UNITED STATES BANKRUPTCY COURT

EASTERN DISTRICT OF WISCONSIN

Pay.Gov
Attorney/Trustee Manual

Revised
November 2011

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Pay.Gov Credit Card Payments

The CM/ECF Pay.Gov Credit Card module is designed to allow filers to pay filing fees as part of the electronic filing process. Attorney filers can choose to pay after each transaction, or they can simply make one payment at the end of the day for all or selected transactions requiring fees.

The Pay.Gov Credit Card Processing module also includes some new reports which should assist attorneys with record keeping and fee tracking responsibilities. These reports will be discussed at the end of this manual.

Credit card authorization forms will no longer be maintained by the Court.

COURT POLICY: Payment of all filing fees for CM/ECF transactions must be made online through the Pay.Gov application, the same day the transaction is submitted. Directions for paying outstanding fees are found under the "Internet Payments Due" section on page 13. If your account is not settled each day, the system will prevent you from filing, after 24 hours, until the outstanding balance has been paid.

SYSTEM /SECURITY REQUIREMENTS

- Supported and tested Internet browsers include: Internet Explorer 5.5 or higher. The following browsers have not been tested, but seem to work: Firefox, Netscape 4.7, Netscape 7.x, and Opera.
- Internet browsers must support 128-bit Encryption.
- Internet browsers must have active pop-up blocker disabled. You must either disable the blocker or modify the settings to allow pop-ups from our CM/ECF web site to access the Pay.Gov site and process the credit card transaction. **Note:** Pop-up blocker can be disabled in most browsers by changing a setting under Internet options.

Opening a New Bankruptcy Case

The CM/ECF Pay.Gov Credit Card module can accommodate both new cases that are to be paid in full, or that are to be paid in installments, with the following restrictions.

IMPORTANT NOTE FOR INSTALLMENT PAYMENT CASES

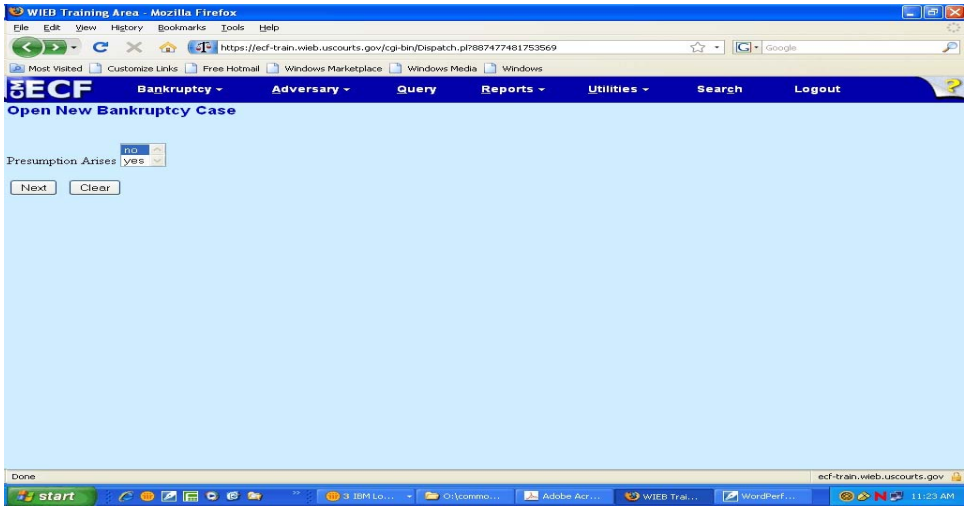
When uploading or manually opening your installment payment case, you **MUST** select **INSTALLMENT** in the statistical information screen in order to receive the option of modifying the filing fee to the amount you wish to initially pay. **CM/ECF will always default to Paid and insert the full filing fee amount for the new case unless the user indicates otherwise.**

FOR EXAMPLE: SELECT INSTALLMENT ON THE STATISTICAL INFORMATION SCREEN AND INSERT THE DOLLAR AMOUNT OF THE INITIAL PAYMENT YOU WILL BE MAKING, e.g. $100.00. IF YOU ARE NOT MAKING AN INITIAL PAYMENT, ENTER $0.00, IN THE AMOUNT FIELD, OTHERWISE THE SYSTEM WILL DEFAULT TO THE FULL FILING FEE AMOUNT.

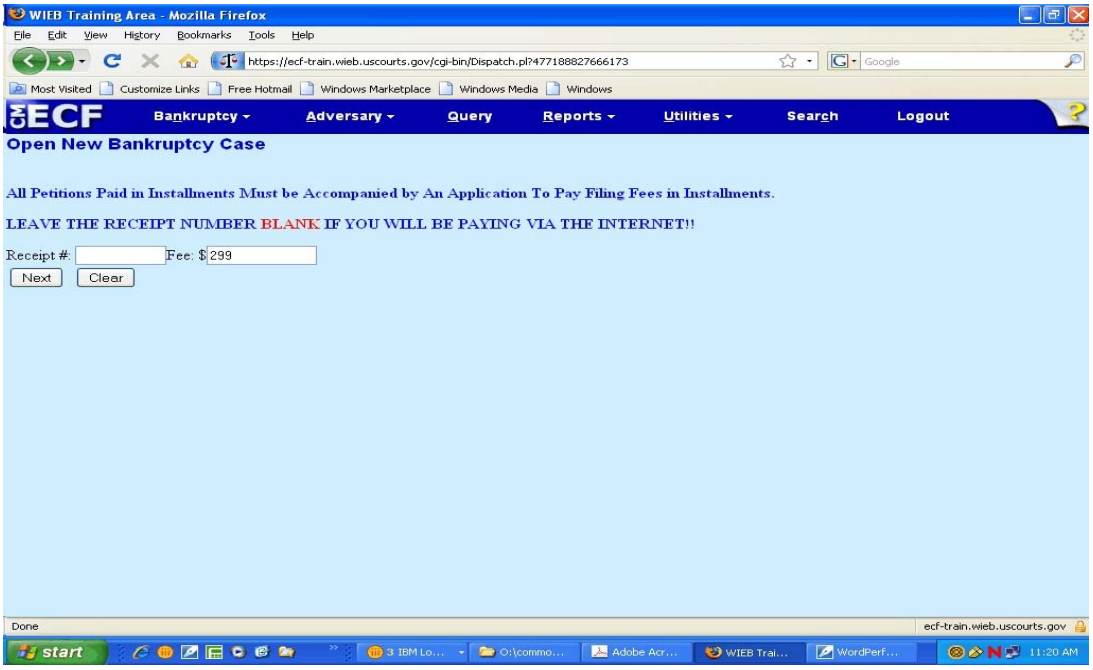
SPECIAL NOTE FOR ONE TOUCH CASE UPLOAD FILERS:

