CitePayUSA Best Practices for Montana COLJ

CitePayUSA is an online payment method, fully integrated with FullCourt, allowing defendants to pay their court obligations through the Internet. Settings in the FullCourt statute table largely determine which payments can be made through CitePay, with some exceptions explained in this guide.

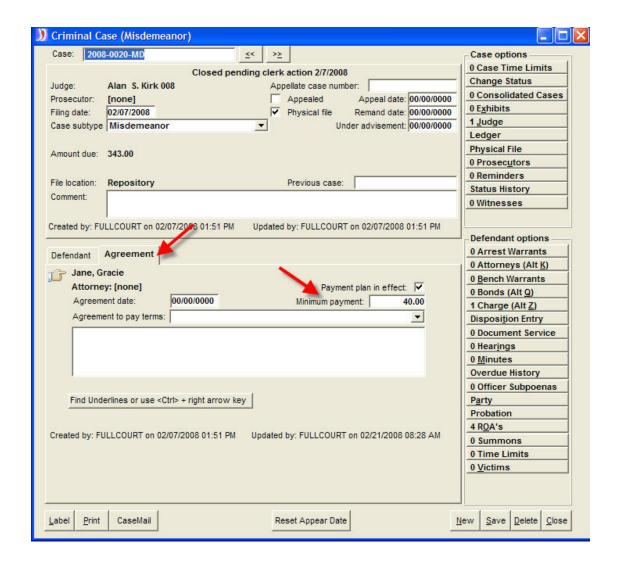
CitePay charges a 5% fee to the payer, the fee being retained by CitePay to provide the service, resulting in the entire amount owed to the Court being collected and deposited automatically into the Court bank account.

Table of Contents

What can be paid through CitePay	2				
Obligations that cannot be paid through CitePay	3				
Restricting payment through CitePay	3				
for a specific charge	3				
for any/all payments from a specific defendant	3				
to require full payment only	4				
Hearing Result, ROA and Case Closed Processing	5				
Affect on Driver License Suspensions and Overdue Processing	5				
Start-Up Considerations	5				
Monetary Processing in FullCourt	6				
Receipts	6				
Cash Balance	7				
Processing the Deposit Entry	8				
Bank Reconciliation	9				
Making Payments through CitePay USA					
Find information and choose what to pay	10				
Pay and Bond Forfeit example	11				
Payment Agreement example	12				
Mulitple Obligations Owed example	13				
Restitution Payments example – special rules apply	13				
Reports	15				
EPayment Case Balances Report	15				
Epayment Payments Received Report	16				
ACH Deposit Report	17				

What can be paid through CitePay? There are three general categories of the types of payments that can be made through CitePay.

- Pay and Bond Forfeit
 - o available immediately for payment through CitePay after entry in FullCourt
 - for violations where no appearance is required
 - the defendant authorizes the forfeiture of the bond "Bond Forfeited" will be entered as the plea and finding on the case.
 - o pays the entire default amount
- Pay after disposition
 - these violations are made available for CitePay payment after a disposition is entered on the case and fines and fees are assessed
 - o the defendant pays the entire amount unless an Agreement Plan is in effect
 - this can include Restitution, which will always be collected as a first priority over fines/fees
- Time Payments by Agreement
 - the violation will be available for partial payments of a minimum amount as long as the following two fields are completed on the Agreement tab of a criminal/ticket case:
 - 1. Payment Plan in effect this checkbox must be checked ☑
 - 2. Minimum payment field must be filled
 - o this can include Restitution, which will always be collected as a first priority over fines/fees

