eCommerce Online Rental
Frequently Asked Questions (FAQ)

Important Facts about Timing Your Payments

> **Payments** made through eCommerce must be received before 8:55 pm Eastern Time in order for account settlement to occur during the next business day. All ACH payments require overnight batch processing by the banking industry, which affects the receipt of funds and deposit information by ONRR. National holidays also impact the timing of batch processing. **Make sure to time your transactions to meet our payment deadlines, or you may be subject to late payment interest charges.**

What is the "Rental Information" option in eCommerce?

The eCommerce Rental Information menu item allows Industry Reporters to search for their existing Federal (Non-recoupable) rental obligations, add new rental obligation information, and pay rental obligations.

Where can I access it?

Log in to the [ONRR Data Warehouse portal](#) to access the eCommerce web site. In eCommerce, select the "Rental Information" menu item.

How do I use it?

The new online rental functionality is described in the eCommerce Reporting Website User Guide on page 72.

The User Guide is available in the Frequently Asked Questions link on the eCommerce sign-on screen.

This document is also available in the application Help on the eCommerce Reporting main menu. The Help tab is the fifth item on the main menu.

To prevent you from receiving a fatal webpage error during processing, ONRR recommends that you perform the following tasks prior to utilizing the Online Rental option in eCommerce. Use the browser help if you need assistance with these tasks:

1. Clear your internet browser cache. Note: the procedure for clearing browser cache varies among browsers and browser releases.
2. Turn off Pop-up Blocker using the "Privacy" setting for your browser.

What payment methods can I use?

Your payment must be made electronically, so ACH direct debit is the only choice. After you select the lease(s) to pay in Rental Information, select "Checkout" and then "Pay" to be taken to the Pay.gov web site. At the prompts, enter your Account Holder Name, Account type, Bank Routing Number, and Bank Account Number.

Note: ONRR's eCommerce website does not store any payment information. Pay.gov maintains payment transaction data.

What if my bank won't allow Pay.gov to withdraw funds from my account?

Give your bank the Pay.gov Agency ID number for ONRR online rental payments, which is 1417000101. That will enable your bank to recognize and allow Pay.gov withdrawals for rent payments to ONRR.

Can I pay rent on Indian Leases using the Rental Information tab?

No.

What rents and due dates are displayed in my Rental information tab?

The Rental Information listing displays the following types of record(s) defined by the Rental ID:

1. From Reference Table: Only those Federal Non- recoupable leases associated with your payor code(s) that are due within 3 months from the current date. These records drop off the list once the due date is passed.

2. Numeric Rental ID: Records added manually by upload or the "Add New Lease" option. These records remain on the rental report indefinitely.

EFFECTIVE 11/13/2015 a "Delete" option is available on the "Filter Report" section of Online Rental. This option allows the user to delete any line item in the Rental Report with a numeric Rental ID.

Instructions for using "Delete" option
1. Select line(s) from the Rental Report with a numeric Rental ID.
2. Select the Delete Button in the "Filter Report" section.
3. Select "OK" on the webpage message pop-up:
   - Are you sure you want to delete all the selected non-reference obligations from the Rental List?
4. Receive webpage message confirming deletion.
   - All the selected non-reference obligations have been deleted successfully.

Can I pay leases in advance?

Yes. You can search for additional Federal leases by lease or agency number in order to see rent due amounts and due dates, and to pay rents for Federal leases due more than 90 days in the future. You can also pay future due dates using the upload process.

Why does the amount due in my Rental Listing not reflect payments for that lease/due date?

The rental amount does not currently reflect previous payments for a lease year. To verify the amount due, please review the rental payment history and/or LAB for the applicable lease. Providing the true lease account balance is a potential future enhancement that is not currently scheduled.

I am using the search function for a lease that is due, why are no leases retrieved?

1. The lease obligation may be under another payor code for your company. These leases can be added under the "Add new lease" function.
2. If your leases due within 90 days are Recoupable, they will not be retrieved.
3. If your leases are due beyond 90 days, you will not see them. See the "Can I pay leases in advance?" question above.

How do I pay my recoupable leases, if they are not in my list?

Recoupable rents may be paid separately and reported on the ONRR-2014. You can also pay your recoupable rent, for the current period or future periods, using the upload process in eCommerce.

How do I know if my payment was successful?

Pay.gov provides a Tracking ID for each successfully completed payment. You can use Pay.gov tracking IDs to trace your payments. Click "Payment History" to view the status of your payment(s)—successful payments will have both a Pay.Gov Tracking ID and a status of "Success." You can sort and/or export your Rental Payment History data at any time.

What does "Cancelled" status on the Rental Payment History page mean?

"Cancelled" status in the Rental Payment History Status column indicates that you cancelled the transaction in Pay.gov before it was completed. Any line showing a "cancelled" status is NOT paid and does not have a Pay.Gov Tracking ID. If you cancelled a payment in error, you must start over in "Rental Information" to select and pay rent on the pertinent lease(s).

What does "Open" status on the Rental Payment History page mean?

If you do not complete a payment in Pay.gov but you do not "Cancel" the transaction, the line(s) in the Rental Payment History Page will have an "Open" status with a long alpha-numeric Pay.gov Tracking ID. This type of ID differs from the Tracking ID of a successful payment. Whenever you do not successfully complete a payment, you need to start over in "Rental Information" to select and pay the desired lease(s).

Do I also need to process a rent entry on a 2014?

No, not if you use the "Rental Information" process of selecting and paying.

How do I upload rental information?

You can upload ASCII or .csv files of rental payments in the Upload File tab, and use Upload History tab to view upload status and review errors. You can select successfully uploaded data for payment in the new "Rental Information" tab.

- Online Rent File Upload Instructions – ASCII Format
- Rental Payment .csv File Format Instructions
- .csv Rent example file

Have Courtesy Notices been discontinued?

Yes, ONRR discontinued printing and mailing Courtesy Notices effective September 2015. Two Reporter Letters regarding this subject were published on August 21, 2015.

ONRR Reporter Letters

Now that Courtesy Notices have been discontinued, can I report my rentals on a 2014?

You can only report Federal Non-terminable leases on a 2014. You are required to report Terminable leases using the eCommerce "Rental Information" tab.

Please contact your land department or review your lease terms to determine if your leases are Federal Non-terminable.