You will need to contact your petition preparation software vendor to see if your one touch feature will work for installment payment cases. **IF NOT,** you will need to file your installment cases using the Case Upload selection on the ECF menu and attach your documents there.

After you select the "Next" button at this screen.....

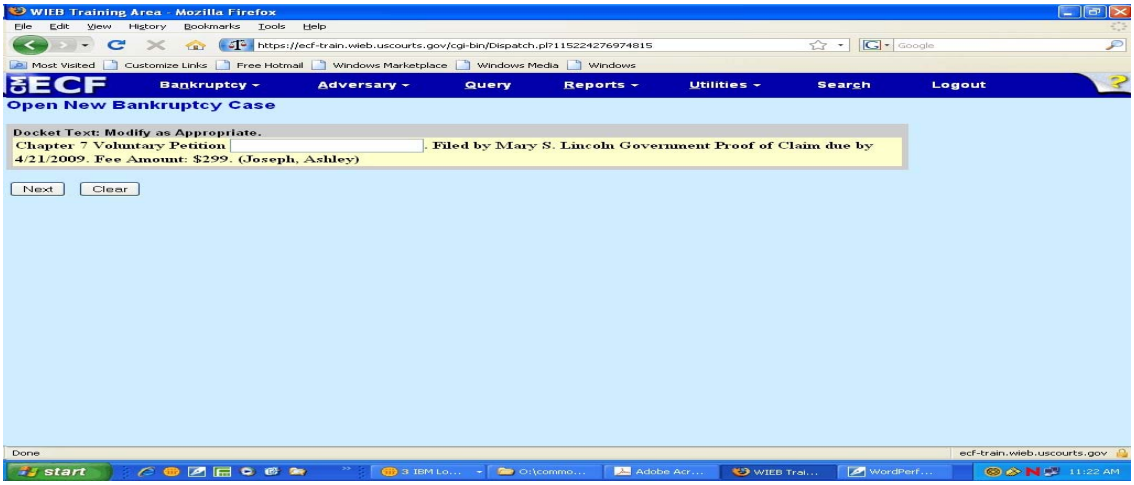


You will receive this NEW screen.....



- Do not make any changes to this screen if the filing fee is to be paid in full.
- If you are paying the filing fee in installments, change the fee amount as appropriate. (Information on making subsequent payments can be found in the section entitled “Making Subsequent Installment Payments” on page 11.

A final confirmation screen will appear. If the dollar amount listed is incorrect, press the back button and make any needed changes, then resubmit.



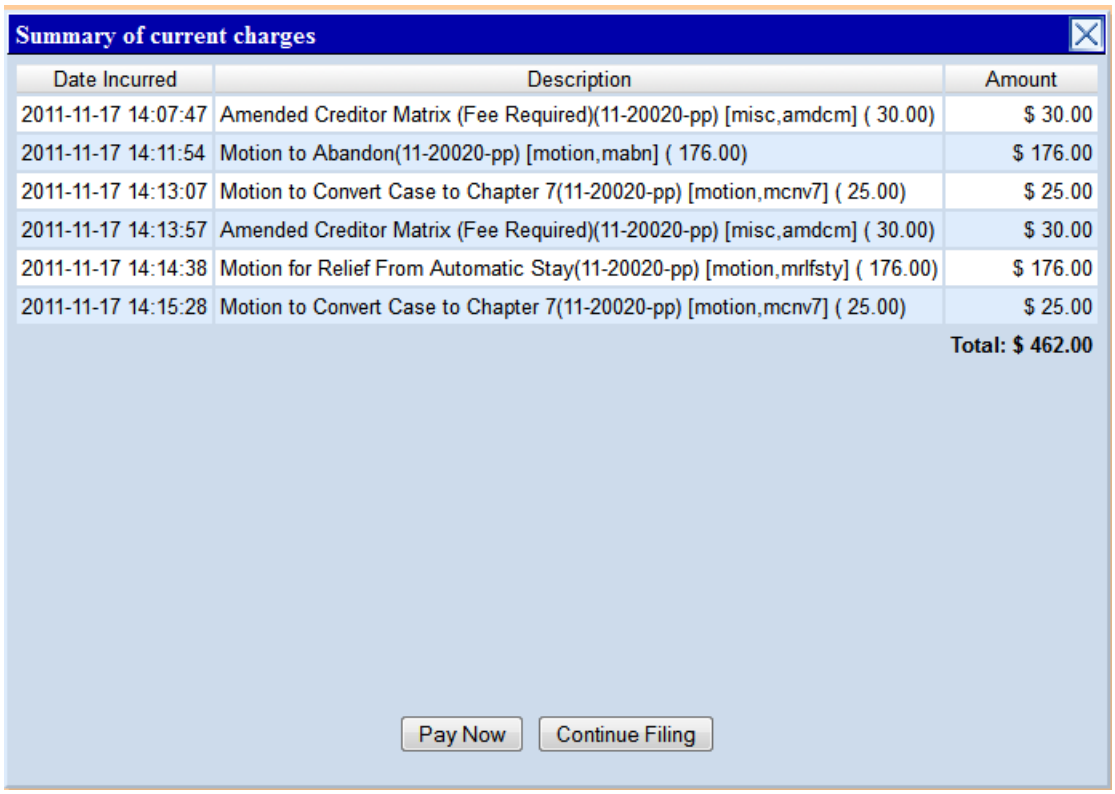
At the end of your transaction, you will receive a list of all filings where fees remain unpaid. If you have more cases or pleadings requiring fees to file, select **Continue Filing.**

If you select **Continue Filing** you will receive an opportunity to **Pay Now** after each subsequent transaction, or you may pay at the end of the day using the **Reports - Internet Payments Due** menu option. (See "Reports" section beginning on page 11.)

