

Payment Questions and Useful Information

Common Payment Questions

How do I use the Pay.gov forms?

To submit your payment, complete the following:

- Log on to <https://www.pay.gov>
- Use search keyword AMS.
- Select the appropriate Pay.gov form.
- Click on Continue to the Form.
- Shows Accepted Payment Methods.
- Click on Continue to the Form.
- Complete the required information and submit the form.
- Ensure you notate your account number.
- When form is completed, click Continue.
- Select type of payment and input credit/debit card or ACH information.
- Please email payment confirmation to: SM.AMSHelpline@usda.gov
- Print confirmation screen as your receipt.

How do I know which Pay.gov form to use?

Use the form that matches the AMS program providing your service. Your invoice or service agreement will identify the correct service program.

How long does it take for AMS to receive my payment?

ACH payments typically settle within 1–2 business days. Card payments settle immediately.

What if I made a mistake with my payment?

Contact AMS Helpline as soon as possible. You can leave voicemail at 877-777-2128 and email SM.AMSHelpline@usda.gov.

How do I obtain backup documentation such as certificates, specific documents directly related to service, etc.?

You must contact the AMS team that performed the service directly.

How are my payments applied to my account(s)?

As required by regulation, payments are applied to the oldest invoice first. If you are a customer who uses a monthly **credit account**, you should pay only one payment each month based on the total due on your monthly statements, not by individual invoices. When multiple payments a month are made, the payment is applied to your overall account, not specific invoices. Therefore, you may not always be paying what you intended to pay.

Can I make one large payment to my monthly credit account and use it up over the year?

This is not allowed. The account is expected to be paid in full according to the monthly statement amount due each month. Any over payments will be refunded back to the customer or turned over to Treasury Unclaimed.

Useful Payment Information

Billing & Invoices

If your invoice does not specify a payment form, contact the AMS program office listed on the invoice.

If you received an invoice from AMS:

- Review the invoice number and program area.
- Use the corresponding Pay.gov form above.
- Enter the invoice number exactly as shown.
- Include any required supporting information.

Refunds

Refund requests must be submitted to the AMS program that issued the invoice. AMS may require documentation to verify eligibility.

Refunds may be issued when:

- Fees were paid in error.
- Services were canceled.
- Overpayments occurred.

Delinquent Accounts

Delinquent accounts may be referred to the U.S. Treasury for collection. Additional fees and/or interest may apply.

AMS follows federal debt collection requirements under:

- The Debt Collection Improvement Act (DCIA)
- Treasury Financial Manual (TFM)
- OMB Circular A-129, among others.

Contact Information

Contact the AMS Helpline for any assistance with making a payment by leaving a voicemail at 877-777-2128 or by emailing SM.AMSHelpline@usda.gov.

- Please include your customer account number, your name or business name, and a summary of your request in all messages.
- Program-specific questions should be directed to the AMS program office listed on your invoice or service agreement.