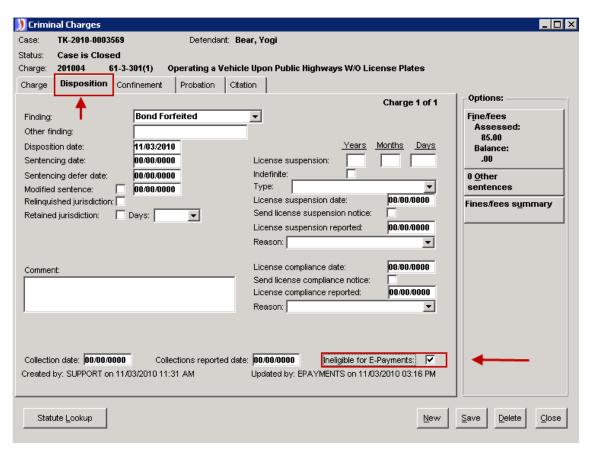


Obligations that cannot be paid through CitePay include:

- those for which an appearance is required (until court action is taken)
- those that are marked "accident" on the citation, even if they are not otherwise "appearance required" citations (until court action is taken)
- a violation that has not yet been registered in FullCourt
- specific charges that have been marked as ineligible (example below)
- individual parties that have been marked as ineligible (example below)
- certain cases during the start-up of CitePayUSA. See the section "Start-Up Considerations," page 5.

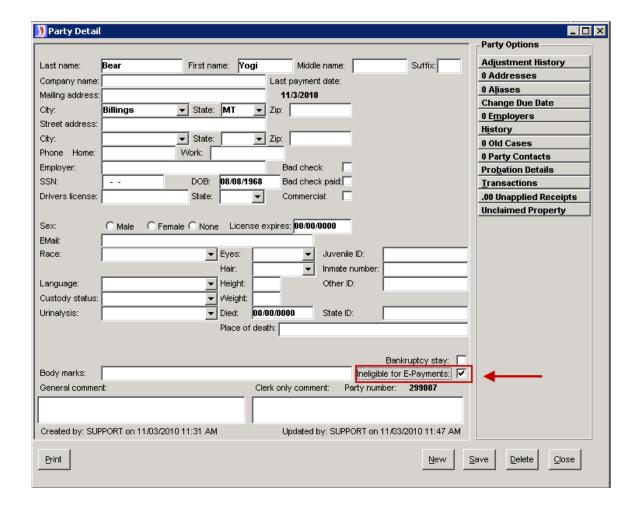
Restricting payment for a specific charge

If you would like to restrict the defendant from making CitePay payments for a **specific charge**, check the corresponding box in the charges window, disposition tab, as shown in the example below.



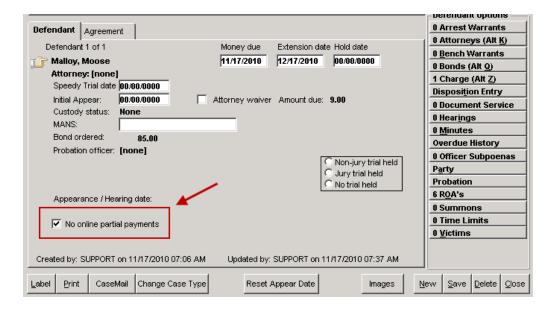
Restricting an individual from making CitePay payments in general

If you would like to restrict an individual from making any CitePay payments, check the corresponding box in the Party Detail window, as shown in the example on the next page. **Note that this will make the party unable to make an online payment for any obligation, no matter what the case or charge.**



Case obligations requiring full payment if paying online

For any specific case, there is an option to indicate that no online partial payments are to be accepted. This forces the defendant to pay the entire obligation owing on the case if using CitePayUSA. To enforce this option, check the box in the bottom left corner of the main case screen, as shown below.



Hearing Result, ROA and Case Closed Processing

For a single-charge "Pay and Bond Forfeit" case or for a case at the time when all obligations are paid/in full compliance, FullCourt will process the following:

- create ROA to record plea/finding of Bond Forfeited (if Pay and Bond Forfeit)
- insert the plea and finding in the Charges window (if Pay and Bond Forfeit)
- create ROA to record fines/fees (if Pay and Bond Forfeit)
- create ROA for the receipt and show the fines/fees as paid
- if all other payment and compliance requirements in the case are met, FullCourt will create an ROA of "case status changed," change the status to DISPOSED and close the case. Note that CitePay does not cause a case to be closed; FullCourt still uses the normal checklist to determine if a case can be closed. For example, all restitution must be disbursed, all other sentences need to be completed, there can be no document service or warrants outstanding, no hearings without results and so on.

