



STATE OF NEW YORK
UNIFIED COURT SYSTEM
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LAWRENCE K. MARKS
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Deputy Chief Administrative Judge
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CREDIT CARD TERMINALS Q&A

WHAT ARE CREDIT CARD TERMINALS AND ONLINE PAYMENTS USED FOR?

- They provide your court a fast and efficient way for people to pay fees, fines, surcharges and bail.

IS THERE A SPECIFIC VENDOR I'M REQUIRED TO USE?

- There's not a specific vendor, but...
 - You may choose a vendor from the approved NYS contract: <https://online.ogs.ny.gov/purchase/snt/awardnotes/7900823111ContractorPage.pdf>. The Office of Justice Court Support can assist courts with most changes to a credit card terminal such as name changes, new applications, account closers, etc., by connecting you to the Office Of General Services (OGS)
 - If you use **n-Court**, contact the Court Room Program at (800) 622-2522, select option 1, then option 2 for assistance in any changes or issues.

I HAVE A CREDIT CARD ACCOUNT FROM THE PREVIOUS JUDGE, CAN I USE THAT?

- The answer to this question is usually yes, but the account will have to be reprogrammed as they will have the previous judge's information.
 - If you use a NYS contract vendor, you may contact the Office of Justice Court Support, who will then put you in contact with OGS
 - Changes can take up to 4 weeks to complete.
 - If you use a different vendor for credit card processing, then you will need to contact them directly.

I DON'T HAVE A CREDIT CARD ACCOUNT, CAN I STILL GET ONE?

- Absolutely, please contact the Office of Justice Court Support

THE OFFICE OF JUSTICE COURT SUPPORT (800) 232-0630