The Unified **JUDICIAL SYSTEM** *of* **PENNSYLVANIA WEB PORTAL**



User Guide

PAePay®

Online Case Payments System

Last Updated: 4/3/2026

https://ujsportal.pacourts.us

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Section 1: Introduction

Welcome

This user guide details the steps needed to make an online payment through the PAePay Online Case Payments website. The PAePay Online Case Payments site on the UJS Portal allows the public to securely pay fines, costs, and restitution to the Commonwealth of Pennsylvania's Common Pleas and Magisterial District courts. This site displays only court financial obligations approved for online payment. You may have other outstanding financial obligations with the courts of the Commonwealth of Pennsylvania.

This payment system currently accepts case payments for participating counties only. Visa, MasterCard, Discover, and American Express cards are accepted for payment. For more information on terms and conditions, please refer to the Disclaimer and Terms & Conditions available on the website.

Site Requirements

The Pennsylvania Unified Judicial System (UJS) Web Portal requires a current web browser with JavaScript and cookies enabled. Other browsers without JavaScript and cookies enabled will see graphical errors or may be denied access completely. Due to the technology used in creating this site, using **Google Chrome** provides the most satisfying user experience. Also, the images that appear in this guide may vary slightly in appearance depending on the browser used and the version.

The reporting and printing functions on the site require Adobe Reader. Please be advised that pop-up blockers may prevent pages and reports from opening properly.

Navigation

Open your internet browser and enter the following web address:

https://ujsportal.pacourts.us

To access the PAePay Online Case Payments home page, hover your mouse over Pay Online in the Navigation Bar at the top of the page and click on Traffic Ticket or Court Costs in the menu.

Section 2: Searching for Cases

After clicking Traffic Ticket or Court Costs in the Navigation menu, you are automatically taken to the PAePay Traffic Ticket or Court Costs – Search page. The first step in making an online payment on court cases is to find the cases or payment plans where payment is needed. Once found, you will be able to add them to a shopping cart where you will specify the amount of the payment, add additional cases, and continue to checkout.

This section includes:

Selecting the search type (pg. 5)
Searching by citation number (pg. 6)
Searching by payment plan number (pg. 7)
Searching by docket number (pg. 8)
Searching by person name (pg. 9)
Searching by organization/company name (pg. 11)

Selecting the Search Type

The PAePay Traffic Ticket or Court Costs – Search page is used to choose how you would like to search for court cases. The type of search you choose should depend on the information you have available on the cases you need to pay. Available search options include:

- Searching by citation number
- Searching by payment plan number
- Searching by docket number
- Searching by name (this is the recommended search)
- Searching by organization/company

Juvenile Delinquency cases can only be found through a search by docket number or payment plan. Cases designated as limited access or payment plans that include limited access cases can only be found through a search by payment plan number.

Searching by Citation Number

To search by your citation number, perform the following steps:

1. **Select Citation Number from the Search By dropdown on the search page.** The citation number search fields display. Required fields on the search page are indicated with an asterisk (*) and must have a value entered or selected before beginning a search.

2. **Enter the Citation Number.** Your citation number can be found in the top-right of your copy of the citation. The alphabet characters in the number can be entered in either upper case or lower case.

3. **Enter the offense date range.** If you know the exact date of the citation, enter the same date in both the Offense Start Date and Offense End Date fields. If your citation is printed on yellow carbon paper, the date can be found in Box 41. For other citations, the offense date appears about halfway down the left side of the form. Otherwise, enter a range that includes the most likely date the citation was issued. The date range entered cannot be more than 90 days. You must enter two digits for the month and year and four digits for the year (ex. 01/03/2010). You can also click on the mini-calendar icon to select the date from a calendar.



Note: Some internet browsers may not have an option to display mini calendars.

4. **Select the Court Type.**

5. **(Optional) Enter the court County.** This is the county in which the officer or authority issued the citation.

6. **Click SEARCH.** If a required field was not filled out, a message displays indicating the fields that must be completed before performing the search. Add information to the missing fields and click SEARCH again.

