



# Central Fee Payment

Quick reference guide

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## 1. Getting started

Central Fee Payment is an online service provided by the European Patent Office (EPO). It gives registered users secure access to a personalised environment where they can manage their deposit accounts, pay fees by credit card or from a deposit account, prepare bank transfers, manage their automatic debit orders and claim refunds.

To use Central Fee Payment you will need

- an **email address and a password** (= **limited access** that does not allow you to manage your deposit account or pay fees from it). You can register with an email address and a password on the Central Fee Payment sign-in page (<https://fee-payment.epo.org/en/login>).

OR

- an **EPO account** you access using either two-step verification or a smart card (= **full access** that allows you to manage your deposit account and pay fees from it). When setting up two-step verification or applying for a smart card, please indicate the deposit accounts which should be linked to it.

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European Patent Office  
Office européen des brevets

English

### Sign in to Central Fee Payment (CFP)

Pay fees and claim refunds

**Full access**  
Sign in with smart card or use two-step verification

**Limited access**  
Sign in with e-mail and password

E-mail address

Password

Sign in

Forgot your password?

Request a deposit account [here](#).  
Request an EPO account [here](#).  
Add two-step verification to your smart card [here](#).

Using the service for the first time? [Please register now](#).

Full access with smart card or two-step verification OR limited access with email and password

If you already have an EPO account that you access with either a smart card or using two-step verification, please contact EPO Customer Services to have it linked to your deposit account. Visit [epo.org/contact](https://epo.org/contact) for all the ways to contact us.

If you already have a smart card, you simply need to add the EPO account to it to use two-step verification.

**Tip:** You can also use two-step verification or your smart card for other online services offered by the EPO, including MyEPO Portfolio and Online Filing 2.0.

## 2. Managing user rights

Before other users registered to your company deposit account can work with Central Fee Payment, the company administrator needs to assign appropriate user rights to them.

- Sign in to MyEPO Portfolio and click **Admin Area** in the top menu.
- Click **Company members** to view all the smart card holders and users with two-step verification in your company and their rights.
- To manage a user's rights, select the option with the level of rights that user should have from the dropdown menu under **Fee payment rights**.
- Any changes you make are saved automatically.

The screenshot displays the 'Admin area' of the MyEPO Portfolio interface. The top navigation bar includes 'Applications and patents', 'Mailbox' (with a notification badge '1'), 'Actions' (with a notification badge '6'), 'Admin area', 'Representative area', and 'Preferences'. The left sidebar contains 'Company members', 'Mailbox recipients', and 'Mailbox settings'. The main content area is titled 'Company members' and features a table with columns for 'Name', 'Mailbox access', 'Fee payment rights', and 'Admin rights'. The table lists several users, including 'Mc B', 'Mc P', 'Mc R', and 'TCS Test User' entries. A dropdown menu is open for the 'TCS Test User 99799' row, showing options: 'Manage, pay and view' (selected), 'Pay and view', 'View', and 'No rights'. The 'Manage, pay and view' option is highlighted, and its description is visible: 'View EPO deposit accounts, pay fees via those accounts and manage automatic debit orders'.

Name	Mailbox access	Fee payment rights	Admin rights
Mc B	Yes	No rights	Yes
Mc P	Yes	Manage, pay anc	No
Mc R	Yes	Manage, pay and view	No
TCS Test User 99790	Yes	Pay and view	No
TCS Test User 99799	Yes	View	Yes
TCS Test User 99800 (You)	Yes	No rights	Yes

Individual user rights

Now any user of two-step verification or smart card holder in your company who has the necessary rights can work with the deposit account in Central Fee Payment.

### 3. Registering with email and password

Please note that, as the email address given on registration will be your username, if you want to set up more than one user account, you will have to use a different email address for each one.

- On the EPO website, go to Central Fee Payment (<https://fee-payment.epo.org/en/login>).

The sign-in page opens in a new browser tab.

- Click **Please register now** and fill in the information required (see screenshot below). Your email address will be your username.

Please note that the name of your company or organisation, your first name and your surname will be shown as payer information on your payment confirmations and as requester information on refund confirmations.

- Choose and confirm a password.
- Click **Register**.
- You will immediately receive an email confirming your registration.

To activate your user account, please click the link in the email.

