

# Administrative Office of the Courts

Supreme Court of New Mexico

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## Judicial Information Division (JID)

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### Public Payment Portal Standard Operating Procedure Version 1.0

*Updated: 08/2020*

## Public Payment Portal

### COURT / DEPARTMENT / DIVISION

This procedure is to be used by the Public to make an online credit/debit card payment.

### USER

This procedure is to be used by the Public.

### PURPOSE

This procedure is to be used by Public to make an online credit/debit card payment on a case, case documents or for court copies. **PLEASE CONTACT THE COURT CLERK TO CONFIRM PAYMENT AMOUNT OWED PRIOR TO MAKING PAYMENT.**

### INTRODUCTION

The Administrative Office of the Courts has launched a pilot program where members of the public can make an online credit or debit card payment through the MSB Government Services payment-processing portal. This pilot has been implemented in two Judicial District Courts, the 4th in San Miguel, Mora and Guadalupe counties and the 6th in Deming, Grant and Luna counties.

The fees to be collected during this pilot through the online payment portal are as follows:

#### 4th JDC

- Court case photocopies at \$.35 per page
- Court case copies from microfilm at \$.35 per page to include a \$5.00 processing fee
- Computer generate case docket at \$.35 per page to include a \$5.00 processing fee
- CD/Tape duplication of court recordings at \$10.00 per CD/Tape
- Outgoing faxes at \$2.50 per page
- Certified court case copies at \$1.50 per pleading
- Exemplified court case copies at \$4.50 per pleading
- Jury CD at \$25.00 per CD
- Dissolution of Marriage (without children) packets at \$10.00
- Dissolution of Marriage (with children) packets at \$15.00
- Custody, Visitation and Child Support packets at \$20.00
- Name change packet at \$5.00
- Kinship/Guardianship packet at \$10.00
- Driver's License restoration packet at \$5.00
- Emancipation packet at \$3.00
- Grandparent visitation packet at \$5.00

## 6th JDC

- Court case photocopies at \$.35 per page
- CD/Tape duplication of court recordings at \$4.00 per CD/Tape
- Certified court case copies at \$1.50 per pleading (not including copies)
- Exemplified court case copies at \$4.50 per pleading (not including copies)

## NAVIGATION

This procedure begins in the Public Payment Portal. In the pilot, each court has its own unique site. For this procedure, the pilot sites are for the 4th and 6th Judicial District Court. Links to the sites are listed below:

Fourth Judicial District Court - Las Vegas

[https://www.msbpay.com/MSBWEBPayments?NM\\_NewMexicoCourts\\_4thJudicialCourt\\_LasVegas](https://www.msbpay.com/MSBWEBPayments?NM_NewMexicoCourts_4thJudicialCourt_LasVegas)

Fourth Judicial District Court – Mora

[https://www.msbpay.com/MSBWEBPayments?NM\\_NewMexicoCourts\\_4thJudicialCourt\\_Mora](https://www.msbpay.com/MSBWEBPayments?NM_NewMexicoCourts_4thJudicialCourt_Mora)

Fourth Judicial District Court - Santa Rosa

[https://www.msbpay.com/MSBWEBPayments?NM\\_NewMexicoCourts\\_4thJudicialCourt\\_SantaRosa](https://www.msbpay.com/MSBWEBPayments?NM_NewMexicoCourts_4thJudicialCourt_SantaRosa)

Sixth Judicial District Court - Silver City

[https://www.msbpay.com/MSBWEBPayments?NM\\_NewMexicoCourts\\_6thJudicialCourt\\_SilverCity](https://www.msbpay.com/MSBWEBPayments?NM_NewMexicoCourts_6thJudicialCourt_SilverCity)

Sixth Judicial District Court – Deming

[https://www.msbpay.com/MSBWEBPayments?NM\\_NewMexicoCourts\\_6thJudicialCourt\\_Deming](https://www.msbpay.com/MSBWEBPayments?NM_NewMexicoCourts_6thJudicialCourt_Deming)

