

**UNITED STATES BANKRUPTCY COURT
EASTERN DISTRICT OF LOUISIANA**

General Order 2020-2

This order governs the refund of fees paid electronically through the Case Management/Electronic Case Files system when a filer (1) inadvertently pays a fee more than once for the same filing or (2) fails to complete a transaction after making an electronic payment.

The Clerk is authorized to void transactions prior to the fee being charged to the filer's credit card.

If a fee has already been charged to a filer's credit card, filers must file a written request outlining the date, time, case number, amount of payment and the circumstances of the erroneous payment. The Clerk or Chief Deputy is authorized to approve the refund payment, without further order of the Court, upon verification that the error was due to one of the circumstances set forth above and the payment has been charged to the filer's credit card.

Refunds may be made only by crediting the credit card from which the erroneous payment was made.

The Financial and Budget Officer shall retain a copy of the application, documentation of the erroneous payment (the Pay.gov report and the CMECF Internet Payment Report) and the approval of the refund executed by the Clerk or Chief Deputy for a period of seven years.

New Orleans, Louisiana, February 27, 2020.



MEREDITH S. GRABILL
U. S. BANKRUPTCY JUDGE