7. **To continue, go to** *Search Results and adding to the Shopping Cart* **on page 12.**

Searching by Payment Plan Number

To search by your payment plan number, perform the following steps:

1. **Select Payment Plan from the Search By dropdown on the search page.** The Payment Plan number field displays. Required fields on the search page are indicated with an asterisk (*) and must have a value entered or selected before beginning a search.

2. **Enter the Payment Plan number:**

    a. If you have the entire payment plan number available, you can enter it in the Payment Plan field (ex. 01-2019-P000000020). You must enter the payment plan number exactly as it was provided to you, including the dashes. The alphabet characters in the number can be entered in either upper case or lower case.

    OR

    b. If you do not have the entire payment plan number:

        i. Select the Build Payment Plan checkbox. The Build Payment Plan fields display.

        ii. Select the Court Type.

        iii. Select the court County. This is the county in which the payment plan agreement was signed.

        iv. Enter the Year Created. This is the year that you signed your payment plan agreement with the court. You must enter a four-digit year (ex. 2010).

        v. Enter your Payment Plan Number. This is a unique number (ex. 20) that identifies your payment plan. If you do not know this number, you will not be able to search by payment plan number. You may contact the court in which you established the payment plan in order to obtain the number, or try a different Search By option such as by name or by the docket number of one of the cases in the payment plan. For more information on using other search types, see *Selecting the Search Type* on page 5.

3. **Once you have entered the Payment Plan number or all of the Build Payment Plan fields are filled, click SEARCH.** If a required field was not filled out, a message displays indicating the fields that must be completed before performing the search. Add information to the missing fields and click SEARCH again.

4. **To continue, go to** *Search Results and adding to the Shopping Cart* **on page 12.**

Searching by Docket Number

To search by your docket number, perform the following steps:

1. **Select Docket Number from the Search By dropdown on the search page.** The Docket Number field displays. Required fields on the search page are indicated with an asterisk (*) and must have a value entered or selected before beginning a search.

2. **Enter the Docket Number:**

    a. If you have the entire docket number available, you can enter it in the Docket Number field (ex. Court of Common Please: CP-10-CR-0000183-2020; Magisterial District Court: MJ-51303-CR-0000027-2022). You must enter the docket number exactly as it was provided to you, including the dashes. The alphabet characters in the number can be entered in either upper case or lower case.

    OR

    b. If you do not have the entire docket number:

        i. Select the Build Docket Number checkbox. The Build Docket Number fields display.

        ii. Select the Court Type. A list of the types of the participating counties and case types that can be paid through the PAePay Online Case Payments System is available by clicking the link above the search fields.

iii. Select the court County. This is the county in which the case was heard.

iv. Enter the Case Number. This is a number up to seven digits long (ex. 0000183). If you do not know this number, you will not be able to search by docket number. You may contact the court in which the case is filed in order to obtain the number, or try a different Search By option such as by name. For more information on using other search types, see *Selecting the Search Type* on page 5.

v. Enter the Year Filed. This is the year that the case was entered into the court system. You must enter a four-digit year (ex. 2010).

3. **Once the Docket Number or all of the fields in the Build Docket Number fields are filled, click SEARCH.** If a required field was not filled out, a message displays indicating the fields that must be completed before performing the search. Add information to the missing fields and click SEARCH again.

4. **To continue, go to** *Search Results and adding to the Shopping Cart* **on page 12.**

Searching by Name

To search by the name of the defendant or responsible participant, perform the following steps:

1. **Select Person from the Search By dropdown on the search page.** The participant search fields display. Required fields on the search page are indicated with an asterisk (*) and must have a value entered or selected before beginning a search.

2. **Enter a Last Name** and **First Name.** These can be entered in either upper case or lower case.

3. **Select the Court Type.**

4. **At least one other field below the name fields must be entered or selected in order to perform a search.** Selecting the County is recommended. When entering information in these fields, use the following guidelines:

    - Zip Codes must have five numbers. Only numbers can be entered for the zip code.
    - If entering a Date of Birth, you must enter two digits for the month and day and four digits for the year (ex. 01/03/2010). You can also click on the mini-calendar icon to select the date from a calendar.
    - For the offense date range, if you know the exact date of the offense, enter the same date in both the Offense Start Date and Offense End Date fields. Otherwise, enter a range that includes the most likely date the offense occurred. This range of dates cannot be more than 90 days. You must enter two digits for the month and day and four digits for the year (ex. 01/03/2010). You can also click on the mini-calendar icon to select the dates from a calendar.



