

United States Bankruptcy Court Central District of California



ON-LINE CREDIT CARD PAYMENTS Attorney Guide

(Revised October, 2011)

Overview

The CM/ECF On-Line Credit Card module is designed to provide all CM/ECF Users with the ability to pay filing fees through a secure environment over the Internet via Pay.gov. The module offers advantages that include the ability to:

- Pay the filing fee through a secure environment on the Internet with a credit card at any time
- Review the history of credit card transaction payments
- Review outstanding payments due to the court
- Request on-line payment of any unpaid balance

After submission of the credit card information, the filing fee is paid directly to the U.S. Treasury, a transaction receipt is displayed and is docketed to the case immediately.

IMPORTANT NOTE: 28 U.S.C. Section 1930 requires that fees be paid at the time of filing. If you choose to accumulate filing fees throughout the day, all fees must be paid by the end of the day in which the filings occurred. A registered ECF User will be locked out of the CM/ECF system and prevented from filing additional documents if the filing fees are not paid by the end of the day. The registered ECF User will receive a daily email reminder until all outstanding filing fees are paid in full. Once locked out of the CM/ECF system, there will be limited access to run the Payment History and Internet Payments Due reports in order to make payments. The registered ECF User must log into PACER to run standard reports and queries. Full access rights will be restored in the CM/ECF system after **all** outstanding fees have been paid in full. For assistance with unlocking your account and to pay outstanding fees contact the ECF Help Desk at (213) 894-2365.

Payment Methods

VISA, Mastercard, American Express, and Discover credit cards may be used, including debit cards with the VISA and Mastercard logo.

Help Desk

Please call the ECF Help Desk at 213-894-2365, if you have questions regarding the payment process. The Help Desk staff is available to serve you 9:00 a.m. to 4:00 p.m., Monday through Friday, excluding Federal Holidays.

Filing Fee Payment Process

Upon successful submission of a document requiring a filing fee, the Payment Summary screen will display with the options to **Pay Now or Continue Filing**. If you are having difficulties in processing your payment, please contact the ECF Help Desk at (213) 894-2365.

Making a payment:

Important: At no time during the payment process should you use the browser's back button; doing so may cause a 2nd charge on your credit card for the same transaction.

1. Click **Pay Now**. (See Figure 1)

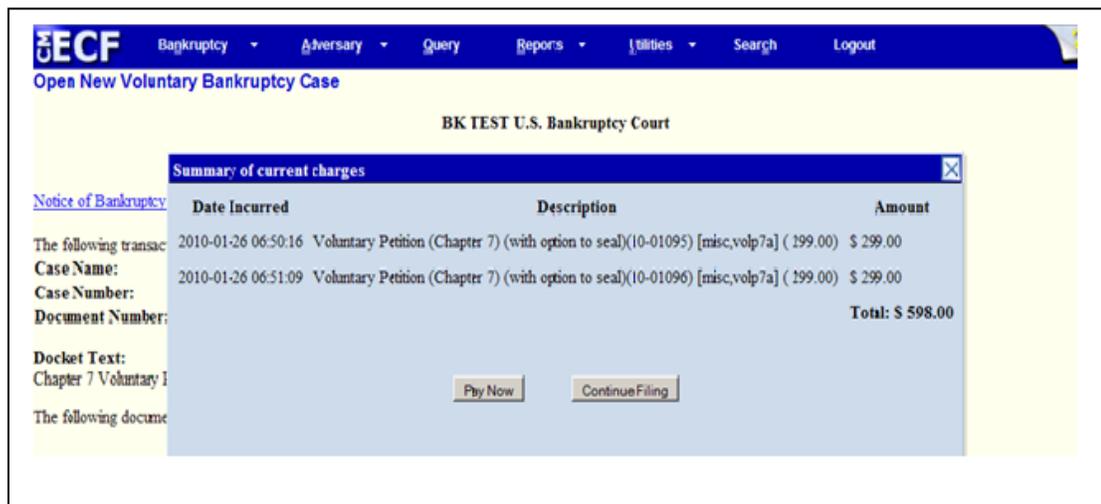


Figure 1

NOTE: To print the Notice of Electronic Filing (NEF) before making a payment, simply click the X on the right corner of the *Summary of current charges* screen to close the window. Otherwise, you can access the NEF via your email after making the proper payment. To make a payment after you have printed the NEF, select **Utilities > Internet Payments Due**.

