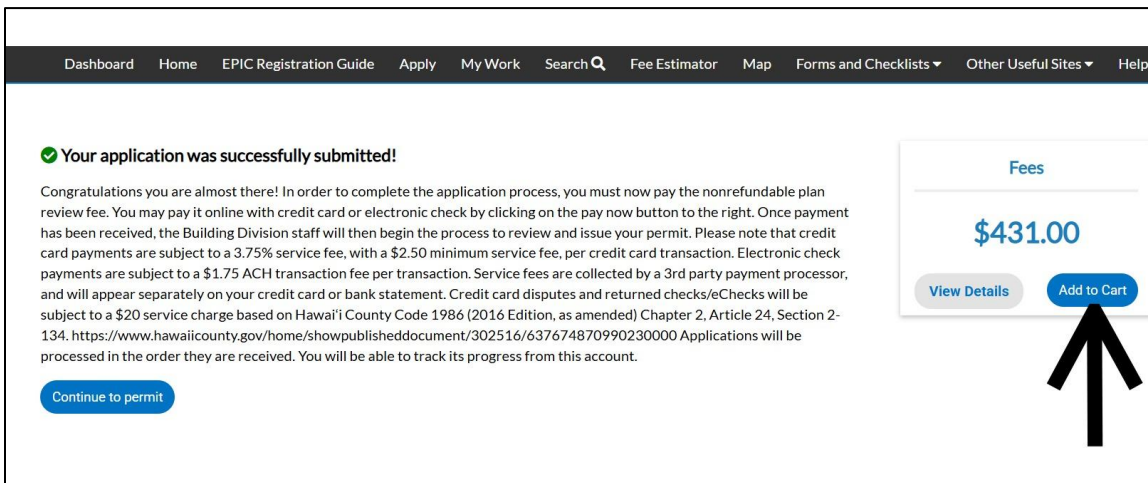


# How to Pay an Invoice

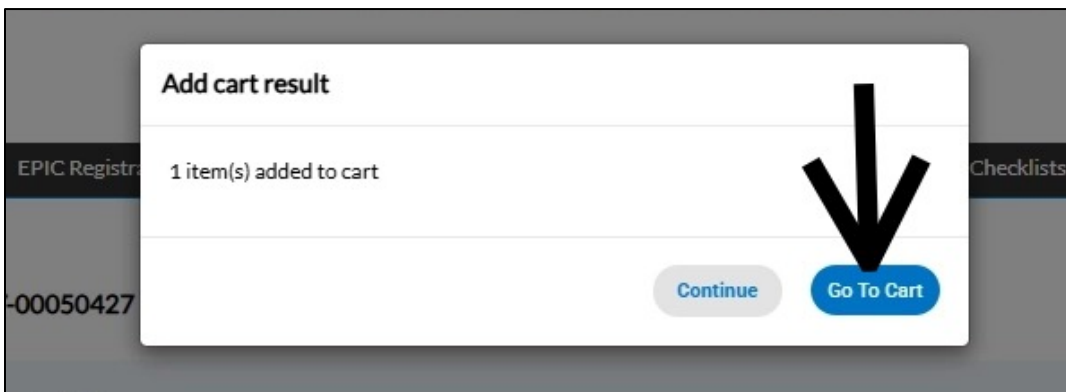
This guide walks you through how to pay for your plan and permit fees in the EPIC system—whether you're paying immediately after applying or returning later to complete your payment.

## Paying an Invoice Immediately After Applying

1. After submitting your plan or permit online, you will be advised that a fee must be paid. Click **Add to Cart**. This places the fee in your shopping cart.



2. A pop-up message will appear confirming that your item has been added to your cart.
  - Click **Go To Cart** to review your items and proceed to checkout.
  - Click **Continue** to return to your permits if you would like to add more invoices and complete your payment later.



3. Review your cart items. When ready, click **Check out**.

The screenshot shows a checkout page with two main sections: "Review your cart items" and "Cart summary".

**Review your cart items:** A card displays a permit icon, the text "Permit: PW.B2025-001531 | Invoice: INV-00050426", and a price of "\$431.00". Below the card are two links: "View details" and "Remove".

**Cart summary:** A box shows "Subtotal \$431.00" and a note: "Additional fees may be applied at checkout". A prominent blue "Check out" button is centered. Below it, the text "Find more items to pay" is followed by a link "Return to County of Hawaii?i - EPIC" with a grid icon. A black arrow points upwards to the "Check out" button.

### Select a payment method

1. Choose between paying by credit card or electronic check.

- **Credit Card**
  - Processing fee: 3.75% (minimum \$2.50)
  - Click "Enter new credit card"
- **Electronic Check (eCheck)**
  - Processing fee: \$1.75 per transaction
  - Click "Enter new eCheck"

The screenshot shows a payment information entry page with two main sections: "Enter your payment information" and "Summary".

