

## Pay.gov Instructions – CBP Payment for Penalties/Fines Form

You must login to the Pay.gov website ([www.pay.gov](http://www.pay.gov)) with your username and password in order to submit this form. If you do not have a username and password, please access the website and register by selecting the “Start Self Enrollment Here” button located on the Pay.gov home page.

Once you have self-registered, you can create a primary ACH debit account so that you do not have to enter bank account information on every CBP Fines/Penalties payment form. If you want to establish a primary ACH debit account, from the “My Account” menu, click on “Manage Payment Accounts.” You will be asked to complete the primary bank name, account type, account number and routing number. This information can be changed or deleted at anytime by accessing the “Manage Payment Accounts” menu.

To access the CBP Payment for Penalties/Fines form, from the User menu under Forms, select ‘by Form Name’, then select ‘C’ from the A-Z Index, and the form should display in the search results.

While navigating through the form, please avoid using the “Enter” key and the browser’s “Back” button. Using these keys could result in incomplete data being transmitted, pages being loaded incorrectly, and/or the user being logged out of the form. Please use the form’s navigation buttons wherever possible.

The CBP Payment for Penalties/Fines form allows for payment of up to 20 SEACATS case/FP bill numbers. Only ACH debit payments will be accepted. When entering information in the fields, please use the mouse or the tab key. Pressing the enter key prompts Pay.gov to perform edits on the form which may slow data entry. The company name, company address, contact name, phone number, and e-mail will pre-fill based on the Pay.gov user profile that you established during self-enrollment. All of the pre-filled information may be modified except for the contact name. The form requires either the SEACATS case number or FP bill number, not both. Both can be added however, if you have them. As you are completing the payment lines for each SEACATS case number/FP bill number, the total will be accumulating at the bottom of the form. The total payment amount cannot exceed \$100,000,000.00.

Once the form has been completed, select “Submit Data”. If no error messages display, then the “Online Payment” “Step 1: Enter Payment Information” screen will display. If you have created a primary ACH debit account in Pay.gov, the bank name, account type, account number and routing number will pre-fill. You will only need to enter the account holder name and modify the payment date as needed. The payment date is the date the funds will be deducted from your account and transferred to CBP. Payments can be submitted up to 30 days in advance of the payment due date. If you have not created a primary ACH debit account, all fields will need to be completed before you will be able to proceed. Once all fields have been completed, select “Continue with ACH Payment”.

If an email address was entered as part of your Pay.gov user profile, the “Online Payment” Step 2: Authorize Payment” screen will pre-fill with that email address. This email address may be changed as needed. The authorization and disclosure language should be reviewed prior to selecting “I agree to the authorization and disclosure language.” Then select the “Submit Payment” button only once. Pressing this button more than once could result in multiple transactions being deducted from your account.

The “Online Payment” “Step 3: Confirm Payment” screen displays the tracking information for the payment. Please print a copy of this screen for your records. If there was an email address included on the “Online Payment” Step 2 Authorize Payment” screen, a confirmation email will be sent.

To view and/or print a completed form, select “View PDF” while in the form. Submitted forms can also be accessed from the User menu under Forms/Form Lists by selecting “Submitted”. Submitted forms are retained in Pay.gov for 120 days.

Pay.gov sessions expire after remaining idle for a total of 30 minutes, which could result in possible data loss. If more time is needed to complete the payment form, select “Request More Time”, and the time will reset to 30 minutes. Once you are ready to exit the Pay.gov website, please remember to logout.

If you need assistance in completing any of the fields on the form, or are receiving errors that you cannot correct, please contact the CBP Pay.gov Help Desk at 317-614-4964. If you have any questions related to SEACATS case numbers/bill numbers, please either call 317-614-4516 or email [carrierfines@dhs.gov](mailto:carrierfines@dhs.gov).