

New Oahu Transient Accommodations Customer Service Management Portal

<https://avenuinsights.service-now.com/csp>

City and County of Honolulu

Oahu Transient Accommodations Tax (OTAT) Announcement No. 2024-02

October 2, 2024

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 customer service management portal administered by 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 October 2, 2024, the new Avenu Insights & Analytics customer service management portal will be available for the taxpayers use as a tool to support any questions that they may have regarding the City's TAT collection. Please send your questions and inquiries to the new portal below. This will replace the Avenu Insights & Analytics email address that was previously listed in Announcement No. 2024-01.

- **The new online customer service portal effective October 2, 2024 is**

<https://avenuinsights.service-now.com/csp>.

- **For online filing and payments please visit** <https://otatpay.honolulu.gov>
- Credit, debit, and Automated Clearing House (ACH) payments are accepted. A 3% convenience fee will be applied to payments made by debit or credit cards. Payment can be made via phone for a fee of \$5.00. 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.
- 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 payment 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. Be sure to securely store your username and password that you create during the sign-up process to file online on the 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. Avenu is available for assistance and information on bulk filing. Participants must be registered to access the online payment portal. 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 <https://avenuinsights.service-now.com/csp>

Is the business closed, sold, or is it no longer operating? Moved, changed ownership, or changed business name within the past year?

Please visit <https://avenuinsights.service-now.com/csp> and submit 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>.

Please contact Avenu for assistance.

Toll free phone number: (866) 940-7660

<https://avenuinsights.service-now.com/csp>

You may also contact the OTAT Office.

Phone number: (808)768-9345

Email: BFSOTAT@honolulu.gov