**Enter your payment information:** A box titled "How are you going to pay?" contains two radio button options: "Enter new credit card" and "Enter new eCheck". Below this is a section titled "Where should we send your receipt?" with a text input field for "Email for receipt\*" containing the email address "eyoshida@hawaiiicounty.gov". A note below the field states: "You will not be charged until you review your payment on the next step". At the bottom are two buttons: "Back" and "Continue".

**Summary:** A box shows "Subtotal \$431.00" and a note: "An additional fee may be charged based on your method of payment".

2. If you chose credit card, enter your credit card information and click **Continue**.

**Enter your payment information**

How are you going to pay?

Enter new credit card

Card number \_\_\_\_\_

MM \_\_\_\_\_

YYYY \_\_\_\_\_

Cardholder name \_\_\_\_\_

Address \_\_\_\_\_

Billing ZIP code \_\_\_\_\_

Security code \_\_\_\_\_

Remember this card

Enter new eCheck

Where should we send your receipt?

Email for receipt\* \_\_\_\_\_  
eyoshida@hawaiicounty.gov

You will not be charged until you review your payment on the next step

Summary	
Subtotal	\$431.00
Processing fee	\$16.16
<b>Total</b>	<b>\$447.16</b>

Payments made by credit card will include a 3.75% processing fee with a \$2.50 minimum.

3. If you chose eCheck. Enter your check information and click **Continue**.

**Enter your payment information**

How are you going to pay?

Enter new credit card

Enter new eCheck

Account type \_\_\_\_\_

Customer type \_\_\_\_\_

Bank name \_\_\_\_\_

Account number \_\_\_\_\_

Confirm account number \_\_\_\_\_

Routing number \_\_\_\_\_

Confirm routing number \_\_\_\_\_

Name on account \_\_\_\_\_

Remember this account

Where should we send your receipt?

Email for receipt\* \_\_\_\_\_  
eyoshida@hawaiicounty.gov

You will not be charged until you review your payment on the next step

Summary	
Subtotal	\$431.00
Processing fee	\$1.75
<b>Total</b>	<b>\$432.75</b>

Payments made by eCheck will include a \$1.75 processing fee per transaction.

#### 4. Review and submit your payment.

- Check your payment method and total charges
- Click **Submit payment**

### Complete your payment

Review your payment method

Mastercard ending in **4444**  
Expiration date **12/26**

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### Summary of charges

Permit: PW.B2025-001531 | Invoice: INV-00050426 \$431.00

Subtotal **\$431.00**


Processing fee **\$16.16**

**Total \$447.16**

By clicking **Submit payment**, you agree to the following [privacy policy](#) and [terms of use](#).

[Back](#) **Submit payment**

Mahalo for your credit card payment. Allow up to 48 hours for your payment to be reflected on your account statement. Customers will see 2 transactions on their statement for this payment. "HI \*Hawaii county" for the transaction amount and "TYL \*HawaiiCnty ServFee" for the processing charge.



### Thank you for your payment

1. You'll see a "Thank you for your payment" message. Click **Return to County of Hawaii - EPIC** to go back to your permit.

### Thank you for your payment

Mahalo for your credit card payment. Allow up to 48 hours for your payment to be reflected on your account statement. Customers will see 2 transactions on their statement for this payment. "HI \*Hawaii county" for the transaction amount and "TYL \*HawaiiCnty ServFee" for the processing charge.

An email confirmation was sent to eyoshida@hawaiicounty.gov.

County of Hawaii  
101 Pauahi St, Hilo, HI 96720

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### Transaction details

Date: May 28, 2025 04:07 PM HST

Permit: PW.B2025-001531 | Invoice: INV-00050426 \$431.00

Subtotal **\$431.00**

Processing fee **\$16.16**


**Total \$447.16**

### Payment information

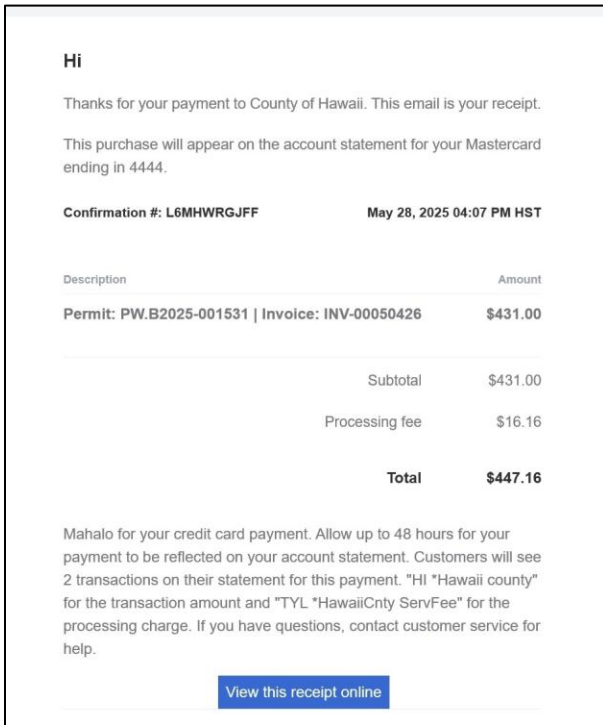
EY  
Mastercard ending in 4444  
Confirmation number: L6MHWRGJFF  
Transaction type: Purchase

