



Application, Reporting, and Compliance System (ARCS) User Invoice Payments Guidance

New Mexico Environment Department (NMED)

Revision History Table

Revision #	Revision Date	Revised By	Reason for Revision

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Table of Acronyms

Acronym	Definition
CTFP-ARCS	Clean Transportation Fuel Program – Applications, Reporting, and Compliance System
NMAC	New Mexico Administrative Code
NMED	New Mexico Environment Department

1 Introduction

The Clean Transportation Fuel Program (CTFP) is New Mexico's market-based program designed to reduce the carbon intensity (CI) of transportation fuels supplied and used in the state.

The CTFP ARCS (CTFP-ARCS) supports regulated entities in complying with the rule (20.2.92 NMAC)¹ by providing an online platform for fuel registration, reporting, and credit banking and transfer.

As part of the program registration process, NMED staff will generate an invoice. Once the invoice has been issued, the user will receive an email notification. External users are required to complete payment before NMED can review and approve the registration. More specifically, the user will receive two emails prior to registration approval:

- An **invoice notification email** from the CTFP-ARCS system (from DoNotReply@env.nm.gov) indicating that an invoice has been generated for your organization and providing basic invoice details (e.g., invoice number, amount, and due date).
- A **separate email from the eBill system (Wells Fargo)** containing instructions and a link to complete payment.

If you do not receive these emails, please check your spam or junk folder.

After payment is submitted, NMED staff will review the invoice payment. If the payment is rejected, a new invoice will be generated and the user will be notified to resubmit payment. If the payment is approved, NMED will proceed with reviewing the registration.

If the registration is approved, the system automatically generates confirmation emails to the registered primary administrator. System-generated emails will come from DoNotReply@env.nm.gov. If you do not receive your confirmation emails, please check your spam or junk folder. Please do not reply to this email address as it is not monitored. Instead, any questions can be directed to CTFP.ARCS@env.nm.gov.

If the registration is not approved, an email notification will be sent explaining the outstanding issues or missing information. The email will also include a temporary password so you can log in, address the comments provided by NMED staff, and resubmit your application for further review.

This guide provides step-by-step instructions for enrolling, logging in, and making payments in the eBill system. For technical assistance during any step, please contact NMED Staff at CTFP.ARCS@env.nm.gov

¹ New Mexico Administrative Code Title 20 Chapter 2 Part 92 Clean Transportation Fuel Program.
https://nmonesource.com/nmos/nmac/en/item/18058/index.do#t20c2p92_97

2 Organization eBill Enrollment

Step 1

You will receive an email from NMED with a link to the eBill (Wells Fargo) payment portal.

Step 2

From the login page, click on “Enroll.”

New Mexico Environment Department

LOGIN PAY NOW Welcome to E-Bill Express from State of New Mexico Environment Department

Login ID

Password

[Forgot your Login ID?](#) [Password Help?](#) Login

Don't have a Login ID?

Enroll today to set up your secure user name and password, view and pay bills, and see your account status and payment history.

Enroll

Step 3

You will be prompted to provide your Email Address and Zip Code. **These need to be the ones that NMED associates with your account.** If you're not sure, or you get an error message, please contact us. All fields marked with an asterisk (*) are mandatory.



[Site Map](#)

Account Setup

To verify your identity, we need your Email Address and Zip Code

* Required Fields

* Email Address

* Zip Code



Validate

© 2004-2025 E-Bill Express, N.A. All Rights Reserved. | [Terms of Service](#) [Contact Us](#) [FAQ](#) [Logout](#)

Step 4

It will let you review and change some parts of your profile. **You cannot change the greyed-out portions of your contact info.** Click to Continue to Login & Password.