Note: Some internet browsers may not have an option to display mini calendars.

    - For the County, only counties that have chosen to participate in the PAePay Online Case Payments System are displayed in the dropdown. A complete list of participating counties is available by clicking Additional Info at the bottom of the screen.
    - The Case Types listed in the dropdown are limited to the types of cases that can be paid using the PAePay Online Case Payments System at this time. A list of the types of cases that can be paid through the PAePay Online Case Payments System is available by clicking the link above the search fields.

5. **Click SEARCH.** If a required field was not filled out, a message displays indicating the fields that must be completed before performing the search. Add information to the missing fields and click SEARCH again.

6. **To continue, go to** *Search Results and adding to the Shopping Cart* **on page 12.**

Searching by Organization/Company

To search by the name of an organization or company, perform the following steps:

1. **Select Organization from the Search By dropdown on the search page.** The organization search fields display. Required fields on the search page are indicated with an asterisk (*) and must have a value entered or selected before beginning a search.

2. **Enter the Organization Name.** At least three characters are required for the Organization Name in order to perform a search. This field can be entered in either upper case or lower case.

3. **Select the Court Type.**

4. **At least one other field below the organization name field must be entered or selected in order to perform a search.** Selecting the County is recommended. When entering information in these fields, use the following guidelines:

    - Zip Codes must have five numbers. Only numbers can be entered for the zip code.

    - For the offense date range, if you know the exact date of the offense, enter the same date in both the Offense Start Date and Offense End Date fields. Otherwise, enter a range that includes the most likely date the offense occurred. This range of dates cannot be more than 90 days. You must enter two digits for the month and day and four digits for the year (ex. 01/03/2010). You can also click on the mini-calendar icon to select the dates from a calendar.

Note: Some internet browsers may not have an option to display mini calendars.

    - For the County, only counties that have chosen to participate in the PAePay Online Case Payments System are displayed in the dropdown. A complete list of participating counties is available by clicking Additional Info at the bottom of the screen.

    - The Case Types listed in the dropdown are limited to the types of cases that can be paid using the PAePay Online Case Payments System at this time. A list of the types of cases that can be paid through the PAePay Online Case Payments System is available by clicking the link above the search fields.

5. **Click SEARCH.** If a required field was not filled out, a message displays indicating the fields that must be completed before performing the search. Add information to the missing fields and click SEARCH again.

Search Results and adding to the Shopping Cart

If no results match your search criteria, you will receive a message that no results were found.

Tip: If you made payments on a case or payment plan in prior months and are having trouble locating the record, it may have recently qualified for limited access. Any case or any payment plan with at least one case that gets designated as limited access can only be found using the search by payment plan number. You are still responsible for financial obligations regardless of the limited access status of any of your cases. If you have any questions about the limited access status of any of your case or financial obligations contact the court of jurisdiction for your case or payment plan.

If results do appear, they will be returned in a grid below the SEARCH and CLEAR buttons. Review the results to determine if the cases you need have been returned in the search. For payment plans, the payment plan number displays above the list of cases included in the plan, which will help in verifying the information. When searching for Juvenile Delinquency cases, only “Redacted Case Caption” will display in the search results grid.

If no results match your search criteria or the case you need is not found, choose one of the following options:

- Change the information selected or entered for any of the fields and click SEARCH. A new search will be performed.
- Click CLEAR, select or enter information in the fields again and click SEARCH. A new search will be performed.
- Change the Search By option and try another type of search. For more information, see *Selecting the Search Type* on page 5.

Troubleshooting: If the case you need is still not found, refer to *I can't find my case or payment plan*: on page 22.

If the cases or payment plan you need are listed in the grid, several functions are available:

- Viewing the Docket Sheet for each case that appears. (Not available for all case types.)
- Viewing the Court Summary Report for each case that appears. (Not available for all case types.)
- Adding the case or payment plan to the shopping cart.