CitePay may affect Driver License Suspensions and Overdue Processing

A defendant may pay an amount due that will have an impact on the suspension of his driver license. You will not get any special notification of this. Therefore, when processing suspensions, you will want to check the **EPayment Payments Received Report** before suspending the license. This report is discussed on pages 16-17.

CitePay is setting Next Payment Due dates in a manner that may be different than payments made through FullCourt. Currently (3/2011), CitePay automatically sets extension dates to 30 days from the last *extension* date. This usually results in a different date than if you were resetting from the *payment* date. The following example indicates the rules currently in effect for payments made through CitePay:

- Extension date of 2/19/2011 results in overdue on 3/10.
- If this is paid on 3/10, the extension date is automatically reset to 30 days from 2/19, which is 3/14.
- If the same payment is made through FullCourt, it would set an extension date of 4/10.
- For cases without a beginning extension date, the extension date will be set 30 days from the date a payment is made. This is the same whether the payment is made through CitePay or FullCourt.

Courts have the option of manually resetting the extension dates. Note that the receipt provided to the payer from CitePay will include a Next Payment Due Date (example on page 12). If you reset the date manually, you may need to send the defendant a notice that the Next Payment Due Date has changed. You can use the **EPayment Payments Received Report** (pages 16-17) as a worksheet to reset overdue dates if you choose to do so.

Start-Up Considerations

When CitePayUSA is first implemented, all charges that are or will be eligible for payment will be payable from CitePay with the following exception:

• Existing Time-Pay Agreements will not be available in CitePayUSA until the two fields in the Agreement tab are completed: Payment Plan in Effect and Minimum Payment Due (see page 2). As a defendant comes in to make a payment, these fields can be filled in and the defendant can be informed of the new online payment option.

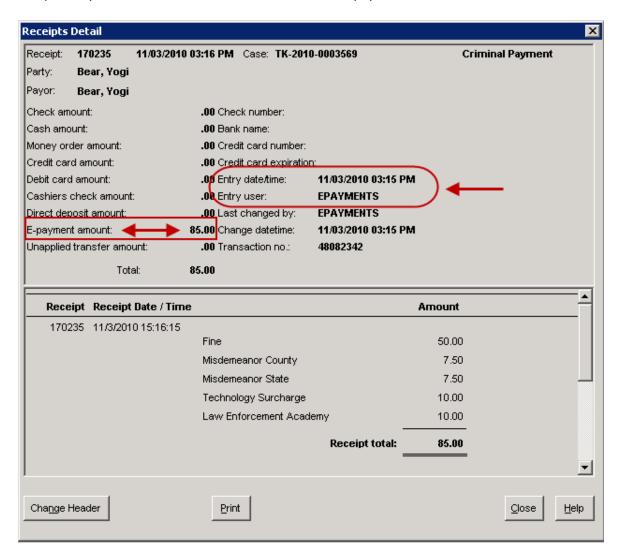
Advertising the option to use CitePayUSA: clerks, along with law enforcement agencies, may want to include labels on the back of the paper citations or other printed materials handed out at the time a citation is issued, letting violators know about the new option to use CitePayUSA. Some courts are publishing the information on their websites.