Limited access 

Sign in with e-mail and password

E-mail address

Password 

**Sign in** [Forgot your password?](#)

Using the service for the first time? **[Please register now.](#)**

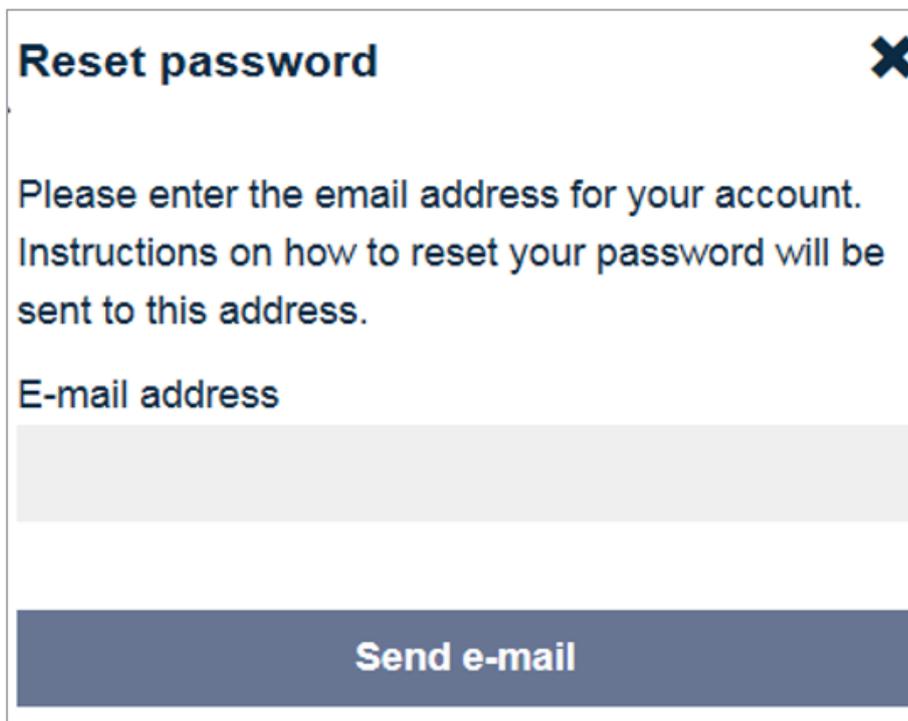
Registration link

## 4. Signing in and resetting password

As soon as you have registered successfully, you are ready to start using the service.

### Signing in with email and password

- Enter your email address and password in the boxes shown and click **Sign in**.
- If you have forgotten your password, simply click **Forgot your password?** (see screenshot on previous page) and enter your email address. You will then receive an email containing a link enabling you to reset your password. Please also check your spam folder in case the link has been routed there. This functionality is not available if you are signing in with a smart card.

