

UNITED STATES BANKRUPTCY COURT
District of Vermont

Thomas J. Hart
Clerk of Court

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TO: Court Users
FROM: Thomas J. Hart
DATE: August 11, 2011
RE: **Court to Begin Operating under CM/ECF Release 4.1 to Include Payment of Fees via Pay.gov.**

**CLERK'S
ANNOUNCEMENT
11-04**

On August 22, 2011, the court is scheduled to begin operations under Bankruptcy CM/ECF Release 4.1. Release 4.1 introduces new requirements for password security and a new user interface. A brief video introduction to these changes is provided at the following web page: http://www.vtb.uscourts.gov/atman/external/What_s_New/What_s_New_In_CM_ECF_Version_4.1.htm

Release 4.1 will also support an additional noticing-related improvement provided by the court's Bankruptcy Noticing Center (BNC) contractor. Currently, you receive the Notice of Bankruptcy Case, Meeting of Creditors, & Deadlines (341 notice) by notice of electronic filing (NEF) with the debtor's redacted Social Security number (SSN) and by U.S. Mail through the BNC with the debtor's full SSN. The improvement provided with CM/ECF Release 4.1 will allow the BNC to send you an email containing a secure hyperlink to the unredacted 341 notice in place of a paper notice. The BNC will send one summary email per day containing hyperlinks to one or more notices. Each hyperlink provides one free look to the full notice. You will no longer receive the paper 341 notice from the BNC. A sample BNC email notification is provided at the following web page: <http://ebn.uscourts.gov/documents/Attorney341Email.pdf>

In conjunction with the update to CM/ECF Release 4.1, the court will begin collecting fee payments online using a built-in application called *Pay.gov*. CM/ECF users will now process their own credit card charges when filing electronically, which means they will no longer have to keep current credit card information on file with the Clerk's Office. Attached is a *CM/ECF Internet Credit Card Payments Filer's Guide* to explain the new procedure for making filing fee payments online.

UNITED STATES BANKRUPTCY COURT
DISTRICT OF VERMONT



CM/ECF INTERNET CREDIT CARD PAYMENTS
FILERS' GUIDE

AUGUST 2011

Summary of current charges		
Date Incurred	Description	Amount
2011-08-03 10:15:57	Motion for Relief from Stay(11-10044) [motion,mr1fsty] (150.00)	\$ 150.00
		Total: \$ 150.00

Figure 2: Payment Pop-Up Window

When you click on “Pay Now” the Internet Payments Due screen will appear. Check the box(es) next to the fee(s) you will be paying. You will end-up at the Online Payment screen (Figure 3).

Online Payment - Mozilla Firefox

pay.gov https://qa.pay.gov/paygov/OCIServlet

Online Payment [Return to your originating application](#)

Step 1: Enter Payment Information 1 | 2

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

Required fields are indicated with a red asterisk *

Account Holder Name: *

Payment Amount: \$450.00

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)

Security Code: * [Help finding your security code](#)

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.

Done

Figure 3: Online Payment Screen

Step 1. Enter Payment Information

- The account holder name and billing address will default to your CM/ECF profile information. Note that any information on this screen can be edited.
- Enter the credit card type, number, and expiration date.
- Click the “Continue with Plastic Card Payment” button.
- If you get a message indicating that the payment process did not complete, you should double-check your credit card information and then pay the fee by clicking on the “Utilities” menu in CM/ECF then “Internet Payments Due.” See the “Internet Payments Due” section (below).

Step 2. Authorize Payment

- Verify that all the information on this page is correct. If necessary, click “Edit this information” to make any changes. Avoid using your browser’s Back Button, since this may lead to incomplete data being transmitted and pages being loaded incorrectly.
- Enter an e-mail address if you want to receive a Pay.gov confirmation receipt.
- Check the box next to “I authorize a charge to my card account for the above amount in accordance with my card issuer agreement.” If you do not check this box you will receive an error message and you will not be able to continue with payment processing.
- Once the necessary entries are made, click the “Submit Payment” button.

IMPORTANT: Do NOT double-click the “Submit Payment” button! Double-clicking may result in duplicate charges to your credit card. If you receive an error that tells you to contact the court, do not re-enter your credit card number. Call the court for assistance.

