

UNITED STATES BANKRUPTCY COURT
EASTERN DISTRICT OF WISCONSIN



Pay.gov
Attorney/Trustee Manual

Revised
October 2017

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Introduction - 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 reports which should assist attorneys/trustees 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 16. If your account is not settled each day, the system will prevent you from filing after 24 hours, and until the outstanding balance has been paid.

System/Security Requirements

- Access to Pay.gov has been fully tested using Internet Explorer version 6.0 and above at a screen resolution of 1024 x 768. Windows users may use Internet Explorer 6 or higher (all Pay.gov pages, and reports), Mozilla 1.4 and 1.75 (end-user pages), or Firefox 1.5 or higher (end-user pages). Mac OS X users may use Safari 1.2 or higher (end-user pages). Other operating systems or browsers may be used to access Pay.gov, but such use is untested and unsupported at this time.
- Internet browsers used to access Pay.gov should support:
 - 128-bit encryption
 - basic CSS
 - jquery 1.8
- 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.

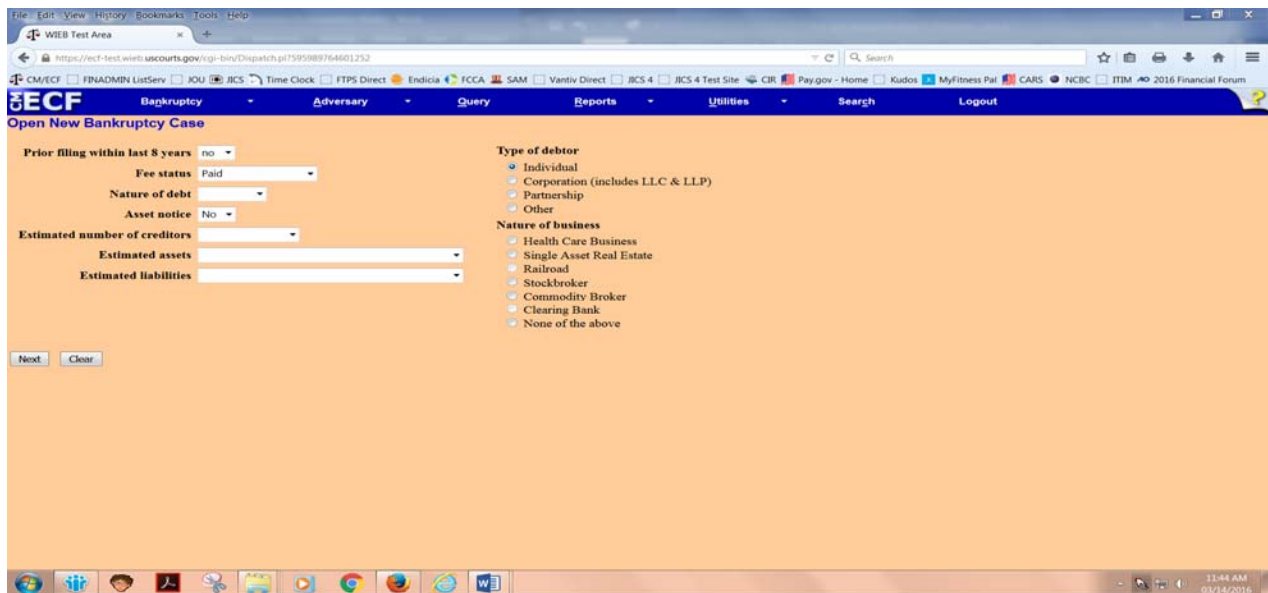
Opening a New Bankruptcy Case

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. **CM/ECF will always default to Paid and the full filing fee amount will be added to the user's internet dues account.**

