



## **Criminal Debt Payments through Pay.gov**

### **FREQUENTLY ASKED QUESTIONS**

#### **What debt types can be paid using the Criminal Debt Form on Pay.gov?**

Special Assessments, Fines, and Restitution can be paid online via the Criminal Debt Form on Pay.gov.

CVB tickets are not accepted via the Criminal Debt Form.

#### **What payment methods can be used with Pay.gov?**

You can make your payment using a checking account number, a savings account number, or with a plastic card (credit card, debit card, or prepaid card) that bears a MasterCard, Visa, Discover or American Express logo.

#### **I usually make my payments with a money order or cashier's check. Can I pay online, using a money order or other secured check?**

No. Money orders or cashier's checks must be mailed to the court.

#### **Can I make a payment for another person?**

Yes, you can make a payment on behalf of another person. All you need is their case number. Be sure to mark the "Third-Party Payer" box on the payment form. That way you can enter your own information (as payer) as well as the information regarding the person for whom you are making the payment.

#### **My business has been ordered to pay a fine. Can I use Pay.gov to make the monthly payment?**

Yes. Please mark "Business" as the defendant type on the Criminal Debt Payment form.

#### **I don't know my case number. What should I do?**

If you are on Probation, contact your Probation officer. If you do not have a Probation officer, the Financial Department may be reached at (205) 278-1700.

#### **I entered my payment information in Pay.gov, but I never received a payment confirmation screen. Should I try to enter my payment information again?**

No! This may result in two payments being processed. If this should happen, close the Pay.gov browser window. The next day, check your credit card, savings or checking account to see if the payment was processed. Or you can call the Financial Department at (205) 278-1700 to see if the payment was processed.



***Please note! Using your browser's "Back" button while a payment is processing is likely to result in a duplicate payment. Never interrupt the payment process by using the "Back" button. Duplicate payments will not be refunded if you still have a balance due on your criminal debt.***

**Somehow, I put in my account number twice and two payments were deducted from my checking account. Can you refund one of those payments to me?**

Probably not. We can only refund a payment to you if you have an overpayment on your criminal debt. If you still have a balance due, we cannot refund the "accidental" payment.