The screenshot shows a web browser window titled "Online Payment - Mozilla Firefox" with the URL "https://qa.pay.gov/paygov/payments/enterPlasticCardPaymentInformation.html". The page content is as follows:

- Online Payment** (with a link "Return to your originating application")
- Step 2: Authorize Payment** (with a page indicator "1 | 2")
- Payment Summary** (with a link "Edit this information")
- Address Information:** Account Holder Name: B.K. Attorney; Billing Address: 1234 Elm St; Billing Address 2: City: Smalltown; State / Province: VT; Zip / Postal Code: 05000; Country: USA
- Account Information:** Card Type: Visa; Card Number: *****1111
- Payment Information:** Payment Amount: \$450.00; Transaction Date and Time: 02/23/2011 14:56 EST
- Email Confirmation Receipt:** To have a confirmation sent to you upon completion of this transaction, provide an email address and confirmation below. Fields for "Email Address:", "Confirm Email Address:", and "CC:" are present. A note says "Separate multiple email addresses with a comma".
- Authorization and Disclosure:** Required fields are indicated with a red asterisk. A checkbox is checked for "I authorize a charge to my card account for the above amount in accordance with my card issuer agreement." Below it, text reads: "Press the 'Submit Payment' Button only once. Pressing the button more than once could result in multiple transactions." Buttons for "Submit Payment" and "Cancel" are at the bottom.

Figure 4: Authorize Payment Screen

Once your card has been authorized, you will be given the option of printing a copy of your transaction. The receipt entry will automatically post to the docket sheet for the appropriate case. The entry will include the filing fee and receipt number (Figure 5).

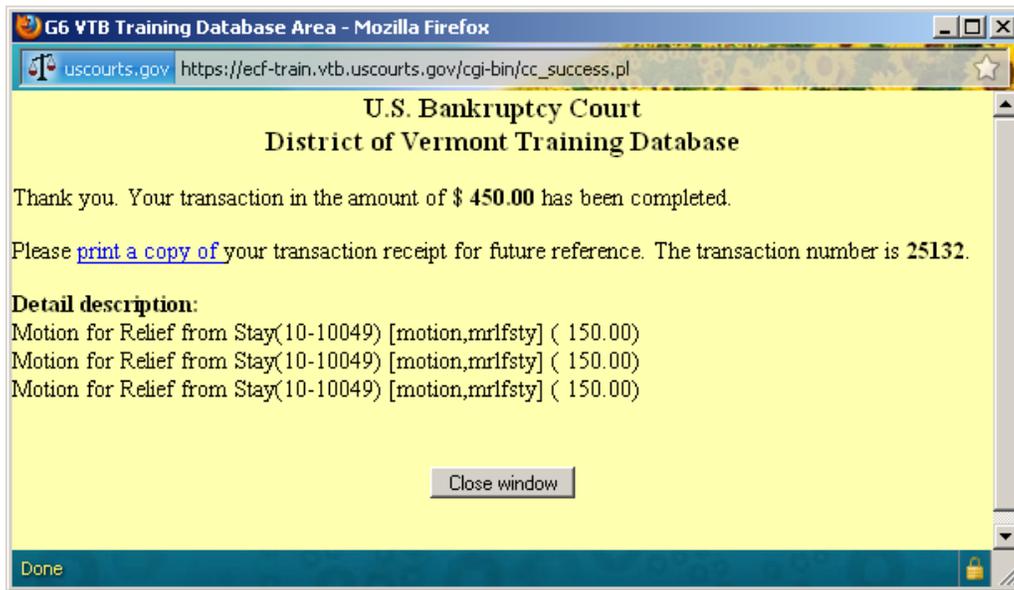


Figure 5: Final Transaction Screen

PAYMENT INFORMATION WITHIN CM/ECF

You may use the following reports to balance your credit card statement. To access these reports, select “Utilities” from the main menu in CM/ECF.

INTERNET PAYMENT HISTORY

This report provides you with a list of your Internet credit card charges. To access this information,

1. Select “Utilities” from the main menu.
2. Select “Internet Payment History.”
3. Enter the date range.
4. Select “Run Report.”