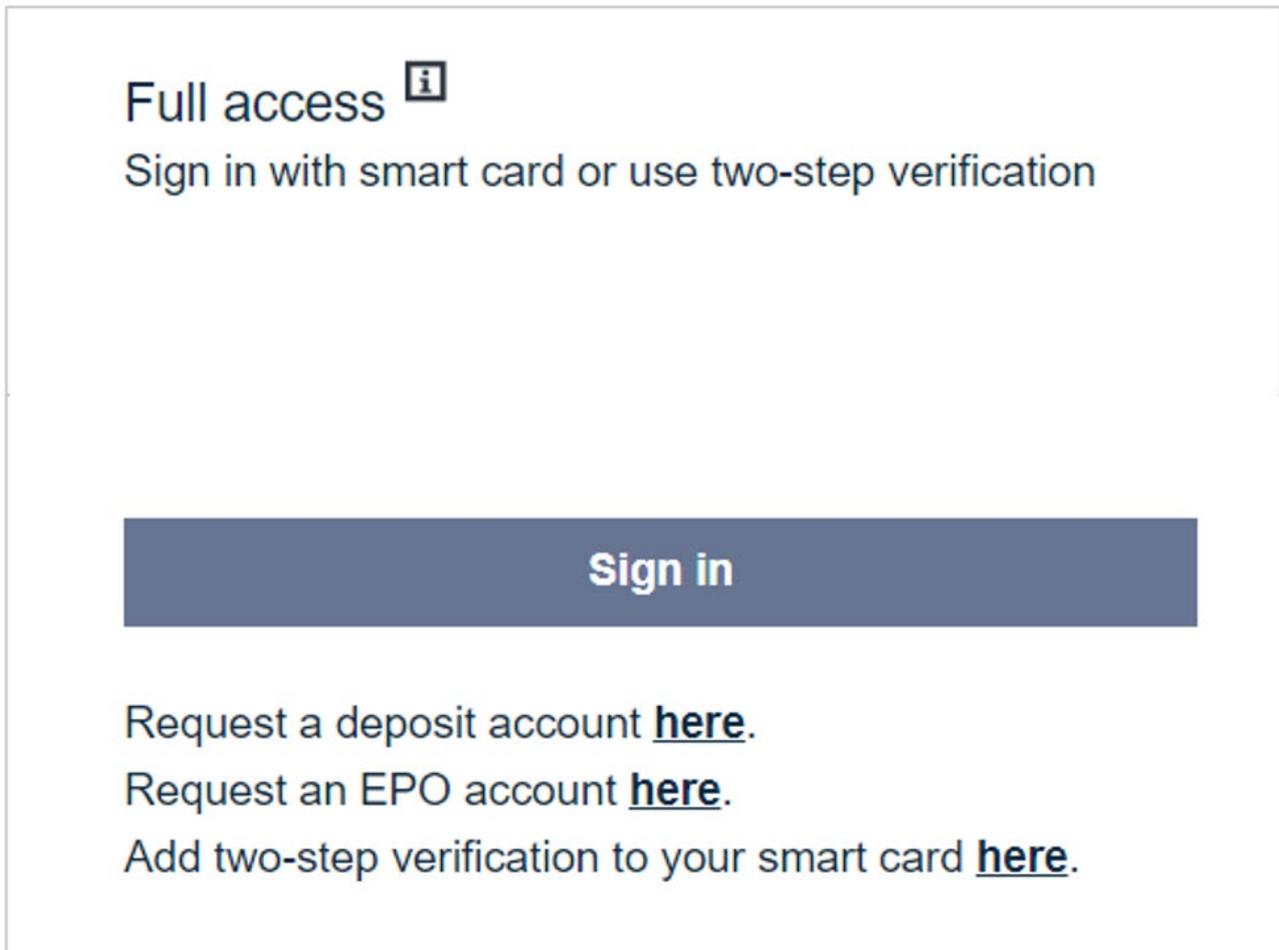


The screenshot shows a 'Reset password' dialog box. At the top left, the title 'Reset password' is displayed in a dark blue font, and at the top right, there is a blue 'X' icon for closing the dialog. Below the title, the text reads: 'Please enter the email address for your account. Instructions on how to reset your password will be sent to this address.' Underneath this text is a label 'E-mail address' followed by a light gray rectangular input field. At the bottom of the dialog, there is a dark blue button with the white text 'Send e-mail'.

Reset password

## 5. Signing in with smart card or two-step verification

If you sign in with a smart card or two-step verification, you can use all payment methods. However, to be able to pay via a deposit account, you need to make sure that your EPO account is linked to that deposit account and that you have been granted the necessary user rights. If your deposit account has been closed, the deposit account payment method will not be available.



Sign in with smart card or two-step verification

Click **Sign in**.

You will then be redirected to an authentication page:

- enter your email address, click **Sign in using email address**, enter your password, click **Verify**, complete the second step of the two-step verification process (e.g. entering a code sent to you by email) and then start Central Fee Payment

OR

- click **Sign in using smart card**, select the certificate corresponding to your smart card and start Central Fee Payment.



Europäisches  
Patentamt  
European  
Patent Office  
Office européen  
des brevets

## Sign In

**Email address**

**Sign in using email address**

OR



**Sign in using smart card**

**Need help?**

**Account Settings**

**Terms and conditions for EPO online services electronic  
infrastructure**

**Data protection and privacy notice**

Sign in using email address (first step of two-step verification) OR sign in using smart card

## 6. Making single payments

A single payment is a debit order, a credit card payment or a preparatory step for a bank transfer that you submit in Central Fee Payment for one or more fees payable in respect of a particular patent application.

### Step 1: Provide information

- Go to **Pay fees** on the home page.

Single payment is the default option.

- Select the relevant procedure from the dropdown list: EP, PCT or UP.
- Enter the application number in the correct format in the fields provided.
- Enter the applicant name and your personal reference (optional).

This information will appear in the payment confirmation.

- Click **Continue**.

The screenshot shows a web interface with a dark navigation bar at the top containing links: Home, Fees, Refunds, Deposit account management, and Automatic debiting management. Below this is a sub-navigation bar with two tabs: 'Provide information' (active) and 'Select group and fees'. The main content area is titled 'Application:' and contains the following elements:

- A dropdown menu for 'Select a procedure' with 'EP' selected.
- A label 'Fill in the application number \*' followed by two input fields. The first field contains '12345678' and the second contains '2'.
- A label 'Fill your additional information (optional)'.
- An 'Applicant name' input field containing 'John Smith'.
- A 'Reference' input field containing 'ABC'.
- A 'Continue' button at the bottom left.