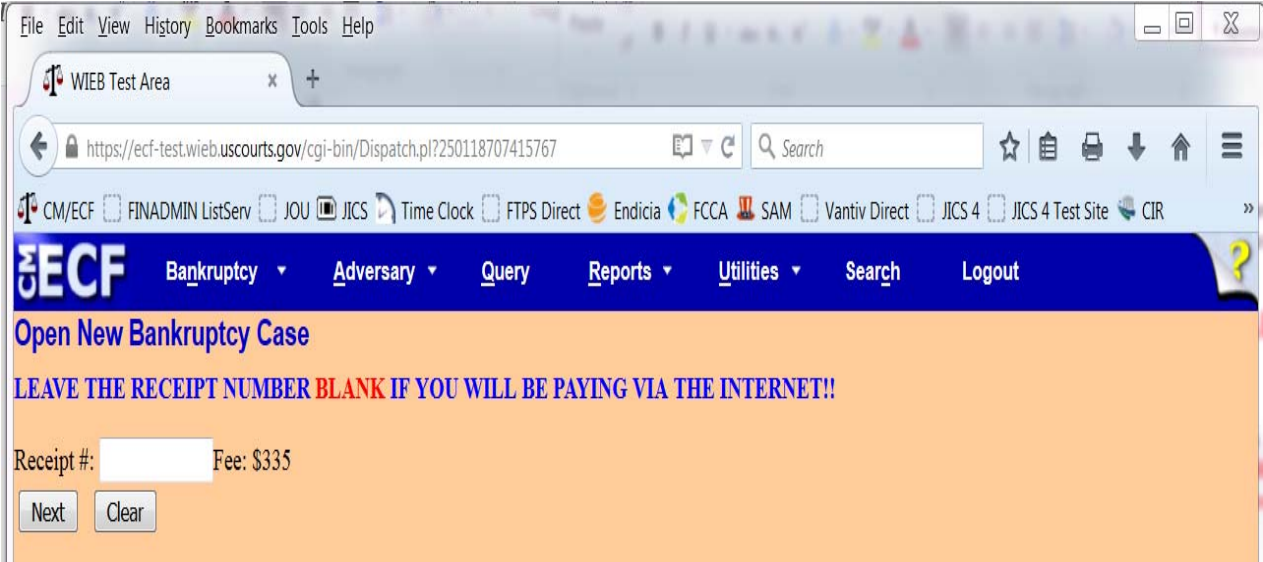
If the full filing fee is to be paid at the time of the case opening, the Fee Status Paid **MUST** be selected in the statistical information screen as follows:



The screenshot shows a web browser window displaying the CM/ECF 'Open New Bankruptcy Case' form. The form is titled 'Open New Bankruptcy Case' and contains several sections of input fields and radio buttons. The 'Fee status' dropdown is set to 'Paid'. The 'Type of debtor' section has radio buttons for 'Individual', 'Corporation (includes LLC & LLP)', 'Partnership', and 'Other'. The 'Nature of business' section has radio buttons for 'Health Care Business', 'Single Asset Real Estate', 'Railroad', 'Stockbroker', 'Commodity Broker', 'Clearing Bank', and 'None of the above'. At the bottom of the form, there are 'Next' and 'Clear' buttons. The browser's address bar shows the URL 'https://ecf-test.wisb.uscourts.gov/cgi-bin/Dispatch.pl?595989764601252'. The browser's taskbar at the bottom shows the time as 11:44 AM on 03/14/2016.

If you have a receipt number, you will be able to add the receipt number and the filing fee will not be added to the internet fees due report. If you do not have a receipt number, leave the receipt number **BLANK** as instructed during case opening:

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Eastern District of Wisconsin



Leaving the receipt number blank allows the full filing fee to be added to the internet fees due report as in the screen below:

The screenshot shows a window titled "Summary of current charges". It contains a table with the following data:

Date Incurred	Description	Amount
2016-03-14 11:49:21	Voluntary Petition (Chapter 7)(16-20018) [misc,volp7a] (335.00)	\$ 335.00
		Total: \$ 335.00

At the bottom of the window, there are two buttons: "Pay Now" and "Continue Filing".

If the filing fee will be paid in installments at the time of the case opening, the Fee Status Installment **MUST** be select in the statistical information screen as follows:

It appears that this debtor filed cases 13-20096, 13-20095

Prior filing within last 8 years

Fee status

Nature of debt

Asset notice

Estimated number of creditors

Estimated assets

Estimated liabilities

Type of debtor

- Individual
- Corporation (includes LLC & LLP)
- Partnership
- Other

Nature of business

- Health Care Business
- Single Asset Real Estate
- Railroad
- Stockbroker
- Commodity Broker
- Clearing Bank
- None of the above

Next Clear

You will receive the following screen.....

Docket Text: Modify as Appropriate.

