

OFFICE OF THE CHIEF MEDICAL EXAMINER



STONEWALL SOLUTIONS INC.

QUICK GUIDE – UPDATED PAYMENT ENGINE

BACKGROUND INFORMATION

The Office of the Chief Medical Examiner has elected a new payment vendor for the OCME Portal. This means that the cremation payment page will appear different to Funeral Homes when submitting from the Release or Cremation portals. Please refer to this guide to see where the changes have occurred and to assist in navigating the new workflow.

CREMATION PAYMENT PROCESS

1. After selecting **SUBMIT** from either the Cremation or Release Portal (Cremation option - YES) the following page will be displayed –

The screenshot shows the 'Confirm Details' page in the OCME Stage Environment. The page header includes the OCME logo, the text 'Office of the Chief Medical Examiner (OCME) Stage Environment', and a note: '(No transactions will be recognized through use of this system)'. The navigation bar contains links for 'Home', 'Register New Cremation', 'View Existing Registrations', and 'View Cremation Authorizations', along with a 'Back to Main Menu' link and the user name 'Sam Stevens (Funeral Home Admin)'. The main content area is titled 'Confirm Details' and displays the 'Cremation Fee Total: \$200'. It features three input fields: 'Name of Decedent' (containing 'TEST TEST'), 'Date of Birth' (containing '01/01/1999'), and 'Funeral Home Name' (a dropdown menu with 'STONEWALL TEST' selected). Below these is an 'Email Address (to send Confirmation)' field which is redacted with a black box. At the bottom of the form are two buttons: 'Back' and 'Continue to Process Payment'. A note at the bottom of the page states: '*Please note: When you click "Continue to Process Payment" you will be temporarily redirected to the payment site to enter your payment details. After payment is authorized you will be redirected back to the OCME Portal.*'

2. Select the **Continue to Process Payment** button at the bottom of the page.

The image below showcases the new payment engine page that you will be redirected to when making any payment from the OCME portal:

Massachusetts Office of the Chief Medical Examiner

Questions?
Contact: Joe.Finley@mass.gov
Web: www.mass.gov/orgs/office-of-the-chief-medical-examiner

720 Albany St
Boston, Massachusetts 02118
Phone: 617-267-6767 | Fax: 617-266-6763

Payment Receipt

Payment

You have elected to pay for the following item(s).

Description	ID	Amount
New Registration	TEST_TEST_01011999	\$200.00
		\$200.00

Total Amount Due: \$200.00

Billing Information

International Address

Company Name
Enter Company Name

OR

First Name
Enter First Name

Last Name
Enter Last Name

Address 1
Enter Address Line 1

Address 2
Enter Address Line 2

Zip
Enter Zip

City
Enter City

State/Territory
Select State

Phone Number
() - -

Email
Enter Email Address

Confirm Email
Enter Email Address

Payment Information

Credit/Debit Card Electronic Check/ACH

Card Type
VISA MASTERCARD DISCOVER

Card Number
TEST MODE

CVV Code
123

Expiration
11 2024

Check to accept both the Commonwealth of Massachusetts and nCourt Terms Agreements.
 I Accept

Commonwealth of Massachusetts Terms Agreement

I authorize the charge to my credit card for the amount shown above. I agree to pay the total amount above according to the card issuer agreement. By checking the box above, I certify that I am an authorized user for the above referenced credit card account.

[nCourt Terms Agreement](#)

Important Information

Transaction will appear on your financial statement as NCOURT *MASS-CME

Please provide the correct billing address associated with the account being used to make the payment.

To receive an email confirmation of your payment, please include a valid email address.

If you would like a text notification payment confirmation sent to your mobile phone, enter the following:

Mobile Number () - -

Please verify the above information before the Submit Payment button is pressed. Do not click Submit Payment button more than one time.

powered by nCourt

Note: If you ever need to enter an international address for Billing Information, there is a checkbox you must first select before the Country field appears, see below –

Billing Information

International Address

Company Name
Enter Company Name

OR

First Name
Enter First Name

Last Name
Enter Last Name

Address 1
Enter Address Line 1

Address 2
Enter Address Line 2

Zip
Enter Zip

City
Enter City

State/Territory
Enter State/Territory

Country
Enter Country

Phone Number

Email
Enter Email Address

Confirm Email
Enter Email Address

Payment Information

Credit/Debit Card Electronic Check/ACH

Card Type
VISA AMERICAN EXPRESS MasterCard DISCOVER

Card Number
TEST MODE

CVW Code
123

Expiration
11 2024

Check to accept both the Commonwealth of Massachusetts and nCourt Terms Agreements.
 I Accept

Commonwealth of Massachusetts Terms Agreement

I authorize the charge to my credit card for the amount shown above. I agree to pay the total amount above according to the card issuer agreement. By checking the box above, I certify that I am an authorized user for the above referenced credit card account.