The Montana Highway Patrol will be incorporating the following on their citations printed through the SmartCop system: PAY CITATIONS ONLINE AT: "Court CitePay Website" link

Monetary Processing in FullCourt

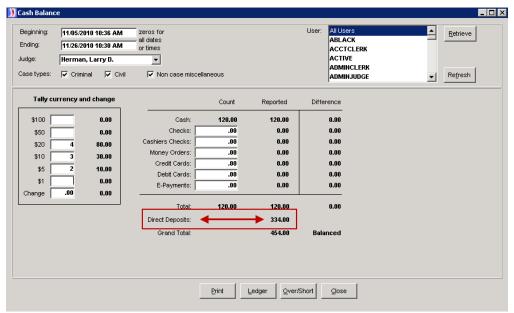
The user ID **EPAYMENTS** is used to stamp all of the transactions that are created through CitePayUSA. Each CitePayUSA payment will create an individual receipt in FullCourt.

The **receipt** is the same as all other FullCourt receipts, with the total showing on the line item "E-payment amount." The receipt always shows the date and time when the actual payment is made.

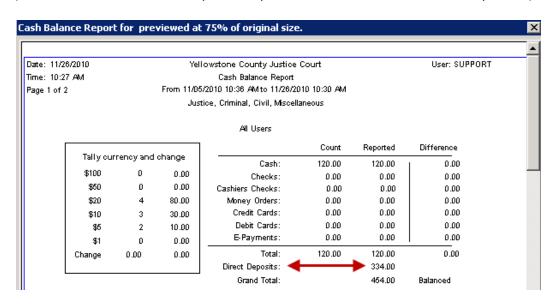


See page 16 for instructions on how to run an EPayment Payments Received report. This will list all of the CitePay receipts for any specified time period.

At the end of the day when doing the **Cash Balance**, the amount of epayments is included below the cash count line as part of "Direct Deposits." The cash and checks portion is processed as usual.



(Note that the total of direct deposits may include amounts in addition to E-Payments.)



	Cash Balance Detail Page				
Source	Date	Receipt #	Check/Ref. No.	Case	Amount
Criminal					
CASH	11/17/2010	170244		CR-2009-0000385	20.00
	11/18/2010	170251		CR-2009-0000385	100.00
				Subtotal CASHs	120.00
E-PAYMENT	11/16/2010	170239		TK-2010-0003573	285.00
	11/16/2010	170240		TK-2010-0003573	49.00
				Subtotal E-PAYMENTs	334.00
				Total Criminal	454.00
				Report Total	454.00
				Report Total	454.00

Processing the Deposit Entry

It is important that you separate the E-payments (and any other credit/debit card amounts, if you take them) from the cash/checks deposit. While CitePayUSA processes receipts in "real time," there is a delay of several days before the money is deposited into your bank account, just as for credit and debit card transactions.

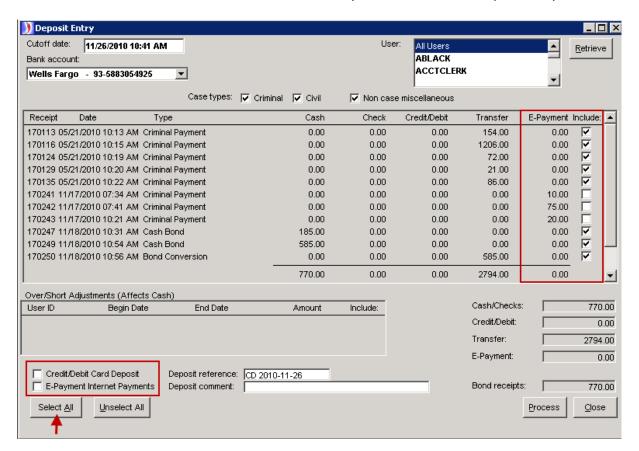
Use the EPayment Payments Received Report to track the receipts, showing payment date and time. You will also receive an email of the ACH Deposit Report, tracking the amounts as they are deposited into your bank account.

The best way to synchronize your FullCourt accounting with your bank account balance is to delay the FullCourt deposit entry for CitePayUSA payments until you receive notification of the ACH Deposit. This is accomplished by these steps, explained in more detail below.

- 1. preparing the deposit entry for only cash/check amounts
- 2. preparing a separate deposit entry for only E-Payments amounts that have been deposited
- 3. (if applicable, preparing a separate deposit entry for credit/debit card amounts)

The deposit entry screen initially shows all deposits for the time period prior to the cutoff date.