If you are ready to pay the outstanding fees now, select **Pay Now**.

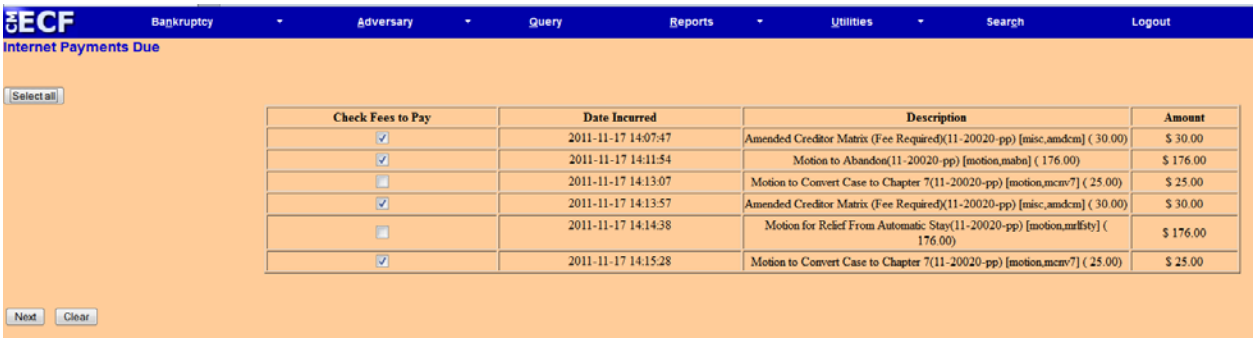
NOTE: IF YOU DETECT AN ERROR on the summary of current charges screen, ONLY select the charges you know are valid. DO NOT pay for any charges that were added in error. Please contact the Court so the error can be corrected.

DO NOT USE THE BROWSER "BACK" BUTTON DURING THE PAYMENT PROCESS.

