



## FREQUENTLY ASKED QUESTIONS

### **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 to have is their CCAM 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.

### **What is a CCAM number? Is that different from my case number?**

The Federal Judiciary has adopted a standard case number format for maintaining financial records for criminal cases. That format is called the CCAM number.

Your monthly payment coupon should reference your "Court Case Number" and your "CCAM Number." The CCAM number is used in Pay.gov to make sure that you get credit for your payment.

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

Call the court at (816) 512-5000. We can help you identify your CCAM number.

### **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 court at (816) 512-5000 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.