

## Frequently Asked Questions for Over-the-Counter Training:

- 1. E-payment Payment Received Report – do they need to continue to run this every night?**  
No, do not have to run it as long as the ACH matches the bank reconciliation, it will be fine.
- 2. Collection cases that were previously marked ineligible – do we need to go in and mark the restitution on these as ineligible as well??** No, the collection dates override any ineligible checkboxes, so as long as it is marked for collections, either on the disposition tab or in the victim drawer, it will not allow a payment on Citepay.
- 3. How can I tell if a payment was a credit card payment or a debit card payment?** Go to Receipts by Date and look at the receipt detail.
- 4. If our court does not accept check payments on suspended license cases, should we accept credit card payments? And if so, should we wait a certain amount of time before sending the compliance in?** Once the credit card payment is batched (at midnight each night) then the party must go through JSI in order to conduct a charge back. If they are successful in getting the charge back, then it is our understanding that JSI will be accountable for that loss, not the courts. So, we would suggest going ahead and sending the compliance to DMV without holding it.
- 5. How do you know when a payment on restitution has been made through Citepay? Is the clerk alerted in some way of this payment so that it can be disbursed?** No, the clerk would need to run the Open Payable report each day OR the Epayment Undisbursed Card Payment Report.
- 6. When a payment is made through the QuickPay window or through Citepay, how is the money applied to the case, in what order?** Money is applied in the order setup in the financial tables currently, it will be applied in the same way that it is currently applied when taking a payment through the regular payment window.
- 7. In order to use a credit card it must be through Quick Pay or CitePay?** Credit Card payments may be made through Quickpay (Over the counter), Regular payment window (over the counter), or they can pay online through CitePay. Credit card payments can only be made on work stations that have a credit card machine hooked to them.
- 8. We can do a partial payment with a credit card on Quick Pay but we can't choose what line items to pay?** Correct, you select the case and can make a partial payment but will not be able to pick what line item is paid through Quickpay. However, you can still do that through the regular payment window, and they can still pay with a credit card through that window.
- 9. If we want to choose a different order to pay out restitution we can't accept a credit card?** You can, you will just need to take the payment through the old regular payment window.
- 10. We can use Quick Pay for all types of payment methods (cash, check, credit card...)?** Correct

11. **What if I want separate receipt numbers for a batch of cases that I am filing?** If separate receipt numbers are needed, then you will need to use the regular civil filing window for each case in the batch. Batch filing through the Quickpay window will always use the same receipt number for all cases filed in that batch.
12. **What about limited judgments that may be setup in FullCourt but should not be paid through the court?** Those should either be marked as ineligible for epayments in the judgment drawer or adjusted out.
13. **Where are the Ineligible for Epayment checkboxes at in FullCourt?**  
There is a checkbox in the:
  - Civil Costs Window (keeps costs assessed from being paid on Citepay)
  - Civil Judgment Window (keeps judgments from being paid on Citepay)
  - Party Detail Screen (keeps all cases that party is on from being able to pay on Citepay)
  - Restitution on Victim Window (keeps restitution from being paid on Citepay)
  - Disposition Tab (keeps any fines/fees assessed from being paid on Citepay)
14. **What happens when there are two or more clerks batch receipting limited cases at the same time? Will FullCourt assign numbers in a row, or intersperse them like batch scanning does?**  
FullCourt will intersperse the case numbers, so the clerk will need to pay attention to the numbers being assigned to the cases she is working.