Tracking Credit Card Payments

What is Official Payments?

Official Payments is a secured, third-party website that processes credit card transactions in Citizen Access, and is also used by the County's Tax Collector for online property tax payments. When a user selects and "checks out" in Citizen Access the permit fees that he/she would like to pay for, the payment total is automatically communicated to Official Payments where the user will be prompted to input his/her credit card and billing information.

What is the service charge for using a credit card? What does the service charge pay for?

A service charge will be added to your online payment. This service charge is not received by the County; it is used to process your transaction using the Official Payments website.
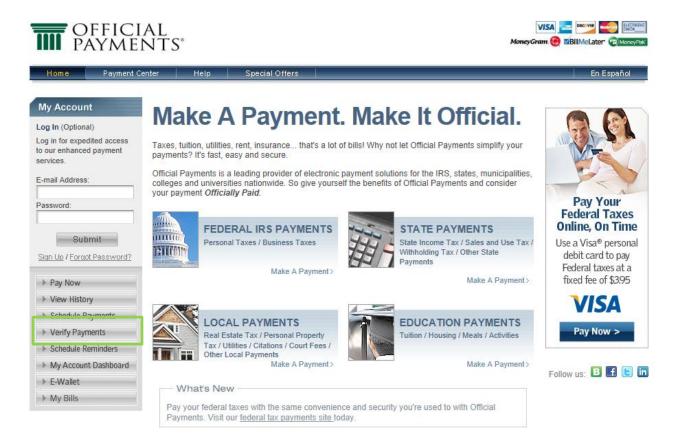
The service charge is as follows:

- If the total payment transaction amount is less than or equal to $46.51, a flat fee of $1.00 will be automatically added to the total amount due.

- If the total payment transaction amount is greater than $46.51, a service charge of 2.15% will be automatically added to the total amount due.

A debit card will be processed like a credit card, and therefore the abovementioned service charge will apply.
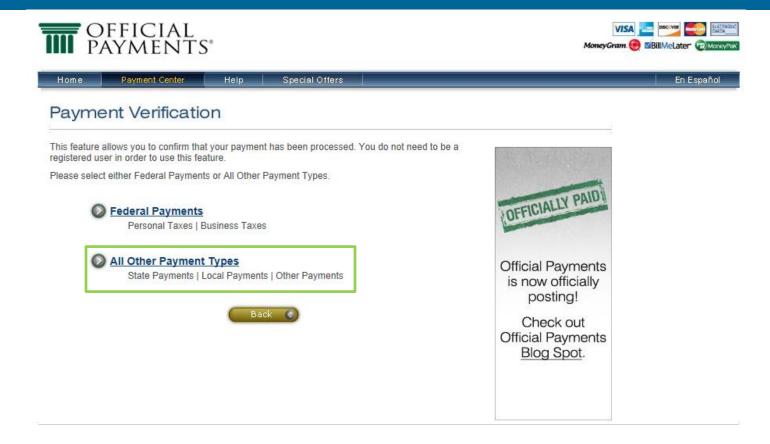
How do I get a copy of my credit card confirmation receipt?

If you need a copy of the Official Payment confirmation receipt, please follow the steps below:

1. Go to the Official Payment website at: www.officialpayments.com.

2. On the Official Payment Home page, click on the Verify Payments navigation button located on the left-hand side of the page, as indicated below:

3. Once you have selected the Verify Payment button, it will take you to a new screen where you must select the payment type. Click on the All Other Payment Types hyperlink.

4. Type-in (1) your email address (must be the same email address that was entered during the credit card payment transaction process), and (2) the Official Payment confirmation number OR the last four-digits of the credit card used to pay for the online permits in Citizen Access. Once you have completed the online form, click on the Submit button.

County of Ventura
Citizen Access

OFFICIAL PAYMENTS

| Home | Payment Center | Help | Special Offers | | En Español |

Payment Verification

Enter your e-mail address on Step 1, and one of any of the three items listed on Step 2. Click on the "Submit" button to receive confirmation of payment.

- Your confirmation number, payment date/time, the amount of your payment, convenience fee and total payment amount will be displayed.
- Payment verification is available for payments completed within the last 12 months.
- To verify older payments, please contact Customer Service at customerservice@officialpayments.com.

Step 1

E-mail Address:

Step 2

| Confirmation Number: | OR | Last 4 Digits of Card Number: | OR | Last 5 Digits of Checking Account Number: |

For payments made by electronic check.

Back   Submit

Then, click on the checkbox next to the appropriate payment date and then select the Details button.

OFFICIAL PAYMENTS

| Home | Payment Center | Help | Special Offers | | En Español |

Payment Verification

Welcome to Payment Verification. The following transactions match the information entered on the previous screen.

Select the radio button next to the transaction you wish to view, then click the "Details" button for the specifics of the transaction.

*Please select a payment.

Payment Date	Entity	Payment Type	Amount	Confirmation
○ 05/09/2014	Ventura, County, CA - Ventura Automation	Operations Division Payments	$82.10	
○ 04/21/2014	Ventura, County, CA - Ventura Automation	Operations Division Payments	$129.74	

Back   Details

How do I track my credit card transactions?

If you want to monitor the processing status of your credit card payments and/or view your online payment history, we recommend that you create an account with Official Payments. To create an online account with Official Payments, go to their website (www.officialpayments.com) and begin the registration process.