Entering application data

## Step 2: Select fee group and fees

- First select a fee group.

**Note:** The service only displays the fee groups relevant to your type of application. This helps to ensure that you choose the correct fee codes.

You can get an overview of the procedural fees due for the application in the **Fees due** fee group.

**Note:** This fee group is set by default and only appears if fees are due for your application.

- Select the fees you want to pay. If you need to edit the fee amounts, click **Edit**, make your changes, then click **Save**.
- If you would like to pay fees from multiple fee groups, click **Add fees from another fee group**.
- Click **Add to cart and continue**.

Fee code	Fee description	Filter fees
014 - Conversion fee	Select	€ 75,00 Edit
022 - Registering of transfer	Select	€ 100,00 Edit
023 - Registering of licences and other rights	Select	€ 100,00 Edit
024 - Cancellation of entry licences and other rights	Select	€ 100,00 Edit

Select fee group and fees

### Step 3: View cart

- Before you check out, view your shopping cart to see an overview of your payment for each application and make any amendments needed.
- If everything is correct, click **Check out** to complete your payment.

**Note:** If you want to add or edit fees, the system will bring you back to step 2, where you can make the changes.

- If you want to pay fees for another application, click **Continue paying fees**.

✓ Provide information    ✓ Select group and fees    Show cart page    Check out

## Cart

Continue paying fees    Check out

Applications

Application No.	Description	Amount	Remove application
EP2017123456	PCT		
Procedure:	PCT		
Applicant name:	Max Muslermann		<a href="#">Edit</a>
Your reference:	Test123		<a href="#">Edit</a>
Selected group:	ADMINISTRATIVE FEES		<a href="#">Add/Edit fees</a>
	014 - Conversion fee	€ 75,00	<a href="#">Remove</a>

Summary

Application No EP2017123456	€ 75,00
<b>Total amount:</b>	<b>€ 75,00</b>

Continue paying fees    Check out

View cart before proceeding to check out

## Step 4: Check out

When you check out, the selected fees will be validated to minimise erroneous and undue payments.

You can then select credit card, bank transfer or deposit account as your payment method. The deposit account option will only be available if you signed in using a smart card that is linked to a deposit account and you have been assigned the necessary user rights.

Once the checkout procedure has been fully completed, any rejected fees are stored in your **Rejected fee payment history** (accessible under **Fees**).

Please note that the rejected fees will not be stored in your **Rejected fee payment history** if the checkout is interrupted or if you return to the cart before the secure checkout has been completed.

✓ Provide information    ✓ Select group and fees    ✓ View cart    **Checkout**

---

### Secure checkout <sup>1</sup>

#### 1. Payment information

Payment

Use your default credit card / Use a different saved credit card  
XXXXXXXXXXXX2022  
[Change](#)

Credit card  
 Bank transfer  
 Deposit account

**Enter a new credit card**

Save payment info

   Supported credit cards

Card number

Cardholder's name

Expiry date  
MM / YYYY  
 /

Card verification code

#### Payment summary

Fees to be paid	Number of fees	total
	3	2.865,00 €

---

Summary	Number of fees	Amount
Fees submitted	3	2.865,00 €
Fees rejected	0	0,00 €
<b>Fees accepted</b>	<b>3</b>	<b>2.865,00 €</b>

0 fee(s) amounting to 0,00 € has/have been rejected and has/have been removed from the cart.  
Details of rejected payments can be found in the rejected fee payment history.