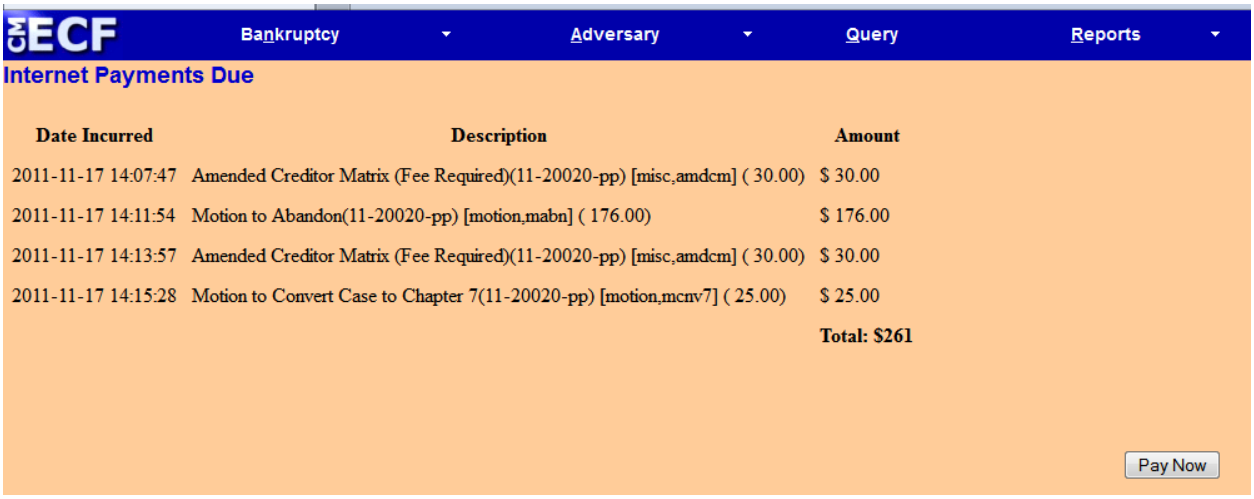


Paying Your Filing Fees

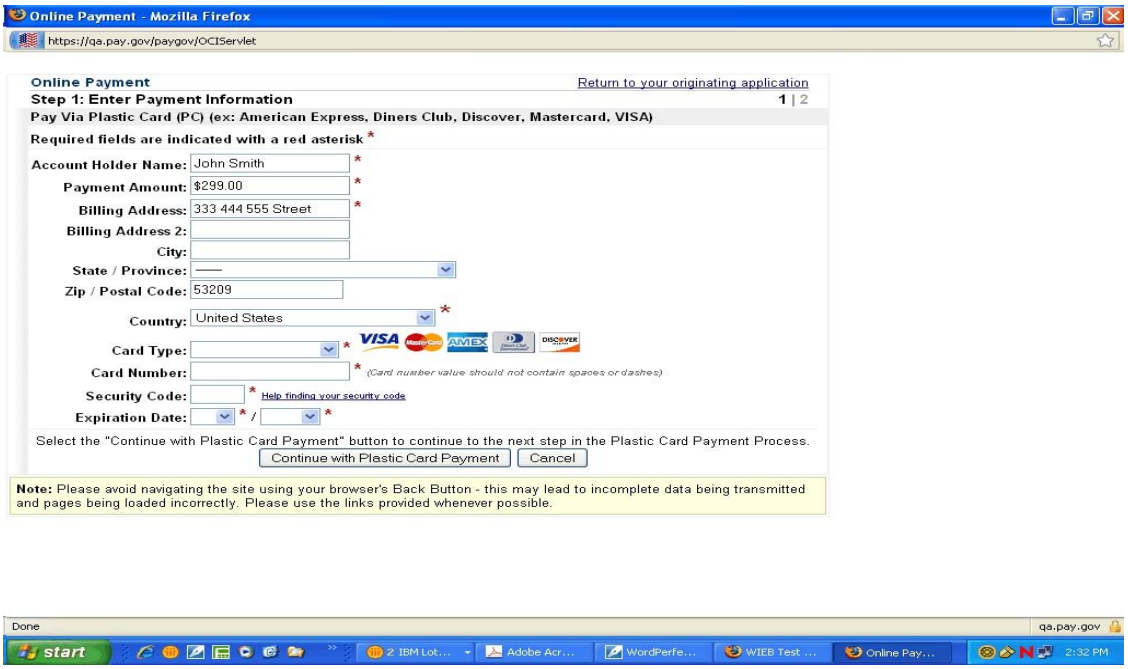
When the **Pay Now** option is chosen, the filer will be presented with a list off all outstanding fees. The filer may choose to pay some or all of the fees. To pay some of the fees, the filer should check the box next to the item or items to be paid. To pay all of the fees, the filer should click on the "select all" box. This will place a checkmark for all the items. Please note that any outstanding fees not paid need to be settled within 24 hours or the filer will be locked out of CM/ECF. After verifying which items to pay, the filer will click the "next" button.



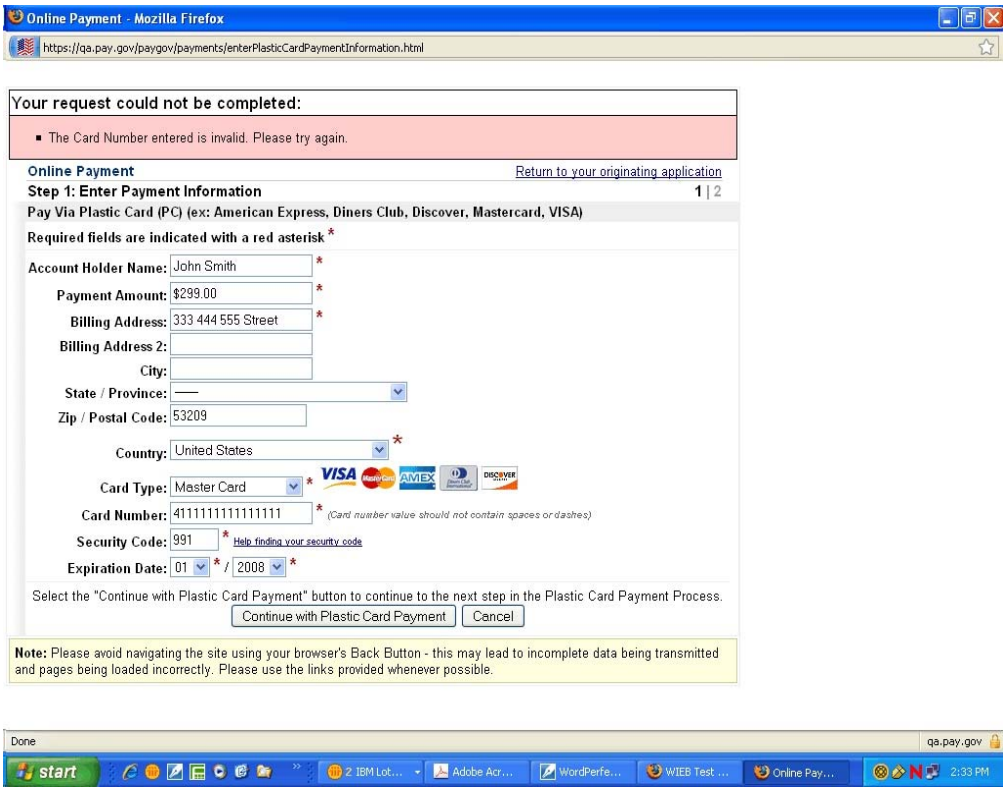
A list of the fees to be paid will be listed along with the total. The filer should click on the Pay Now button.