Sixth Judicial District Court – Lordsburg

[https://www.msbpay.com/MSBWEBPayments?NM\\_NewMexicoCourts\\_6thJudicialCourt\\_Lordsburg](https://www.msbpay.com/MSBWEBPayments?NM_NewMexicoCourts_6thJudicialCourt_Lordsburg)

## STEPS

1. From the landing page check on the "I Agree" box and click on the Start Payment button



Las Vegas - Fourth Judicial District Court of New Mexico

Welcome

**Las Vegas - Fourth Judicial District Court of New Mexico**

- NOTICE: PLEASE CONTACT THE COURT CLERK TO CONFIRM PAYMENT AMOUNT OWED PRIOR TO MAKING PAYMENT.
- If you have an active warrant or any other outstanding obligations with the Court, you must follow up with the court to resolve those issues.
- Your electronic payment will resolve only financial obligations. You must contact the court to verify compliance with any other court ordered conditions.
- Information obtained from this Internet site does not constitute the official record of the New Mexico Judiciary.
- Please note that payments tendered through this portal will be assessed a one-time convenience fee based on the total amount due. Convenience fees are in addition to the amount(s) owed and are calculated as follows:
  - A 3.45% convenience fee will be charged for credit and debit card payments using Visa, MasterCard, American Express or Discover.
  - You will have the opportunity to review the total amount due with the convenience fee prior to payment submission.
- While you will be paying fees to New Mexico 4th Judicial Court, the full amount of the convenience fee is passed to Municipal Services Bureau (MSB) as the provider of this online payment service.



Please make sure you enter your case number in the Reference Field on the order form