Check out with payment summary and payment options

## 7. Making batch payments

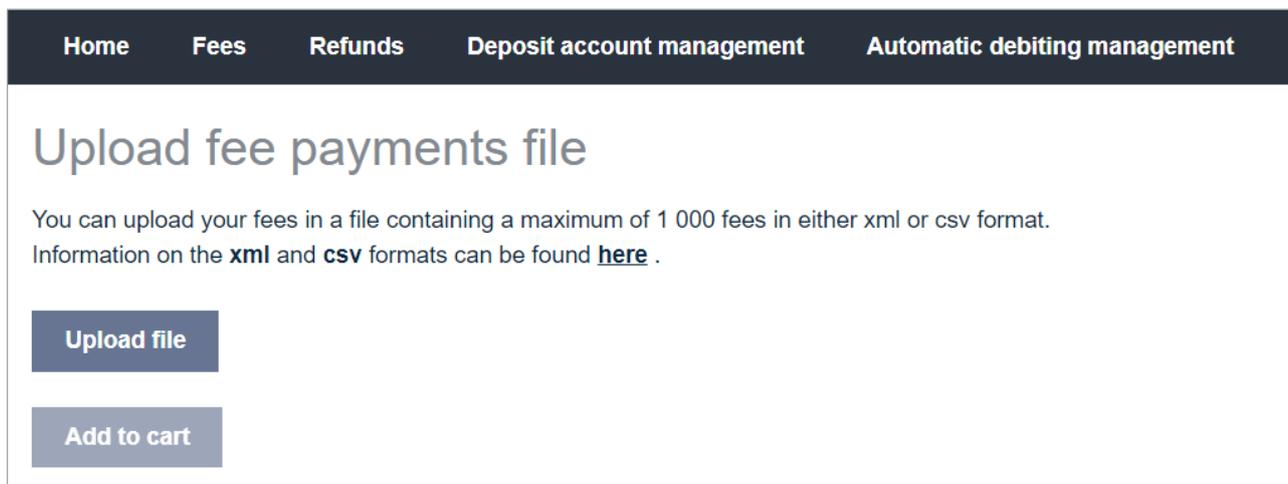
A batch payment is a debit order, a credit card payment or a preparatory step for a bank transfer that you submit in Central Fee Payment for multiple fees payable in respect of multiple patent applications.

Central Fee Payment reads batch payment data from XML or CSV files (for related technical information, see [epo.org/applying/online-services/fee-payment/batch-payments-documentation.html](http://epo.org/applying/online-services/fee-payment/batch-payments-documentation.html)).

**Please note: Central Fee Payment accepts CSV or XML batch-payment files containing up to a maximum of 1 000 transactions, i.e. fees to be paid or debited.**

### Step 1: Uploading the CSV or XML file

- On the homepage go to the Fees tab and select **Upload fee payments file** from the dropdown list.
- Click **Upload file** to upload your prepared CSV or XML file.
- Click **Add to cart**.



The screenshot shows a navigation bar with the following items: Home, Fees, Refunds, Deposit account management, and Automatic debiting management. Below the navigation bar, the main heading is 'Upload fee payments file'. The text below the heading reads: 'You can upload your fees in a file containing a maximum of 1 000 fees in either xml or csv format. Information on the **xml** and **csv** formats can be found [here](#) .'. There are two buttons: 'Upload file' (dark blue) and 'Add to cart' (light blue).

Upload fee payments file

**Step 2: From here, follow the check-out process described in step 4 of the [Making single payments](#) section above**

## 8. Claiming refunds

To claim a refund, all you need is the relevant application number and a corresponding refund code which you should have received in separate communications by post.

Click **Claim refunds** on the home page.

### Step 1: Enter refund information

- Select the relevant procedure: EP, PCT or UP.
- Enter the application number in the correct format in the field provided.

*Tooltip will help you do this.*

- Enter the refund code.
- Click **Continue**.

The screenshot shows a web form for claiming a refund. At the top, there are four tabs: 'Refund information', 'Refund method', 'Account details', and 'Confirmation'. The 'Refund information' tab is selected. Below the tabs, the page is titled 'Application'. The form consists of three main sections: 1. 'Select a procedure' with a dropdown menu showing 'EP -'. 2. 'Fill in the application number \*' with two input fields containing '11709436' and '7'. 3. 'Fill in the refund code \*' with a single input field containing '98836081'. A 'Continue' button is located at the bottom left of the form.

Enter application number and refund code

## Step 2: Select refund method

- Select **Refund to deposit account held with the EPO** if the fees are to be credited to an existing deposit account.
- Select **Refund to a bank account** if the fees are to be refunded by bank transfer.

Fees to be refunded:	
Application number	117094367
Refunded fee codes	010
Reference	ST 683/ES
Total amount	€785.00

View refund summary and select refund method

## Step 3a: Enter account details for refunds to an EPO deposit account

- Enter your deposit account number.  
*Tooltip will help you do this.*
- Click **Submit**.

Fees to be refunded:	
Application number	117094367
Refunded fee codes	010
Reference	ST 683/ES
Total amount	€785.00

I confirm the above information is correct and wish to submit this refund claim.

Enter account details for refunds to an EPO deposit account

### Step 3b: Enter account details for refunds to a bank account within the SEPA area

- Enter bank account details (or use existing details) and click **Submit**. If you enter new account details, you can save them for use with subsequent refund claims by ticking **Save account details**.
- Enter country of account.

Note that for accounts held within the Single European Payments Area (SEPA), it is sufficient to provide the IBAN and the name of the bank account holder.

- Enter name of account holder.
- Enter IBAN.

Note that no spaces are allowed in the IBAN.

- Save account details (optional).
- Click **Submit**.

