

# STATE OF MICHIGAN ONLINE TICKET PAYMENT SYSTEM

## Frequently Asked Questions

**Q: *What is a civil infraction?***

A: A civil infraction is a non-criminal offense for which the sanction is fines, costs, and fees but no jail penalty. Many traffic and parking violations are classified as civil infractions.

**Q: *Why can't I find my ticket(s)?***

A: There could be many reasons:

1. Only civil infraction tickets will be displayed for internet payments.
2. Tickets will not be displayed if you have failed to pay in a timely manner and, as a result, a warrant has been issued for your arrest.
3. Be sure to select the correct county and court the offense occurred in. There are over 100 district courts in the State of Michigan. Only the courts listed accept payments using the STATE OF MICHIGAN ONLINE TICKET PAYMENT SYSTEM.
4. The court may not have received the ticket from the police agency yet. Try searching again in a few days.
5. The information entered to conduct the search does not match the information entered by the court. Try again or try using another search type with different information.
6. Parking tickets frequently do not have a date of birth or drivers license number on the ticket. If you are attempting to find all the parking violations issued to a registered owner, the suggested search type is **By License Plate**. If a license hold has been placed on the registered owners' license due to unpaid parking tickets, those tickets will not display in ticket search results and you must contact the court regarding payment.

**Contact the court if you are still having trouble finding your ticket(s).**

**Q: *How do I search for a ticket issued to a business or organization?***

A: Use either the *Last Name* and *Ticket #* or the *License Plate #* and *State* search. When using the *Last Name* field, enter the business or organization name as it appears on your ticket.

**Q: *Can I pay my ticket(s) on this web site after I have appeared in court?***

A: Yes, but only civil infraction violations that are not warranted or parking violations which have not resulted in a hold being placed on the registered owners' license.

**Q: *Can I make a partial payment on my ticket(s)?***

A: Partial payments are not accepted. Payment must be made in full.

**Q: *How long will it take for my payment to process?***

A: Once you have authorized the system to accept payment for your ticket(s), the payment will usually post within just a few minutes. However, there may be other court obligations (e.g. towable vehicle data due to numerous parking violations) that may still be in effect until the next court business day.

# STATE OF MICHIGAN ONLINE TICKET PAYMENT SYSTEM

## Frequently Asked Questions

**Q: *Can I pay for a ticket online when the court has issued a license suspension or license hold? Does the amount due include the clearance fees due to the court and will the license suspension/hold be cleared?***

A: Civil infraction tickets (excluding parking tickets) that have a license suspension or license hold will display in the search results and can be paid. The amount shown in the ticket search does include the clearance fees due to the court. In most circumstances, the license suspension or hold will be cleared within a few minutes. If there are multiple suspensions on the ticket, the suspensions will not be cleared. **In both instances, you should contact the court to confirm the suspension or hold has been cleared and obtain copies of your clearance(s).**

**Q: *Can I contest my ticket(s) using this web site?***

A: No, you must follow the directions on your ticket and contact the court.

**Q: *How secure is my transaction?***

A: Michigan Courts use the industry standard Secure Sockets Layer technology to encrypt your order information. As a result, any information you enter online is protected, and will not be used by anyone other than Michigan Courts.

2010/October/JIS