

UNITED STATES BANKRUPTCY COURT
DISTRICT OF NEW MEXICO



CM-ECF GUIDE TO ON-LINE CREDIT CARD PAYMENTS

CM-ECF Version 3.1.5.1 - July 23, 2007

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Overview

The CM-ECF credit card module is designed to provide all CM/ECF filers with the ability to pay filing fees to the U.S. Treasury via the Internet as part of the electronic filing process. 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.

CM-ECF filers will no longer be required to keep current credit card information on file with the Clerk's Office.

After submission of the credit card information, the filing fee is paid directly to the U.S. Treasury. A transaction receipt displays 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. Fees are due the day of filing and must be paid by 9:00 p.m. on that day. If incurred credit card charges are not paid in a timely manner, your ECF account will be **locked** and you will be unable to file online **until fees are paid in full.** PACER access to view dockets will be unaffected. For assistance with unlocking your account and to pay outstanding fees contact the Clerk's Office at (505) 348-2500.

Browser Requirements

It has been recommended by the U.S. Treasury that filers use Internet Explorer 5.5 or higher as their browser for all Pay.gov transactions in CM-ECF. Netscape will work with CM-ECF as long as interaction with Pay.gov for payments is not necessary.

Follow the instructions below to determine if your browser is Internet Explorer 5.5 or higher:

1. In Internet Explorer, click *Help* on your menu bar at the top of the screen.
2. Scroll down and select *About Internet Explorer*.
3. A small window will appear in the center of your screen indicating the version as well as the encryption or cipher strength of your browser. The version should be 5.5 or higher with an encryption strength of 128-bit.

Payment Methods

Valid credit cards include American Express, Discover, MasterCard, Visa, and Diner's Club. Debit cards with the Visa or MasterCard logo may also be used.

Payment Process

Upon the successful submission of a document requiring a filing fee, a pop-up window will appear on your screen so that the associated credit card charge may be paid. (See Figure 1) Pop-up blocking software may interfere with your ability to view the payment screens. Please refer to your software documentation to turnoff or allow the credit card pop-up screen to come through.

Pay.gov provides the option to continue filing and accumulate filing fees for a particular day. Charges to your credit card may be made at the end of the day and all transactions for that day paid at one time.

Note: DO NOT use the "back button" during the payment process.