- The **Make a Payment Selection** screen displays. Select the fees you are paying at this time. (See Figure 2)

Check Fees to Pay	Date Incurred	Description	Amount
<input type="checkbox"/>	2008-09-24 10:16:28	Voluntary Petition (Chapter 7)(08-10106-7) [caseupld,1027u] (200.00)	\$ 200.00
<input type="checkbox"/>	2008-09-24 10:16:28	Voluntary Petition (Chapter 7)(08-10106-7) [caseupld,1027u] (200.00)	\$ 200.00
<input type="checkbox"/>	2008-10-16 12:21:40	Fee dpf(07-01000-GAT) [court,feetest] (200.00)	\$ 200.00
<input type="checkbox"/>	2008-10-16 12:22:38	Voluntary Petition (Chapter 7)(08-10110-7) [caseupld,1027u] (200.00)	\$ 200.00
<input type="checkbox"/>	2008-10-16 12:26:51	Fee dpf(07-01000-GAT) [court,feetest] (200.00)	\$ 200.00
<input checked="" type="checkbox"/>	2008-10-16 12:33:39	Voluntary Petition (Chapter 7)(08-10111-7) [caseupld,1027u] (200.00)	\$ 200.00
<input checked="" type="checkbox"/>	2008-11-03 14:09:44	Voluntary Petition (Chapter 7)(08-10118-7) [caseupld,1027u] (200.00)	\$ 200.00
<input checked="" type="checkbox"/>	2008-11-03 14:10:38	Voluntary Petition (Chapter 7)(08-10119-7) [caseupld,1027u] (200.00)	\$ 200.00

Figure 2

- The **Enter Payment Information** screen displays. All required fields are marked with an *. Enter the credit card information, including the **cardholder's name, address, Zip Code**. Select the **card type** (Visa, MasterCard, Discover, or American Express) from the drop-down menu. Enter the credit card's **security code** and **expiration date** by selecting the month and year as displayed on the credit card. Note: the **payment amount** will default to the amount of fees selected for payment. Click the **Continue with Plastic Card Payment** button. (See Figure 3)

Step 1: Enter Payment Information 1 | 2

Pay Via Plastic Card (PC) (ex: American Express, Diners Club, Discover, Mastercard, VISA)

Required fields are indicated with a red asterisk *

Account Holder Name: *

Payment Amount: \$150.00

Billing Address: *

Billing Address 2:

City:

State / Province:

Zip / Postal Code:

Country:

Card Type: *

Card Number: * (Card number value should not contain spaces or dashes)

Security Code: * (On the back of your Card, find the last 3 digits) [Help finding your security code](#)

Expiration Date: / *

Select the "Continue with Plastic Card Payment" button to continue to the next step in the Plastic Card Payment Process.

Figure 3

- The **Authorize Payment** screen is displayed, which allows you to verify the information entered. Provide an email address if you wish to receive email confirmation of the payment made. Check the authorization box and click on **Submit Payment** to complete the transaction. (See Figure 4)

Important: Do NOT double-click the Submit Payment button. Double-clicking may result in duplicate charges to your credit card.

Online Payment [Return to your originating application](#)

Step 2: Authorize Payment 1 | 2

Payment Summary [Edit this information](#)

Address Information	Account Information	Payment Information
Account Holder Name: Attorney One 125 South Main Billing Address: Street Billing Address 2: City: State / Province: Zip / Postal Code: 91724 Country: USA	Card Type: Visa Card Number: *****1111 Expiration Date: 1 / 2021	Payment Amount: \$150.00 Transaction Date 08/15/2006 00:37 and Time: EDT

Email Confirmation Receipt

To have a confirmation sent to you upon completion of this transaction, provide an email address and confirmation below.