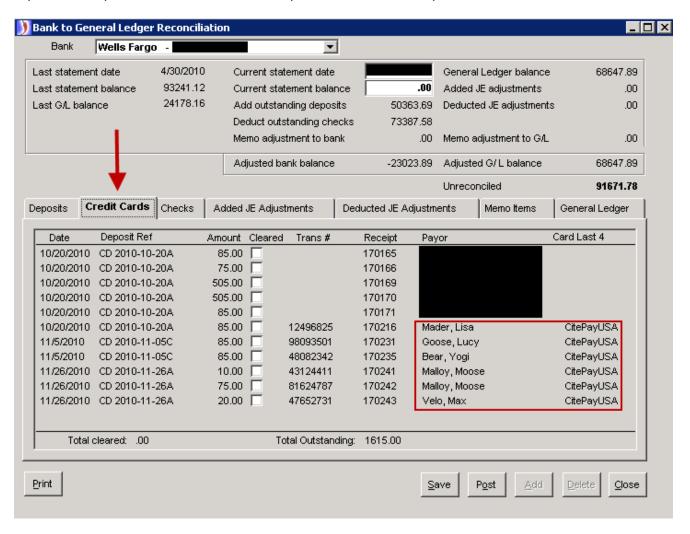
1. To "include" only those amounts from the cash/checks and transfer transactions, do not click either of the boxes in the lower left-hand corner of the window. Push the button "Select All." This will select all the transactions EXCEPT those for credit/debit cards and for E-Payments. Process this deposit entry as usual.



- 2. Next, check the box in the lower left-hand corner "E-Payment Internet Payments" and push the button "Select All." This will select only E-Payment amounts. Compare this list to the ACH Deposit notification and uncheck any payments that have not yet been deposited into your bank account. Process this deposit entry.
- 3. If applicable, repeat step 2 using the "Credit/Debit Card Deposit" check box.

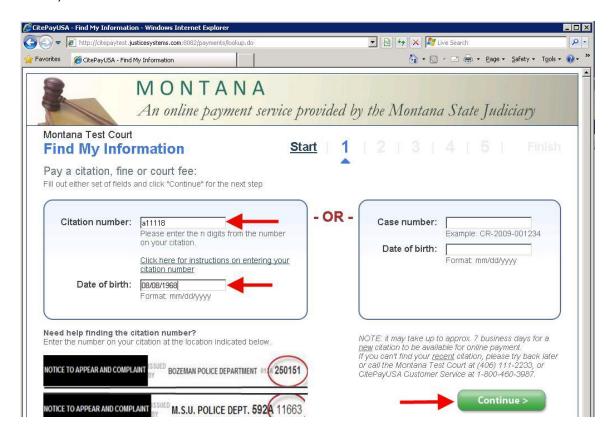
Bank Reconciliation

A Credit Cards tab is added to the Bank Reconciliation window. The E-Payment and Credit Card deposits show as individual transactions. This is extremely helpful during the reconciliation process due to the lag time of the E-Payments. They can be checked off individually as "cleared" when they show on the bank statement.

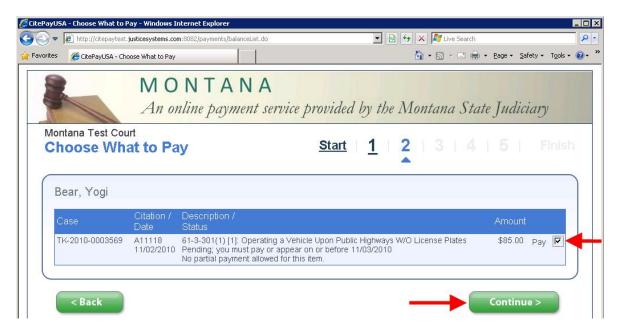


Making a Payment in CitePayUSA

The defendant accesses the Montana CitePayUSA site via the internet. The citation number and date of birth are required. There are pictures of citations as examples to help the payer find the citation number. If the case number is known, it can be used instead of the citation number.