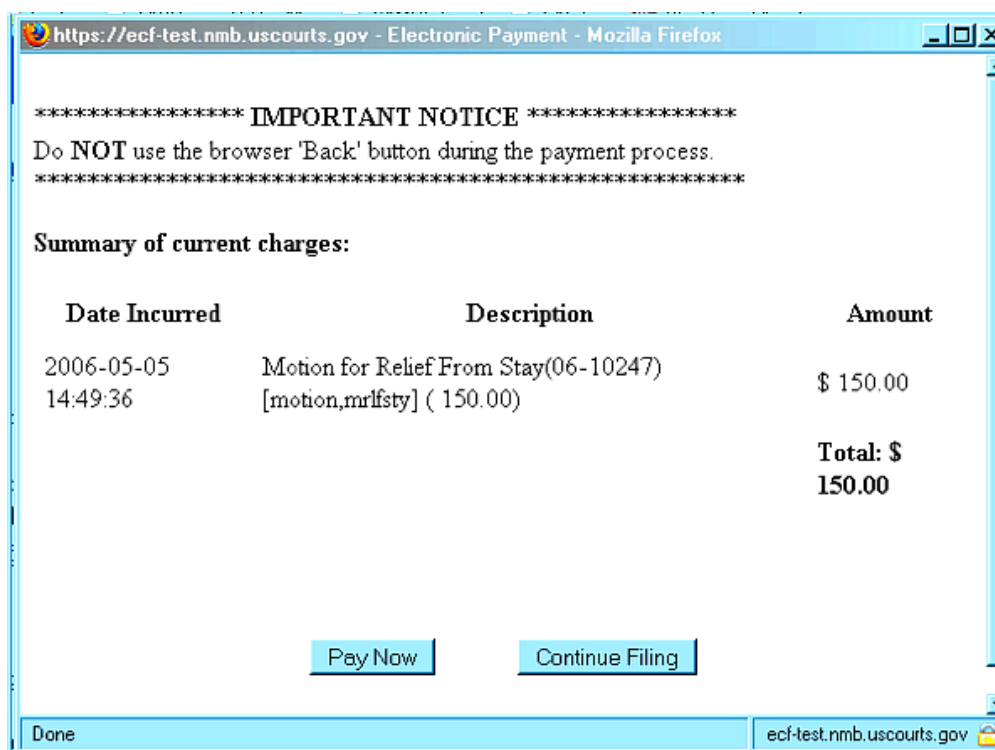


Figure 1

Filing fees must be paid by 9:00 p.m. the same day. If you do not pay for your Internet payments due, the system will lock your account. You must then contact the Clerk's Office for assistance with unlocking your account and paying the accumulated charges due. In addition, your document may be subject to dismissal for failure to pay the filing fee due. If you choose to pay now, you will be connected to the U.S. Treasury, the online payment screen will appear, and you will be prompted to fill out payment information. If you choose to

continue filing and pay later, the pop-up window will disappear and you can continue filing. You will receive this pop-up window after each transaction and it will include all of your accumulated Internet payments due. Final payment for all accumulated fees may be made when filing the last document requiring payment of a fee or through the Internet Payments Due report located under “Utilities”.

If you minimize the pop-up window rather than letting it disappear after making your continue filing selection, you won't be alerted to fees due for additional filings. You must then check in the Internet Payments Due section under “Utilities” in CM-ECF to see if you owe anything and process your payment or you risk being locked out of CM-ECF if fees are left unpaid.

Step 1 Enter Payment Information (See Figure 2)

1. The Account Holder Name and Billing Address will default to the user's information. Any information on this screen can be changed.
2. You will need to enter the credit card type, number, security code, and expiration date.
3. Click “Continue with Plastic Card Payment.”

https://qa.pay.gov - Online Payment - Mozilla Firefox

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

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: \$723.00

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: * [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

Note: Please avoid navigating the site using your browser's Back Button - this may lead to incomplete data being transmitted and pages being loaded incorrectly. Please use the links provided whenever possible.

2

Step 2 Authorize Payment (See Figure 3)

1. Check the box next to “I authorize a charge to my card account for the above amount in accordance with my card issuer agreement.” If you do not check the box you will receive an error message and you will not be able to continue with payment processing.
2. If you would like an e-mail confirmation of the payment, enter your e-mail address in the box provided. You must re-enter the e-mail address for confirmation in the box provided to receive e-mail confirmation of the transaction.

- Once the necessary entries are made, click the "Submit Payment" button.

IMPORTANT: Do not double click the Submit Payment button. Double clicking may result in duplicate charges to your credit card. If you receive an error that tells you to contact the court, do not re-enter your credit card number. Contact Customer Service at 505-348-2500 for assistance.

The screenshot shows a web browser window with the URL "https://qa.pay.gov - Online Payment - Mozilla Firefox". The page title is "Online Payment" and it includes a link to "Return to your originating application". The main heading is "Step 2: Authorize Payment" with a page indicator "1 | 2" and a link to "Edit this information".

Address Information	Account Information	Payment Information
Account Holder Name: Cookie Monster Billing Address: 2222 Sesame Street Billing Address 2: City: State / Province: Zip / Postal Code: 87020-2458 Country: USA	Card Type: Visa Card Number: *****1111 Expiration Date: 6 / 2009	Payment Amount: \$150.00 Transaction Date: 05/05/2006 16:58 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:

Authorization and Disclosure
Required fields are indicated with a red asterisk *

I 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.

Note: Please avoid navigating the site using your browser's Back Button - this may lead to incomplete data being transmitted and pages being loaded incorrectly. Please use the links provided whenever possible.

Figure 3

Once your card has been authorized, you will be given the option of printing a copy of your transaction. (See Figure 4) The receipt entry will be automatically posted to the docket sheet for each case(s). The entry will include the filing fee and receipt number.

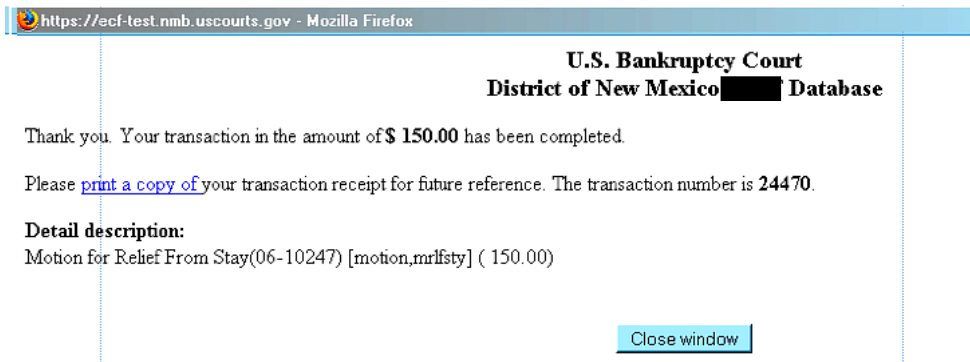


Figure 4

Payment Information within CM-ECF

The following reports are very useful in balancing your credit card statement. To access this information select “Utilities” from the CM-ECF main menu.