✓ Refund information    ✓ Refund method    **Account details**    Confirmation

## Enter your bank account details:

Use existing account details ⓘ

[Change](#)

Country of account\*

Germany ▼

Name of account holder\*

M Musterman ×

IBAN\*

DE69700800000638333600

Save account details ⓘ

**Submit**

I confirm the above information is correct and wish to submit this refund claim.

## Refund summary

Fees to be refunded:	
Application number	117094367
Refunded fee codes	010
Reference	ST 683/ES
Total amount	€785.00

Enter details for a bank account held in a SEPA country

### Step 3c: Enter account details for refunds to a bank account outside the SEPA area

- Enter bank account details (or use existing details) and click **Submit**. If you enter new account details, you can save them for use with subsequent refund claims by ticking **Save account details**.
- Enter country of account.

Note that for accounts held outside the SEPA area it is sufficient to provide the name of the bank account holder.

- Enter name of account holder
- Enter bank account number.
- Enter BIC/SWIFT.

Note: The system will only accept the BIC/SWIFT of your bank's main branch, which may differ from that of your particular branch. This main branch BIC SWIFT usually ends with the three characters "XXX". If your BIC/SWIFT is not accepted, please contact our Customer Services ([epo.org/contact](http://epo.org/contact))

- Save account details (optional).

- Click **Submit**.

✓ Refund information	✓ Refund method	Account details	Confirmation
----------------------	-----------------	-----------------	--------------

### Enter your bank account details:

Use existing account details [?]

[Change](#)

Country of account\*

Japan ▼

Name of account holder\*

M Musterman

Bank account number\*

|

BIC/SWIFT\*

Save account details

[?]

**Submit**

I confirm the above information is correct and wish to submit this refund claim.

### Refund summary

Fees to be refunded:	
Application number	117094367
Refunded fee codes	010
Reference	ST 683/ES
Total amount	€785.00

Enter details for a bank account held in a country outside the SEPA area

## Step 4: View refund confirmation displayed on the screen.



Europäisches Patentamt  
European Patent Office  
Office européen des brevets

Welcome Francois Badault [My account](#) [Log out](#)

English ▾

[Home](#) [Fees](#) [Refunds](#) (0 Items) € 0,00

### Refund history [< View refund history](#)

This is to confirm that the refund claim for fees listed for the application or patent below and amounting to a total of € 1.635,00 was submitted on 21.06.2021 and will be paid in due course.

Refund requested by: Francois Badault

Application No.: 163051618

Procedure: EP

Account number: 111111

Reference: BET 17P8953

Number of Fees: 1

Total Amount: € 1.635,00

Fee code	Description	Amount
006	Examination fee	€ 1.635,00

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Confirmation of refund

## 9. Managing your deposit accounts

To access the tabs described below and manage your deposit account or accounts, go to **Deposit account management** in the navigation bar.

### Overview

This tab shows you the details of the selected deposit account.

To access this tab, your EPO account must be linked to one or more authorised deposit accounts and you must have been assigned the necessary user rights. If your EPO account is linked to several deposit accounts, you can select the one you want from the dropdown list at the top of the page.

If you want to change any deposit account details displayed on this page, you can do this via the linked **deposit account request form**.

The screenshot shows a web interface with a dark navigation bar at the top containing the following tabs: Home, Fees, Refunds, Deposit account management (selected), and Automatic debiting management. Below the navigation bar, there is a dropdown menu for 'Deposit account' currently showing '28003289 Finance Test'. Underneath, there are three tabs: 'Overview' (selected), 'Transactions', and 'Rejected payments'. The main content area displays the following details:

<b>Deposit account:</b>	28003289
<b>Deposit account holder:</b>	Finance Test
<b>Address:</b>	Straße 80469 München Germany
<b>E-mail address:</b>	

Use our [deposit account request form](#) to update your account details.

<b>Balance at 23.06.2022 in EUR:</b>	- 985.828,99
<b>Transactions not yet effectively booked:</b>	9.040,00

Pending order balance up to 02.08.2022 in EUR.

Pending orders are new payments made via EPO online services that have not yet been processed. They do not include payments made by bank transfer or credit card.

Deposit account overview

## Transactions

In this tab, you can view a list of pending and booked transactions for your company which you can filter by e.g. date, amount, application number and procedure. You can also download the data in XML, CSV or PDF format (maximum 20 000 items).

You can also view your account balance.

