

FILED

DISTRICT COURT OF GUAM

DEC 02 2014

CS
G. Quinn

DISTRICT COURT OF GUAM
TERRITORY OF GUAM

JEANNE G. QUINATA
CLERK OF COURT

In Re:
Policy to Refund Electronic Payments

GENERAL ORDER

No. 14- 0010

Pursuant to the Guide to Judiciary Policy, Volume 4, Chapter 6 § 650, the Court hereby delegates limited refund authority to the Clerk of Court, or designee, for the refund of fees that are erroneously paid using the Department of Treasury, Financial Management Service's Pay.gov electronic payment system. Such refunds are authorized and will be processed pursuant to the following guidelines:

1. Duplicate payments, i.e., those where the payer has inadvertently paid the fee more than once in the same case, resulting in two or more identical credit card or Automated Clearing House System (ACH) charges; or
2. Erroneous payments, i.e., those where the payer has inadvertently paid a fee in the wrong case; or when a fee is paid and no fee was due.

The Clerk, or designee, may void an erroneous credit card or Automated Clearing House System (ACH) payment, if performed on the same date as the original transaction, prior to settlement of the charges.

In all other instances, a payer seeking a refund must file a motion or application, requesting the refund using the attached "Application for Refund of Electronic Payments". Upon

1 verification of the error, the Clerk, or designee, will enter an order granting, denying or referring
2 the request to the presiding judge.

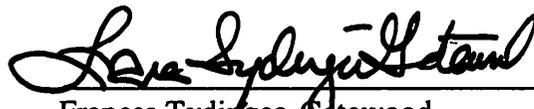
3 If the refund is denied, the payer may, within seven (7) days of the denial, file a motion
4 or application to review the denial. The motion or application will be referred to the presiding
5 judge.

6 Refunds for credit card payments will be processed through Pay.gov and the electronic
7 credit card system corresponding to the credit card that was originally charged. Refund checks
8 will not be issued for credit card refunds. The Clerk will issue a U. S. Treasury Check only if the
9 payer's credit card is no longer valid.

11 Automated Clearing House System (ACH) payments cannot be refunded electronically.
12 Automated Clearing House (ACH) refunds will be made by issuing a U. S. Treasury Check.

13 If an attorney or law firm makes repeated mistakes when submitting fees electronically
14 and requesting refunds, the court will consider remedial action, such as issuing an order to show
15 cause why further requests for refunds should be considered.

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17 SO ORDERED this 2nd day of December, 2014.

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22 Frances Tydingco-Gatwood
23 Chief District Judge
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