The screenshot shows the 'Account Setup' page with three tabs: PROFILE, LOGIN & PASSWORD, and PAYMENT ACCOUNTS. The PROFILE tab is active. It contains two main sections: 'Name' and 'Billing Address'. The 'Name' section has a text field with 'John's Donuts'. The 'Billing Address' section has fields for 'Country' (United States), 'Address' (123 Zia Street), 'Address (optional)', 'City' (Santa Fe), 'State' (NM - New Mexico), and 'ZIP Code' (87505). To the right is the 'Contact Info' section, which includes a 'Phone' field (greyed out), an 'Add Another Telephone Number' link, an 'email' field (john.doe@gmail.com), and an 'Add Another Email Address' link. At the bottom right, there is a green button labeled 'Continue to Login & Password' with an orange arrow pointing to it.

Step 5

Then it will ask you to create a Login ID and Password and select an Image and provide a Label (this can be anything you want) and answer 5 security questions. Then click Continue to Payment Accounts.

New Mexico Environment Department

Account Setup

PROFILE LOGIN & PASSWORD PAYMENT ACCOUNTS

Create an Account

Login ID

Password

Re-enter password, just to be sure

Choose a Security Image and give it a label

You'll see your selected security image and label in email notifications. When you see your image and label on a notification, you can be sure it is from us.

Give your image a label

Choose Your Security Questions

We'll use these questions to help verify your identity if you forget your login credentials. Make sure you give an answer that you can easily remember.

Question 1: What is your grandmother's maiden name on your father's side?

Question 2: What is your grandmother's maiden name on your mother's side?

Question 3: How many brothers and sisters did your mother have?

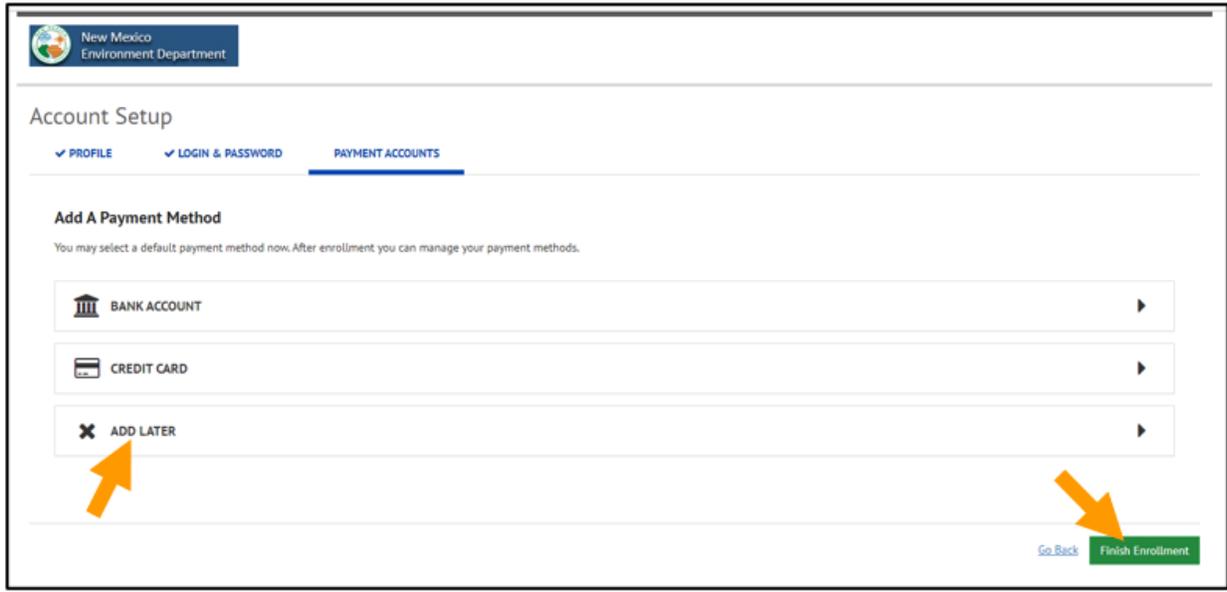
Question 4: What city was your first job in?

