

HCE: Fast, Convenient, Hassle-free

**Vendor Compliance with a click**

Why wait in line?

Hawai'i Compliance Express  
http://vendors.ehawaii.gov

powered by ehawaii.gov

---

---

---

---

---

---

---

---

---

---

**What is HCE?**

Hawai'i Compliance Express

Dept. of Accounting and General Services

Navigation: Home, Login, My Account, Contact Us, Help, Vendor Information, Registration, News, Site Map

**HELP**

**What is HCE?**

The Compliance Express service saves you time and hassle by providing an online "Universal Compliance Certificate" for your business online. The certificate can be accessed online from all agencies for government purchasing officials for their consideration and/or during the bid evaluation process.

You will need your Taxpayer Identification Number (TIN), or EIN, Hawaii Tax ID, Unemployment Insurance Identification Number (UI ID), if applicable, and a valid credit card to complete the transaction.

If you have an HCE or a Business Express account [login](#) otherwise [create an account](#)

---

---

---

---

---

---

---

---

---

---

**Before HCE...**

- Vendors must obtain clearances from three state agencies and the Internal Revenue Service.
- Paperwork, faxing, driving, parking, walking, and waiting in line!
- Agency staff must manually process all requests
- Buyers must contact vendors who then must fax the forms

---

---

---

---

---

---

---

---

---

---

## After HCE...

- Vendors register online for automated service. \$15.00 per year.
- HCE system allows IRS and DLIR staff to process vendor compliance requests. DOTAX and DCCA/COGS status checked instantly.
- Electronic "Certificate of Procurement Compliance" shows status at each agency.
- Government buyers have unlimited online access to check compliance of any registered vendor.




---

---

---

---

---

---

---

---

---

---

**CERTIFICATE OF VENDOR COMPLIANCE**

Vendor Name: **SAMPLE HAWAII COMPANY**

DBA/Vendor Name: **SAMPLE HAWAII COMPANY**

Issue Date: **08/23/2005**

Status: **Compliant**

Overall status shown

Real-time status checked for each agency

Form	Department(s)	Status
4-1	Internal Department of Taxation	Compliant
	Internal Economic Services	Compliant
COGS	Internal Department of Commerce & Consumer Affairs	Compliant
DLIR	Internal Department of Labor & Industrial Relations	Compliant

Notes Legend:

- Complete: The vendor is complete with this requirement.
- Pending: The vendor is complete with this requirement.
- Outstanding: The vendor has applied for this requirement but is awaiting approval.
- Not Compliant: The vendor is not in compliance with the requirement and should contact the issuing agency for more information.

---

---

---

---

---

---

---

---

---

---

## Vendor Registration

1. Create an account with HCE; Login and begin registration process **5 min.**
2. Complete questionnaire and pay \$15.00 HCE subscription fee **10 min.**
3. Print, sign, and mail/fax IRS form 8821 **5 min.**
4. View current compliance status **Immediate**
5. System sends e-notification to IRS, DLIR, & TAX Departments **Immediate**




---

---

---

---

---

---

---



---

---

---

## Benefits to Vendors

- Saves time, money and frustration
- Provides a simple, single web interface to apply for and maintain proof of compliance for a full year
- Business has instant access to as many certificates as needed
- Business receives auto-email notification if any agency changes their compliance status or if their subscription is about to expire


---

---

---

---

---

---

---

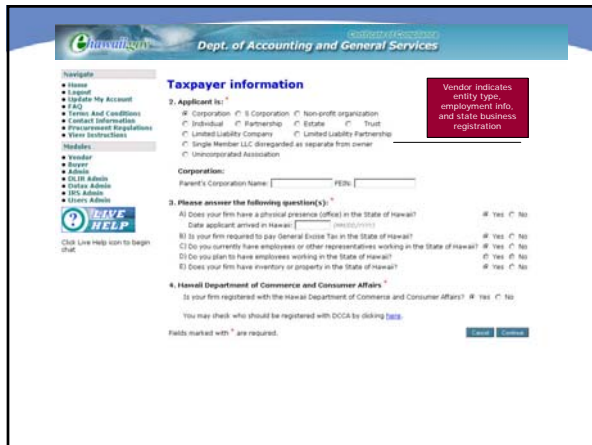
---

---

---

---

---



**Dept. of Accounting and General Services**

**Taxpayer information**

2. Applicant is:  Corporation  S Corporation  Non-profit organization  Individual  Partnership  Estate  Trust  Limited Liability Company  Limited Liability Partnership  Single Member LLC (disregarded as separate from owner)  Unincorporated Association

