



Online Collections and Payments (OCAP) Fact Sheet (Statewide) – August 2016

- Online Collections and Payments (OCAP) is available 24/7 at onlineservices.NCcourts.org for online payments using the case file number, the county that issued the charge, and a major credit card.
- Initially for probation payments, OCAP now allows payments on most district and superior criminal and infractions cases that have been heard in court and monies are owed.
- OCAP is part of the larger initiative to modernize the North Carolina court system through the eCourts vision and commitment to providing secure, convenient public access to services and information.
- Eligible cases
 - Most criminal and infractions cases that have been tried in District or Superior Court and have monies owed may be paid online.
 - Cases without supervised probation must have convictions on or after January 1, 2015.
 - Cases with supervised probation must have convictions on or after January 1, 2011. Supervision fees may continue to be paid online even after court costs, fines and fees have been paid in full.
 - Citations and charge(s) not requiring a court appearance may often be paid online with [payNCticket®](#).
- OCAP statistics to date, as of July 2016
 - More than 3,300 payments have been received to date.
 - 375 payments received weekly during the startup period, and more than 850 payments per week expected after OCAP is expanded and fully adopted.
 - 92% of North Carolina counties have received online payments.
 - 45% of all payments are received after business hours, affirming the convenience to citizens.
 - 11% of all probation payers have made multiple payments towards their costs, fines, and restitution.
- 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 the number of online transactions increase, customers making payments in person will benefit from shorter lines and reduced courthouse traffic.

- Increased accuracy and efficiency
 - Online payments will reduce errors from mailed payments with incomplete or illegible defendant information. This should reduce the time clerks spend resolving crediting errors.
 - Payment status will be automatically updated for most cases paid in full. All other current processes and procedures for clerks and bookkeepers are unchanged.
 - Reporting will be enhanced to show online payments and cases where the payment status could not be automatically updated.
 - For cashiers, there will be less paperwork, less traffic in the courthouse, and shorter lines at the cashier window.
 - For bookkeepers, there is no additional change to the current business process.
 - Payment receipts are automatically entered into North Carolina Administrative Office of the Courts (NCAOC) Financial Management System (FMS).

- OCAP accepts major credit/debit cards, including American Express®, Discover®, MasterCard®, and Visa® cards. Gift cards and rebate cards are not acceptable forms of payment.

- 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 \$1.00.

- OCAP timeline
 - OCAP 1.0 piloted in Chatham, New Hanover, and Wake counties from February to May 2016.
 - OCAP 1.0 available statewide on May 31, 2016.
 - OCAP 2.0 statewide release on August 3, 2016.

- The initial OCAP release was developed over three months at a total cost of \$159,472, including development, statewide implementation, and maintenance. The system was directed by S.L. 2015-241, Section 18A.21 in September 2015.

About N.C. Administrative Office of the Courts

The N.C. Administrative Office of the Courts (NCAOC) is the administrative agency for the [N.C. 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.