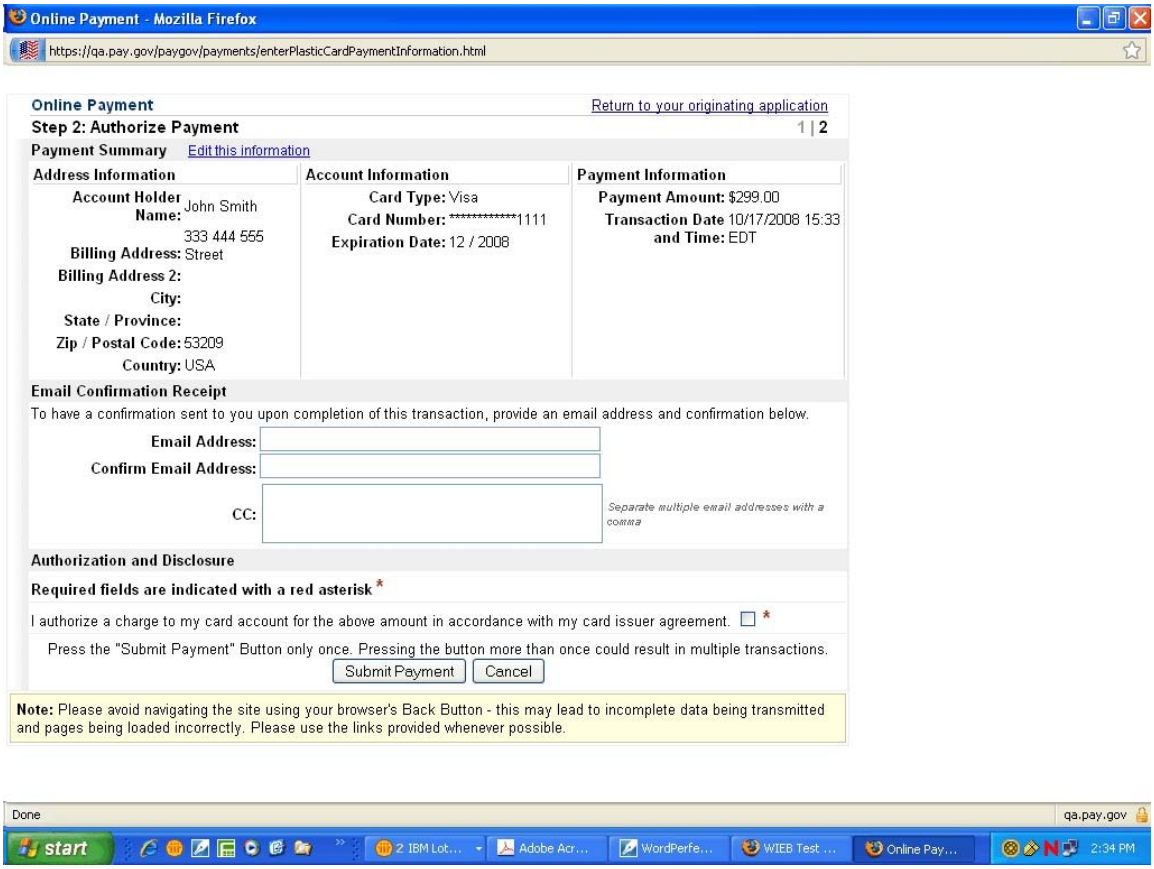
The filer will then be connected to the Pay.Gov site via an interface panel. The filer will be prompted for card type, card number, security code, and expiration date as shown below. **Note: Billing Address Information** - will be displayed on the filer's screen. The filer's address information will be pre-filled with the address information currently on file in CM/ECF. Changes made to the credit card payment screen will not affect the CM/ECF data.



If the payee enters an invalid credit card number the following message will appear:

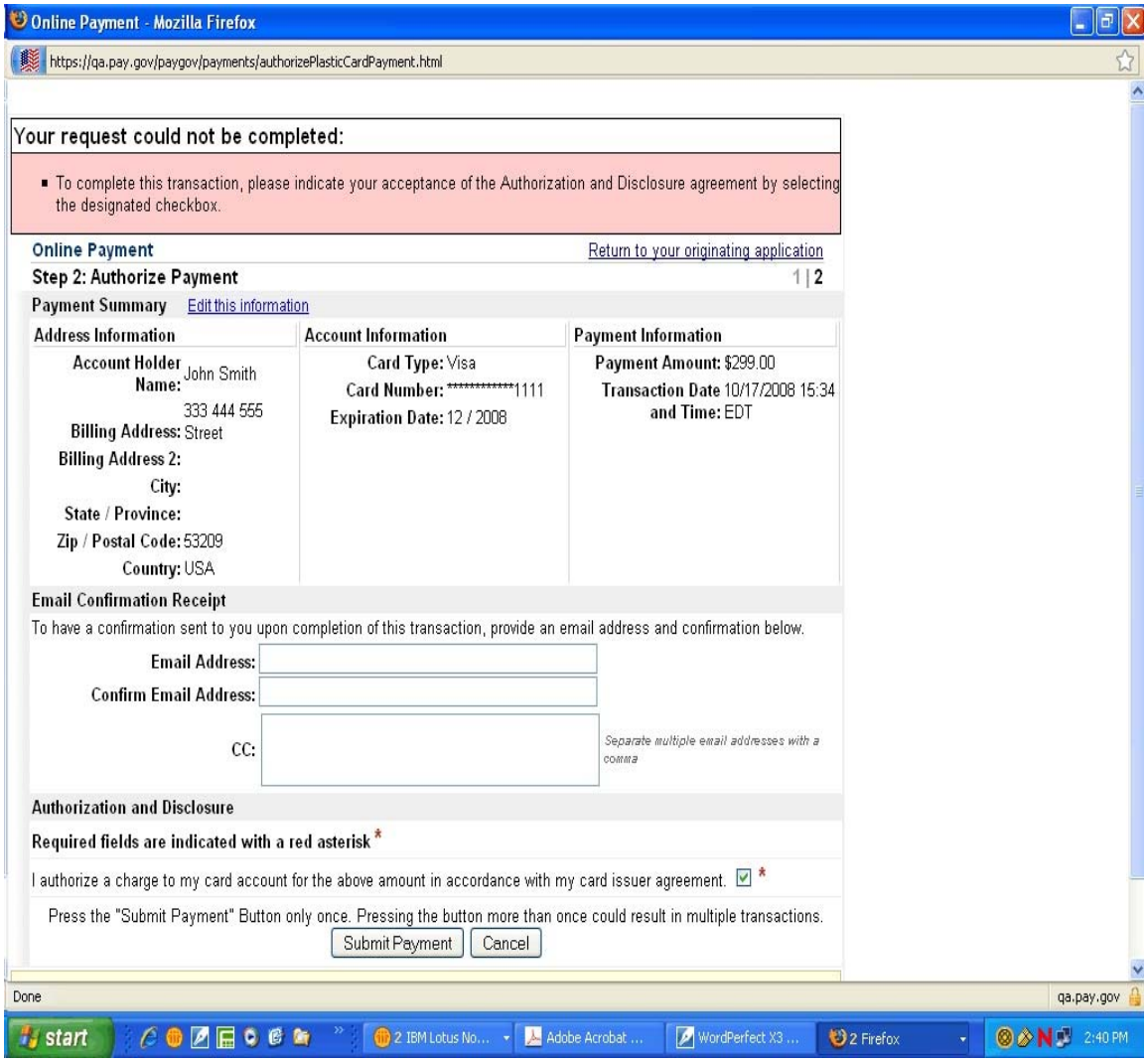


The next screen requires the users to **authorize** the transaction. The system will display a checkbox that **must** be selected in order to authorize the payment.

