



## CM/ECF & Pay.gov Electronic Payments Frequently Asked Questions

(9/10/2009)

▪ ***Which court fees may be paid using CM/ECF and Pay.gov?***

Fees for pro hac attorney admission, appeals, and attorney re-registration fees may be made electronically through CM/ECF and Pay.gov during the e-filing process at this time. Payment for other court fees, such as the civil case filing fee, miscellaneous case fee, restitution payments, etc. must be made with the Clerk's office.

▪ ***How do I use the CM/ECF events with Pay.gov?***

Detailed instructions and screen shots for CM/ECF events incorporating Pay.gov functions may be found in the court's [Electronic Payments Procedure Guide](#).

▪ ***Which credit cards are accepted for Pay.gov?***

Pay.gov accepts Visa, MasterCard, American Express, Discover, and Diner's Club cards.

▪ ***How secure is my payment and credit card information?***

Both the CM/ECF and Pay.gov systems use 128-bit SSL encryption to protect on-line payments. In addition, individual credit/debit card numbers and billing information are not maintained on the court's CM/ECF system, and court staff do not have access to that information on the Pay.gov system.

▪ ***How do I know my payment was successful?***

At the end of submitting your payment, you will see a confirmation screen indicating your payment was successful. This confirmation screen is your receipt and should be printed for your records. You will also receive a copy of this receipt in your email account if you provided an email address along with your credit card or bank account information.

▪ ***How quickly is my credit card payment processed?***

Credit card payments submitted by midnight Eastern Time will settle in your account the next business day.

▪ ***How will the transaction appear on my bank or credit card statement?***

Pay.gov transactions will usually appear with the description "PAYMENT" and text indicating which government agency you made the payment to, such as an abbreviated form of the agency name. If you're not sure what a particular payment is, the first point of contact should be your financial institution. They can help identify the payment history.

▪ ***How do I request a refund of electronic payments made in error?***

Occasionally, erroneous electronic payments may be processed through the Pay.gov system – for example, if payment is made in the wrong case, or if a duplicate payment is processed due to the e-filer using the browser's back button and submitting the same transaction twice. If the court's Finance Department staff discover a duplicate payment immediately upon filing, they may issue a refund of the duplicate fee without any further action required by the e-filer. However, if an erroneous payment is discovered after the Pay.gov transaction has been posted (fully processed), the attorney e-filer must file a "Request for Refund" in CM/ECF. Please see the court's [Electronic Payments Procedure Guide](#) for more information.

▪ ***Who do I contact for assistance?***

For help with technical problems using the e-filing events with Pay.gov functions, contact the court's CM/ECF Help Desk at (866) 325-4975 or (612) 664-5155, or by e-mail at [ecfhelpdesk@mnd.uscourts.gov](mailto:ecfhelpdesk@mnd.uscourts.gov). For questions regarding payments made in error, contact the court's Finance Department, at (612) 664-5016.