

## Internet Payment Guide

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Revised: October 29, 2018

The Pay.gov internet payment module incorporated into CM/ECF is designed to allow the electronic filer (attorneys and trustees only) to pay fees directly to the U.S. Treasury via the internet as part of the electronic filing process. Upon successfully completing the electronic filing of a document requiring a fee, the filer will immediately be offered the option to **Pay Now** or **Continue Filing**.

**All fees are required to be paid on the day of filing.**

**A debtor's checking account, savings account or credit card may not be used.**

### Payment Methods Accepted.

- **ACH debit** (Automated Clearing House direct debit) payments from your business checking account or your business savings account. If you have any questions about using your account for ACH debits, please contact your financial institution.
- **Credit and debit cards** for Visa, MasterCard, Discover, and American Express.

### Browser Compatibility.

CM/ECF filers making payments through Pay.gov must use Internet Explorer 9, 10, or 11 or current versions of Edge, Chrome, Firefox, or Safari. Go to <https://www.pay.gov> for specific information regarding web browsers, encryption, etc.

### **IMPORTANT INFORMATION REGARDING POP-UP BLOCKERS**

**The presence of an active pop-up blocker may interfere with the use of the payment window in CM/ECF. Depending on the type of pop-up blocker present (the browser you are using), review your browser settings to allow the site, therefore allowing the payment window to display.**

### Instructions.

Upon completing the electronic filing of a document requiring a fee, a pop-up window "Summary of current charges" will appear. **Your browser must enable pop-ups for this screen to appear.** This screen will contain the new fee and any other outstanding fees. You must select one of the following options: **Pay Now** or **Continue Filing**.

If you choose **Pay Now** and have entered credit card or ACH information in your PACER account, you will be redirected to PACER to login and pay the fee.

If you choose **Pay Now** and have not entered credit card or ACH information in your PACER account, you will be prompted to enter credit card information or ACH direct debit checking or savings account information and pay the fee.

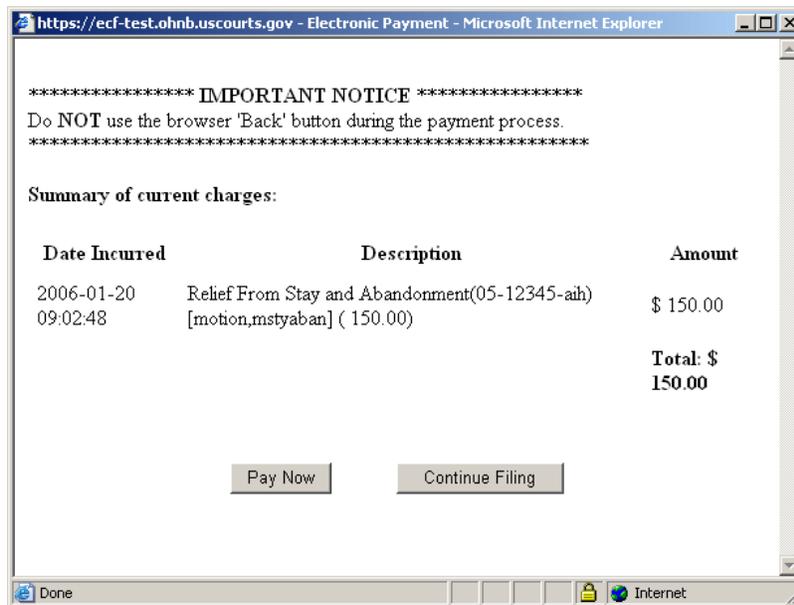
If you choose **Continue Filing**, CM/ECF will allow you to exit the module or continue to file and make a payment later in the day.

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**Do NOT use the "back" button during the payment process.**



### Pay Now Option in PACER.

Once you click the **Pay Now** button, select the fees you wish to pay, and again select the **Pay Now** button, you will be redirected to PACER where you will be required to login to your PACER account and Select a Payment Method.