Viewing the Docket Sheet

Docket sheets can be useful in determining if a case in the grid is the one on which you intend to make a payment. To view a docket sheet, click on Docket Sheet icon in the far-right column for the case. Docket sheets are not available for Juvenile Delinquency cases returned in a search. In addition, if a payment plan includes a Juvenile Delinquency case, docket sheets cannot be viewed for any other cases included in the payment plan.

The docket sheet opens in a new window with Adobe Reader. In some internet browsers, the docket sheet may open in a new tab. Once open, it can be viewed on the screen, saved, or printed. When finished, close the window or tab displaying the docket sheet to continue.

Viewing the Court Summary Report

In addition to a docket sheet, some case types will also have a Court Summary Report available. Court Summary Reports will display information about all of a defendant's cases. To view the Court Summary Report, click on the Court Summary icon in the far-right column for the case. Court Summary Reports are not available for Juvenile Delinquency cases. In addition, if a payment plan includes a Juvenile Delinquency case,

Court Summary Reports cannot be viewed for any other cases included in the payment plan.

The Court Summary Report opens in a new window with Adobe Reader. In some internet browsers, the Court Summary Report may open in a new tab. Once open, it can be viewed on the screen, saved, or printed. When finished, close the window or tab displaying the Court Summary Report to continue.

Adding a Case to the Shopping Cart

To make a payment on a case, it must be added to the shopping cart.

To add a **case** to the shopping cart, select the checkbox appearing to the left of any case or citation that you need to pay. Click ADD TO CART.

To add a **payment plan** to the shopping cart, select the checkbox appearing next to the payment plan number. Click ADD TO CART below the list of cases included in the payment plan.

If you have selected an undisposed traffic citation on which to make a payment, you will be taken to a notification screen. The payment of traffic citations on the PAePay Online Case Payments System constitutes a waiver of a court hearing and the entry of a plea of guilty. If you do not wish to plead guilty, you will not be able to use the PAePay Online Case Payments System and you must attend your scheduled hearing. Therefore, click DECLINE on the notification page to return to your selected search option. Otherwise, to agree to waive your court hearing and continue making the payment, click ACCEPT. If you have any questions about your citation, contact the court office where the citation is filed.

When you access the shopping cart page, you have the option to add other cases or payment plans to the shopping cart or continue to checkout. For more information on using the shopping cart, see *Section 3: Making Payments* on page 15.

Section 3: Making Payments

After selecting cases or payment plans on which to make a payment and clicking ADD TO CART, you will be taken to the shopping cart page. The shopping cart provides the ability to specify the amount to pay on a case or payment plan (if applicable), remove any cases or payment plans that will not be paid, and add additional cases or payment plans on which to make a payment. After specifying the payments on all cases, you will proceed to checkout where the payment information is entered.

This section includes:

Shopping Cart (pg. 15)
Adding additional cases or payment plans to the shopping cart (pg. 16)
Checking out (pg. 17)

Shopping Cart

The shopping cart displays the cases or payment plan selected on the search screen. The following displays: the docket number of the case or the payment plan number, description, and the current balance on the case or payment plan. Next to the balance for each case or payment plan listed in the table is the Amount to Pay column.

If you added an individual case to the shopping cart and the case is part of a payment plan, then the entire payment plan is added to the shopping cart. If there is more than one case included in the payment plan, you cannot make payments on the individual cases.

When a **payment plan** is in the shopping cart, the following information is displayed in the shopping cart:

- Description – lists the cases included in the payment plan, case caption, current amount due, overdue amount if any, and the next payment due date. For payment plans that include Juvenile Delinquency cases, the case captions of all cases in the payment plan are redacted.

- Current Balance – reflects the total balance due on all cases for the remainder of the duration of the payment plan. This amount is shown in case you wish to pay more than the minimum amount due.

- Amount to Pay – defaults to the minimum amount due on the payment plan. If the payment plan is one or more months overdue, the Amount to Pay defaults to the total overdue amount. The Amount to Pay defaults to $2500.00 if more than that amount is due.

To make a payment on a case or payment plan in the shopping cart, perform the following steps:

1. **Enter the amount you intend to pay in the Amount to Pay column, or leave the defaulted amount if you are paying the amount displayed.** If more than one case or payment plan is displayed in the grid, ensure an amount is entered for each item. When specifying the amount, take note of the following:

    - On a citation, you will not be able to pay less than the entire balance.
    - You will not be able to pay more than the total balance of a case or payment plan.
    - The total of your entire payment cannot exceed $2500.00.