**Note: A positive balance on your deposit account is shown with a minus symbol.**

Home Fees Refunds Deposit account management Automatic debiting management
(0 Items) 0,00 €

Deposit account

28003289 Finance Test ▼

 Print

Overview
Transactions
Rejected payments

Filter by:

Date from:	22.05.2022	to:	01.07.2022		
Amount from:	0,00	to:	0,00		Balance at 01.07.2022 in EUR:
Application No:		Procedure:	▼		Balance at 21.05.2022 in EUR:
Filed via:		Reference:			Balance at 01.07.2022 in EUR:
Status:	Booked <span style="float: right;">▼</span>	Fee code:			- 969.124,99
				<span style="background-color: #333; color: white; padding: 5px 15px; border: none; cursor: pointer;">Search</span>	0,00

XML

CSV

PDF

Date	Voucher	Fee code	Application No.	Procedure	Filed via	Reference	Amount in EUR	Validity date	Status
30.06.2022	23698835	042	<u>107960007</u>	EP	AAV	331029	1.690,00		Booked
30.06.2022	23698836	102	<u>107960007</u>	EP	AAV	331029	845,00		Booked
30.06.2022	85004788	022	<u>188849970</u>	EP	CFP	deff	105,00		Booked

### Deposit account transactions

## Rejected payments

This tab shows you a list of rejected payments for your deposit account. The rejected payments can also be filtered.

Home Fees Refunds Deposit account management Automatic debiting management (0 Items) 0,00 €

Deposit account 28003289 Finance Test Print

Overview Transactions Rejected payments

Filter by:

Date from:  To:

Application number from:  To:

Fee code from:  To:

Date	Application Number	Fee	Error message	Voucher number
23.06.2022	<a href="#">EP2021061366</a>	019	Payment rejected: the fee is already paid.	8500464
23.06.2022	<a href="#">137020202</a>	020	Payment rejected: the fee is already paid.	8500464

Rejected payments from a deposit account

## 10. Managing your automatic debit orders

To manage your automatic debit orders, go to **Automatic debiting management** in the navigation bar.

First select the deposit account for which you want to view the automatic debit orders.

In the list shown you can see all the applications that are subject to automatic debiting. If you want to see only a subset of them, you can use the filter function. The data can be downloaded as a CSV or PDF file. You can also use this screen as a starting point to

- Request automatic debiting for
  - one application (**Single request**)
  - multiple applications (**Batch request/revocation**).
- Revoke automatic debiting for
  - one application (**Revocation**)
  - multiple applications (**Batch request/revocation**).

Home Fees Refunds Deposit account management Automatic debiting management
(41 Items) 40.235,00 €

Deposit account 28003289 Finance Test ▼

Applications and European patents with unitary effect in automatic debiting procedure

Filter by:

Application No:  Reference:

Procedure:  ▼

[Search](#)

Print

[Single request](#)

[Batch request/revocation](#)

[CSV](#) [PDF](#)

Application No.	Procedure	Reference	Revocation	Application No.	Procedure	Reference	Revocation
40231375	EP		<a href="#">Revocation</a>	201794187	EP		<a href="#">Revocation</a>
107960007	EP	fee/surcharge visibl	<a href="#">Revocation</a>	201810447	EP	FINHRT-1628	<a href="#">Revocation</a>
187502059	EP		<a href="#">Revocation</a>	207283748	UP	1633 UP test	<a href="#">Revocation</a>
189139587	EP		<a href="#">Revocation</a>	211740840	EP	1628 request on due	<a href="#">Revocation</a>
189250582	EP		<a href="#">Revocation</a>	211973300	EP		<a href="#">Revocation</a>

List of applications subject to automatic debiting

## Submit an automatic debit order for an application

- Click **Single request** on the **Automatic debiting management** start page.
- Select the relevant procedure from the dropdown list: EP, PCT or UP.
- Enter the application number in the correct format in the fields provided.
- Enter your personal reference (optional).
- Click **Confirm**.

You will receive a confirmation that you can also download as a PDF.

[Home](#)   [Fees](#)   [Refunds](#)   [Deposit account management](#)   [Automatic debiting management](#)

**Thank you for your automatic debit order submitted to the EPO on 23.06.2022 at 14:06 hrs (CET)**

Central Fee Payment has successfully recorded your automatic debit order. Under the Arrangements for the automatic debiting procedure, any fees falling due in relation to the application shown below will be debited automatically from the selected deposit account held with the European Patent Office.