[nCourt Terms Agreement](#)

3. To successfully submit payment, ensure that the following fields are completed –

Billing Information

- a. Company Name **OR** First Name and Last Name
- b. Address
- c. Zip
- d. City
- e. State/Territory
- f. Phone Number
- g. Email
- h. Confirm Email

Payment Information

- a. Credit/Debit Card **OR** Electronic Check/ACH
 - Credit Card**
 - i. Card Number
 - ii. CVV
 - iii. Expiration
 - Check/ACH**
 - i. Routing Number
 - ii. Confirm Routing Number
 - iii. Account Number
 - iv. Confirm Account Number
 - v. Account Type
- b. "I Accept" checkbox

Note: You must check off the “I Accept” checkbox before the **Submit Payment** button appears at the bottom of the page, see below –

Billing Information

International Address

Company Name
Enter Company Name

OR

First Name
Enter First Name

Last Name
Enter Last Name

Address 1
Enter Address Line 1

Address 2
Enter Address Line 2

Zip
Enter Zip

City
Enter City

State/Territory
Select State

Phone Number
() - -

Email
Enter Email Address

Confirm Email
Enter Email Address

Payment Information

Credit/Debit Card Electronic Check/ACH

Card Type
VISA AMERICAN EXPRESS MasterCard DISCOVER

Card Number
TEST MODE

CVV Code
123

Expiration
11 2024

Check to accept both the Commonwealth of Massachusetts and nCourt Terms Agreements.
 I Accept

Important Information

Transaction will appear on your financial statement as NCOURT *MASS-CME

Please provide the correct billing address associated with the account being used to make the payment.

To receive an email confirmation of your payment, please include a valid email address.

If you would like a text notification payment confirmation sent to your mobile phone, enter the following:

Mobile Number

Please verify the above information before the Submit Payment button is pressed. Do not click Submit Payment button more than one time.