Question 5: What was your boss's first name at your first job?

Go Back

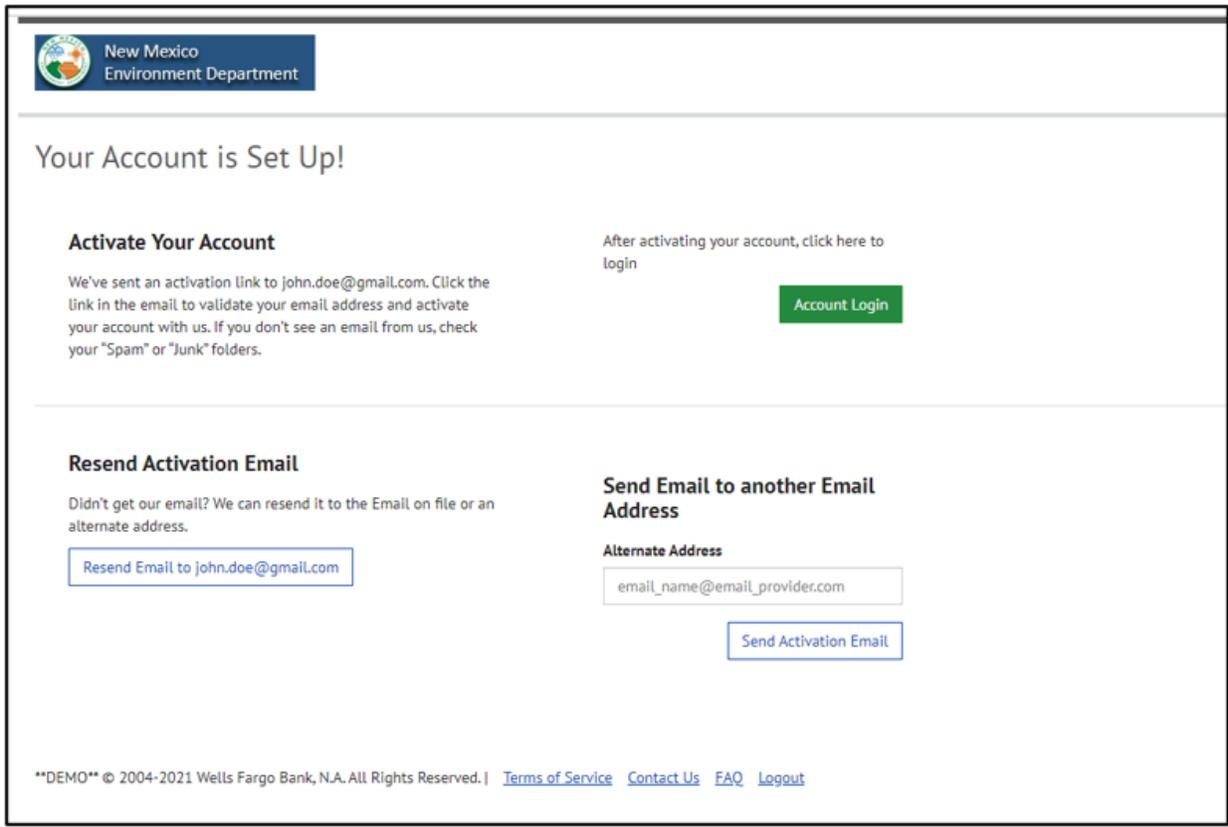
Step 6

You can enter payment information if you want to be able to save it for later usage. Or choose Add Later and click Finish Enrollment.



