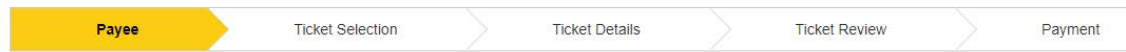


New Check Payment Status feature allows you to view and validate historical tickets you have paid with the convenience to print or save payment receipts.



Who are you paying? ?

Please make the payment to the organization that issued your ticket.

Start typing and select from list

Aurora

Barrie 3860

Brampton 3160

Caledon 0661

Chatham-Kent 1660


Collingwood

County of Elgin - St. Thomas ...

Durham 2860

Check payment status

Please enter your ticket and payment details

 Check Payment Status is only available for payments made after June 21, 2017

All fields are required unless otherwise indicated.

Ticket details:

Payee

Who did you pay



Ticket type

Please select a Payee



Ticket Number

Enter the ticket number

Ticket Amount

Enter the ticket amount

Payment details:

Payment Method



Last 4 digits of Card Number

Date of Payment

(Optional)

Cardholder Name



Check Payment Status

For a downloadable user guide, please click [here](#).


Frequently Asked Questions (FAQs)

Paytickets.ca: General Information

^ What is Paytickets.ca?
Paytickets.ca is an online payment service that lets you pay your provincial offences act violations (e.g. traffic tickets, speeding tickets, seat belt infractions, etc) and parking tickets for municipalities and court jurisdictions across Canada that have established the service. Paytickets.ca was developed by Royal Bank of Canada and Teranet Enterprises Inc. to assist Canadians and municipalities across the country with their payment needs.
^ What is the maximum number of tickets or dollar amount that I can pay?
There is no limit on the number of tickets you can pay. Please note: if you have multiple tickets, you will have to pay each ticket individually. A non-refundable handling fee applies to each transaction and the dollar amount for each transaction is subject to authorization by the appropriate credit card company.
^ What methods of payment are accepted?
Payment can be made by either Visa or MasterCard and in some locations by American Express. Currently, Paytickets.ca does NOT accept the following payment methods: debit, credit/debit (e.g. Visa debit), and pre-paid credit cards.
^ Where do I find sales information?
If you are inquiring about sales information, please direct your inquiry to paytickets@rbc.com .

Payment Information: Timelines, Refunds and Fees

^ Is there a charge to use the Paytickets.ca service?
Yes, there is a non-refundable fee for each transaction. Fees payable are calculated based on 1.75% of the ticket amount owing to a maximum of \$3.00.
^ What is the Paytickets.ca refund policy?
Refunds are managed by the municipality you have made payment to. If you wish to request a refund, you must contact the municipality or court jurisdiction listed on your ticket. Please note that the Paytickets.ca handling fee is non-refundable.
^ I lost my ticket, how can I make payment?
In such an event, please contact the municipality or court jurisdiction that issued the ticket. To find the municipality or court jurisdiction contact information, please use the Payee Contact Information under Help.
^ The sample ticket image doesn't match the ticket I have, can I still make payment?
Occasionally, older tickets are replaced with newer versions. Paytickets.ca may not have received copies of the latest tickets in circulation. You may try making payment through the site. If you encounter any problems, please contact the municipality or court jurisdiction from where the ticket was issued. To find the municipality or court jurisdiction contact information, please use the Payee Contact Information under Help.
^ I get the message "Error: This ticket number is not found. Please verify the ticket number or try again later." What should I do?
This ticket number is currently not on Paytickets and cannot be processed at this time. Please re-try after 3-7 business days from the offence date noted on your ticket to allow enough time for it to be added onto the Paytickets system. If the ticket number is still not found, please contact the Provincial Offences Court office that issued the ticket. To find the municipality or court jurisdiction contact information, please use the Payee Contact Information under Help.

