

Making a generator license payment

Overview

Hazardous waste generator license invoices will be distributed by email (as a PDF) to each operation's portal administrator and billing contact. Several forms of payment are accepted, including electronic payments. Read on to learn more about the invoicing schedule and payment instructions.

Late February

An operation's portal administrator and billing contact will receive an e-mail containing an invoice as a PDF.

March 31

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 the portal administrator or billing contact is changed to someone else, that new person must wait to complete their online payment registration after receiving an email from 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 is where you can add, delete or edit a Billing Contact (BC) or Portal Administrator (PA).



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 should already be 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 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. Provide a description of the problem, the operation name, and include your contact information.

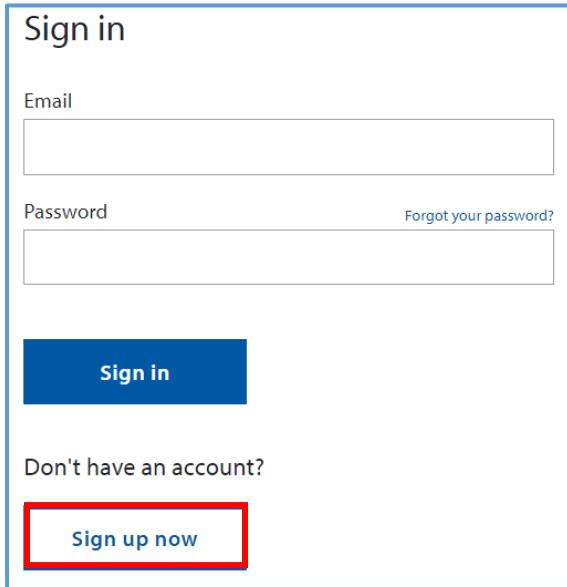
Fees

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:
- \$76 payment = added \$1.74 service fee
- \$301 payment = added \$6.89 service fee
- \$450 payment = added \$10.31 service fee
- No service fee for submitting a physical check for payment

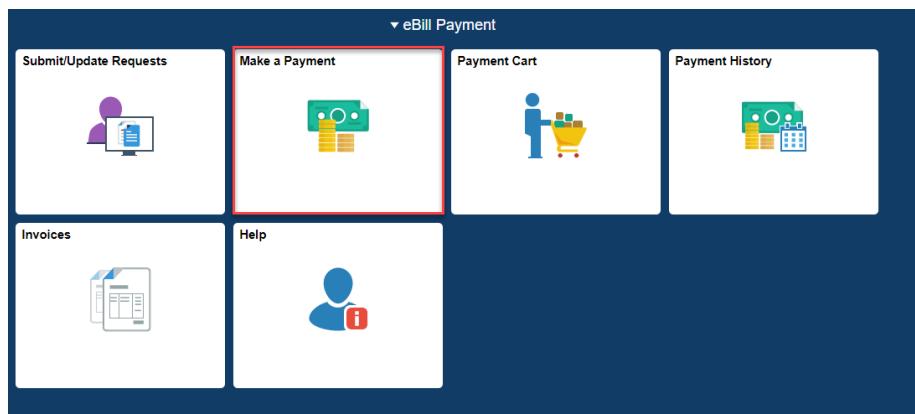
Process

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 image shows a "Sign in" page with a blue header. It has fields for "Email" and "Password", a "Sign in" button, and links for "Forgot your password?" and "Don't have an account?". A red box highlights the "Sign up now" button at the bottom.

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



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

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.

Step 1 of 2: Invoices to Pay
John Smith
 Payment Method: **Online Payment** 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	

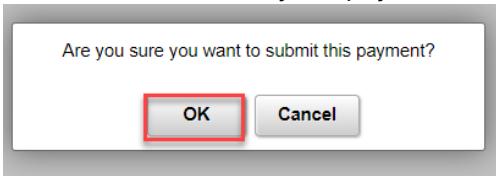
6. Review your payment total, then click the **Submit** button.

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.



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

The screenshot shows the 'Enter Payment Information' and 'Payment Method' sections of a payment interface. The 'Enter Payment Information' section contains fields for First Name (John), Middle Name (Optional), 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). The 'Payment Method' section lists various payment options: eCheck (selected), Debit Card, Credit Card, PayPal, PayPal Credit, and Venmo (disabled). A note at the bottom of the method section says, 'Want to pay with Venmo? Add your Venmo account to your wallet with your mobile device to pay on any device after ⓘ'. At the bottom are 'Continue' and 'Cancel' buttons, with 'Continue' being highlighted.

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 the 'Payment Receipt' page. It displays the following payment details:

Your payment has been accepted	
Confirmation #	53653203
Payment Type	Payment Bill
Account #	HNPCPBC0000000038
Status	ACCEPTED
Payment Date	Aug 25, 2021 – 12:43:47 PM
Payment Method	MasterCard ****5454
Payment Amount	\$585.00
Service Fee	\$14.57
Total Amount Charged	\$599.57

At the bottom are 'Print' and 'Back to home' buttons.

Paymentus

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[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