



FAQ - Credit Card Payment Finalization

E-File: Credit Card Payment Finalization process for incomplete filing transactions

- **Problem:** Credit Card Receipt is not generated
Reasons: Payment Portal connection lost or terminated before the transaction processed.
 - 1) Network Connectivity Issue
 - 2) User is logged out of WV E-File
 - 3) Internet Browser window closed
- **Resolution Steps:**
 - 1) Log back into WV E-File
 - 2) **Finalize Filing** pop-up **window** opens with Incomplete & Unreviewed Filings
- **Incomplete Filings** – Payments not yet processed (Need Finalized)
 - 3) **Highlight** Filing in **Incomplete Filings** tab, if applicable
 - Skip to Step 7, if Incomplete Filings tab is not present
 - 4) Click **Finalize**
 - 5) Complete Payment Information
 - 6) Click **Pay** button to complete Payment/Filing or **Cancel** button to cancel Payment/Filing.
Note: Submitted Payments (Pay button was selected in the Payment Portal) left incomplete longer than 20 minutes will be finalized automatically.
- **Unreviewed Autocompleted Filings** – Payments auto-processed (Need Acknowledged)
 - 7) **Highlight** items in **Unreviewed Autocompleted Filings** tab, if applicable
 - 8) View **Receipt** by clicking the **Ref. Code** hyperlink
 - 9) Click **Acknowledge** button
 AND/OR
 - 10) Click **Continue** button to proceed without finalizing or acknowledging Filings.

Support Information:
Email: service@courts.wv.gov

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West Virginia E-Filing

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Finalize Filing

Incomplete Filings

A technical issue occurred during your previous filing attempt or you quit the payment portal before completing or canceling the payment.

The West Virginia E-Filing system will continue to process your filing until completed.

You may select the filing in the grid below and click **Finalize** to re-try processing or you may do nothing, which will allow the automated process to continue to attempt processing your filing until completed.

You will know that your filing has been processed when you receive the routine confirmation email notification. You may also log back into the West Virginia E-Filing system periodically and you will receive a notification similar to this one showing that your filing has been processed.

You may proceed to other West Virginia E-Filing matters at this time by clicking **Continue**.

Refresh | Finalize | Acknowledge

	Ref. Code	Filing Type	Case Number	Amount	Filing #	Filing Date	Processed Date	Status
		Complaint		\$208.00	0	10/23/2020 12:06:45 PM		Payment

Incomplete Payment

Continue