Email Address:

Confirm Email Address:

CC: Separate multiple email addresses with a comma

Authorization and Disclosure

Required fields are indicated with a red asterisk *

authorize a charge to my card account for the above amount in accordance with my card issuer agreement. *

Press the "Submit Payment" Button only once. Pressing the button more than once could result in multiple transactions.

Figure 4

- Once the credit card payment has been authorized, a receipt screen will display. Click on the **Close window** button to close the screen and continue filing or on any hyperlink on the ECF blue menu. (See Figure 5)

U.S. Bankruptcy Court
Central District Of California

Thank you. Your transaction in the amount of \$ 150.00 has been completed.

Please [print a copy](#) of your transaction receipt for future reference. The transaction number is 12149.

Detail description:
Motion for Relief from Stay - Personal Property(8:06-bk-10016-JB) [motion_nmpp] (150.00)

Figure 5

6. The receipt listing the document filed, the applicable filing fee and receipt number is automatically entered on the docket immediately after the payment is completed. (See Figure 6)

Filing Date	#	Docket Text
08/14/2006	4	Notice of motion and motion for relief from the automatic stay with supporting declarations PERSONAL PROPERTY RE: . Fee Amount \$150, Filed by Debtor Eunice Debtor (One, Attorney) (Entered: 08/14/2006)
08/14/2006		Receipt of Motion for Relief from Stay - Personal Property(8:06-bk-10016-JB) [motion,nmpp] (150.00) Filing Fee. Receipt number 12149. Fee amount 150.00. (U.S. Treasury) (Entered: 08/14/2006)

Figure 6

Security Requirements

You must use Internet Explorer 5.5 or higher as your browser for all Pay.gov transactions in CM/ECF. In addition, your browser must support 128-bit Encryption. This is a requirement of the U.S. Treasury.

Microsoft Internet Explorer (4.x, 5.x, 6.x)

- Open Internet Explorer
- Click on the “Help” Menu item at the top of the screen
- Select “About Internet Explorer”
- A small popup window will appear on your screen indicating the version of Internet Explorer installed on your computer, as well as the encryption or cipher strength of the browser. If the screen shows anything less than 128-bit encryption, please upgrade your browser. Additionally, if the screen does not display the encryption level, this also indicates a need to upgrade your browser to a version with 128-bit encryption.

Reports

The following reports are useful in balancing your credit card statement. You may access these reports by selecting “Utilities” from the CM/ECF main menu.

Internet Payments Due

The Internet Payments Due report located under the Utilities menu allows an attorney to pay outstanding credit card charges. When Internet Payments Due is selected, the Payment Summary screen is displayed. To make a payment:

- Click Utilities
- Click Internet Payments Due
- A Payment Summary screen will display

- Select Items to be paid from the Payment Selection screen
- Proceed with payment as described above

Internet Payment History

The Internet Payment History Report allows an attorney to review his/her completed credit card payments over any specific time period. Follow the steps outlined below to use this option:

- Click Utilities
- Click Internet Payment History
- Enter date range
- Click Run Report
- The report will display

Important Notes:

If you enter an invalid credit card number, the following message is displayed:
“The credit card you have entered is invalid. Please check the card type and the number and try again.”

The credit card number should be entered without any spaces or other characters. If you make three consecutive errors in entering the credit card information, a screen with the following message will be displayed:

*“We are unable to complete your transaction. Please contact your credit card company for assistance” or
“We are unable to complete your transaction. Please contact your local court for assistance.”*

If you use bankruptcy petition software that permits you to file using a one touch or one button filing feature, you should obtain the latest version of this software.

If you file between 9:00 p.m. and midnight (Pacific Time), your credit card transaction may be dated as of the following day on your credit card statement.

Refunds

If you believe that you have been erroneously charged a filing fee, you will need to apply to the Court in writing for a refund. Refunds will be credited directly to the credit card initially charged.