2. **If a case or payment plan is listed in the shopping cart and you do not wish to make a payment on it, click the Delete icon in the far-right column to clear it from the shopping cart.**

3. **Either return to the search to add additional cases to the shopping cart or proceed to checkout.** To search for more cases, see *Adding Additional Cases to the Shopping Cart*. To proceed to checkout, see *Checking Out*.

Adding Additional Cases to the Shopping Cart

To add more cases or payment plans to the shopping cart that need payment, click ADD ANOTHER. Any amounts entered in the shopping cart will be saved and you will be returned to the search screen to begin a new search. For more information, see *Selecting the Search Type* on page 5.

After selecting more cases or payment plans and adding them to the cart, you will be returned to the shopping cart screen where the amounts to pay on the new items can be specified. Repeat the steps of searching, adding to the shopping cart, and specifying payment amounts until all cases or payment plans needing payment are displayed in the cart.

If you change your mind about adding additional cases or payment plans for payment, you can return to the shopping cart at any time by clicking the VIEW CART button on the upper-right of the screen.

Checking Out

After all cases or payment plans needing payment are displayed in the shopping cart and the payment amount has been specified for each, you will need to proceed to checkout. This will initiate the process of gathering information needed for payment, including payment method, billing address, and contact information.

To process your payment, perform the following steps:

1. **In the shopping cart, verify the cases or payment plans listed and the payment amounts specified for each.** Remove any items on which you will not be making a payment.

2. **Click CHECKOUT.** If one or more Amount to Pay values entered is less than the total amount due on a case or payment plan, you will receive a message that the amount entered is less than the total amount due. Either change the value entered in the Amount to Pay, remove those cases or payment plans from the shopping cart, or click CHECKOUT to continue to pay with an underpayment. You will not have the option to make an underpayment when making a payment on traffic citations; the entire amount is due.

3. You will be taken to the PAePay Checkout screen which displays the cases and payment plans selected for payment, their current balances, the amount you have entered for payment, the convenience fee, and your total payment amount. **Verify the information looks correct.** If you need to change the Amount to Pay, click CANCEL.

4. The fields below the payment grid are used to collect information about the person making the payment. If you are making a payment for someone else, do not enter the defendant information in these fields or your payment will be denied. All the information must be recorded EXACTLY the way it appears with your bank or credit card company or the payment will be denied. Check your latest bank or credit card statement to ensure you enter the information exactly as it is on file with the card issuer.

    a. **Enter your First Name.** This must be entered exactly as it appears on your bank or credit card statement, including any spaces, dashes, or other punctuation or capitalizations.

    b. **Enter your Last Name.** This must be entered exactly as it appears on your bank or credit card statement, including any spaces, dashes, or other punctuation or capitalizations.

    c. **If your address is in the United States, you can skip the Address Location field.** Otherwise, if you reside outside of the United States, select Other from the dropdown.

    d. **For the Address, enter your full address.** A second line is provided for longer addresses and can also be used to specify an apartment number. Ensure the address lines are entered exactly as they appear on the statement for the bank or credit card, including any punctuations or abbreviations (or lack thereof) used for the street name (Street vs. St., Avenue vs Ave. Boulevard vs Blvd. etc).

    e. **For the City, enter the full name of the city or town as it appears on the statement for your bank or credit card.**

    f. **For the State, select the state.** You can type the first letter of your state name to jump the list to the state names beginning with that letter. If you selected an Address Location of Other, enter a Territory instead. Either of these must appear as they do on the statement for your bank or credit card.

    g. **For the Zip Code, enter a valid US postal zip code.** If you selected an Address Location of Other, enter a valid Postal Code for your country instead. Either of these must be entered as they appear on the statement for your bank or credit card.

h. **If you selected an Address Location of Other, select your Country from the dropdown.** You can type the first letter of your country name to jump the list to the country names beginning with that letter.

i. **Enter the Phone Number where you can be reached in case there is a problem with your payment.**

j. **Enter your Email Address.** This is the email address where the confirmation number and payment information will be sent once the payment is processed. Record the email address accurately. Without a confirmation number, you will not be able to inquire about a payment if you have a question.