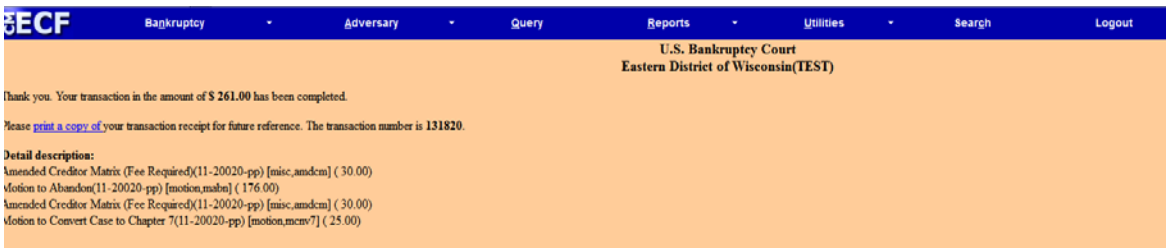


E-mail Confirmation - is another convenient way to receive confirmation of payment. On the authorization screen, the filer has the option of entering an e-mail address to receive confirmation of the payment from Pay.Gov. E-mail addresses added on the screen will not affect the e-mail address on file in CM/ECF.

If the payee does not check the box authorizing payment, the following error message will appear:



When the credit card transaction is approved, a receipt entry will be posted to the case(s) that have been paid, and the following message will appear:



Receipt Printing - is available. Once the payment is made and a receipt is generated, the filer now has an option to print the receipt by clicking on "print a copy of."

Lockout Feature

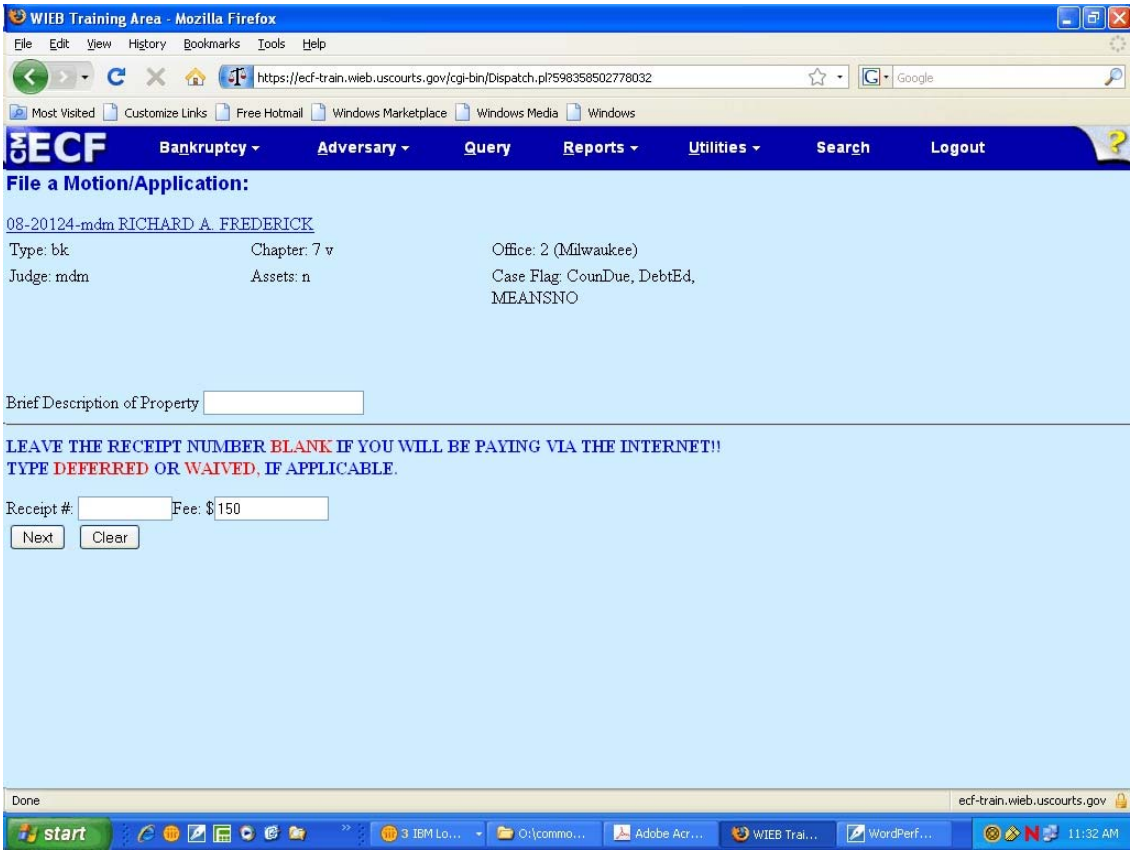
All filing fees for CM/ECF transactions must be paid on the same day. If outstanding payments have NOT been paid within 24 hours, the system will disable access to your account except to pay the fees through the Reports menu. An email will be generated to the user to inform them of the potential "lockout." The email will contain a report listing the outstanding balance.

In order to disable the lockout:

- Login to CM/ECF using your ECF login and password
- Access **Reports - Internet Payments Due** (see "Internet Payments Due" section found on page 13)

Filing Adversaries, Motions, & Pleadings Requiring Fees

The CM/ECF credit card module works similarly for adversaries, motions, and pleadings which require fees. For a complete listing of all filing fees, please go to the Court website at www.wieb.uscourts.gov and click on Filing & Other Fees link. A current copy of the miscellaneous fee schedule can be found there.



NOTE: When filing adversaries or docketing motions, pay special attention to the Court messages on the event screen regarding fees (see example above). If a fee does not apply, be sure to type DEFERRED or WAIVED in the receipt number field.

