the customers. The Administration believes that an additional fee will reduce the use of credit/debit card payments by the public because of the added cost.*

Thank you for your attention to this matter. Should you have any questions, please feel free to contact me at Ext. 7212.

Sincerely,



LYNN ARAKI-REGAN  
Budget Director

xc: Mayor Alan M. Arakawa

DEPT: BUDGET  
CODE: BD-17  
DATE: 4/18/17