3. Please answer the following question(s):  
 A) Does your firm have a physical presence (office) in the State of Hawaii?  Yes  No  
 B) Is your firm required to pay General Excise Tax in the State of Hawaii?  Yes  No  
 C) Do you currently have employees or other representatives working in the State of Hawaii?  Yes  No  
 D) Do you plan to have employees working in the State of Hawaii?  Yes  No  
 E) Does your firm have inventory or property in the State of Hawaii?  Yes  No

4. Hawaii Department of Commerce and Consumer Affairs?  
 Is your firm registered with the Hawaii Department of Commerce and Consumer Affairs?  Yes  No

Fields marked with \* are required.

---

---

---

---

---

---

---

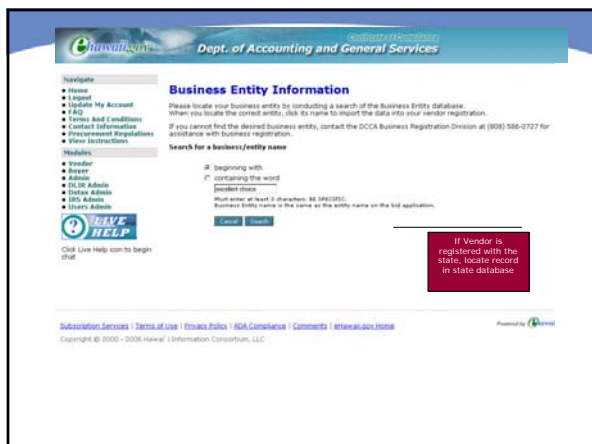
---

---

---

---

---



**Dept. of Accounting and General Services**

**Business Entity Information**

Please locate your business entity by conducting a search of the Business Entity database. When you locate the correct entity, click its name to import the data into your vendor registration.

Search for a business/entity name

beginning with  
 containing the word

Must enter at least 3 characters. BE SPECIFIC. Business entity name is the same as the entity name on the bid application.

If Vendor is registered with the state, locate record in state database

---

---

---

---

---

---

---

---

---

---

---

---











**Lessons Learned**

*TECHNICAL & HUMAN CHALLENGES*

- Specs required in-depth knowledge of each agency's business rules for issuing certificates
- Each agency dedicated a knowledgeable staff person to serve on project team
- Team was experienced though prior development of Hawaii Business Express

*MARKETING INSIGHTS*

- Must promote to vendors and buyers simultaneously
- Co-marketed with agencies on direct vendor mailings and lobby signage
- Buyers must be convinced to change old habits


---

---

---

---

---

---

---

---



**Results**

*KEY METRICS*

- No cost - did not require any funds from the state or county
- 21,000 of work time saved for 700 registered vendors
- 706 registered vendors; 450 registered buyers

*INTERNAL EFFICIENCIES*

- Over 10% of all tax clearances now handled electronically
- 1/3 of all labor clearances now issued via HCE
- The number of requests for Certificates of Good Standing has decreased by 35%
- IRS reported a significant decrease in foot traffic


---

---

---

---

---



---

---

---

**Transferability**

- Workflow engine uses cutting-edge Java technologies - Tomcat, Spring, Hibernate and Freemarker
- Service Oriented Architecture (SOA) means HCE is composed of coupled, independent services that can be accessed without depending on their underlying platform implementation
- For other states with similar decentralized infrastructure, the opportunity exists to utilize this SOA model and the workflow engine to rapidly build services.


---

---

---

---

---

---

---

---

### In Summary

- Strong acceptance in vendor community makes this a big win for government partners
- Immediate, tangible reduction in work loads for agency offices
- Cross-agency functionality will serve as springboard for more new online services

*For more information*

- Aaron Fujioka, State Procurement Office, 808-587-4700, aaron.fujioka@hawaii.gov
- Dan Morrison, 808-587-4225, dan@ehawaii.gov



---

---

---

---

---

---

---

---