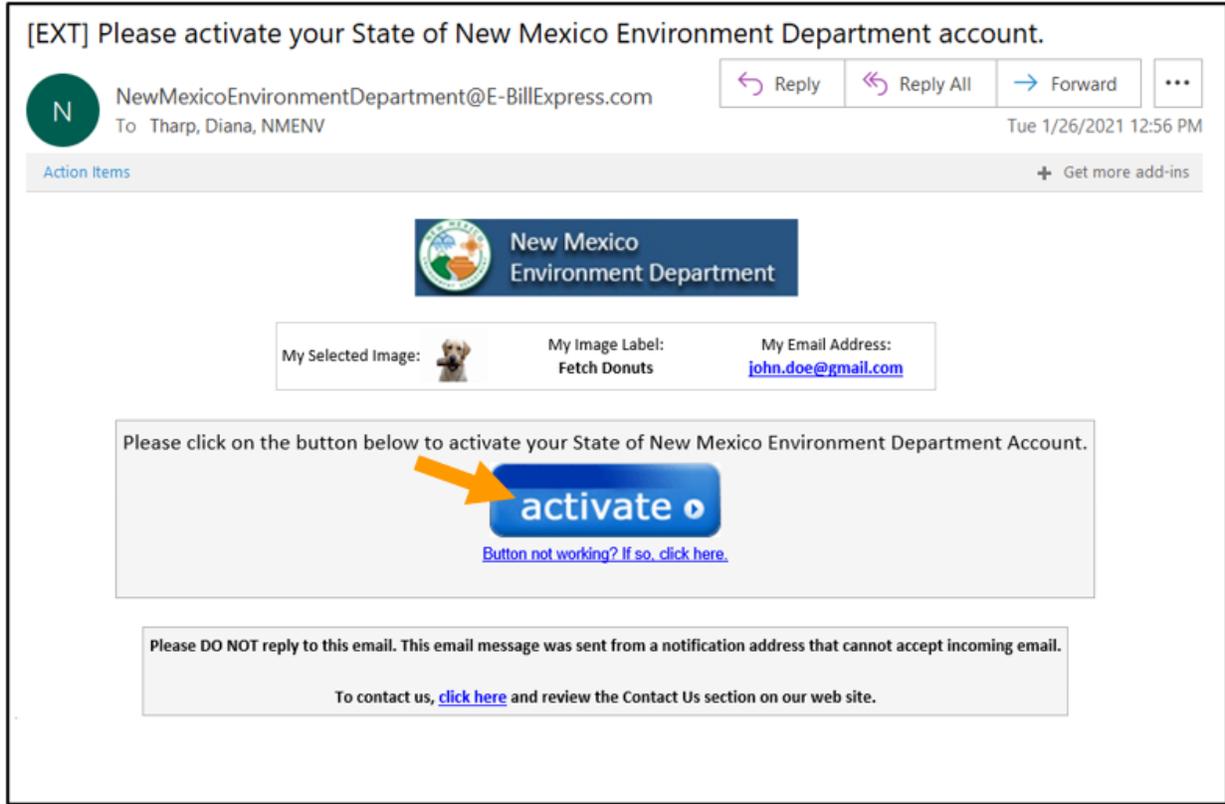
Step 7

You will see this screen, and that means that an activation email has been sent to your email account.



