

Making a generator license payment

New in 2023, all hazardous waste generator license invoices will be sent electronically instead of using the U.S. mail system. Also, Hennepin County's commercial hazardous waste generator licensing program now accepts several forms of electronic payments. Read on to learn more about the updated electronic invoice distribution, payment options, fees, and step-by-step instructions.

Timing

Late February

An operation's "Portal Administrator" will receive an email containing an electronic invoice (PDF).

Friday, March 31, 2023

Hazardous waste generator invoice payments are due.

Answers to common questions

Who can initiate an online payment?

Each operation is allowed up to two online payment contacts capable of making an electronic payment: the "Portal Administrator" and "Billing Contact". Before a user can sign up to create a password in the online payment system, that user must first be identified as a "Portal Administrator" or "Billing Contact" in the hazardous waste customer portal. A portal administrator can change who is assigned to each of these roles from the hazardous waste customer portal at any time. Portal users who are not administrators can only change the billing contact. Note that changes made to who is the "Portal Administrator" or "Billing Contact" will not be instantaneous in the online payment system. Allow at least two business days for the change to take effect.



What is the hazardous waste customer portal?

The hazardous waste customer portal allows the operation's designated portal user to perform licensing and inspection activities (e.g., update/submit MPS, print licenses, add wastes, make contact changes, and view/respond to inspection findings). This system is separate from the online payment system, with its own unique web site and login credentials. The customer portal requires a unique login credential and can be accessed by visiting hennepinhazwaste.us.

What is the online payment system?

The online payment system is an independent billing system used by a variety of Hennepin County departments, which includes the commercial hazardous waste department. Since the online payment system is an independent billing system, it requires its own separate login credentials. For security reasons, an online payment system contact requires special authorization (or pre-registration) before that contact can sign up. Only after a user completes the sign-up process can they successfully login to the online payment system to view/pay an operation's invoice.

What does it mean to be pre-registered?

Being pre-registered simply means that a contact has the necessary security clearance to complete registration, and they can click "Sign up now". An existing Portal Administrator or Billing Contact is already pre-registered and can proceed to sign up.

If the portal administrator or billing contact email is updated or changed in the customer portal, please allow two business days for the pre-registration step to update in the online payment system. If you need to escalate this pre-registration step, please contact hwgsupport@hennepin.us, provide a description of your request, the operation name, and include your contact information.

What happens when I select "Sign up now" before I'm pre-registered?

If a contact attempts to sign up before they are pre-registered, they won't be tied to any operation or invoices. While the user might still be able to log into the online payment system, no invoices will be present. If you sign in but don't see any invoice, please notify hwgsupport@hennepin.us. Provide a description of the problem, the operation name, and include your contact information.

How to identify a new online payment contact?

If you would like to designate someone else to represent your operation as an online payment contact and get them pre-registered, a hazardous waste customer portal user must first make that contact change from the customer portal (hennepinhazwaste.us). Read [**"Who can initiate an online payment"**](#) in the answers to common questions from above.

Do you need additional help?

Email hwgsupport@hennepin.us if you need further assistance. Please provide the following billing contact information in your email: first and last name, phone number, email address, operation name, address, and customer number (if available).