INTERNET PAYMENTS DUE

You can view and pay accumulated credit card charges using the Internet Payments Due utility:

1. Select “Utilities” from the main menu.
2. Select “Internet Payments Due.”
3. You will get a list of all of your outstanding fees. Check the fees you want to pay, or click the “Select All” button to select all of them for payment. **If your ECF account has been automatically locked, this feature allows you to pay the charges and unlock your ECF account.**

WHAT TO DO WHEN YOUR ACCOUNT IS LOCKED

Since the fee is due at filing, you will have until the end of the business day to pay outstanding fees. The lockout program will run at midnight, Monday thru Thursday. If you have outstanding fees as of midnight, you will not be able to file or view documents until you pay your outstanding fees. You will receive an e-mail message similar to the one below:

This is an automated notice to remind you that you have outstanding fees due to the Bankruptcy Court. 28 U.S.C. Section 1930 requires that fees be paid at the time of filing. Please click on the link to make payments - Internet Payments Due .

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

If you are having technical difficulties in processing your payment, please call 802-776-20xx.

The next time you login you will see a message similar to this (Figure 6):

Summary of current charges:		
Date Incurred	Description	Amount
2011-08-03 10:30:40	Motion for Relief from Stay(11-10044) [motion,mrlfsty] (150.00)	\$ 150.00
2011-08-03 11:08:21	Amended Schedules/Amended Matrix(11-10047) [misc,amdsch] (26.00)	\$ 26.00
2011-08-03 11:14:45	Complaint(11-01005) [cmp,cmp] (250.00)	\$ 250.00
		Total: \$ 426.00

Figure 6: Summary of Fees Due

Click the “Pay Now” button to pay your outstanding fees and unlock your account. **Once fees are paid, log out from CM/ECF, close and reopen your browser, and log in to CM/ECF again.**

SPECIAL DOCKETING NOTES

INSTALLMENTS

If you are filing a case and would like to request payment by installments, you will need to change the Fee Status to “installment” (Figure 7). Otherwise, the system will expect payment for the full filing fee on your Internet Payments Due report. **If you select “installment,” you must also file an application to pay filing fees in installments and a proposed order.**

Open Voluntary Bankruptcy Case
Thu Aug 4 11:02:57 2011

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
- Other
- Tax-Exempt Entity

Figure 7: Paying by Installments

IN FORMA PAUPERIS

If you are filing a case and would like to apply to have the fee waived, you will need to change the Fee Status to “IFP Filing Fee Waived” (Figure 8). Otherwise, the system will place the full filing fee on your Internet Payments Due report. **If you choose “IFP Filed,” you must file an application for waiver of the filing fee and a proposed order.**

Open Voluntary Bankruptcy Case
Thu Aug 4 11:02:57 2011

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
- Other
- Tax-Exempt Entity

Figure 8: Filing IFP - Fee Waived

ADVERSARY PROCEEDING

Under certain circumstances an adversary filing fee may be waived or deferred, e.g. when it’s filed by the debtor, the United States, or the case trustee. When you get to the payment page, you will see the following (Figure 9):

Open Adversary Proceeding

Select Form of Payment

Internet Credit Card

Deferred or Otherwise Not Due at this Time

Next Clear

Figure 9: Adversary Proceeding Fee

If the fee is waived (e.g. AP filed by the US Government or the debtor) or deferred (AP filed by the case trustee), choose “Deferred or Otherwise Not Due at this Time.” Otherwise, choose “Internet Credit Card” and continue with the payment process.

FEE DUE

If you file papers that require a fee and no fee is charged due to the wrong entry being used, the Clerk’s Office will enter a fee due docket entry. This entry will place the required fee on your Internet Payments Due report and normal lockout procedures will apply (see above).

REFUNDS

PLEASE NOTE: The Judicial Conference generally prohibits refunding fees due upon filing, even if the case is filed in error, except when a fee is collected without proper authority. In situations where an online payment is collected in error, the Court has discretion to approve a refund

If you believe that you have been erroneously charged a filing fee, you will need to apply to the Court for a refund by filing an ex parte application or motion. In the application/motion the filer should provide a proper caption, reason for the refund, and the amount to be refunded. The Court will grant or deny the application/motion by order. All refunds will be credited directly to the card charged.

CASE UPLOAD

The “Pay Now” or “Continue Filing” screen may or may not be presented to you, depending on your case upload software. If the screen is not presented, you will need to pay the filing fee through the Utilities Menu in CM/ECF. See the directions for “Internet Payments Due” (above).