

# Making a generator license payment

## Overview

All hazardous waste generator license invoices will be distributed by email (as a PDF) to each operation's "Billing Contact". Several forms of payment, including electronic payments, are now accepted. Read on to learn more about the updated electronic invoice distribution and payment options.

### Late February

An operation's "Billing Contact" will receive an e-mail containing an electronic invoice (PDF).

### Sunday, March 31, 2024

Hazardous waste generator invoice payments are due. Invoices for new generator operations will be distributed at different times throughout the year with payments due 30 days after issuance.

### Who can initiate an online payment?

Each operation is allowed up to two online payment contacts capable of making an electronic payment: "Portal Administrator" and "Billing Contact". Online payment contacts must complete their registration and create login credentials before signing-in and making an online payment.

If you change the portal administrator or billing contact to someone else, please wait to complete your online payment registration after receiving an email from [noreply@hennepin.us](mailto:noreply@hennepin.us) regarding your Security Profile being created (expect to receive this email a few days after a contact change).

### What is the hazardous waste customer portal?

The hazardous waste customer portal [www.hennepinhazwaste.us](http://www.hennepinhazwaste.us) is where you can change a contact (billing or portal administrator).



### What is the online payment system?

The online payment system is a different website where you can make an online payment. Visit [Registration Sign Up and Sign In](#) to sign into your existing account or to finish completing your registration & password.

### What does it mean to be pre-registered?

Being pre-registered means that a contact has the necessary security clearance to complete registration, which is started by clicking the "Sign up now" registration button. If you are an existing "Portal Administrator" or "Billing Contact", you are already pre-registered and can proceed to "Sign up now". If you already registered and created a sign in password, there is no need to register again.

### What happens if I register too early before I'm pre-registered?

Unregistered contacts that 'Sign up now' before getting an email from [noreply@hennepin.us](mailto:noreply@hennepin.us) will not be able to see their operation's invoice when logged into the online payment system. If this happens to you, please contact [HWGSupport@hennepin.us](mailto:HWGSupport@hennepin.us). Provide a description of the problem, the operation name, and include your contact information.

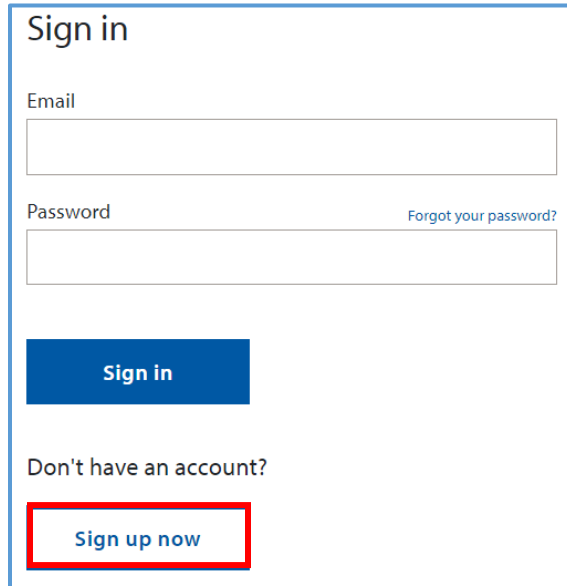
## Fees

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:
  - \$72 payment = added \$1.65 service fee
  - \$287 payment = added \$6.57 service fee
  - \$429 payment = added \$9.82 service fee
- No service fee for submitting a physical check for payment

# Process

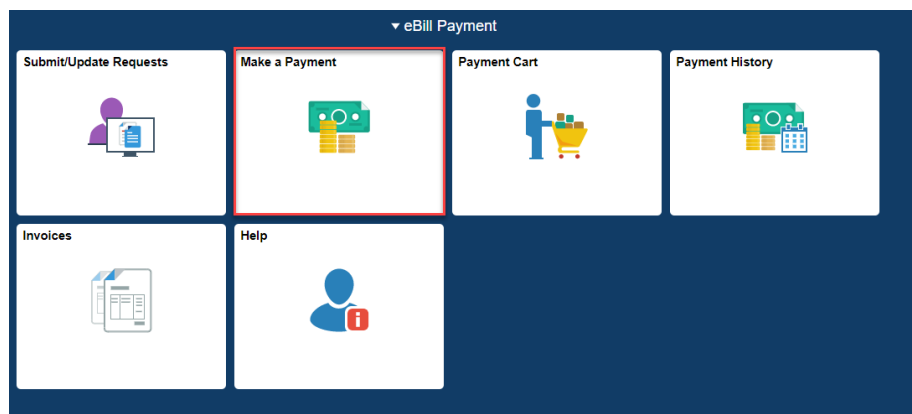
1. Visit the Hennepin County online payment system [Registration Sign Up and Sign In page](#).
  - Select "Sign up now" if you have not created a password yet.
  - If you recently became a new "billing contact" or "portal administrator":
    - **Don't complete this step** until after receiving an email from noreply@hennepin.us regarding your "Security Profile".



The screenshot shows a "Sign in" form with the following elements:

- Title: Sign in
- Field: Email (with a text input box)
- Field: Password (with a text input box and a "Forgot your password?" link)
- Button: Sign in (blue)
- Text: Don't have an account?
- Button: Sign up now (blue, highlighted with a red border)

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



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

Pay by Balance

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

Pay by Invoice

Pay by Statement

Pay Last 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

Review and Submit

Save **Next**

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	
0000000250	08/24/2021	205.00	205.00	USD	08/25/2021	

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

Payment Cart

Invoices to Pay

Review and Submit

Save **Previous** **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. The top left has 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 fields are: 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 is a "Pay this Amount" field set to \$585.00. The "Payment Method" section lists several options: eCheck / Bank Account (selected), Debit Card (VISA), Credit Card (VISA, MasterCard, 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 text "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".

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