### Pay Now Option in CM/ECF.

Once you click the **Pay Now** button, select the fees you wish to pay, and again select the **Pay Now** button, a security protected screen appears that allows you to **Continue with Plastic Card Payment or the ACH process**.

A Summary Screen appears in both PACER and CM/ECF.

Click the **Submit Payment** button only once (pressing this button more than once may result in multiple transactions to your credit card).

You may enter an e-mail address to receive a confirmation receipt. When the transaction is approved, a transaction receipt will appear with the transaction number confirming payment. Print a copy of this receipt for your records.

Click on **Bankruptcy or Adversary** to continue filing in CM/ECF or **LOG OUT** to end your filing session. If the transaction is declined, you will need to contact your credit card company or financial institution.

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### Continue Filing Option.

If you select the **Continue Filing** option, you are allowed to continue filing in CM/ECF and accumulate any fees incurred during the day. This will allow you to pay all fees at one time when you are done filing in CM/ECF for the day.

Please note that each time you electronically file a document, the pop-up window "Summary of current charges" will display until paid. You may pay at any time by selecting **Pay Now** or you may **Continue Filing**.

**Payment of Outstanding Fees.** You may review and pay any outstanding fees at any time by going to:

Utilities

Internet Payments Due

Internet Payments Due screen displays

Click on "Select all" or "Check Fees to Pay"

Next

Pay Now

### Fee for an Adversary Proceeding.

When filing an adversary proceeding in CM/ECF, the following fee information will display:

- (1) If Plaintiff is the United States, Chapter 7 or Chapter 13 Debtor, Child Support Creditor or its Representative, type **exempt** in the receipt field;
- (2) If Plaintiff is the case Trustee, type **deferred** in the receipt field; or
- (3) Otherwise leave the receipt field **blank** and press the **Next** button.

When the receipt field is left blank, the summary of current charges window will display and you are able to **Pay Now** or **Continue Filing**.

### Receipt in CM/ECF.

When an internet payment of fees is made, an entry is automatically docketed to the case that includes the fee amount and the receipt number.

### Reports in CM/ECF.

The following reports can be found under the Utilities menu in CM/ECF:

- **Internet Payment History** - used to review your history of internet payments made.
- **Internet Payments Due** - used for payment of all outstanding fees.

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### Refunds.

The Clerk's office will not automatically void a credit card or an ACH transaction in which a fee is incurred as the result of an incorrect filing (i.e., using the wrong event, a duplicate filing, or filing in the wrong case). A motion for a refund may be necessary. This motion must explain how and why the incorrect filing occurred so Chambers can determine whether a refund is appropriate. A refund will be given only after the entry of an order.

Frequently Asked Questions	Answer
Who do I contact for help?	You may call the Clerk's office to speak to our financial deputy at (605) 357-2400. However, you may need to call your credit card company or your financial institution.
Working after 5:00 p.m.: It is after 5:00 p.m., do I still need to pay the same day, or can I pay in the morning?	All fees must be paid on the day of filing. Choose the PAY NOW option.
Credit card type: What credit cards are accepted?	The following credit cards (or debit cards) can be used: Visa, MasterCard, Discover, and American Express.
Credit card declined: I was filing numerous pleadings requiring a fee and paying on-line, but my card was declined. What happened?	If a payment is declined, contact your credit card company. It could be that you will need to increase your daily limit.
End of day - paying via Utilities: Went to Utilities - Internet Payments Due - to pay all transactions for the day, and the payment window did not come up.	Depending on the browser you are using, you may need to clear your private data, i.e., cache, cookies, and/or temp files.
Error Message - Payment Process screen: I received an error message during the payment process. I may have pressed the Submit Payment button twice. What should I do?	Call the Clerk's office immediately. Most likely you did press the Submit Payment button twice and multiple transactions have occurred.
Payment window not displaying: I have access to pay via credit card, but I did not get the credit card payment window. It did not "pop-up." What happened?	The presence of an active pop-up blocker may interfere with the use of the payment window in CM/ECF. Depending on the type of pop-up blocker present (the browser you are using), review your browser settings to allow the site, thereby allowing the payment window to display.