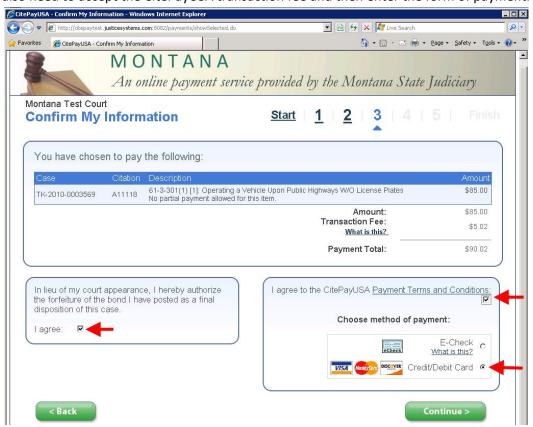


CitePayUSA will bring back all cases that are payable at this time for the defendant. After reviewing the case information, the payer places a check mark in the box next to the Amount and clicks Continue, as shown below.

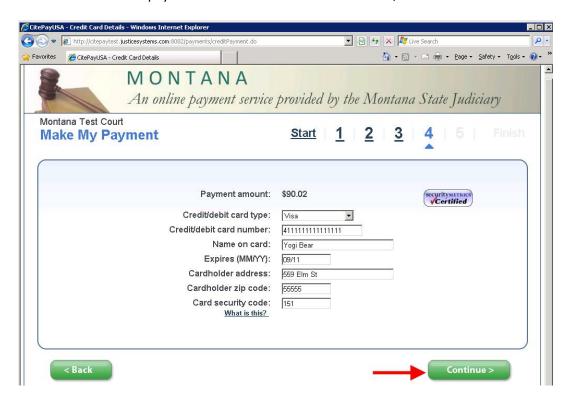


"Pay and Bond Forfeit" Example

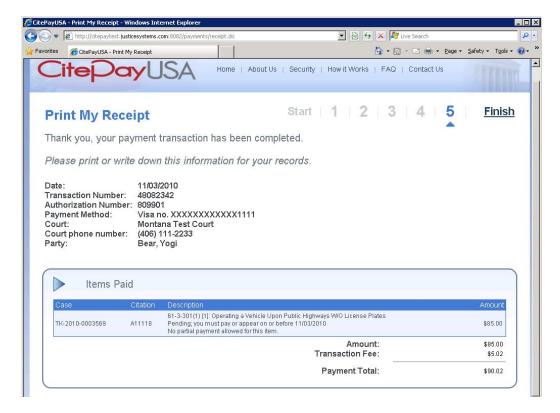
The defendant must check the box to agree to forfeit bond and accept that as a final disposition. The defendant will also need to accept the CitePayUSA transaction fee and then enter the form of payment.



The defendant enters payment information and clicks Continue, as shown below.

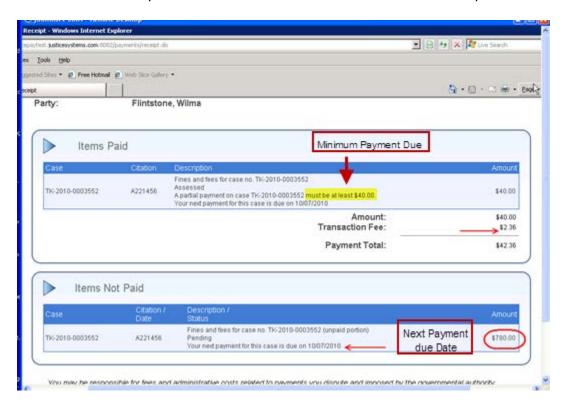


The payment is processed and the payer is provided with a printable receipt.



