

**Hawaii Compliance Express  
(HCE)**

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<http://vendors.ehawaii.gov>

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**Hawaii Compliance Express (HCE)**

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- An electronic system that allows vendors doing business with state or county agencies to quickly and easily obtain proof that they are compliant with applicable laws
- HRS §103D-310(c)
- HAR §3-122-112

## Escape from paper



HCE replaces the 3 paper certificates vendors were required to submit:

- 1. Tax Clearance Certificate**  
*DOTAX & IRS*
- 2. Certificate of Compliance**  
*DLIR*
- 3. Certificate of Good Standing**  
*DCCA*

## History



- |             |  |
|-------------|--|
| <b>2003</b> | • Act 52, SLH 2003 required offerors to produce documents to the procuring officer to demonstrate compliance |
| <b>2005</b> | • HCE launched   |
| <b>2006</b> | • HCE was awarded NASPO's IT Innovation Award, Gold Medal recipient  |
| <b>2007</b> | • Annual vendor cost reduced from \$15 to \$12   |
| <b>2011</b> | • Act 190, SLH 2011 lowered the requirement to verify compliance to \$2,500 and above                        |

### Before HCE...



- Vendors had to obtain paper clearances from the three state agencies and the Internal Revenue Service
- Paperwork, faxing, mailing, driving, parking, walking, and waiting in line
- Agency staff had to manually process all requests
- Buyers had to contact vendors who then had to fax or mail the forms

### After HCE...



- Vendors register online for automated service - \$12 per year
- HCE system allows IRS and DLIR staff to process vendor compliance requests. DOTAX and DCCA statuses checked instantly
- Electronic “Certificate of Vendor Compliance” shows real-time status of each agency
- State/County buyers have unlimited online access to check compliance of any registered vendor

## Links



- URL: <http://vendors.ehawaii.gov>.
- SPO website: <http://hawaii.gov/spo>.
  - Click on “Hawaii Compliance Express”

## Cost



- State/County agencies
  - No cost
- Vendors
  - Annual subscription is \$12.00

## Vendor Registration



- **Vendor with registration questions?**
  - Vendor can contact HIC – ph: 695-4620
  - Live Chat Technical Support also available
  
- **Newly registered vendors**
  - Can take 10 business days to obtain true compliant status

## Renewal Notices to Vendors



- **Vendors receive an email renewal notice 30 days prior to any application expiring**
  
- **Status will change to “Not Compliant” if renewals are not completed in 30 days**

## HCE for State & County Agencies



- How to register for HCE
- Forgot password?
- FAQ's
- Checking vendor compliance

<http://vendors.ehawaii.gov>

## Registering as a Buyer for HCE



To request access to the HCE, go to "Create an Account."

Once your account has been created, send an e-mail to [hce@ehawaii.gov](mailto:hce@ehawaii.gov) with the following information:

1. full name,
2. department,
3. government issued email address,
4. reason you need HCE access.

A confirmation e-mail will be sent back to you when access has been approved or denied.

## Compliance Status



- **Compliant**
  - Print Certificate of Vendor Compliance for the procurement file
  - May show Exempt (DCCA) or Pending (DLIR)
- **Expired**
  - Vendor needs to login to their HCE account and renew their HCE \$12 subscription
- **Not Compliant**
  - Vendor needs to contact the respective department for assistance



*Certificate of Compliance*

**Dept. of Accounting and General Services**

**Navigate**

- Home
- Login
- Create An Account
- Forgot Password?
- FAQ
- Contact Information
- Procurement Regulations

**Modules**


online  
**Live Chat**  
Technical Support

Click Live Support button to begin chat

- **Department of Taxation (DOTAX)**  
Electronic Processing Unit  
Phone: (808) 587-4747  
Email: [tax.efile@hawaii.gov](mailto:tax.efile@hawaii.gov)
- **Unemployment Insurance Division**  
Phone: (808) 586-8926  
Email: [DLIR.UI.EmpSvc@hawaii.gov](mailto:DLIR.UI.EmpSvc@hawaii.gov)
- **Disability Compensation Division**  
Phone: (808) 586-9700  
Email: [Ryderm.T.Kuto@hawaii.gov](mailto:Ryderm.T.Kuto@hawaii.gov)
- **Internal Revenue Service**  
Hawaii Tax Clearance Program  
Phone: (808) 586-2748  
Fax: (808) 524-5950
- **Department of Commerce and Consumer Affairs (DCCA)**  
Business Registration Division  
Phone: (808) 586-2727  
Email: [licreg@dcca.hawaii.gov](mailto:licreg@dcca.hawaii.gov)
- **Hawaii Information Consortium, LLC**  
Technical Support  
201 Merchant Street  
Suite 1005  
Honolulu, HI 96813  
Phone: (808) 645-1620  
Fax: (808) 441-3100  
Email: [info@ehawaii.gov](mailto:info@ehawaii.gov)

## Top Three Take-Away's



1. **Not Compliant = Vendor needs to contact the respective department directly**
2. **Buyer Access = two steps**
  1. **Create Account**
  2. **Email to get buyer access**
3. **Advise vendors to register in HCE early**

## Questions?



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