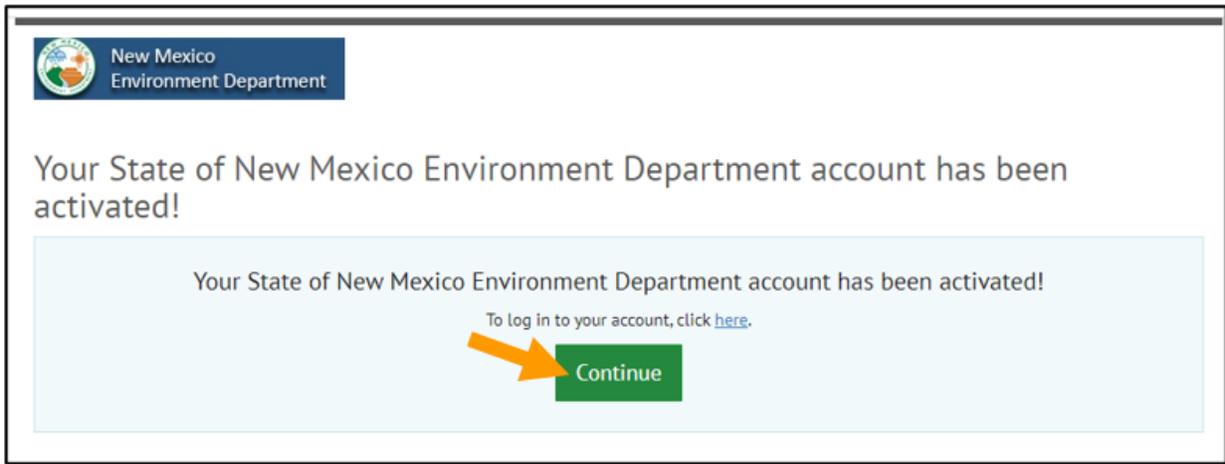
Step 8

Check your email for a message that looks like the below screenshot. Click on the Activate button in the email.



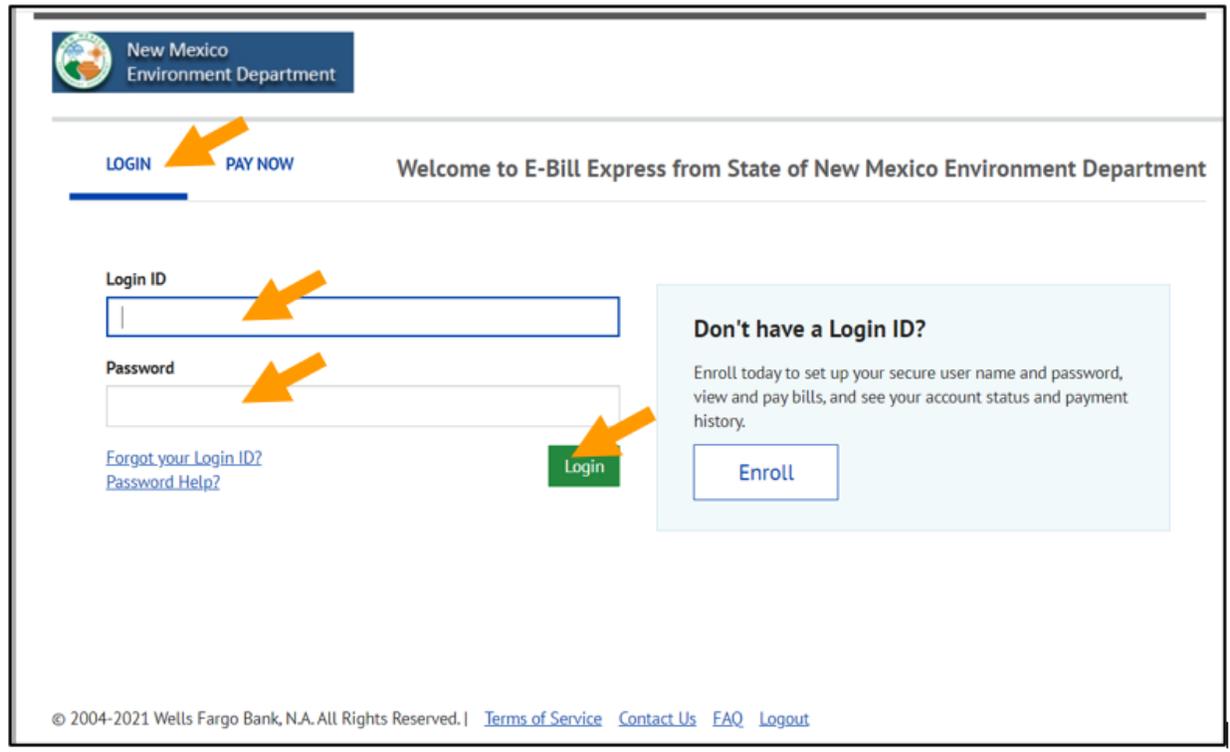
Step 9

A window will open up that looks like the below image. Click Continue.