<b>Account No.:</b>	28003289
<b>Procedure:</b>	EP
<b>Application No.:</b>	40231375
<b>Reference:</b>	ABC
<b>Effective from:</b>	23.06.2022

[Back to overview](#)   [Single request](#)   [PDF](#)

Confirmation of submission (downloadable in PDF)

## Request automatic debiting for multiple applications

- Click **Batch request/revocation** on the **Automatic debiting management** start page.
- Click **Upload batch to request new order**.
- Upload a CSV file containing the application numbers, procedures and references.
- View the batch upload and go via the link provided to the **Request/revocation history** to download the confirmation as a PDF.

### Revoke automatic debiting for an application

- In the list of applications for which automatic debiting is in place: Click on **Revocation** next to the application for which you want to revoke automatic debiting.
- Click **Confirm**.

You will receive a confirmation that you can also download as a PDF.

### Revoke automatic debiting for multiple applications

- Click **Batch request/revocation** on the **Automatic debiting management** start page.
- Click **Upload batch to revoke order**.
- Upload a CSV file containing the application numbers, procedures and references.
- View the batch upload and go via the link provided to the **Request/revocation history** to download the confirmation as a PDF.

## 11. History functionalities

The actions you take in Central Fee Payment are saved and can be traced by you, so that you have an audit trail to hand. You have history functionalities under **Fees**, **Refunds** and **Automatic debiting management**

### 11.1 Fees

- The **Fee order history** is user-specific and allows you to view orders you yourself submitted and monitor their status (e.g. submitted/paid). You can apply several sorting and filter functions to make it easier for you to find the data you are looking for. You can also download your payment confirmations here and view order details by clicking the voucher number.

Home Fees Refunds Deposit account management Automatic debiting management (41 Items) 40.235,00 €

### View order history

Print

Sort by: Date

Filter by: Date, Voucher number, Order status, Payment method

From: dd.mm.yyyy To: dd.mm.yyyy

Search

5 orders

Voucher number	Download PDF	Date placed	Order status	Payment method	Total
<a href="#">8500425</a>		17.06.2022	Submitted	Bank Transfer	80,00 €
<a href="#">8500424</a>		17.06.2022	Submitted	Bank Transfer	160,00 €
<a href="#">8500349</a>		15.06.2022	Submitted	Bank Transfer	260,00 €
<a href="#">8500235</a>		08.06.2022	Paid	Credit/Debit Card	15.045,00 €
<a href="#">8500214</a>		20.05.2022	Paid	Deposit Account	7.400,00 €

View order history

- The **Rejected fee payment history** allows you to see any fee payments that have been rejected and why.

## 11.2 Refunds

The **Refund history** gives you an overview of the refund claims you have successfully submitted.

## 11.3 Automatic debiting management

- The **request/revocation history** shows you an overview of the requests and revocations you have submitted for your applications.

**Note:** Requests submitted via Online Filing or Online Filing 2.0 will not be displayed in this history.

- You can filter, download the information in CSV or PDF format, view the status of your applications and also see why a request for revocation has been rejected.

The screenshot shows the 'Automatic debiting management' interface. At the top, there is a navigation bar with 'Home', 'Fees', 'Refunds', 'Deposit account management', and 'Automatic debiting management'. The current account is '28003289 Finance Test' and the balance is '40.235,00 €'. Below the navigation bar, there is a 'Deposit account' dropdown menu and a 'Print' button. The main section is titled 'Automatic debiting procedure request/revocation history'. It contains a 'Filter by:' section with fields for 'Application No.', 'Type', 'Date from', 'to', and 'Procedure'. A 'Search' button is located below the filters. To the right of the table, there are buttons for 'CSV' and 'PDF'. The table below has the following columns: 'Submission date', 'Procedure', 'Application No.', 'Type', 'Status', 'Download PDF', and 'Reason for rejection'. The table contains six rows of data, with the last row showing a 'Fail' status and a reason for rejection: 'Automatic debit order exists already for this application'.

Submission date	Procedure	Application No.	Type	Status	Download PDF	Reason for rejection
23.06.2022	EP	<a href="#">40231375</a>	Revocation	Success		
23.06.2022	EP	<a href="#">40231375</a>	Request	Success		
23.06.2022	EP	<a href="#">40231375</a>	Revocation	Success		
23.06.2022	EP	<a href="#">40231375</a>	Request	Success		
23.06.2022	EP	<a href="#">40231375</a>	Revocation	Success		
23.06.2022	EP	<a href="#">40231375</a>	Revocation	Fail		Automatic debit order exists already for this application

View request/revocation history of automatic debit orders

## 12. Need more help?

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- FAQs and discussion forums
- contact forms to send enquiries
- our Customer Services phone number

Useful links:

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[epo.org/fee-payment](https://epo.org/fee-payment)

[epo.org/online-filing](https://epo.org/online-filing)

## Where to get additional help

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