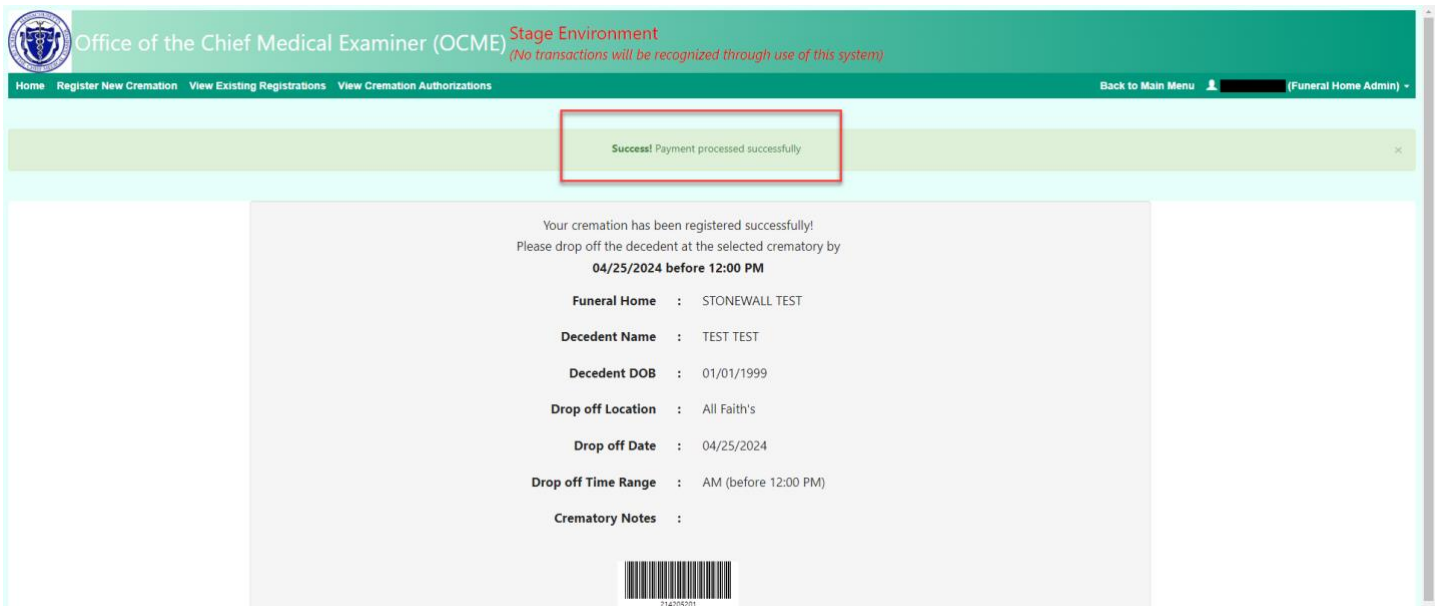
Submit Payment

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4. If you choose to add your mobile number to the field at the bottom of the payment page in the **Important Information** section, you will receive the following text message to confirm the payment has been made –



5. You will receive a success message at the top of the portal page confirming your payment has been processed.



REFUND REQUEST

If for some reason you need to request a refund for a payment made in the portal, follow the steps outlined below –

1. To submit a refund request from the Cremation portal, you must first select an existing registration that has been submitted.

Office of the Chief Medical Examiner (OCME) Stage Environment
(No transactions will be recognized through use of this system)

Home Register New Cremation View Existing Registrations View Cremation Authorizations Back to Main Menu Sam Stevens (Funeral Home Admin)

Existing Registrations

Decedent First Name: Decedent Last Name: Status:

Place of Viewing:

Drop off Date Range: From: To:

Search Clear

Show 10 entries Search:

Funeral Home Name	Decedent Name	Place of Viewing	Drop Off Window	Date Submitted	Status	Action
STONEWALL TEST	HILARIO, SHANA	Funeral Home	04/25/2024 PM	04/19/2024 2:13PM	Submitted	View View Confirmation
STONEWALL TEST	TEST, TEST	Crematory	04/25/2024 AM	04/23/2024 1:13PM	Submitted	View View Confirmation
STONEWALL TEST	BOOTH, JOSE	Crematory	04/11/2024 PM	04/21/2024 1:49PM	Submitted	View View Confirmation
STONEWALL TEST	HICKEY, LARRY	Crematory	04/10/2024 AM	04/19/2024 11:49AM	Submitted	View View Confirmation
STONEWALL TEST	DUARTE, ANGELLA	Crematory	04/10/2024 AM	04/18/2024 4:10PM	Submitted	View View Confirmation

Showing 1 to 5 of 5 entries Previous 1 Next

2. Navigate to the bottom of the page and click the **Request a Refund** button.

Upload/Attach Documents

Death Certificate/Attestation Document

Test

Status:

Comments (Comments attached below are visible to Funeral Homes & Crematories.)

Application Status History

Name	Status	Activity Date	Comments
Sam Stevens	Submitted	04/23/2024 1:20PM	

Request a Refund Cremation Repayment Update Close

3. The following popup will appear where you can enter the details of your refund request. When all the necessary information has been entered, click the **Submit** button at the bottom of the popup.

Decedent DOB: 01/01/1999

Place of Viewing: [Dropdown]

Select Crematory*: [Dropdown]

Select the date you will bring the decedent to the crematory*: 04/25/2024

Location of Death: Massachusetts, Abington

Additional Notes/Comments: [Text Area]

Status: Submitted

Comments (Comments attached below are visible to Funeral Homes & Crematories.): [Text Area]

Application Status History

Name	Status	Activity Date	Comments
Sam Stevens	Submitted	04/23/2024 1:20 PM	

Buttons: Request a Refund, Cremation Repayment, Update, Close

4. Once the refund request has been submitted, the details of the request can be seen at the bottom of the cremation application.

Status: Submitted

Comments (Comments attached below are visible to Funeral Homes & Crematories.): [Text Area]

Refund Status: Pending Review

Refund Comment: test

Application Status History

Name	Status	Activity Date	Comments
Sam Stevens	Submitted	04/23/2024 1:20 PM	

Buttons: Request a Refund, Cremation Repayment, Update, Close

5. A success message will appear at the top of the page to indicate the refund request was submitted successfully.

CONTACT SUPPORT

For any questions, select the [Issues or Questions?](#) link from the login page screen. Once on the support page, submit your inquiry by filling out the form fields that populate then selecting "Send". You may also call the support line at 401-475-9776.