Step 10

This will take you to the login page. This time, you will use the Login tab and enter your Login ID and Password, and then click the green Login button to access your account.



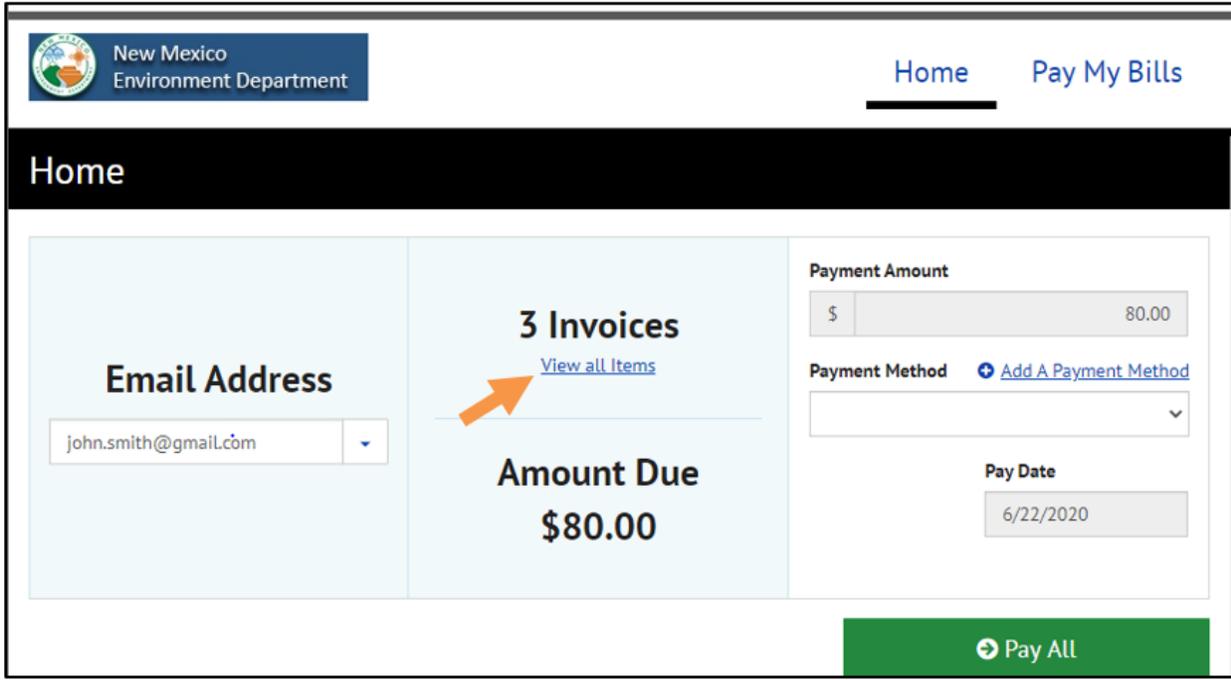
Step 11

Your account is now enrolled, and you can use that Login ID and Password you created to access your account.

