



Online Collections And Payments (OCAP) Fact Sheet (Pilot)

- Currently, Online Collections And Payments (OCAP) is for supervised and unsupervised probationers to make online payments. Its 24/7 convenience for any payers with their case file number, the county that issued the charge, and a major credit card.
- Added convenience to customers making payments:
 - Online payments can be made anytime from the convenience of any location with internet access.
 - Online payers receive confirmation of payment immediately via email upon completion of the transaction.
 - As online transactions increase, customers making payments requiring clerk assistance will benefit from the potential of shorter wait times and reduced courthouse traffic.
- Increased accuracy and efficiency:
 - Automated online payments will reduce errors due to incomplete or illegible defendant information provided with payments received by mail, and result in reduced time that clerks must spend resolving crediting errors.
 - All current processes and procedures for clerks and bookkeepers are unchanged. Reporting will be enhanced to show online probation payments.
 - For cashiers, it mean less paperwork, less traffic in the courthouse, and shorter lines at the cashier window. As a result, more time to spend with other customers. For bookkeepers, it's status quo with no change to the current business process.
 - Payment receipts are automatically entered into NCAOC's Financial Management System (FMS).
- Eligible cases:
 - Most district criminal (CR) or superior criminal (CRS) cases that have gone to court and been placed on supervised probation with monies owed, convicted on or after January 1, 2011 are available for online payment at this time.
 - Most district criminal (CR) or superior criminal (CRS) cases that have gone to court and been placed on unsupervised probation with monies owed, convicted on or after January 1, 2015, are available for online payment at this time.
 - The OCAP system can only be used for probation cases that have been tried in court. If your case is a citation and the charge(s) does not require a court appearance, you may be able to pay it online with payNCTicket®.

- Visa, MasterCard, Discover, and American Express credit and debit cards issued by a credit card company or bank may be used to pay a case online. Gift cards or rebate cards are not acceptable methods of payments.
- A portal administration fee is administered by the third-party vendor handling the secure online transaction. The fee is calculated as 2.25% of the Total Amount Due plus \$1.
- Support of NCAOC vision: Offering online payments of court ordered costs bolsters AOC's commitment to providing secure, convenient public access to services and information.
- Promoting eCourt: The implementation of OCAP provides continued delivery of eCourt automation.
- The total cost for the pilot phase of OCAP was \$131,274.
- NCAOC provides information technology to a wide user base across the state. The development and implementation of OCAP was dependent on matching available resources with appropriate, sometimes competing priorities.
- OCAP took three months to develop and began rollout in second quarter 2016. The pilot phase included three counties: Chatham, New Hanover, and Wake. The statewide rollout of OCAP is expected to be available in all 100 counties in 2016.



About North Carolina Administrative Office of the Courts

The North Carolina Administrative Office of the Courts (NCAOC) is the administrative agency for the North Carolina Judicial Branch, providing administrative services to help the North Carolina court system operate more efficiently and effectively, taking into account each courthouse's diverse needs, caseloads, and available resources. Among the many programs and services that it provides to courts statewide, NCAOC uses technology to improve the delivery of services to the public and to provide greater and more convenient access to court personnel.