Avoiding Erroneous Payments

It is the filing party's responsibility to docket a document correctly. It is also the filing party's responsibility to determine if the document they are filing has an associated fee or not. For a complete listing of all filing fees, please go to the Court website at www.wieb.uscourts.gov and click on Filing & Other Fees link. A current copy of the miscellaneous fee schedule can be found there.

Listed below are the docket events which cause the most erroneous payments. Please pay special attention when docketing these events to alleviate making an erroneous payment.

Amended schedules/matrix

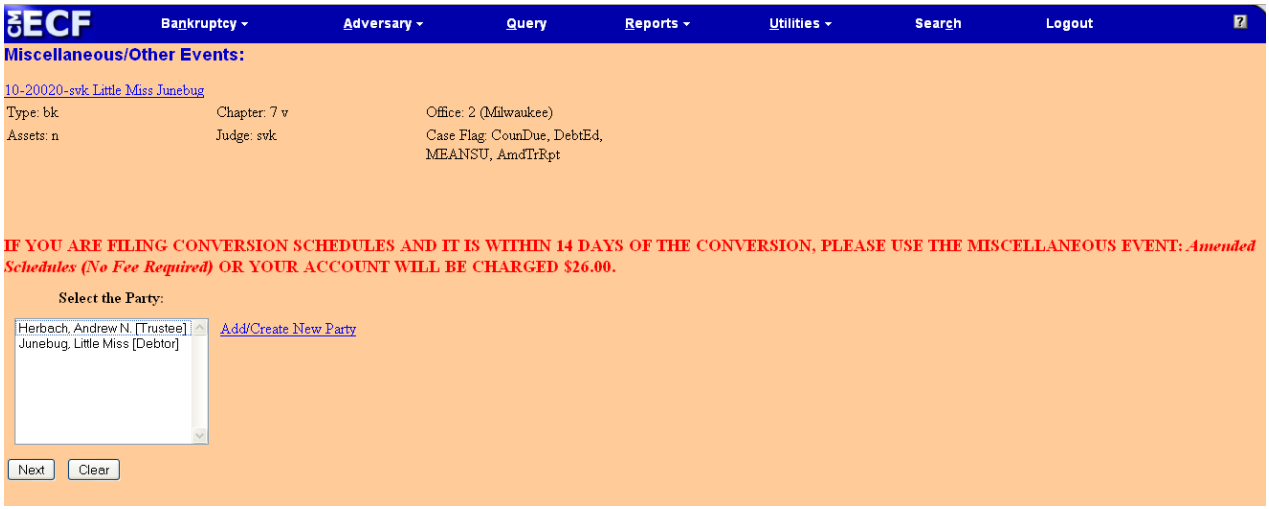
Select the docket events Amended Schedules (Fee Required) or Amended Matrix (Fee Required) ONLY when you are adding creditors, deleting creditors, changing the amount of a debt, or changing the classification of a debt.

If no new creditors are being added or if existing addresses are being changed, you would select either Amended Schedules (No Fee Required) or Amended Creditor Matrix (No Fee Required).

Conversion Schedules

No fee is due when a debtor files a schedule of post-petition debts after converting from chapter 13 to chapter 7 if the amended/conversion schedules are filed within 14 days of the conversion. Please docket the post-petition debts using Amended Schedules (No Fee Required).

Please pay attention to the Court message when docketing post-petition debt (conversion) schedules. You will see the following message if using the incorrect docket event:



Adversary Proceeding

When filing an adversary proceeding on behalf of the debtor (as the plaintiff), no fee is due. Please type WAIVED in the receipt field when opening an adversary proceeding. See the below example:

By typing WAIVED in the receipt field, no fee will be added to your internet fees due report.

If you inadvertently add fees to your internet fees due report, please call the court and have the fees removed.

Making Subsequent Installment Payments

NEW EVENT**: Miscellaneous - Installment Payment**

A new event has been added for debtor's attorneys to make installment payments. (See section on "Opening a New Bankruptcy Case" on page 2 for information on filing an installment case.) Users should select the event found at **Miscellaneous - Installment Payment**. Within that event, add the amount to be paid into the "Fee" field. The debtor's attorney has the responsibility of making timely installment payments.

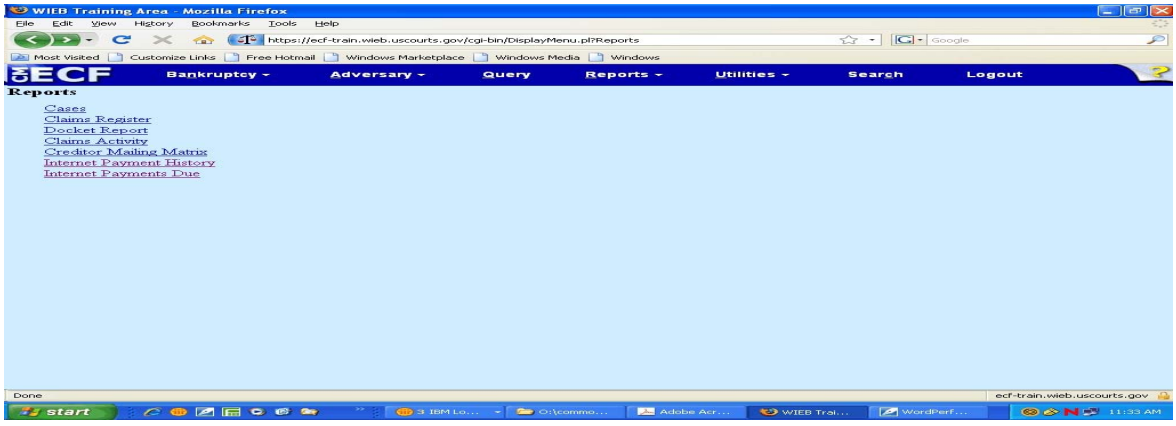
At the end of your transaction, you will receive a list of all filings where fees remain unpaid. If you have more cases or pleadings requiring fees to file, select **Continue Filing.** If you are ready to pay the outstanding fees now, select **Pay Now**.