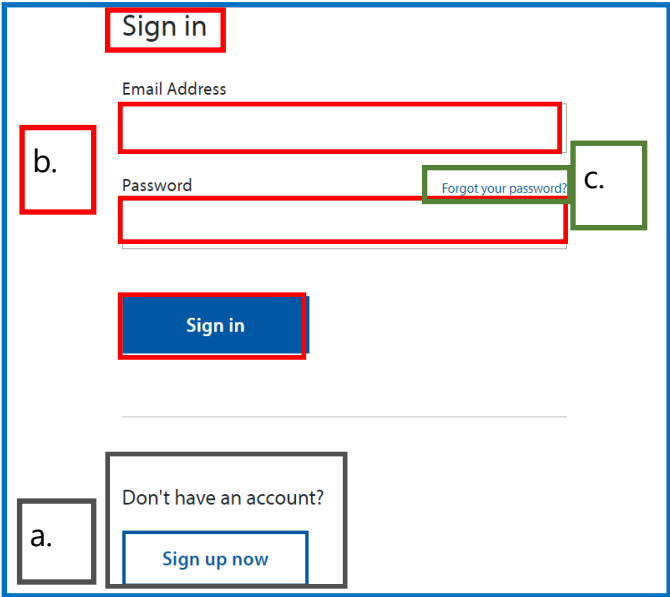
Fees

The fees associated with your payment will vary depending on which payment type you select:

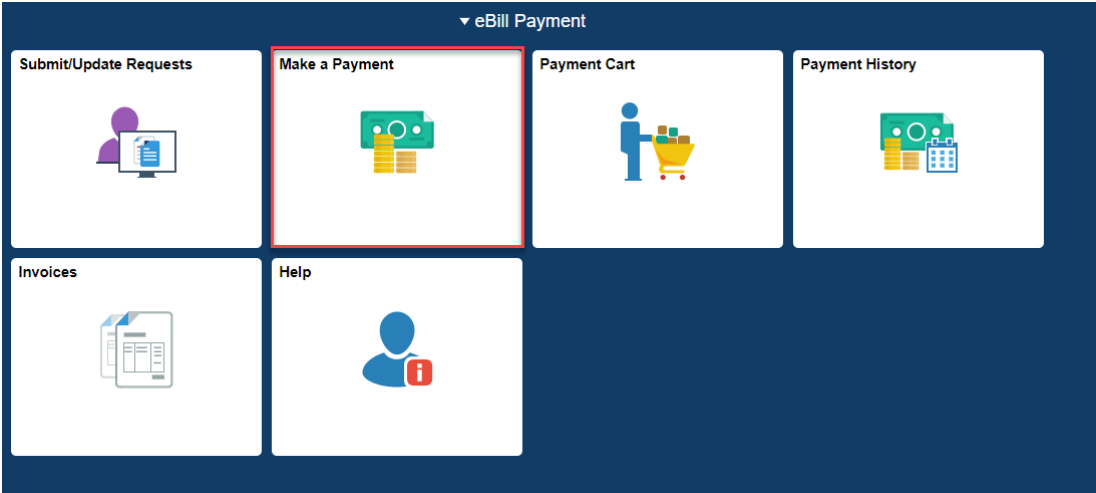
- No service fee to end user if you select eChecks (best value)
- A flat service fee of \$2.95 applies to Visa debit cards (paid by card holder)
- American Express, Discover, Mastercard, and Visa credit cards, non-Visa debit cards, and PayPal, will include a 2.29% service fee (paid by card holder)
 - Listed below are credit/debit card service fees based on some common invoice amounts:
 - \$67 payment = added \$1.53 service fee
 - \$268 payment = added \$6.14 service fee
 - \$401 payment = added \$9.18 service fee
- No service fee for submitting a physical check for payment

Process

1. Visit the Hennepin County online payment system [registration sign up and sign in page](#) (right click hyperlink and select "Open link in new tab").
 - a. If you are pre-registered and need to finish registration to create a password, click "Sign up now". For questions about registration, review the [Registration Instructions \(PDF\)](#) (right click hyperlink and select "Open link in new tab").
 - b. Once registered, sign into your account using your email address and password.
 - c. If you have registered but forgot your password, select the "Forgot your password?" link and follow the prompts to reset it.



2. Select the **Make a Payment** tile



3. Select the **Pay Total Balance** button or pay by invoice clicking the **Select Invoice(s)** button.

Pay by Balance

	Amount	Currency	Invoice Count
<input type="button" value="Pay Total Balance"/>	585.00	USD	2
<input type="button" value="Pay Past Due"/>	585.00	USD	2

Pay by Invoice

Pay by Statement

4. This example shows the **Pay Total Balance** option. Ensure the **Payment Method** dropdown is set to "Online Payment".
5. Review your invoice amounts, then click the **Next** button.

