FivePoint Payments

Hoover

* Platform:

Integrated > Payments ONLY > Non informational

* Types of Payments:

Criminal & Traffic cases

* Payment hours:

8:00am - 5:00pm

* We cannot call this court
* Welcome Greeting:

“Thank you for calling, how may I help you?”

* Partial Payments:

Yes, partial payments are allowed if the “payment amount” field is editable. If the “payment amount” field is greyed out, partial payment is not allowed on the case in question.

* Payment Instructions:

State the amount being paid and confirm with the caller before submitting payment.

Ex: the fine amount is $100.00 processing fee $2.50 the total is $102.50.

* Payment options:

If prompted for insurance and the customer does not have it, please proceed with the transaction and accept the payment.

* How to Search:

Please use the citation or case number given by the citizen. If the citizen does not have the case or citation, please search using the name.

\*please make sure to use phonetics to ensure spelling is correct\*

* When to refer to the court:

~ If the citizen has contacted the payment call center but is not making a payment or has questions regarding the case, please use script.

*“I’m sorry, you have contacted our payment call center. If you have any questions regarding your case, you will need to contact the court at 440.326.1810.”*

~ Citizen information is not confirming a payment. i.e. First and last name, please use script.

*“I’m sorry, I’m having trouble confirming your payment. For additional information, you will need to contact the court at 440 326.1810.”*

~ If the case found is not payable, please use script.

*“The case is not eligible for payment and you will need to contact the court at 440.326.1810 for further information.*

~ ALL refunds are issued by the client. If the citizen is calling requesting a refund. Please refer to the court.