5. Review all of the information you recorded for accuracy and completeness. **If everything is correct, click CONTINUE.**

6. The payment information screen displays. The screen is used to securely gather your payment information.

   a. **Verify the Email address displayed, which is the same as you entered on the checkout page.** If it is inaccurate, click Edit and update it.

   b. **Enter the full Card Number.** Do not enter any dashes or spaces between numbers.

   c. **Enter the CVV, which is the security code on the back of your credit card.** The code has four digits for American Express cards and three digits for all others.

   d. **Enter the month and year of the expiration date of the credit card.** Enter the date with two digits for the month and year (ex. 08/24).

   e. **Ensure the name displayed matches exactly as it appears on your credit card.** If the name displayed is incorrect, you must click the X in the upper right corner to return to the PAePay Checkout screen and make any changes before continuing. If the name does not match what your credit card or bank has on file, your payment may be declined.

   f. **Review the Billing Address displayed, which is what you entered on the Checkout screen.** If the billing address displayed is incorrect, you must click the X in the upper right corner to return to the PAePay Checkout screen and make any changes before continuing. If the Billing

Address does not match what your credit card or bank has on file, your payment may be declined.

g. **Select the "I agree to the Terms and Conditions" checkbox.** If needed, you may click on the Terms and Conditions link to view them before accepting.

h. **Click the PAY button which also displays the total payment amount.**

7. **Your payment information will now be transmitted to your bank or credit card company.** Do not click the Back button in your browser or close the browser during this process. When completed, you will receive notification that the transaction was accepted or declined:

   a. If the credit card is declined for insufficient funds, you will be returned to the PAePay Checkout page. Click PAY NOW to return to the payment information page where you can enter different card information. You can also close the browser to cancel making a payment at this time and clear the shopping cart.

   b. If the credit card is declined due to card AVS details mismatch, verify all of the information you entered for the Billing Address displayed on the payment information screen. Also verify how the cardholder's name is displayed. After correcting any information so that it displays exactly as it appears on the bank statement for your bank or credit card, click PAY again.

   c. If the credit card is declined due to a CVV details mismatch, check the number on the back of your credit card and re-enter the CVV on the payment information screen. Click PAY again.

   d. If the credit or ATM/debit card is accepted, you will be taken to the Receipt page.



Tip: If your credit card is repeatedly declined, see *My credit card continues to be declined. I'm certain there are sufficient funds. What can I do?* on page 23.

8. **Printing a copy of the Receipt page is recommended.** This is not an official receipt of your payment for the court. For more information, see *Is the Receipt page my official receipt?* on page 23.

Section 4: Additional Information

Terminology

Court Summary Report	An official report from the court that provides information on all of a defendant's cases statewide. Contents include defendant information, a list of cases and their status, case information, attorney information, last action, and a list of all charges and dispositions.
Docket Sheet	An official report from the court that provides a detailed statement of actions and filings for a single case. Contents include case information, related cases, a history of calendar events/court dates, a list of charges, docket entries, case financial information, and disposition and sentencing information if the case has been adjudicated.
Shopping Cart	An area of the PAePay Online Case Payments System that stores the cases or payment plans selected for payment until ready to complete the transaction. The shopping cart saves any cases or payment plans selected and payment amounts entered and allows the user of the system to continue to search for and add additional cases that need payment.
Sliding Fine	A penalty for an offense which carries a minimum to maximum fine amount that will be determined by a judge at a hearing.

Troubleshooting

I can't find my case or payment plan:
If you cannot find your cases, it may be due to one of the following reasons:

