

# New O‘ahu Transient Accommodations Tax Payment Portal

<https://otatpay.honolulu.gov>

City and County of Honolulu  
Oahu Transient Accommodations Tax (OTAT) Announcement No. 2023-01  
February 15, 2023

Aloha! Thank you for complying with the City and County of Honolulu’s Ordinance No. 21-33 which enacted a Transient Accommodations Tax (TAT) for Oahu. The purpose of this announcement is to notify the public of the new City and County of Honolulu’s (the City) TAT online filing and payment site. The City has partnered with Avenu Insights & Analytics to assist the City’s TAT team in the Treasury Division of the Budget and Fiscal Services Department with the administration and collection of the Transient Accommodations Tax.

- Effective December 14, 2021, the City and County of Honolulu imposed an Oahu County Transient Accommodations Tax (OTAT) at the rate of 3% on gross rental proceeds and/or fair market rental value attributable to Oahu if the taxpayer lets the transient accommodation for less than 180 days.
- **The new online filing and payment portal will be available March 1, 2023 at <https://otatpay.honolulu.gov>.**
- Credit, debit, and Automated Clearing House (ACH) payments will be accepted. A 3% convenience fee will be applied to payments made by debit or credit cards. No fees will be assessed for payments made via ACH.

**IMPORTANT: Commercial Bank Account Holders with an account covered by ACH Debit Block Service must provide their financial institution with the Avenu Insights & Analytics, LLC’s ACH Debit ID No. 1541794735.**

- Taxpayers whose liability for the TAT exceeds \$50,000 per year are required to pay the tax by Electronic Funds Transfer (EFT). ACH payments that will be accepted via the online payment portal will satisfy this requirement.
- **The last day to make payments on the current DirectBiller site will be February 28, 2023**, as the current DirectBiller platform will be discontinued thereafter.
- As a friendly reminder, there will be no in person, walk-in payments accepted at the City.

When filing online for the first time on the new portal, complete the one-time Sign-Up process at <https://otatpay.honolulu.gov>. When prompted, enter your 12 digit registered Hawaii State TAT Identification (ID) Number and Business Name as it appears below. Be sure to securely store your username and password that you create during the sign-up process to file online on the new payment portal.

**Bulk Filers:** OTAT payments for multiple State TAT ID Numbers may be remitted via the City’s new online payment portal in a single transaction rather than having to submit payments online for each individual State TAT ID Number. If you have not previously registered as a bulk filer, a one-time Bulk Filers Program Registration Form must be completed and submitted to Avenu at [AvenuOahuTaxSupport@avenuinsights.com](mailto:AvenuOahuTaxSupport@avenuinsights.com). Participants must be registered to access the online payment portal. Bulk filers should contact [AvenuOahuTaxSupport@avenuinsights.com](mailto:AvenuOahuTaxSupport@avenuinsights.com) for assistance and bulk filing instructions.

**Is the business closed, sold, or is it no longer operating? Moved, changed ownership, or changed business name within the past year?** Please email [AvenuOahuTaxSupport@avenuinsights.com](mailto:AvenuOahuTaxSupport@avenuinsights.com) a copy of your State form GEW-TA-RV-1 used for Notification of Cancellation of Tax Licenses and Tax Permits and provide dates and details on your business changes.

For ease and convenience File Online at <https://otatpay.honolulu.gov>

We are here to offer our assistance in making this transition seamless.

[Please contact Avenu’s toll free phone at 866-940-7660](tel:866-940-7660) or Email: [AvenuOahuTaxSupport@avenuinsights.com](mailto:AvenuOahuTaxSupport@avenuinsights.com) for assistance.

[You may also contact the](#) OTAT Office at (808)768-9345 or Email: [BFSOTAT@honolulu.gov](mailto:BFSOTAT@honolulu.gov)

Mahalo!