	<div> Pay a Ticket Check Payment Status Help </div> <div> Fr </div>
^ What if I make a mistake and enter the wrong amount?	
	<p>If you have already received payment confirmation you will need to contact the appropriate municipality or court jurisdiction to address any errors made. To find the municipality or court jurisdiction contact information, please use the Payee Contact Information under Help</p>
^ I paid my ticket but I received a notice in the mail that the ticket wasn't paid. Why did this happen and what should I do?	
	<p>It can take up to 72 hours for the information to be updated in the municipality/court jurisdiction database. Contact the municipality or court jurisdiction listed on your ticket and provide them with the confirmation number printed on your Paytickets.ca receipt. To find the municipality or court jurisdiction contact information, please use the Payee Contact Information under Help Please note that any incorrect information entered by you about the payment (e.g. invalid ticket or file number or wrong amount) could cause your payment to be rejected by the municipality or court jurisdiction. If this happens, Paytickets.ca will be instructed by the municipality or court jurisdiction to process a refund on your original payment. You can check the status of any tickets you have made by using the Check Payment Status feature on Paytickets.ca.</p>
^ I paid my Ontario Provincial Offences Act violation (e.g. speeding ticket) through Paytickets.ca. When will the payment be processed?	
	<p>It can take up to three business days to process your payment and update the court records. It can take up to five business days to update the Ministry of Transportation records.</p>
^ My license is suspended and I have just paid my fines through Paytickets.ca. Is there anything else I need to do?	
	<p>If your driver's license is suspended, you must contact your local Ministry of Transportation Office to have your driver's license reinstated.</p>
^ My ticket payment is due today and I just paid my fine via Paytickets.ca Does this mean my payment is late?	
	<p>Payments received and processed by the municipality or court jurisdiction on or after the due date may result in increased fines or other collection actions being taken.</p>
^ I didn't print my confirmation screen — can I get a copy?	
	<p>Yes, you can print or download a copy by using the Check Payment Status feature on Paytickets.ca.</p>
^ I didn't get an email receipt even though I entered my email address — can you re-send it?	
	<p>Please check any Spam or Junk folders as it may have been redirected there. If one is not found, it may be that the email address was entered incorrectly. Go to Check Payment Status to search for the payment and to download a copy of the receipt.</p>

Security Information: Email and Credit Card

^ Why do I need to provide an e-mail address? I don't want to receive unsolicited e-mails.
We ask for your valid e-mail address in order to send you a copy of your Payment Receipt or to contact you in the event of a refund. We will not use your e-mail address to send you any unsolicited mail.
^ How do I know the credit card I used to pay my ticket is safe?
Royal Bank of Canada (RBC) is committed to providing a secure environment that protects your personal information. RBC selected Teranet to process the payments because of Teranet's experience and expertise in operating e-government services in a secure environment. Please refer to our security statement for more information.
^ How does Paytickets.ca protect my privacy?
Protecting your privacy and safeguarding your personal information is of utmost importance to us. In order to fulfill this commitment, we have developed a series of policies and practices that govern the protection and use of your information. We utilize state-of-the-art technologies and maintain current security standards and physical, electronic or procedural safeguards to ensure that your personal and financial information is protected against unauthorized access or disclosure and inappropriate alteration or misuse. All data in the Paytickets.ca system is stored and communicated using state-of-the-art encryption. Our employees, and the employees of our service partner, Teranet, are guided by a set of privacy principles and are required as a condition of employment to respect and maintain the security of your information. The core tenet of our policies and practices is that you control how your information is used and who has access to it. Without your consent, no one can access or use your personal information for purposes other than as stated in the Privacy Policy.
^ Does Paytickets.ca store my personal information in a secure environment?
Yes, Paytickets.ca stores all information submitted to the site in a secure and encrypted environment.
^ I received an email requesting payment of a ticket from Paytickets - is it real or fraudulent?
If you receive an e-mail request to provide confidential information or to pay a ticket from Paytickets.ca – DO NOT respond or click on any links provided. Instead, please forward the e-mail to paytickets@teranet.ca. Neither RBC or Paytickets sends out such email requests. Phishing is the practice of sending phony e-mail messages designed to look legitimate. This tricks individuals into disclosing their confidential information which can lead to identity theft and online fraud. TIPS TO PROTECT AGAINST PHISHING. Follow these tips to help you avoid falling victim to Phishing: * Never provide your confidential information in response to unsolicited communications. * PLAY IT SAFE! If you don't know the source of an e-mail or if it looks suspicious, delete it. * BE CAUTIOUS! Even if you recognize a sender's e-mail address, always pay close attention to the contents of the e-mail as e-mail addresses can be faked. * BE ALERT! Just because an e-mail or website appears to be from a legitimate company doesn't mean it is. If you are unsure that the website is valid do not sign in or enter any confidential information.