

## Notice Regarding E-MACS Credit Card Payment Issue

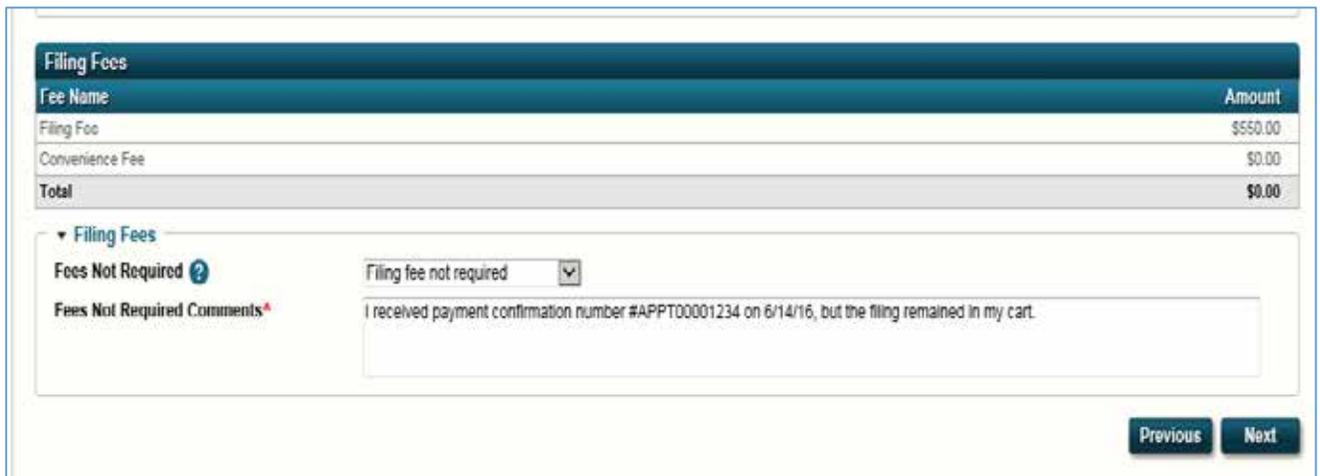
The Office of the Clerk of the Appellate Courts is aware of an issue associated with credit card payments submitted using the appellate e-filing system, E-MACS. Typically, as explained in the E-MACS User Manual, a filing moves from the user's Cart to their "Pending Clerk Review" queue upon receipt of payment. As a general practice, all filers should check their Cart after they have received payment confirmation to ensure that the filing has made this transition.

However, when an e-filer encounters any of the following situations during the payment process, the payment may be submitted, but the actual filing may remain in the filer's account:

- Payment is rejected due to a typo in the credit card number or expiration date.
- Payment is rejected due to filing fee (\$550.00) being above the transaction limit for a debit card.
- Payment is rejected due to credit card being expired.
- Any other payment rejection reason (card was reported as lost or stolen or was otherwise declined).

A problem may occur when the e-filer attempts to resolve the situation by either re-entering the account information (without typos) or by using a different credit card.

In the event that a filer receives a payment confirmation, but the filing remains in the Cart, the filer should re-submit the filing and request a "fee waiver" on the payment screen by selecting, "Filing Fee not required" from the drop-down menu and entering the payment confirmation number previously received in the "Comments" section. Filers should **not** pay a second filing fee at the time of re-submitting the filing.



The screenshot displays the 'Filing Fees' section of the E-MACS interface. It features a table with the following data:

Fee Name	Amount
Filing Fee	\$550.00
Convenience Fee	\$0.00
<b>Total</b>	<b>\$0.00</b>

Below the table, there is a section titled 'Filing Fees' with a dropdown menu set to 'Filing fee not required'. A text area labeled 'Fees Not Required Comments\*' contains the text: 'I received payment confirmation number #APPT00001234 on 6/14/16, but the filing remained in my cart.' At the bottom right of the form are 'Previous' and 'Next' buttons.

Please note, when this scenario occurs, filers do not receive automated notification that the filing was not transmitted to the Office of the Clerk of the Appellate Courts with the payment; instead, the filing remains in the Cart and does not move to the "Error Filings" queue.

Indicator that filing is still in Cart (red indicator number on shopping cart icon in the upper right corner of screen):



Error Filings Queue Remains Empty:

Error Filings		
Court	Case Number	Filing Type
No records were found.		

**Note:** In the event that a filer receives payment confirmation, but also receives an e-mail notice that there is an error with the filing, it suggests that there is a problem with the document that was uploaded (i.e., document type is not compatible with E-MACS or an electronic signature tool was used to sign the document). E-filers that encounter this scenario should avoid re-submitting their filing and instead should start an entirely new filing, with newly scanned and uploaded documents. These filers can follow the payment waiver instructions listed above to ensure that a second payment is not required.