

# E-PAYMENTS

## Frequently Asked Questions (FAQ)

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**Question** My case / citation was not filed in any of the counties listed. What can I do?

Answer: *Please contact the Court Clerk in the county in which the case/citation was filed.*

**Question** My case is not eligible for e-Payment. Why?

Answer: *Only CF (Criminal Felony), CM (Criminal Misdemeanor), TR (Traffic) and WL (Wildlife) cases are eligible for online payments at this time. All other cases are not eligible. In addition, cases that were closed prior to 1/1/2005 are not eligible for e-Payments.*

**Question** My case shows an Amount Owed and an Amount Payable by Credit Card. What is the difference?

Answer: *There are certain costs that cannot be paid by credit card. A few examples are costs related to restitution and certain bail or bond amounts.*

**Question** A warrant has been issued on my case. If I make a full e-Payment, will the warrant be recalled?

Answer: *Not automatically. Additional action by the Court Clerk is necessary to recall a warrant. If you know there is a warrant on your case and you are making a payment, contact the Court Clerk to notify them of your online payment and ask them about the warrant.*

**Question** My payment is due today. What is the latest time I can make an e-Payment?

Answer: *Please make your payment as soon as you can or call the Court Clerk's office before close of business to ask about making your payment over the phone. Do not wait until the last minute. Although it is a convenience to make online payments after business hours, you should strive to make your online payments prior to your due date to allow sufficient processing time.*

**Question** I forgot to enter an email address or print my receipt after I made the e-Payment. Now I don't have a copy of my receipt. How do I get a copy for my records?

Answer: *Please contact the Court Clerk's office for a copy of your e-Payment receipt. You can also bookmark the receipt URL, add the URL to favorites or save the URL of the receipt when it is displayed on the screen. Your email address is not saved in the E-Payments system.*

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**Question** I thought the first e-Payment I made did not go through, so I made another e-Payment. Now I have two duplicate e-Payments on my credit card statement. What do I do?

**Answer:** *Please contact the Court Clerk for a refund or you can choose to apply the second e-Payment to your outstanding court costs.*

**Question** May I pay my Traffic citation online?

**Answer:** *Yes. You must enter a plea of "Guilty" or "Nolo Contendere" (no contest) and pay the full citation amount. You must enter an online plea for a Traffic citation AFTER the case has been filed in the court and BEFORE the first court date. In order to resolve your Traffic citation online, you must pay the full cost due when you submit the plea. You will not be allowed to pay any amount less than the full cost due.*

**Question** What shall I do if I do not want to enter a plea of 'Guilty' or 'Nolo Contendere' (no contest)?

**Answer:** *Please contact the Court Clerk to enter a 'not guilty' plea. The Court Clerk will instruct you when and where to appear in court.*

**Question** I have more questions. How do I get help?

**Answer:** *Please contact the E-Payments Support Team at [e-Support@oscn.net](mailto:e-Support@oscn.net). The E-Payments Support Team operational hours are Mondays through Fridays from 8:00 AM to 5:00 PM. Any emails received outside of business hours and over the weekend will be handled the next business day in the order they were received.*