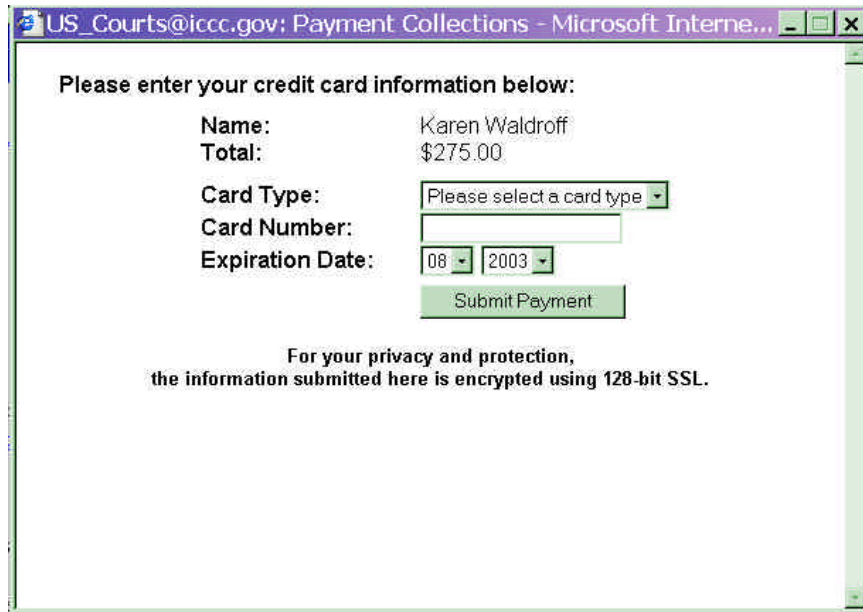


Online Credit Card Payments Attorney Guide



Revised October 2003

If the **Pay Now** option is chosen, the filer will be electronically connected to the U.S. Treasury site. The filer will be prompted for appropriate credit card information as shown in Figure 4 below:



The screenshot shows a web browser window titled "US_Courts@iccc.gov: Payment Collections - Microsoft Interne...". The main content area contains the following text and form elements:

Please enter your credit card information below:

Name: Karen Waldroff
Total: \$275.00

Card Type: Please select a card type (dropdown menu)
Card Number: (text input field)
Expiration Date: 08 (dropdown) 2003 (dropdown)

Submit Payment (button)

For your privacy and protection,
the information submitted here is encrypted using 128-bit SSL.

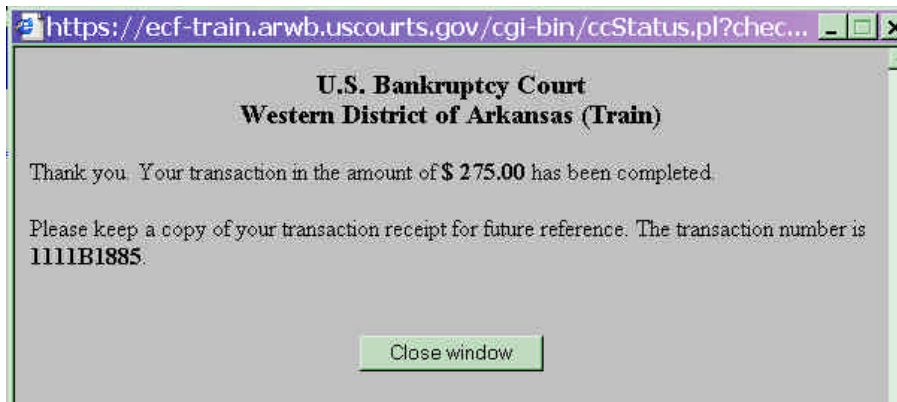
Figure 4

If the payee enters an invalid credit card number the window will show a message that reads, "The credit card you have entered is invalid. Please check the number and type and try again".

IMPORTANT NOTE: The credit card number should be numbers only with no spaces or other characters.

If the user makes three consecutive errors in entering a credit card number, the message will read, "We are unable to complete your transaction. Please contact your credit card company for assistance".

When the credit card transaction is approved, the following court-generated message will appear:



The screenshot shows a web browser window with the URL "https://ecf-train.arwb.uscourts.gov/cgi-bin/ccStatus.pl?chec...". The main content area contains the following text:

**U.S. Bankruptcy Court
Western District of Arkansas (Train)**

Thank you. Your transaction in the amount of \$ 275.00 has been completed.

Please keep a copy of your transaction receipt for future reference. The transaction number is 1111B1885.

Close window (button)

Figure 5

Reports for Attorneys

The reports described below are available to the filer, and can be located by clicking on the Utilities menu option while in the CM/ECF program.

The **Internet Payment History** report (shown in Figure 6) allows an attorney to review his/her completed credit card payments over any specified time period.

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.

Figure 6

The **Internet Payments Due** report allows an attorney to pay immediately all outstanding (pending) fee payments without docketing another pleading or opening another case. There are no selection screens or sort options offered. The report displays each pending fee. A pop-up credit card payment window will appear on the screen. This screen will contain the new filing fee charge and any other outstanding CM/ECF Internet filing fees as shown in Figure 7:



Figure 7

Once the user has accessed this screen they would follow the instructions found earlier in the Guide that relates to Online Credit Card Processing.

IMPORTANT NOTE: If you file between 9:00 pm and midnight, your credit card transaction may be dated for the following date on your credit card statement.

Refunds

If an attorney discovers he/she has made a charge in error, he/she should file a Motion for Refund online and submit an Order to the appropriate judge. Once the order has been approved the amount of the refund will be credited to your credit card. If a charge is incorrectly initiated due to an error by the Clerk's Office, no motion or order is required. In this instance, please call the Help Desk at 918-5590.

128-bit Encryption Browser

The Online credit cards payment module requires the use of a browser that supports 128-bit encryption. Instructions for Determining if your Browser Supports 128-bit Encryption:

MICROSOFT INTERNET EXPLORER (4.x, 5.x, 6.x)

- Click on the “Help” tab on your menu bar at the top of the screen.
- Scroll down and select “About Internet Explorer.”
- A small window will appear in the center of your screen indicating the version number, as well as the encryption or cipher strength of your browser (either 40-bit, 56-bit or 128-bit). If the screen indicates you have a 40-bit or 56-bit version, or if it doesn’t indicate the encryption level, you will need to upgrade to a version with 128-bit encryption.

NETSCAPE NAVIGATOR/COMMUNICATOR (4.x or greater)

- Click on the “Help” tab on your menu bar at the top of the screen.
- Scroll down and select “About Navigator” or “About Communicator.”
- A screen will appear that lists the details of your browser. Look for a section on the left and toward the middle that begins “Contains encryption software from RSA Data Security, Inc...” If the next paragraph begins, “This version supports U.S. security...,” your browser has 128-bit encryption. If it says that you have international security, your browser has 40-bit or 56-bit encryption and you will need to upgrade to a version with 128-bit encryption.

IMPORTANT NOTE: The Credit Card Payment Module will not function properly with Pop-up filtering software activated. Most pop-up filtering software packages offer a work-around option. If not available, temporarily disable the software while paying fees.