Invoices to Pay

Step 1 of 2: Invoices to Pay
John Smith

Payment Method: Payment Amount: 585.00 USD

Invoice / Line	Due Date	Balance	Payment Amount	Currency	Payment Date	Delete
0000000249	08/24/2021	380.00	380.00	USD	08/25/2021	<input type="button" value="Delete"/>
0000000250	08/24/2021	205.00	205.00	USD	08/25/2021	<input type="button" value="Delete"/>

6. Review your payment total, then click the **Submit** button.

Payment Cart

Review and Submit

Step 2 of 2: Review and Submit
John Smith

Payment Method: Online Payment

Payment Totals

Payment Amount	Currency	Payment Date
585.00	USD	08/25/2021

7. Select **OK** to confirm your payment amount and proceed to payment information.

Are you sure you want to submit this payment?

8. Complete the **Payment Information** and **Payment Method** sections.

The screenshot shows a web form for entering payment information. At the top left, there is a logo for Hennepin County Minnesota and navigation tabs for "One Time Payment" and "Payment Information". The main form is titled "Enter Payment Information" and includes a note: "All fields are required unless labeled as optional." The form contains several input fields: First Name (John), Middle Name (empty), Last Name (Smith), Daytime Phone Number (333-333-3333), ZIP Code (12345), Email (john.smith@yahoo.com), and Re-Enter email (john.smith@yahoo.com). Below these fields is a "Pay this Amount" field set to \$585.00. The "Payment Method" section lists several options with radio buttons: echeck (selected), Debit Card (VISA), Credit Card (VISA, M/C, DISC-VISA), PayPal, PayPal Credit, and Venmo. A "Continue" button is highlighted with a red box. To the right, a "Current Bill" section shows Account # HNPBCPBC0000000038 and Total Amount Due \$0.00.

9. Select the **Continue** button.

10. Select the Pay button to complete your transaction. Note: the Total Amount includes a payment processing fee (Paymentus Fee) when paying by any method other than eCheck.

11. Print or save your receipt if desired.

The screenshot shows a "Payment Receipt" confirmation page. It features a header with a receipt icon and the title "Payment Receipt". Below the header, a message states "Your payment has been accepted". The receipt details are as follows: Confirmation # 53653203, Payment Type Payment Bill, Account # HNPBCPBC0000000038, Status ACCEPTED, Payment Date Aug 25, 2021 - 12:43:47 PM, Payment Method MasterCard *****5454, Payment Amount \$585.00, Service Fee \$14.57, and Total Amount Charged \$599.57. At the bottom, there are two buttons: "Print" and "Back to home".

Paymentus

© Paymentus Corp. All Rights Reserved
[Privacy Policy](#), [Privacy Notice to California Residents](#), [Website Conditions of Use](#)
[Payment Authorization Terms](#)

12. A payment confirmation will be emailed to you from HennepinCounty-billpay@paymentus.com.

Payment Information for Hennepin County Inbox x

HennepinCounty-billpay@paymentus.com

to me ▾

Dear JOHN SMITH,

We are pleased to confirm your payment with Hennepin County. Below is the summary of your payment transaction. Your payment has been received and will be posted to your account. Thank you for your continued relationship with Hennepin County.

Confirmation number: 53653203
Payment date: Aug 25, 2021, 12:43:47 PM
Payment amount: \$585.00
Paymentus fee: \$14.57
Total amount charged: \$599.57

Payment status: ACCEPTED

Contact Information

First name: John
Last name: Smith

ZIP Code: 55487
Daytime Phone Number: (612) 111-2345
Email: john.smith@yahoo.com

Account Information

Payment type: Payment Bill
Account number: HNPBCPBC0000000038
Payment method: Credit Card

Payment Method Information

Card type: MasterCard
Card number: *****5454
Card holder name: John Smith