Mahalo for your payment.  
County of Hawai'i

[Return to County of Hawai'i - EPIC](#)

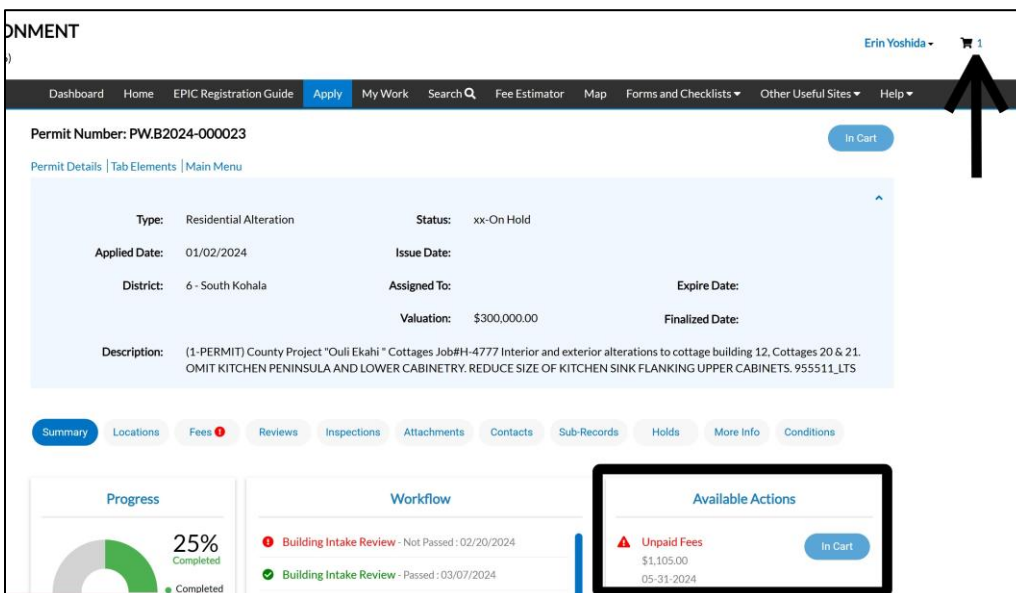


2. You will receive an email from Online Payments <noreply@tylerportico.com>.



## Paying an Invoice Later

1. Log in to your EPIC account and open the permit you would like to pay for. In the Available Actions section, look for an indicator that says, "In Cart." This confirms the item has been added to your cart.
2. To access your cart, click the **shopping cart icon** located at the top of the page, to the right of your username.



# Need Help?

1. Contact us via our [EPIC Online Support Page](#).

**Aloha and Welcome**

Supported Web Browser for this site  
Google Chrome, Mozilla Firefox, Apple Safari

- Welcome Message and Introductory video**  
View the services and features available.
- Map**  
Explore the map to see our records of plan applications, permits, and inspections for your property or around your neighborhood.
- Search Public Records**  
Search our records for existing permits, plans, and inspections.
- My Account**  
Click here to access your account information.
- Plan & Permits Applications**  
View the various plan and permit applications that may be applied for from this site. Registered users may apply and submit.
- Help Library**  
Library of additional guides and help information regarding this site.

Not all Planning Department files are viewable online in EPIC.  
For assistance, please check out our online [help library](#) or email us via our [Epic Online Support Page](#).

2. Complete all required fields and click **Submit**.

### Request Assistance

Print Feedback Share & Bookmark Font Size

Should you require assistance using the EPIC system, please fill out and submit this form.

We are experiencing some technical difficulties with the the Granicus emailing system. Emails were not sent on a timely manner from this form to the DPW and/or Planning Departments.

We strive to contact you via the e-mail address you provide within 2 business days but may take up to 5 business days.

We appreciate your patience and apologize for the inconvenience.

All fields marked with an asterisk "\*" are required.

**\*Full Name**

Erin Yoshida  
First Name Last Name

**\*Preferred E-mail Address:**

eyoshida@hawaiicounty.gov

**\*Permit Number:**

PWB2025-001531 100 characters

**\*I need assistance with:**

- Registering for an EPIC account
- Accessing my EPIC account
- Uploading Documents
- Status of permit - Planning Department
- Status of permit - Public Works Department
- Resubmittals
- Canceling a building permit application.
- Voiding a building permit.
- TMK/Address not found in EPIC
- Transferring a permit or licensed professional
- Clarification of Plans
- Revisions for issued permits
- STVR (Short Term Vacation Rental)-NUCR
- SMA (Special Management Area)
- All other Planning Department permits, applications & forms
- Request a Building Inspection
- Request an Electrical Inspection
- Request a Plumbing inspection

**Please provide more details of the issue you are experiencing:**

I need assistance with accessing my invoice and making my payment.

Review Submit