



# Retail Cash Payment Solution

## Frequently Asked Questions

### How do I make a cash payment to Charlotte County Clerk of Court?

Go to our court's payment website page at [www.charlottecourtpay.com](http://www.charlottecourtpay.com). Key in your citation/case number and follow the payment prompts, you will have the option to select the cash payment option. You can print a copy of the PaySlip (the payment order code) or have the payment code sent to directly to your mobile phone or email address; and follow the next three simple steps:

#### Step 1

Bring the PaySlip to the store location selected to make a payment.

#### Step 2

When the payment is made, the cashier will scan your PaySlip and print the receipt.

#### Step 3

Keep the receipt for your record.

The screenshot shows the website header for Roger D. Eaton, Clerk of the Circuit Court & County Comptroller of Charlotte County. It includes contact information: Roger D. Eaton, Phone (855) 796-5772, and the address 350 East Marion Ave, Punta Gorda, Florida 33950. There is a language toggle for 'Español'. A navigation bar shows 'Record Search', 'Payment', and 'Receipt'. Below this are payment options: 'Pay with Credit/Debit Card' (VISA, MasterCard, American Express, DISCOVER) and 'Pay with Cash at' (7-Eleven, FAMILY DOLLAR, ACQUINITY). The main content area is titled 'Record Search' and contains the instruction: 'Please enter your citation or case number to search for your record(s)'. There is a text input field labeled 'Citation or Case Number:' with the placeholder 'Enter citation or case number' and a 'Search' button. A note below the button states: 'In many cases, you may not know your citation or case number. You can search for it by clicking the link below. Once you have located your citation number, you will need to return here and enter it in the box above in order to make your payment.' At the bottom, there is a footer with contact information: 'To make a payment using a credit/debit card or by check: please call Mon - Fri 7am - 12am and Sat - Sun 9am - 6pm EST' and 'powered by nCourt'.

## What is a PaySlip payment code?

The PaySlip has all the information and instructions you will need to make your cash payment. You can print the PaySlip or have the payment code sent to your mobile phone or email.

### Example PaySlip.

The image shows a sample PaySlip form. At the top, it says "Pay with Cash at 7-ELEVEN". Below that, it says "Cash payments made easy". The main instructions are: "Simply take this PaySlip to a participating store and follow the steps below. They'll accept your cash payment and immediately notify Charlotte County Clerk of Court that you've paid. It's that easy!". There are three numbered steps: 1. "Take this paylip and your cash payment to a participating store" (with a barcode icon), 2. "Give PaySlip to cashier and tell them the amount you want to pay" (with a cash register icon), and 3. "Keep your receipt as confirmation of your payment" (with a receipt icon). Below the steps, it says "To find a 7-Eleven store near you, visit [www.paynearme.com/locations](http://www.paynearme.com/locations)". There is a seal for the Charlotte County Clerk of Court. A list of instructions includes: "This PaySlip Order will Expire on: 12/10/18", "You must print a new PaySlip if you do not pay the amount due by the expiration date.", "Take this PaySlip and cash payment to a participating 7-Eleven.", "Ask them to enter exactly \$99.00. This amount is paid to the Charlotte County Clerk of Court.", "Keep your receipt as proof of payment.", "If you have problems making a payment, call PayNearMe support at 1-888-714-0004 while in the store.", "When calling support, use Reference #: 72b8d1f3". At the bottom, it says "Use this PaySlip to pay with cash at any participating 7-Eleven". There are "7-Eleven Cashier Instructions" and a barcode. The cashier instructions are: 1. Customer must pay exactly \$99.00, 2. Scan barcode below, 3. Key in the desired amount of payment and press Total, 4. Collect the payment from the Customer and tender the transaction, 5. Provide the Customer with the receipt. There are logos for 7-ELEVEN, THE REGISTER, and PayNearMe.

## What is the total amount I can pay with cash at the retail store?

The total amount that can be accepted per PaySlip is \$1,000.

## Can I pay with cash and credit/debit card?

No. Only cash will be accepted for the total amount due on the PaySlip. The stores will not accept any other forms of payment.

## How do I know which location to go to?

You can select any store location based on the city or zip code you provide.

## Am I restricted to make a cash payment only at the store I selected?

No. If you select 7-Eleven®, you can go to any 7-Eleven location to make a payment. However, once 7-Eleven is selected, you cannot make that payment at a Family Dollar® store.

## Can a cash payment be made at locations outside of Florida?

Yes. You can make cash payments in any state where the stores are located.

## What happens if my PaySlip expires?

If your PaySlip expires, you will need to process a new one at our website at: [www.charlottecourtpay.com](http://www.charlottecourtpay.com).

## Who do I contact if I need assistance with my cash payment?

If you need assistance while you are at the store, please call PayNearMe support at **1 (888) 714-0004**.