

Frequently Asked Questions

What payment methods can be used with Pay.gov?

The accepted payment methods for use with Pay.gov are payments made using the following:

A Checking or Savings account.

Can I pay online using a money order, or Cashier's check?

No, money orders or Cashier's checks must be mailed to the Court or presented in person.

What is a CCAM number?

The CCAM case number is the number used by the U.S. District Courts financial records system.

The Payment Coupons mailed by the DOJ contain both the Court Case Number and the CCAM Number.

The CCAM number is the only number used in the Pay.gov system.

If you are unable to locate your CCAM number, please email the Finance Department of the District Court at : OHNDdb_Finance_Mailbox@ohnd.uscourts.gov

Can I make a payment for another person?

Yes, you can make a payment on behalf of another person if you have their CCAM number.

You will need to mark the "Third-Party Payer" box on the payment form. This allows for your information to be entered along with that of the defendant who owes the criminal debt.

Can a business use Pay.gov to pay a Criminal debt?

Yes, a business may use Pay.gov to pay Criminal debts, by selecting the "Business" button as the defendant type on the Criminal Debt Payment Form.

I did not see a payment confirmation screen after I entered my payment information in Pay.gov. Should I enter my payment information again?

No, re-entering your payment information may result in multiple payments being processed. If this should happen, close the Pay.gov browser window as duplicate payments that do not result in an overpayment will not be refunded. The following day, review the account that you used in Pay.gov to see if the payment was processed. You can also call the Court at (216)357-7023, or email us at OHNDdb_Finance_Mailbox@ohnd.uscourts.gov, to see if the payment was processed.

If you have set up an account on Pay.gov, you can view your payment history to verify that the payment was made.

Can I use my browser's "Back" button while a payment is processing?

No, never use the "Back" button while a payment is processing, as it is likely to result in a duplicate payment. Duplicate payments will only be refunded if they result in an OVERPAYMENT of your criminal debt.

I accidentally entered my account number twice and two payments were deducted from my account. Will the Court automatically refund the second payment?

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