

Government Window, LLC

FAQ Tickets

Who is Government Window?

- *Government Window is a 3rd party company that processes electronic payments via credit/debit cards and e-checks for traffic tickets, property taxes, business licenses, bail, probation, utilities, and many other payment types for government offices.*

There is a convenience fee to pay online, if I call your customer service department, is there a service fee?

- *Yes, the service fee is the same for payments processed over the phone as they are on online.*

I received a decline or void error while making my payment. My financial institution is now showing one or more attempted transactions pending. What do I do?

- *If you received a decline or void at any time during the attempted payment, your financial institution may show a pending transaction. If you did not receive a confirmation number, the transaction was not successful. To inquire about any funds being held in a pending status, the cardholder should contact their financial institution. They should be able to give an estimated timeline of when the funds will be released.*

Can I make payments or setup a payment plan for my ticket(s)?

- *If you are unable to pay your ticket(s) in full by credit/debit card via online or phone, then you will need to appear in court as scheduled.*

I'm trying to pay my ticket online, but I can't click on the Pay button.

- *If you are attempting to pay your ticket(s) on your scheduled court date or if you've already missed your court date, you may not be able to pay it online or by phone. Please contact the Clerk's office directly for assistance.*

I'm trying to pay my ticket over the automated phone system, but it doesn't recognize my driver's license number.

- *Only enter the numerical digits of your driver's license number.*

I'm trying to pay my ticket over the automated phone system, but my ticket cannot be found.

- *If you are attempting to pay your ticket on or after your court date, the system may not be able to locate your ticket because it is not payable. Please contact the Clerk's office directly for assistance.*

What can I do to lower my fine?

- *If you are unable to pay your ticket(s) in full by credit/debit card via online or phone, then you will need to appear in court as scheduled.*

I need to reschedule my court date?

- *Please contact the Clerk's office directly for assistance.*

If I pay my ticket before my court date, do I still have to go to court?

- *No, if you pay your ticket, you are pleading guilty to the charges and do not have to go to court. However, please note that this may be subject to points being added to your license.*

I can't find my ticket online or through the automated phone system and it has been more than 2 weeks.

- *You may register your email address online to be notified when your ticket information is available. You may also contact the Clerk's office directly for assistance.*

I'm trying to pay my ticket online, but the site is not working.

- *Please try a different web browser such as Internet Explorer (version 10+), Firefox, Google Chrome, or Safari. If the problem persists, please call our Customer Service Department at 1-877-575-7233.*

My fine is very high, is it correct?

- *If you do not agree with your ticket fine(s), then you will need to appear in court as scheduled.*

Can I take a driving course to reduce the points on my driver's license?

- *If you are interested in reducing points, then you will need to appear in court as scheduled.*

I paid my ticket, why did I get a notice in the mail from the State of Georgia fining me \$200.

- *If the Department of Driver's Services receives notification of your conviction for speeding at 75 mph or more on a two-lane road or highway, or at 85 mph and above on any road or highway in the State of Georgia, you will be notified by first class mail of the \$200 Super Speeder fee. This is in addition to the fine you have already paid to the issuing city or county. **Government Window does not process payments for Super Speeder fines.***

Why am I required to complete an authorization form for over the limit or passed the court date fines?

- *We as a company require completion of authorization forms to deter fraud. This is done to protect our customers and our company from financial theft.*

Can I set up a virtual court date?

- *You must contact the court office directly.*

I mailed in my payment and wanted to see if that was received?

- *You can contact the court office directly if the ticket has not been marked as **all tickets are paid***

I got a letter in the mail to an old mailing address, how can I change that mailing address?

- *You must contact the court office.*

What if I am unaware of what city or county issued the citation?

- *You can log in to your states Department of Driver Services website and use your driver's license number to locate your Motor Vehicle Report. The report will show the city/county that issued the citation to you. You must contact that city/county directly.*

If this page did not answer your payment-related question, please feel free to call Government Window toll-free at 1-877-575-SAFE (1-877-575-7233) during our normal business hours of Monday-Friday, 8am-5pm ET. You can email us as well by clicking [here](#).