3 Organization Invoice Review

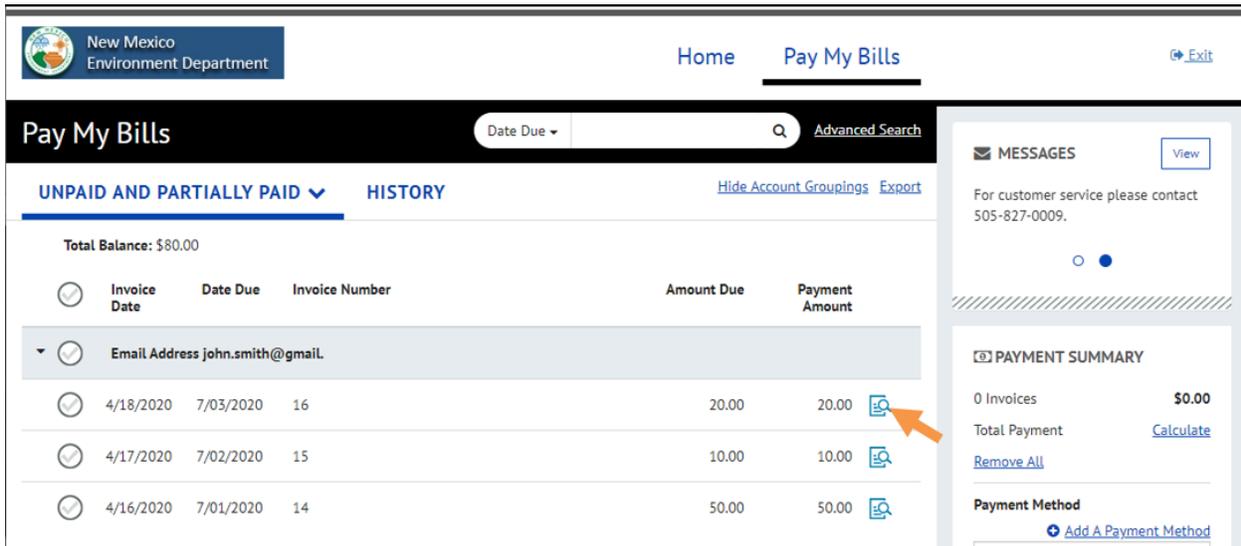
Step 1

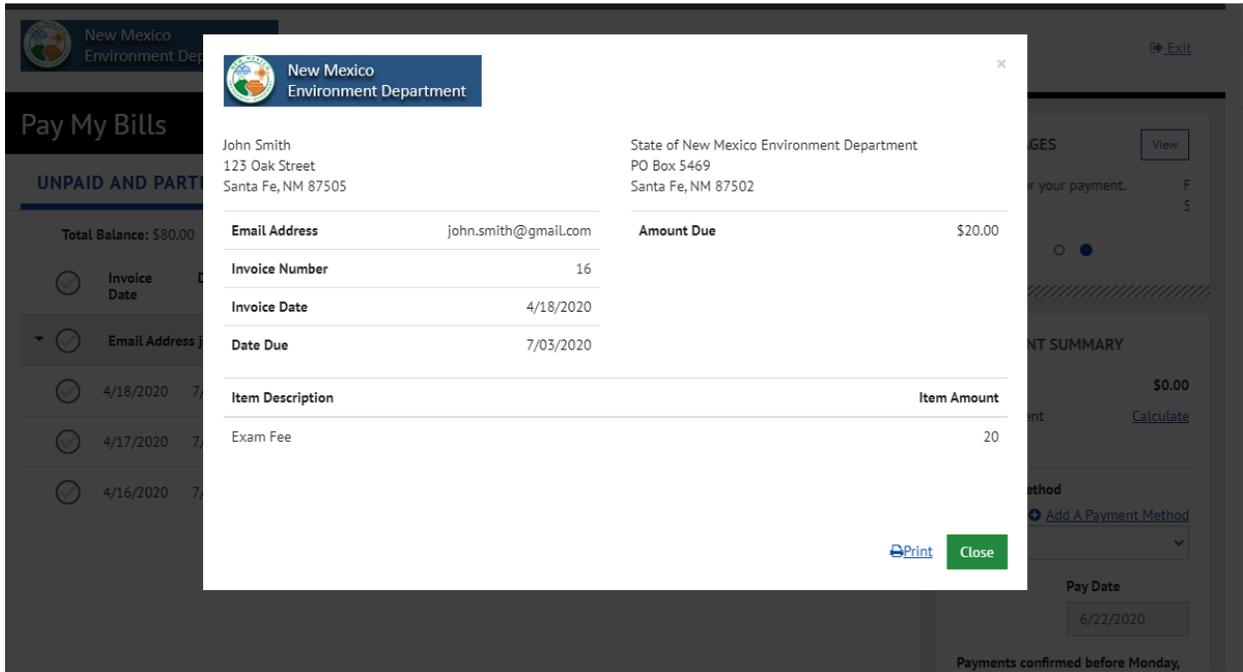
Where it lists the number of invoices, click on the link to “View all Items”.