I Agree

MSB Government Services - Payment Processing

2. Select an item from the dropdown i.e. copies and enter the quantity amount



Las Vegas - Fourth Judicial District Court of New Mexico

Order Details

Select Item:  Price: \$0.00 Quantity: 1

Items:  
Reference \*  
Memo

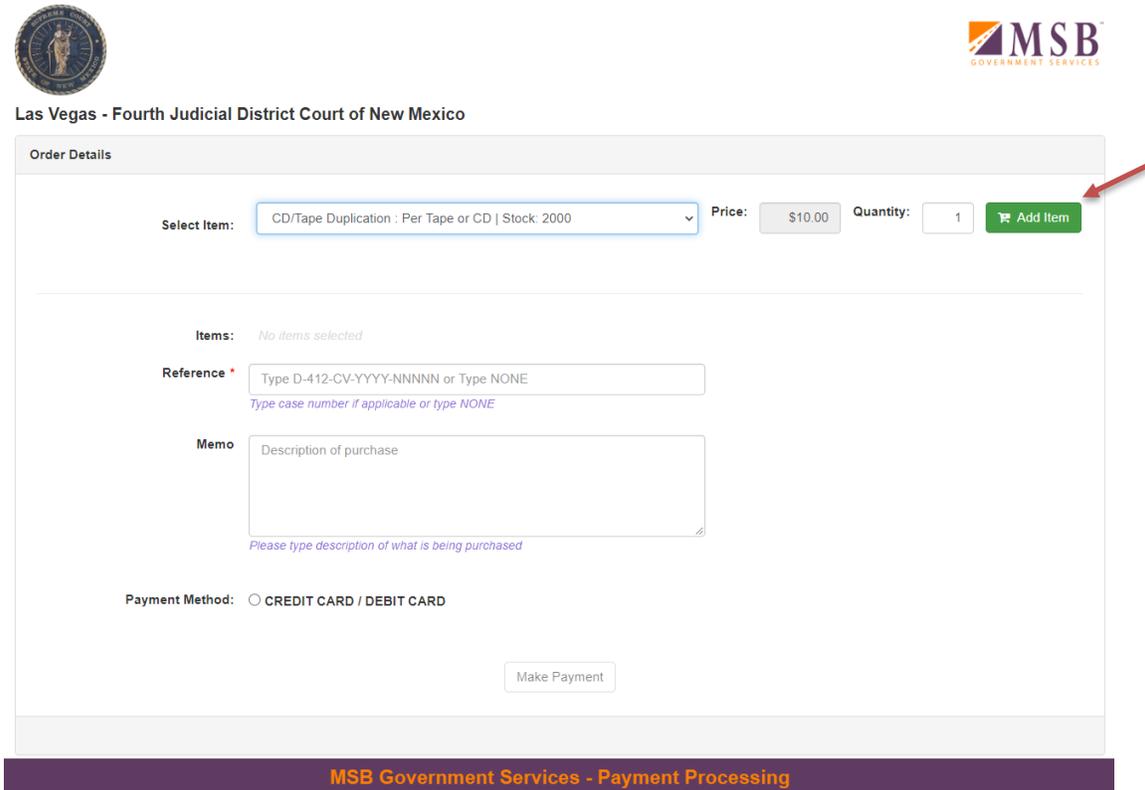
Copies : Per page | Stock: 2000  
Copies from Microfilm : Processing Fee Plus # of pages above | Stock: 2000  
**CD / Paper Duplication : Per Page of CD | Stock: 2000**  
Outgoing Faxes : Per page | Stock: 2000  
Certified Copies : Per pleading | Stock: 2000  
Exemplified Copy : Per pleading | Stock: 2000  
Jury CD for Trials : Per CD | Stock: 2000  
Dissolution of Marriage : Without Children | Stock: 2000  
Dissolution of Marriage : With Children | Stock: 2000  
Custody : Visitation , and Child Support | Stock: 2000  
Name : Change | Stock: 2000  
Kinship/ : Guardianship | Stock: 2000  
Driver's License : Restoration | Stock: 2000  
Emancipation : Emancipation | Stock: 2000  
Grandparent : Visitation | Stock: 2000  
Computer Generated Docket : Processing Fee Plus # of pages above | Stock: 2000

