



Pay.Gov User Manual

July 2005

Last Updated: March 2014

Overview

The Pay.Gov is designed to do the following:

- Allow attorneys to pay filing fees to the U.S. Treasury as part of the electronic filing process.
- Provide an improved tracking and record keeping method for paid fees.

Upon completing the filing of a document requiring a filing fee, the attorney will have one of the following options:

- Pay the filing fee after each transaction
- Make one payment at the end of the day for all transactions

After payment is made, the receipt will automatically post on the docket report of each case. This entry will include the filing fee amount and the receipt number.

Pay.gov Software Requirements

Internet Browser Such As:

- Mozilla Firefox
- Internet Explorer
- Macintosh browsers should also be compatible

****NOTE****

Your browser must support 128-bit encryption. This is standard on the latest versions of most browsers.

Make sure your pop-up blocking software is disabled or reset to allow for the Pay.Gov screens.

****Contact the court if you have questions about your browser or pop-up blocker****

Opening a New Bankruptcy Case or Filing a Pleading

At the United States Bankruptcy Court for the Eastern District of Louisiana, CM/ECF On-Line Credit Card module is restricted to attorney filers who have agreed to use the On-Line Credit Card Payment module to process full payment of fees.

- Leave the receipt number field blank if you have agreed to On-Line Credit Card Payment.
- If you are paying the filing fee in installments or you have not agreed to On-Line Credit Card Payment, enter "o" in the Receipt# field.

CM/ECF Bankruptcy • Adversary • Query • Reports • Utilities • Log

Open New Bankruptcy Case

You have selected to file a **Chapter 7** case. If this is incorrect, click [Back](#) to select the correct chapter. Otherwise, you may continue.

For Receipt #, Enter **O** for Other Payment.

Leave the receipt number blank if you will be paying via the internet!

Receipt #: Fee: \$209

For Court Public Users Only: Please Pay Fees Before Exiting the Clerk's Office.

At the final docket text screen, if you need to make changes, click the back button to make any changes, then click Next to submit.

CM/ECF Bankruptcy • Adversary • Query • Reports •

Open New Bankruptcy Case

Docket Text: Final Text

Chapter 7 Voluntary Petition. Fee Amount \$209. Filed by Kathy Koleman. (Koleman, Jerry)

Attention!! Submitting this screen commits this transaction. You will have no further opportunity to modify this submission if you continue.

At the end of the transaction, a list of all filings where fees are due will appear. You may select **Pay Now** or **Continue Filing**.

If you select Continue Filing, the Credit Card Popup Window will display after each subsequent transaction or you may pay at the end of the day by selecting the **Utilities menu** and **Internet Payments Due**.

Note: If you identify an error on the summary of current charges screen, **DO NOT** select the Pay Now option. **STOP.** Contact Cheryl Vogel/Fiscal Administration Supervisor (504) 589-7860 at the Court. The error can be corrected before an incorrect charge is made to your credit card.

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

***** **IMPORTANT NOTICE** *****
Do NOT use the browser 'Back' button during the payment process.

Summary of current charges:

Date Incured	Description	Amount
2005-07-21 09:34:58	Voluntary Petition (Chapter 7)(05-10095) [misc,volp7a] (209.00)	\$ 209.00
		Total: \$ 209.00

Filing Fee Payment Process

When the Pay Now option is chosen, the filer will be electronically connected to the U.S. Treasury site. The Credit Card Payment screen will appear as shown below.

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: \$209.00

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)

Expiration Date: ▾ * / ▾ *

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

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.

The filer’s address information will be pre-filled based on information currently on file in CM/ECF. Address changes made on the credit card payment screen will not affect CM/ECF.

The filer will be prompted for credit card type, credit card number, month and year of expiration.

Once you have verified the Credit Card Payment screen, click Continue.

The Credit Card Authorization screen will appear as shown below.

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: Jerry Koleman 800 Poydras Street Billing Address 2: City: State / Province: Zip / Postal Code: 70130 Country: USA	Card Type: Visa Card Number: *****1111 Expiration Date: 12 / 2006	Payment Amount: \$209.00 Transaction Date and Time: 07/21/2005 10:39 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: <input type="text"/>		
Confirm Email Address: <input type="text"/>		
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. <input checked="" type="checkbox"/> *		
Press the "Submit Payment" Button only once. Pressing the button more than once could result in multiple transactions.		
<input type="button" value="Submit Payment"/> <input type="button" value="Cancel"/>		
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.		

To authorize payment, click the box to the left of the authorization statement. If you would like an email notification, you may enter your email address. **Note:** you must enter your email address twice to confirm.

Once you have verified the Credit Card Authorization screen, click **Make Payment**.

When the credit card transaction is approved, the Credit Card Receipt screen will appear as shown below. A receipt of payment entry will be posted to the case(s). The receipt entry will not generate a Notice of Electronic Filing. You may choose to print a copy of the receipt for your records.

**U.S. Bankruptcy Court
Eastern District of Louisiana**

Thank you. Your transaction in the amount of \$ **209.00** has been completed.

Please [print a copy of](#) your transaction receipt for future reference. The transaction number is **28463**.

Detail description:

Voluntary Petition (Chapter 7)(05-10095) [misc.volp7a] (209.00)

Close window

Reports

The On-Line Credit Card module provides two reports:

- Internet Payment History
- Internet Payments Due.

You may access the reports by selecting the Utilities menu.

The Internet Payment History Report lists all payments that you have made of fees incurred via the Internet. The payments are in order by receipt number. Payments are listed whether they were paid over the Internet or by other methods, (such as over the counter, if the payment is recorded in CM/ECF). By default, payments made within the last month are listed; you can specify a different date range.

The screenshot shows the CM/ECF web interface. At the top is a dark blue navigation bar with the CM/ECF logo on the left and menu items: Bankruptcy, Adversary, Query, Reports, and Utilities. Below the navigation bar, the page title is "Internet Payment History". Underneath the title, there are two input fields for dates: "From" with the value "5/9/2005" and "to" with the value "6/9/2005". Below the date fields are two buttons: "Run Report" and "Clear".

The Internet Payments Due Report lists unpaid fees incurred by attorneys who have arranged with the court to pay over the Internet with a credit card. Charges are listed in order by divisional office and attorney name.

Lockout (Non-Payment of Fees)

This is an automated notice to remind you that you have outstanding fees due to the Bankruptcy Court (see the attached report). 28 U.S.C. Section 1930 requires that fees be paid at the time of filing. Please login to ECF and pay these fees by clicking on the Utilities menu and selecting the Internet Payments Due option.

Failure to pay these fees may cause the case to be dismissed pursuant to 11 U.S.C. Section 707(a)(2) without further notice.

If you are having technical difficulties in processing your payment, please call (504) 589-7860. If your credit card is denied, you must notify the court immediately.

ECF will automatically disable access for attorneys with fees outstanding for over 2 days. When an attorney has been disabled, they will be able to login to ECF but will not be able to view or file any documents until they click Utilities on the main menu, then click 'Internet Payments Due' link to pay their fees. Once fees are paid, the login will immediately be enabled for filing and viewing. You should click the logout link in ECF, then close and reopen your internet browser.

When a filer is denied access the screen will appear as shown below.



Problems Viewing Screen Options After Account Was Locked

Your account will automatically be unlocked once outstanding fees have been paid. Some users may have difficulty viewing all of their CM/ECF menu options after their accounts have been paid. The reason for this may be that the browser needs to refresh and the cache needs to be cleared. Please refer to your browsers help feature for instructions on clearing browser cache.