Reports

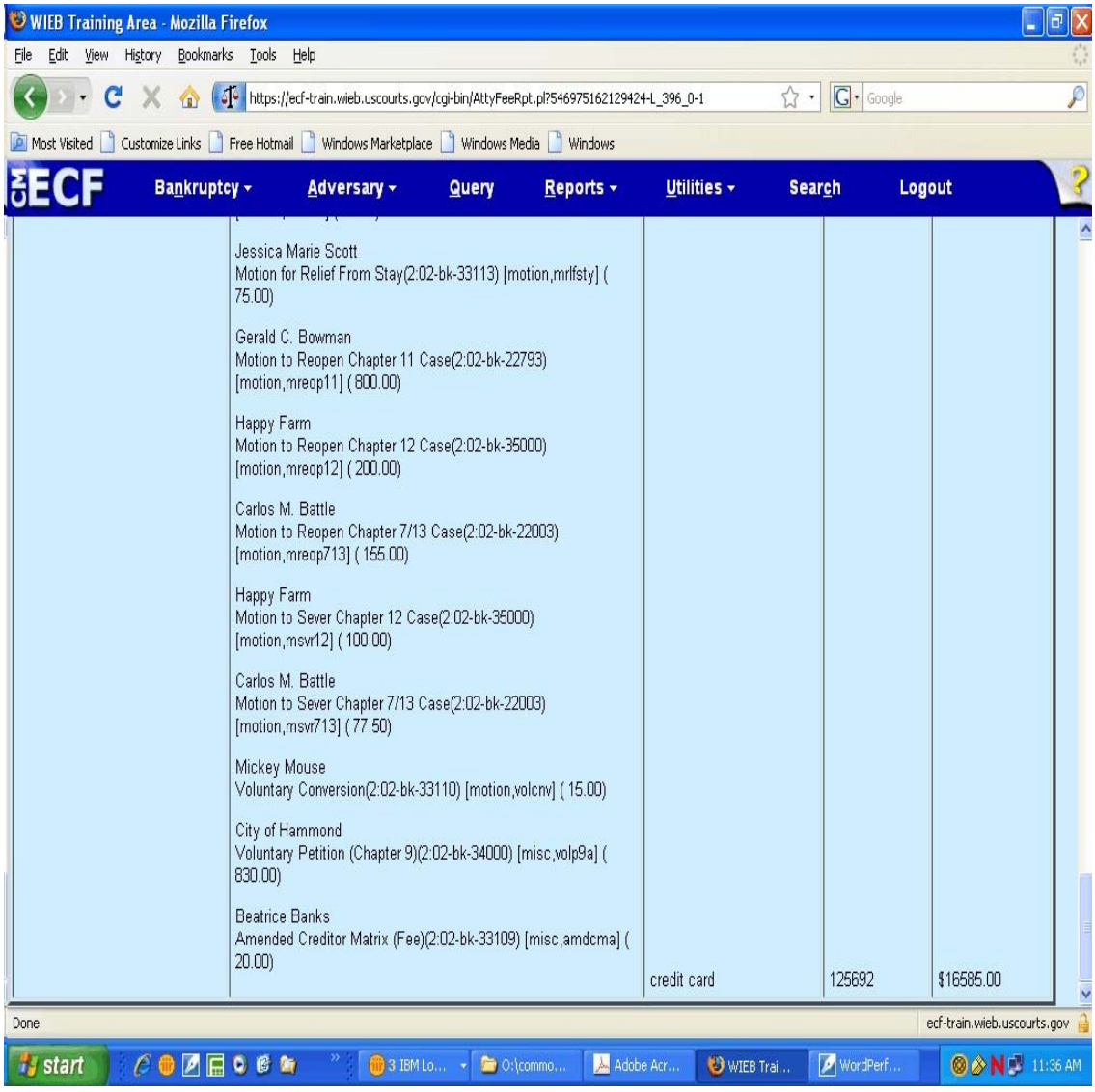
The reports described below are available to the filer, and can be located by clicking on the **Reports** menu on the blue toolbar.

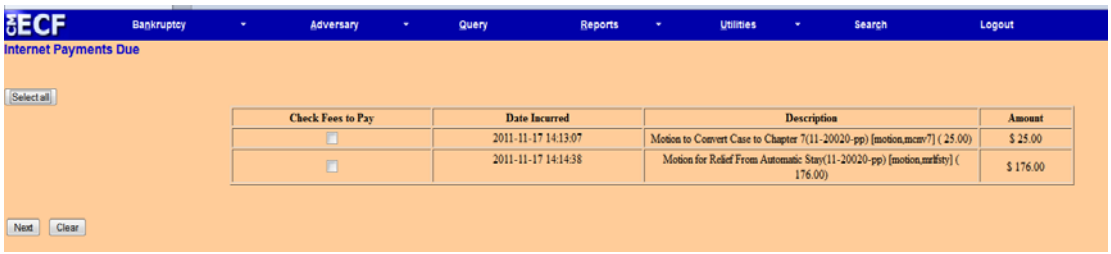
INTERNET PAYMENT HISTORY

The Internet Payment History Report allows an attorney to review and reconcile his/her completed credit card payments over any specified time period. In addition, the report will also list filing fees that were ultimately paid by an alternative payment method.



The report allows the user to display fee payments over a date range specified by the user. The default for this report is set for the previous 30 days.



INTERNET PAYMENTS DUE

The Internet Payments Due report allows an attorney to immediately pay some or all of the outstanding (pending) fees without docketing another pleading or opening a new case. This screen will contain a summary of all current charges which remain unpaid. An example of this report can be seen below. Once the user has accessed this screen, he or she would follow the instructions found earlier in this manual which relate to Pay.Gov processing under the section Paying Your Filing Fees. Reminder - any outstanding fees not paid need to be settled within 24 hours or the filer will be locked out of CM/ECF.