Chapter 7 Voluntary Petition Filed by George Barndt Fee Amount: \$335. (Attorney, Jill)

Next Clear

Information on making installments payments can be found in the section entitled “Making Installment Payments” on page 13.

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 13.)

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.

Date Incurred	Description	Amount
2017-10-23 09:46:25	Amended Creditor Matrix (Fee Required)(11-20020-pp) [misc,amdc] (31.00)	\$ 31.00
2017-10-23 09:47:20	Motion to Abandon(11-20020-pp) [motion,mabn] (181.00)	\$ 181.00
2017-10-23 09:48:11	Motion to Convert Case to Chapter 7(11-20020-pp) [motion,mcnv7] (25.00)	\$ 25.00
2017-10-23 09:49:56	Amended Schedules (Fee Required)(11-20020-pp) [misc,amdsch] (31.00)	\$ 31.00
		Total: \$ 268.00

Pay Now Continue Filing

Paying Your Filing Fees

When the **Pay Now** option is chosen, the filer will be presented with a list of 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.

Select all

Check Fees to Pay	Date Incurred	Description	Amount
<input type="checkbox"/>	2017-10-23 09:46:25	Amended Creditor Matrix (Fee Required)(11-20020-pp) [misc,amdc] (31.00)	\$ 31.00
<input type="checkbox"/>	2017-10-23 09:47:20	Motion to Abandon(11-20020-pp) [motion,mabn] (181.00)	\$ 181.00
<input type="checkbox"/>	2017-10-23 09:48:11	Motion to Convert Case to Chapter 7(11-20020-pp) [motion,mcnv7] (25.00)	\$ 25.00
<input type="checkbox"/>	2017-10-23 09:49:56	Amended Schedules (Fee Required)(11-20020-pp) [misc,amdsch] (31.00)	\$ 31.00

Next Clear

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

Internet Payments Due		
Date Incurred	Description	Amount
2017-10-23 09:46:25	Amended Creditor Matrix (Fee Required)(11-20020-pp) [misc,amdcmm] (31.00)	\$ 31.00
2017-10-23 09:47:20	Motion to Abandon(11-20020-pp) [motion,mabn] (181.00)	\$ 181.00
2017-10-23 09:48:11	Motion to Convert Case to Chapter 7(11-20020-pp) [motion,mcnv7] (25.00)	\$ 25.00
2017-10-23 09:49:56	Amended Schedules (Fee Required)(11-20020-pp) [misc,amdsch] (31.00)	\$ 31.00
		Total: \$268

The filer will then be connected to the Pay.gov site via an interface panel. Scroll down to the “Pay Via Plastic Card (PC) (ex: American Express, Discover, Mastercard, VISA) box. 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.

Pay Via Plastic Card (PC) (ex: American Express, Discover, Mastercard, VISA)

Required fields are indicated with a red asterisk *

Account Holder Name: *

Payment Amount: *

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: * / *

Receipt Writer(Court Use Only):

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.

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

Your request could not be completed:
<ul style="list-style-type: none">The Card Number entered is invalid. Please try again.

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.

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: John Smith 1111 E. Main Billing Address: St. Billing Address 2: City: State / Province: Zip / Postal Code: 53202 Country: USA	Card Type: Visa Card Number: *****1111 Receipt Writer(Court Use Only):	Payment Amount: \$268.00 Transaction Date and Time: 10/23/2017 11:17 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"/>	
CC:	<input type="text"/>	<small>Separate multiple email addresses with a comma</small>
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 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.		

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:

Your request could not be completed:

- To complete this transaction, please indicate your acceptance of the Authorization and Disclosure agreement by selecting the designated checkbox.

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: John Smith 1111 E. Main Billing Address: St. Billing Address 2: City: State / Province: Zip / Postal Code: 53202 Country: USA	Card Type: Visa Card Number: *****1111 Receipt Writer(Court Use Only):	Payment Amount: \$268.00 Transaction Date and Time: 10/23/2017 11:19 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:

CC: Separate multiple email addresses with a comma

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.

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:

ECF

[Bankruptcy](#)
[Adversary](#)
[Query](#)
[Reports](#)
[Utilities](#)
[Search](#)
[Logout](#)

**U.S. Bankruptcy Court
Eastern District of Wisconsin(TEST)**

Thank you. Your transaction in the amount of \$ 268.00 has been completed.

