



1. Who is nCourt?

nCourt is a government services technology company that through arrangements with county and municipal courts assists people to find and pay traffic citations online with a credit or debit card. We have been in operation since 2002 and have safely processed millions of dollars in court payments.

2. I cannot find my citation online. What can I do?

Many courts take up to a week to enter citations into the database. If you have only recently received the citation, you may wish to wait a few days and search again. If you are still unable to locate your citation, please call 800-701-8560 and our customer service team will assist you.

3. How much is my speeding ticket?

If you are unsure of the fine please contact the court or our customer service team at 800-701-8560.

4. What is the process fee?

The 'process fee' is the nCourt cost for online or over the phone payments. This fee covers the cost of building and maintaining the website, our customer service team, credit card fees, and the technical and payment interface with the court system.

5. If I pay online, how soon does the court get notified?

Once the payment is authorized, the court is instantly notified. Payments made after business hours are processed the next business day.

6. The result of the lookup function will not allow me to pay, it says this is a "Must Appear" ticket. What are my options?

If there is no fine amount listed you need to contact the court or our customer service team at 800-701-8560.

7. What happens if I pay the citation after the court date (Late fees, Bench Warrant fees, or other penalties)?

Courts have the discretion to add late fees, bench warrant fees or other penalties when violators fail to pay or appear on their court date. In some cases they are added to the total due and payable online while in other situations, the court mandates you appear in court.

8. What happens if I don't pay the citation?

Typically, the court notifies your state Driver Services Department to suspend your driver's license and may issue a Bench Warrant for your arrest. There may also be additional fees assessed for non-payment.

9. Am I pleading guilty when I pay online?

Yes, by paying online you are pleading guilty to the charges indicated on your citation just as if you had appeared on your court date and provided a signature and payment in person. In addition to your acknowledging your guilt and willingness to pay the fine you are also agreeing to the notation of the violation on your driver's record.

10. Is my payment secure?

nCourt is a VeriSign site and takes information and payment security extremely seriously. Your information is secured using a Secure Socket Layer(SSL) connection.