

## ***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 debit card that bears a MasterCard, Visa, Discover or American Express logo.

### **I usually make my payment 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 the payer, as well as the information related to the person who owes the criminal debt.

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

Yes. Please select the "Business" button 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 properly credited for the payments you make.

If you are unable to find your CCAM number, please email the Finance Department of the District Court and we will provide you with that number. Our email address is:

[moedml.Criminal.Debt@moed.uscourts.gov](mailto:moedml.Criminal.Debt@moed.uscourts.gov)

### **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 (314) 244-7872 to see if the payment was processed. If you set up an account on Pay.gov, you can also view your payment history to verify the payment was made.

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 unless they result in an overpayment of your criminal debt.

**I accidentally entered my account number twice and two payments were deducted from my account. Can you refund one of those payments?**

No. We can only refund a payment to you if the second payment results in an overpayment of your criminal debt. If you still have a balance due, we cannot refund the accidental payment.