Please type description of what is being purchased

Payment Method:  CREDIT CARD / DEBIT CARD

MSB Government Services - Payment Processing

### 3. Click on “Add item”

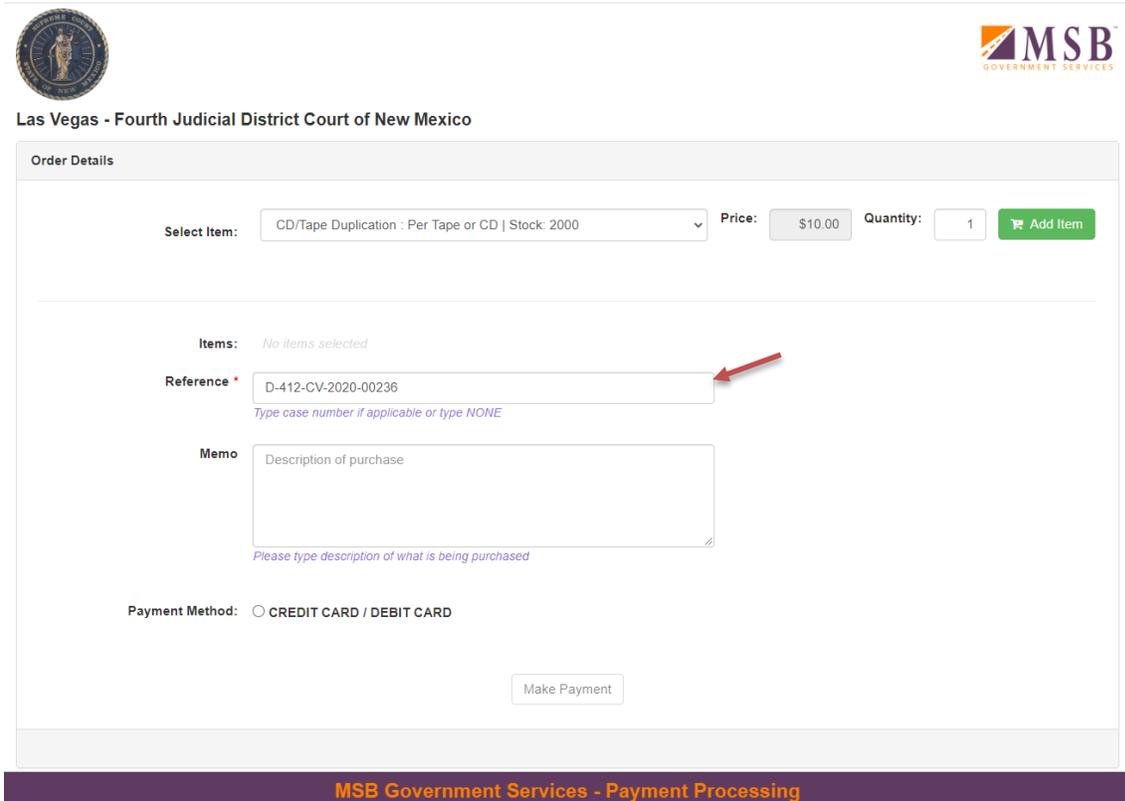


The screenshot shows the MSB Government Services - Payment Processing interface. At the top left is the State of New Mexico seal, and at the top right is the MSB logo. Below the header is the text "Las Vegas - Fourth Judicial District Court of New Mexico". The main content area is titled "Order Details" and contains the following fields:

- Select Item:** A dropdown menu with the selected item "CD/Tape Duplication : Per Tape or CD | Stock: 2000".
- Price:** A text box containing "\$10.00".
- Quantity:** A text box containing "1".
- Add Item:** A green button with a shopping cart icon, highlighted by a red arrow.
- Items:** A text box containing "No items selected".
- Reference \*:** A text box containing "Type D-412-CV-YYYY-NNNNN or Type NONE". Below it is the instruction "Type case number if applicable or type NONE".
- Memo:** A text box containing "Description of purchase". Below it is the instruction "Please type description of what is being purchased".
- Payment Method:** A radio button next to the text "CREDIT CARD / DEBIT CARD".
- Make Payment:** A button at the bottom of the form.

At the bottom of the interface is a purple banner with the text "MSB Government Services - Payment Processing".

### 4. Enter Case Number in the “Reference” field for reference by the court



The screenshot shows the MSB Government Services - Payment Processing interface. At the top left is the State of New Mexico seal, and at the top right is the MSB logo. Below the header is the text "Las Vegas - Fourth Judicial District Court of New Mexico". The main content area is titled "Order Details" and contains the following fields:

- Select Item:** A dropdown menu with the selected item "CD/Tape Duplication : Per Tape or CD | Stock: 2000".
- Price:** A text box containing "\$10.00".
- Quantity:** A text box containing "1".
- Add Item:** A green button with a shopping cart icon.
- Items:** A text box containing "No items selected".
- Reference \*:** A text box containing "D-412-CV-2020-00236", highlighted by a red arrow. Below it is the instruction "Type case number if applicable or type NONE".
- Memo:** A text box containing "Description of purchase". Below it is the instruction "Please type description of what is being purchased".
- Payment Method:** A radio button next to the text "CREDIT CARD / DEBIT CARD".
- Make Payment:** A button at the bottom of the form.

At the bottom of the interface is a purple banner with the text "MSB Government Services - Payment Processing".