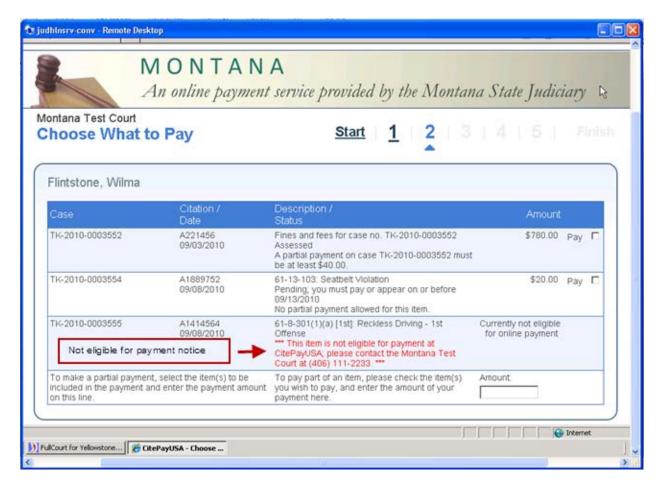
Payment Agreement Example

Minimum Payment due and Payment Due dates are listed in the CitePay descriptions. See page 5 for more details of how Next Payment Due dates are being set through CitePay. You may chose to manually reset those dates in FullCourt, in which instances they will not match what the defendant sees in this CitePay screen.



Example of multiple obligations owed

All outstanding citations for a given individual (in the selected court) are listed. The following example shows three cases: one has a partial payment in effect; a second one can be "paid and bond forfeited;" and the third is not eligible for payment through CitePayUSA.

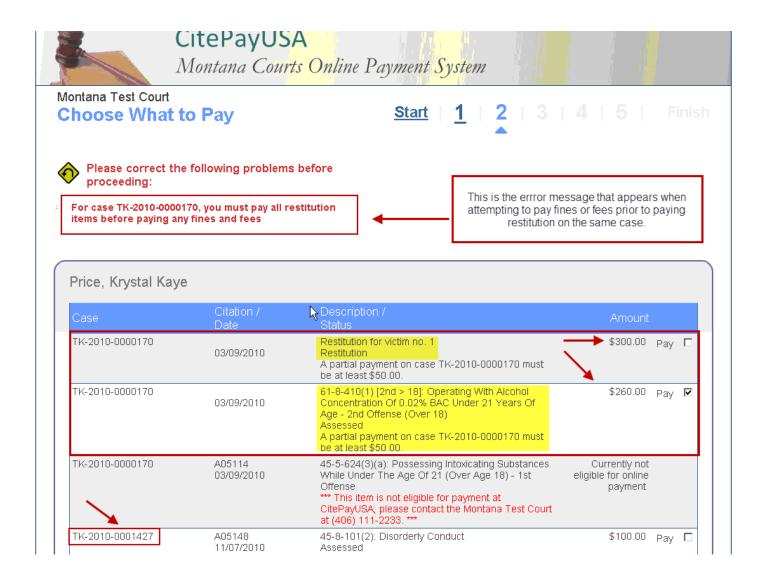


Note that the payer is able to select any amount, above the minimum, on the two cases that are eligible for payment. A check mark is required next to the case that one is making payment on. In the example above, the first two citations could be checked and amount of \$95.00 could be entered. In that case, \$75 would be applied to the first case and after pleading guilty on the seatbelt violation, \$20 would be applied to that case. If all other case obligations are complete, the seatbelt violation case will be closed.

Example of a Case with Restitution

When victim restitution is ordered, those amounts are available for payment through CitePayUSA. The defendant is forced to pay restitution amounts first if payment is made on a case that has a combination of fines/fees and restitution owing. If a defendant selects the option to pay something other than restitution, an error message will prompt the defendant to make a different selection, as shown in the example on the next page.

In the example, the defendant owes on several cases. One of the cases includes restitution. The example shows the message that appears when the defendant selects something other than restitution for the case that includes restitution. The error message indicates that for the selected case, "you must pay all restitution items before paying any fines and fees." A different selection will need to be made in order to pay on that case.

