

INSTRUCTIONS FOR TROUBLESHOOTING COMMONLY ENCOUNTERED E-PAYMENT PORTAL ISSUES¹

As of September 18, 2020

Most submitters successfully pay their filing fees using the e-payment portal without any issues. However, submitters occasionally encounter issues while using the e-payment portal; most issues are minor and quickly resolved. The Real Estate Finance Bureau (“REF”) of the New York State Department of Law continuously is endeavoring to improve the e-payment portal’s operation and user experience and strives to resolve any recurring issues as efficiently as possible.

Below is a list of issues commonly encountered by submitters using the e-payment portal and possible solutions for such issues. For more detailed information regarding REF’s e-payment portal and REF’s general e-payment policies and procedures, please refer to REF’s guidance document entitled “Guidelines for the Submission of Electronic Payments of Filing Fees During COVID-19 State of Emergency.”²

- **Internet Browser Issues:** REF recommends that submitters access the e-payment portal in the Google Chrome internet browser. Certain functions may not operate optimally when using the e-payment portal in other internet browsers.

- **“Add Filing” / “Save Filing” Issues:** Submitter receives an error message when trying to add a filing or save a filing in the e-payment portal.
 - Submitters should avoid idling too long while completing transactions in the e-payment portal because their transactions may be rejected due to inactivity.
 - Submitters must enter data in all mandatory fields.
 - Submitters are reminded that submitters must click “Look Up Plan Information” after entering the plan ID to automatically populate the property’s name and address.
 - Once a plan ID has been assigned to a filing, you may not enter the property’s name and address manually; instead, you must use the “Look Up Plan Information” button to automatically populate these fields. The “Property or Plan Name” and/or “Property or Plan Address” associated with a particular plan ID cannot be changed through the e-payment portal. Instead, any changes to these fields will be made in the system upon the submission’s acceptance for filing based on the information contained in the submission itself. Accordingly, filing fees must be paid using the existing, current information associated with the property in REF’s records.
 - Submitters should follow the instructions in the error message regarding what needs to be fixed, where such instructions are provided.
 - If following the error message instructions does not resolve the issue, submitters should either clear their browser cache or refresh their browsers (by clicking Ctrl + F5 on a PC or Command + F5 on a Mac) and then re-attempt to process their transactions.

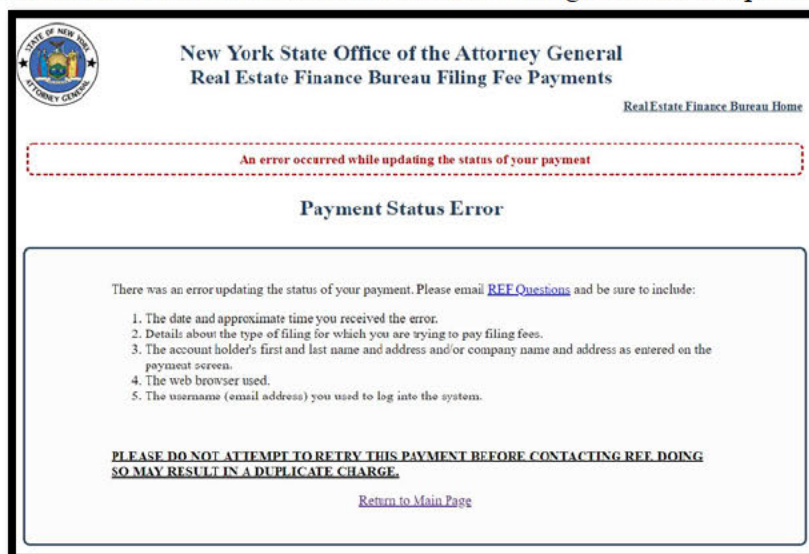
- **Payment Processing Issues:** Submitter receives a payment error message when trying to process their payment.
 - Submitter receives the payment error message before entering bank account information such as the bank account and routing numbers or credit or debit card information (i.e., if the error message appears upon clicking the “Proceed to Payment” button): In this scenario, the issue may be caused by the submitter’s firewall denying access to the payment processing company’s website, www.convergepay.com. In such situations, submitters (or their IT departments) should change their firewall settings to permit access to the payment processing company’s website and then re-attempt to process their payment.