5. Enter description of your purchase in the “Memo” field for reference by the court

Las Vegas - Fourth Judicial District Court of New Mexico

Order Details

Select Item:  Price: \$0.00 Quantity: 1

Items:	Item	Description	Price	Quantity	Amount	Action
	CD/Tape Duplication	Per Tape or CD	\$10.00	1	\$10.00	
<b>Total Amount</b>					<b>\$10.00</b>	

Reference \*   
Type case number if applicable or type NONE

Memo   
Please type description of what is being purchased

Payment Method:  CREDIT CARD / DEBIT CARD

MSB Government Services - Payment Processing

6. Click the “Payment Method of CREDIT CARD/DEBIT CARD” and then click the “Make Payment” button.

Las Vegas - Fourth Judicial District Court of New Mexico

Order Details

Select Item:  Price: \$0.00 Quantity: 1

Items:	Item	Description	Price	Quantity	Amount	Action
	CD/Tape Duplication	Per Tape or CD	\$10.00	1	\$10.00	
<b>Total Amount</b>					<b>\$10.00</b>	

Reference \*   
Type case number if applicable or type NONE

Memo   
Please type description of what is being purchased

Payment Method:  CREDIT CARD / DEBIT CARD

MSB Government Services - Payment Processing

- On the Credit-Card Payment Details page, enter the mandatory fields, those indicated with a \*. The fields that are shaded in gray will auto-populate once you enter the other data.



The screenshot shows the 'Credit-Card Payment Details' form. The fields are as follows:

Amount	\$40.00
Convenience Fee	\$1.38
Total Amount	\$41.38
Card Type *	VISA
Card Number *	[Redacted]
Name on Card *	Jerry Garcia
Expiration Date (MM/YY) *	02/22
CVV Number *	123
Billing Phone Number	(800) 555-5555
Billing Email Address *	support@nmcourts.gov

Red arrows point to the following fields: Card Type, Card Number, Name on Card, Expiration Date, CVV Number, and Billing Email Address.

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MSB Government Services - Payment Processing

- Confirm the convenience fee is displaying and calculating correctly. (The convenience fee is always 3.45% of the Total Amount.)



The screenshot shows the 'Credit-Card Payment Details' form. The fields are as follows:

Amount	\$40.00
Convenience Fee	\$1.38
Total Amount	\$41.38
Card Type *	VISA
Card Number *	[Redacted]
Name on Card *	Jerry Garcia
Expiration Date (MM/YY) *	02/22
CVV Number *	123
Billing Phone Number	(800) 555-5555
Billing Email Address *	support@nmcourts.gov

A red arrow points to the Convenience Fee field.

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MSB Government Services - Payment Processing

9. Click on the "Submit Payment" button to process the payment.



Las Vegas - Fourth Judicial District Court of New Mexico

Credit-Card Payment Details

Amount	\$40.00
Convenience Fee	\$1.38
Total Amount	\$41.38
Card Type *	VISA
Card Number *	[REDACTED]
Name on Card *	Jerry Garcia
Expiration Date (MM/YY) *	02/22
CVV Number *	123
Billing Phone Number	(800) 555-5555
Billing Email Address *	support@nmcourts.gov

Previous Submit Payment

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MSB Government Services - Payment Processing

10. Once payment has processed, you will see the Receipt pop up on your screen. Please make a note of the confirmation number on the receipt. You can "Print Receipt" or start a "New Payment"

New Mexico Supreme Court  
Fourth Judicial District Court - Las Vegas  
496 W National Avenue  
Las Vegas, NM 87701  
(505) 425-7281

**Payment Receipt**

Transaction Date	Aug 8 2020 6:20PM
Reference Number	D-412-CV-2020-00236
Payer Name	Jerry Garcia
Payment Method	VISA
Last 4 of CC	2224
MSB Confirmation ID	511870
Billing Zip	00000
Amount	\$40.00
Convenience Fee	\$1.38
Total Amount	<u>\$41.38</u>

**Order Details**

Certified Copies		
@ \$1.50 x 10		\$15.00
Jury CD for Trials		
@ \$25.00 x 1		\$25.00
....		

Memo:  
I need Jury CD for case number  
D-412-2020-00236 for 02/05/2020

**THANK YOU FOR YOUR PAYMENT**  
Served by MSB WEB Payment Processing

Print Receipt

New Payment