Please [print a copy of](#) your transaction receipt for future reference. The transaction number is 190155.

Detail description:
 Amended Creditor Matrix (Fee Required)(11-20020-pp) [misc,amdcm] (31.00)
 Motion to Abandon(11-20020-pp) [motion,mabn] (181.00)
 Motion to Convert Case to Chapter 7(11-20020-pp) [motion,mcnv7] (25.00)
 Amended Schedules (Fee Required)(11-20020-pp) [misc,amdsch] (31.00)

Receipt Printing - is available. Once 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](#)" link.

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 14)

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 found under the Information for Forms & Fees link. A list of current miscellaneous fees can be found there.

ECF Bankruptcy Adversary Query Reports Utilities Search Logout

File a Motion/Application:

[16-20032-svk David Richard Smith and Betty Smith](#)

Type: bk	Chapter: 13 v	Office: 2 (Milwaukee)
Assets: y	Judge: svk	Case Flag: CounDue, DebtEd

Brief Description of Property

**LEAVE THE RECEIPT NUMBER BLANK IF YOU WILL BE PAYING VIA THE INTERNET!!
TYPE DEFERRED OR WAIVED, IF APPLICABLE.**

Receipt #: Fee: \$ 181

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 found under the Information for Attorneys 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:

The screenshot shows the ECF (Electronic Case Filing) interface. At the top, there is a navigation bar with links for Bankruptcy, Adversary, Query, Reports, Utilities, Search, and Logout. Below this, the page title is "Miscellaneous/Other Events:". The main content area displays case information for "16-20032 Pickle Juice Barndt". The case details include: Type: bk, Chapter: 7 v, Office: 2 (Milwaukee), Assets: n, Case Flag: DebtEd, CounDue, MEANSNO. A prominent red warning message states: "IF YOU ARE FILING CONVERSION SCHEDULES AND IT IS WITHIN 14 DAYS OF THE CONVERSION, PLEASE USE THE MISCELLANEOUS EVENT: Amended Schedules (No Fee Required) OR YOUR ACCOUNT WILL BE CHARGED \$30.00." Below the warning, there is a section titled "Select the Party:" with a dropdown menu showing "Barndt, Pickle Juice [Debtor]" and a link to "Add/Create New Party". At the bottom of this section are "Next" and "Clear" buttons.

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 Installment Payments

EVENT: Miscellaneous - Installment Payment

An 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.

The screenshot shows the 'Internet Payment History' report for Attorney Jill, covering the period from 2/23/2015 to 10/23/2017. The table lists the following payments:

Date Paid	Description	Payment Method	Receipt #	Amount
2016-03-14 11:48:22	Bernard Natale Motion for Relief From Automatic Stay(04-20021-svk) [motion,mrlfsty] (176.00) Ann Marie Barndt Voluntary Petition (Chapter 7)(16-20017) [misc,volp7a] (335.00)	CreditCard	180029	\$ 511.00
2016-03-14 11:50:24	Andrea J. Barndt Voluntary Petition (Chapter 7)(16-20018) [misc,volp7a] (335.00)	CreditCard	180033	\$ 335.00
2017-10-23 10:20:50	Stephanie L. Sutters and Alex Sutters Amended Creditor Matrix (Fee Required)(11-20020-pp) [misc,amdcml] (31.00) Stephanie L. Sutters and Alex Sutters Amended Schedules (Fee Required)(11-20020-pp) [misc,amdsch] (31.00) Stephanie L. Sutters and Alex Sutters Motion to Abandon(11-20020-pp) [motion,mabn] (181.00) Stephanie L. Sutters and Alex Sutters Motion to Convert Case to Chapter 7(11-20020-pp) [motion,mcnv7] (25.00)	CreditCard	190155	\$ 268.00

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.

The screenshot shows the 'Internet Payments Due' screen. It includes a 'Select all' button and a table of fees to pay:

Check Fees to Pay	Date Incurred	Description	Amount
<input type="checkbox"/>	2017-10-23 10:37:06	Voluntary Petition (Chapter 7)(17-20082) [misc,volp7a] (335.00)	\$ 335.00
<input type="checkbox"/>	2017-10-23 10:37:53	Motion to Abandon(16-20032-svk) [motion,mabn] (181.00)	\$ 181.00

Buttons for 'Next' and 'Clear' are located at the bottom left of the table area.