¹ The Real Estate Finance Bureau of the New York State Department of Law publishes this outline as a guidance document pursuant to State Administrative Procedure Act § 102(14).

² This guidance document is available at the following web address:

https://ag.ny.gov/sites/default/files/guidelines_for_the_submission_of_electronic_payments_of_filing_fees_during_covid-19_state_of_emergency_9-18-2020.pdf

- Submitter receives the payment error message *after* entering bank account information such as the bank account and routing numbers or credit or debit card information (i.e., if the error message appears upon clicking the “Submit Payment” button): In this scenario, the issue may be caused by one of the following problems:
 - The submitter’s bank account is not set up to permit standard Automated Clearing House Electronic Clearance Service (“ACH ECS”) transactions. In such situations, submitters should contact their banks and enable “ACH ECS” transactions from their bank accounts. If the submitter’s bank also requires REF’s ACH identification number or W-9 Form in order to permit e-payments, submitters should contact REFQuestions@ag.ny.gov; upon receiving an email from the submitter requesting this information, REF can provide such information to the submitter.
 - If the submitter engages in the self-help described in the bullet point above and still receives an error message upon re-attempting an e-payment (or otherwise cannot complete their transaction on the e-payment portal), the submitter should contact REFQuestions@ag.ny.gov for assistance.
 - The submitter’s credit or debit card is not authorized to allow withdrawals of this amount. In such situations, submitters should contact their credit or debit card issuer to confirm that withdrawals of this amount are authorized.
 - If the submitter engages in the self-help described in the bullet point above and still receives an error message upon re-attempting an e-payment (or otherwise cannot complete their transaction on the e-payment portal), the submitter should contact REFQuestions@ag.ny.gov for assistance.
 - An error occurred while processing your payment, in which case the error message should indicate the specific cause of the error (for example, where an invalid bank routing number was provided).
 - If the submitter engages in the self-help described in the bullet point above and still receives an error message upon re-attempting an e-payment (or otherwise cannot complete their transaction on the e-payment portal), the submitter should contact REFQuestions@ag.ny.gov for assistance.
 - An error was encountered while updating the status of the payment (a “payment status error”), in which case the submitter should see an error message like the one pictured below:



- **If the submitter receives the above error message, the submitter should contact REFQuestions@ag.ny.gov before re-attempting to pay in order to avoid the risk of paying multiple times for one transaction.**
- If a submitter previously made multiple attempts to pay for one transaction after receiving the above payment status error message, the submitter may have been charged

for each attempt to make a payment. Submitters who made multiple attempts to pay should verify the number of withdrawals from their bank accounts for the transaction and, if multiple withdrawals have been made, include the following when contacting REFQuestions@ag.ny.gov: (1) the number of withdrawals made, (2) the refund amount requested, and (3) the other information requested in the payment status error message.

- Accordingly, prior to using the e-payment portal, REF encourages submitters to (i) check their firewall settings to enable access to the payment processing company's website, www.convergepay.com; and (ii) contact their banks to enable "ACH ECS" transactions (if paying via electronic check) or contact their credit or debit card issuer to ensure that withdrawals of the filing fee amount are authorized (if paying by credit or debit card).
- **Payment Made But No Receipt or Receipt is Missing Payment Information:** If a submitter makes a payment but either (i) does not receive a receipt or (ii) the receipt is missing payment information, the submitter should contact REFQuestions@ag.ny.gov. **Submitters should not re-attempt to pay before contacting REFQuestions@ag.ny.gov for assistance.**

If a submitter encounters any other issues with the e-payment portal, the submitter should contact REF by emailing REFQuestions@ag.ny.gov. When submitting inquiries or reporting issues to REFQuestions@ag.ny.gov, submitters should include the username (email address) they used to log into the system, the name of the paying party, the date and approximate time of the transaction, the type of filing for which they were attempting to pay the fee, the fee amount, and a screenshot of the error message, if applicable.