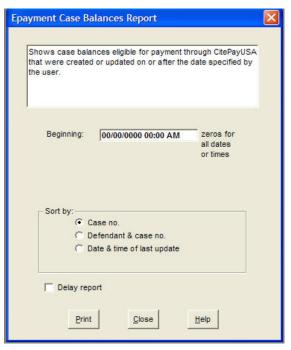


Note also that since there are two cases available for payment, and there is no restitution owing on the second case, it is possible for the defendant to make a payment on the second case. This is possible even while restitution is owed on the first case.

REPORTS

Epayment Case Balances report- Shows case balances eligible for payment through CitePayUSA that were created or updated on or after the date specified by the user. Sort by Case Number, Defendant, or Date and Time of last update.





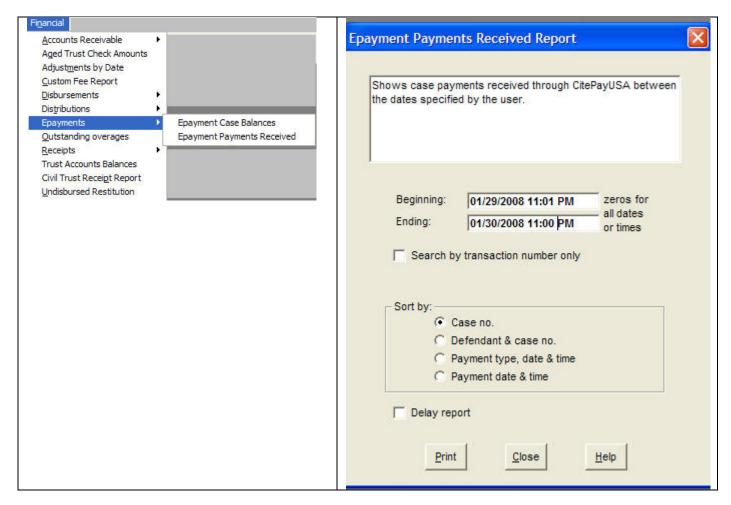
Example of EPayment Case Balances Report



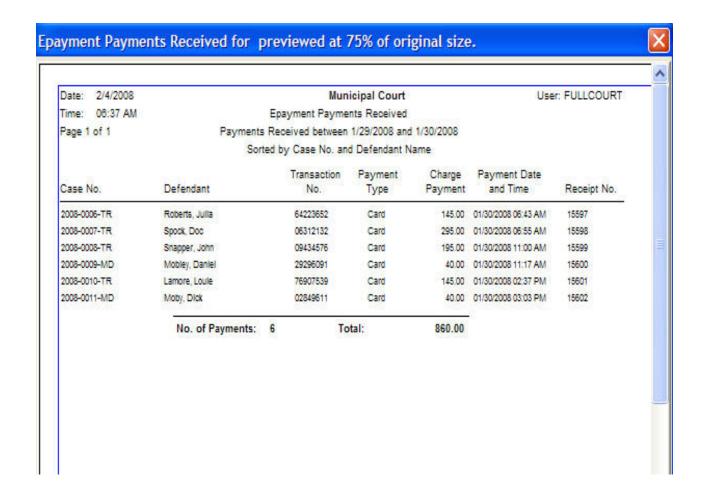
EPayment Payments Received Report - Shows case payments received through CitePayUSA between the dates specified by the user. *Totals on this report should match the Cash Balance ePayment receipt totals for the same period.*

Courts would also use this report to identify cases where ePayments were received and need court follow-up, for example to stop a license suspension from being processed or to manually check a payment plan Next Due date.

Also note you may use this report to search by Transaction number that was printed on the Defendant's CitePay receipt.



An example of report is shown on the next page.



ACH Deposit Report – Below is a sample report that will be e-mailed to the parties identified in your configuration settings when an ACH transfer deposit is made from CitePayUSA to the deposit bank account.