- The information being entered for a search cannot be matched to a case in the selected county, or, if searching by docket number, an invalid docket number has been entered.
- The case or payment plan does not have a balance remaining.
- The case or one or more cases in a payment plan have been designated as limited access (Act 83 of 2020/Clean Slate). If you previously made a payment online on the case or payment plan, it may have been designated as limited access automatically since your last payment. Limited access cases can only be found using a payment plan search. Try to search by payment plan number. If you are uncertain about the limited access status of a case, contact the court of jurisdiction for your case or payment plan.
- The case is sealed or one or more cases in a payment plan are sealed.
- The case is pending expungement or one or more cases in a payment plan are pending expungement.
- The case is in a county that has not opted to accept online payments for the type of case on which you are attempting to make a payment. For example, some counties do not accept online payments for Juvenile Delinquency cases. A complete listing of the case types and categories that can be paid online for each county can be found under the Additional Info section at the bottom of PAePay screens.
- The defendant or responsible participant on a Criminal, Summary, or Summary Appeal case or one or more cases of these types in a payment plan is a minor.
- The defendant or responsible participant on a Criminal, Summary or Summary Appeal case or one or more cases of these types in a payment plan is not a minor but retains a protected status for other reasons.

If you believe one of these situations do not apply to you and you cannot find your case, please contact the court of jurisdiction for your case or payment plan.

Why can't I make a payment on a case?
There may be several reasons why you will be unable to make a payment on a case. These include:

- A payment cannot be made on a traffic case in which the total amount due is not specified. This is known as a sliding fine.
- The case includes an offense that carries a mandatory sentence of imprisonment.
- Payments cannot be applied on individual cases if the case is part of a payment plan.
- Payment plans through a MDJ district court that have been referred to a collection agency for delinquent payments cannot be paid through the PAePay system. You must contact the collection agency for payment.
- District courts or court offices reserve the right to restrict individuals from making electronic payments.
- District courts or court offices reserve the right to restrict individual cases from being paid through the PAePay Online Case Payments System.

If you believe one of these situations does not apply to you and you cannot find your case, please contact the court of jurisdiction for your case or payment plan.

My credit card continues to be declined. I'm certain there are sufficient funds. What can I do?
The most common reasons that a credit card is repeatedly declined is that your credit card company is blocking the transaction. This is usually due to automatic security measures in place with the financial institution. The reasons a security block is placed is wholly at the discretion of the financial institution. Therefore, you must contact the financial institution that issued your credit card in order to resolve the problem.

Is the Receipt page my official receipt?
No. The Receipt page acknowledges or confirms that you have submitted a payment on your credit card using PAePay. The payment processes through your financial

institution overnight and is deposited in the bank for the court in which payments were made. The court must then apply the payment to your assessments. Only after the payment is applied to the assessments can an official receipt be generated. Contact the court office where your case is filed to obtain the official receipt.

Can I specify the date on which the payment will be applied?
The date on which an online payment will be applied cannot be specified. The processing of the payment begins as soon as the payment is submitted. As a result, scheduling future payments is not permitted, nor can any payments be applied as collateral or a down payment. Processing time is dependent on the court processing the payment. Submit payments that are time-sensitive with enough time to process the payments. Payments submitted without sufficient processing time may not prevent further court action.

Why does my case show a zero balance?
One of two possibilities may exist:

- The case is a Magisterial District Court Traffic, Non-Traffic or Criminal case that has been transferred to the Court of Common Pleas.
- The case is an undisposed Magisterial District Court Traffic case. The balance will not show until the case is added to the shopping cart.

My payment plan is not showing all of my cases.
This may occur when a case included in the payment plan is a type of case (Case Category) that the county has not opted into for online payment. However, because the case with that Case Category is included in a payment plan, the total amount due on the payment plan does reflect any balance due for any case that cannot be displayed.

Why can't I change the amount to pay on a case?
One of the following circumstances may apply:

- Filing fees cannot be edited.

- Citations must be paid in full. No partial payments are permitted.

I paid online and then I received a delinquency notice in the mail.
Online payments may take several business days to process. Please submit any payments that are time-sensitive with enough time to process payments.

I accidentally paid on the wrong case or payment plan. What can I do?
Contact the court of jurisdiction for the case or payment plan on which you made a payment.

Is my credit card information saved?
Credit card information that is entered for online payment will not be saved. You will have to enter your credit card information each time you make a payment, regardless if you have previously used the PAePay Online Case Payments System.

I am getting a message that I cannot make a payment on a case or payment plan. What's happening?
There are two possibilities:

- District courts or court offices reserve the right to restrict individuals from making electronic payments.
- District courts or court offices reserve the right to restrict individual cases from being paid through the PAePay Online Case Payments System.