

**UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF WEST VIRGINIA**

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

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

As of November 3, 2014, WVND is accepting credit card payments using CM/ECF and Pay.gov for the following events:

Civil Complaints
Notices of Removal
Civil and Criminal Appeal events

Payment for any other court fee, such as miscellaneous case openings, pro hac vice fees, attorney admission fees, fine or restitution payments or copy fees, etc. must be made with the Clerk's office.

• ***How do I use the CM/ECF events and Pay.gov?***

Have your credit card information available when you are ready to docket and upload your .pdf document to the CM/ECF system. (Please see instruction manuals titled ***How to Submit a Complaint Electronically Including Electronic Payment Procedures for Filing Fees*** and ***How to Submit a NOR Electronically Including Electronic Payment Procedures for Filing Fees*** for detailed instructions and screen shots of Pay.gov functions during the filing process.)

• ***What types of payments are accepted through Pay.gov?***

WVND will be using Pay.gov for accepting credit card payments only. If you elect ***not to pay by credit card*** you may forward a payment by firm check or money order to the Clerk's Office.

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

Pay.gov accepts Visa, Mastercard, American Express and Discover cards.

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

Both the CM/ECF and Pay.gov systems use encryption to protect on-line payments. In addition, individual credit card numbers and billing information are not maintained on the court's CM/ECF system, and court staff does not have access to that information on the Pay.gov system. Pay.gov does not allow users to store credit card information on file.

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

When the payment transaction is complete, you can receive a confirmation email indicating your payment was successful. During the payment process, you can enter specific email addresses for payment noticing. A receipt will be delivered to any email address you provide, along with masked credit card. This does not have to be **your** email address, but may be directed to your financial or accounting department or office manager, etc. You may enter multiple email addresses, separated by commas, if additional staff should be notified of the payment. The confirmation email is your receipt and should be printed or saved for your records. The receipt does **not** include case number information. Once received, you may wish to attach the NEF of the filing event or write the case number on the receipt. This will facilitate any monthly audit and/or reconciliation of a credit card statement. Additionally, a receipt number and payment amount will be appended to the final docket text when the event transaction is completed.

- ***How quickly will my credit card payment be processed?***

Payments made by midnight Eastern Time will settle to your account the next business day.

- ***How will the transaction appear on my credit card statement?***

Pay.gov transactions generally 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. (e.g. *WVND CM ECF*)

If you are not sure what a particular payment is, the first point of contact should be your credit card company. They can help identify the payment history.

- ***Can I find a history of payments I made through CM/ECF?***

CM/ECF users may access their history of "internet payments" made through Pay.gov using the CM/ECF system. After logging into the CM/ECF system with your **filer** login information, select **Utilities->Internet Payment History**. Enter the date range that you wish to view. This report provides users with the following information: Case number, date paid, description of payment, payment method, Receipt number and the amount of the payment.

- ***How can I correct a payment error?***

When an erroneous electronic payment is processed through the Pay.gov system, the filing user and/or court staff must take appropriate action. If the court's Financial Department discovers an erroneous payment **immediately** upon filing, they may void a transaction, if it can be performed on the same date as the transaction and prior to settlement of the charges. However, if an erroneous payment is discovered after the Pay.gov transaction is complete, the e-filer must submit an Application for Refund of Fees Paid Electronically using the CM/ECF system. (***Motions->Application for Refund of Fees Paid Electronically***) (Please refer to the Court's Standing Order (5:14 mc 39 and see the instruction sheet titled ***How to Apply for a Pay.gov Refund Electronically*** for detailed instructions and screen shots.)

- ***Who do I contact at the Northern District of West Virginia for assistance?***

For help with technical problems using the e-filing events with the Pay.gov function or payments made in error, contact the court's CM/ECF Help Desk at (304) 234-0392 or by email at Ecf_HelpDesk@wvnd.uscourts.gov. Alternatively, you can contact any divisional office for assistance:

Clarksburg (304) 622-8513
Elkins (304) 636-1445
Martinsburg (304) 267-8225
Wheeling (304) 232-0011

- ***Who do I contact at Pay.gov for assistance regarding my account?***

Mailing address: Federal Reserve Bank of Cleveland
ATTN: eGov Customer Service (Pay.gov)
1455 East Sixth Street
Cleveland, OH 44114
Phone: (800) 624-1373 or (216) 579-2112
Fax: (216) 579-2813
Email address: pay.gov.clev@clev.frb.org