Internet Payment History

This report provides the user with a list of their Internet credit card charges. To access this information ...

- Select “Utilities” from the main menu
- Select “Internet Payment History”
- Enter date range (See Figure 5)
- Select “Run Report

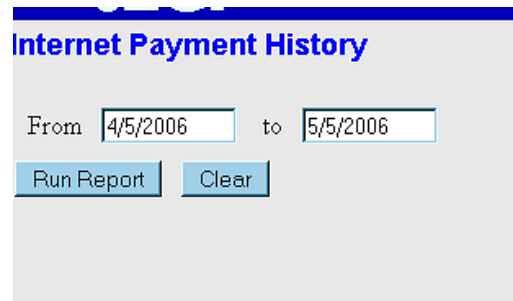


Figure 5

Internet Payments Due

The Internet Payments Due report located under the Utilities menu allows a filer to pay accumulated credit card charges without filing another pleading or opening a new case. When Internet Payments Due is selected, the Pay.gov pop-up window will appear and allow you to pay now.

Note: You may need to refresh or shut down your browser after your account is unlocked.

Locked Accounts

If you have been locked out, you will not be able to file in the CM-ECF system. However, you can pay your outstanding balance of fees due and unlock your account.

To pay balances due select the “Utilities” link in the blue border at the top of any CM-ECF screen. Under the “Your Account” section, select the “Internet Payments Due” link and follow

the customary Pay.gov payment process to pay the balance due. Once the outstanding balance is paid, the full functionality of your CM-ECF account is restored.

If you have problems with this process contact the CM-ECF help desk at (505) 348-2500 and select 3.

Special Docketing Notes

Installments

If you are filing a case to be paid in installments, you will need to change the fee status to installment. Otherwise, the system will place the full filing fee on your Internet payments due report. By selecting installment, you must file an application to pay filing fees in installments and proposed order. You have the option of making the first installment payment on-line by entering the amount you wish to pay. Otherwise, enter "0.00" in the "Fee: \$" field

In forma Pauperis

If you are filing a case and would like to apply to have the fee waived, you will need to change the fee status to IFP Filed. Otherwise, the system will place the full filing fee on your Internet payments due report. By selecting IFP Filed, you must file an application for waiver of the chapter 7 filing fee and proposed order.

Filing Amended Matrix and Schedules (D, E & F)

Select the event Amended Schedules D-F and-or Amended Matrix(fee). By choosing this event, a single \$26.00 fee will be charged. If docketed separately, a \$26.00 fee will be charged for each pleading.

Adversary

Under certain circumstances, an adversary filing fee may be waived or deferred. When filing a complaint, you will be asked a series of questions. If the answer is yes to any of these questions, the fee will be waived or deferred and you will not be prompted to pay.

Trustees

Trustees are exempt from paying by credit card. Therefore, all adversaries filed by the trustee will be deferred. If the trustee does not file an affidavit stating that there are insufficient funds in the estate to pay the filing fee, the court will generate a notice of fees due.

Fee Due

If you file documents that require a fee and no fee has been charged due to the wrong docket entry being used, the Clerk's Office will enter a fee due docket entry. This entry will place the required fee on your Internet payments due report.

Refunds

If you believe that you have been erroneously charged a filing fee, you will need to apply to the Court for a refund by filing a motion. In the motion the filer should provide a proper caption, reason for the refund, and the amount to be refunded. The Court will grant or deny the application or motion by order. All refunds will be credited directly to the credit card initially charged.

Software Notes

Pop-up Blocking Software

Pop-up blocking software may inhibit your ability to view the payment screens. Please refer to your software documentation to turn-off the pop-up blocker and allow the Pay.gov screen to be viewed.

Case Upload

The "Pay Now" or "Continue Filing" screen may or may not be presented to you depending on your case upload software. If the screen is not presented, you will need to pay the filing fee through the Utilities Menu in CM/ECF. See the directions for "Internet Payments Due."

Questions

If you have questions regarding information in this document, you may contact the Clerk's Office at (505)-348-2500.