Step 2

You will see all your unpaid invoices listed with a blue icon on the right. Click on that icon to view the invoice.





4 Organization Payment

a. Organization Payment by ACH

This guide provides instructions below to setup both ACH and CARD, but users only need to setup ONE payment type (either ACH OR CARD).

Note that ACH payments do NOT have a service fee.

Card payments have a non-refundable 2.7% service fee.

Step 1

You will see all your unpaid invoices listed with a blue icon on the right. Click on that icon to view the invoice.

New Mexico Environment Department

Home Pay My Bills

Home

Email Address

john.smith@gmail.com

3 Invoices

[View all Items](#)

Amount Due

\$80.00

Payment Amount

\$ 80.00

Payment Method [Add A Payment Method](#)

Pay Date

6/22/2020

Pay All

Step 2

Click the check marks to select the invoice, or multiple invoices, that you would like to pay.

The screenshot displays the 'Pay My Bills' interface for the New Mexico Environment Department. At the top, there are navigation links for 'Home' and 'Pay My Bills', along with an 'Exit' button. Below the navigation, there's a search bar with 'Date Due' selected and an 'Advanced Search' link. The main content area is divided into 'UNPAID AND PARTIALLY PAID' and 'HISTORY' sections. A 'Total Balance: \$80.00' is shown. A table lists three invoices with columns for Invoice Date, Date Due, Invoice Number, Amount Due, and Payment Amount. The first invoice is highlighted with a green checkmark. To the right, a 'MESSAGES' section contains a customer service contact number. Below that, a 'PAYMENT SUMMARY' section shows '1 Invoice' for '\$20.00' and a 'Total Payment' of '\$20.00'. A 'Payment Method' dropdown menu is set to 'Add A Payment Method'. A 'Pay Date' field is set to '6/22/2020'. A note at the bottom right explains payment posting dates. At the very bottom, there are 'Cancel' and 'Continue to Payment' buttons.

Invoice Date	Date Due	Invoice Number	Amount Due	Payment Amount
4/18/2020	7/03/2020	16	20.00	20.00
4/17/2020	7/02/2020	15	10.00	10.00
4/16/2020	7/01/2020	14	50.00	50.00

Step 3

Click on “Add a Payment Method”

New Mexico Environment Department

Home Pay My Bills Exit

Pay My Bills

Date Due Advanced Search

UNPAID AND PARTIALLY PAID HISTORY [Hide Account Groupings](#) [Export](#)

Total Balance: \$80.00

Invoice Date	Date Due	Invoice Number	Amount Due	Payment Amount
4/18/2020	7/03/2020	16	20.00	20.00
4/17/2020	7/02/2020	15	10.00	10.00
4/16/2020	7/01/2020	14	50.00	50.00

Payment Method: [Add A Payment Method](#)

Pay Date: 6/22/2020

Payments confirmed before Monday, June 22, 2020 6:00 PM MT will be posted on Monday, June 22, 2020. Payments confirmed after Monday, June 22, 2020 6:00 PM MT will be posted on Tuesday, June 23, 2020.

Cancel Continue to Payment

Step 4

Select "Bank Account", enter the information, check the box to agree, and click the button to "Add".

Add A Payment Method

Choose your preferred payment method to pay your bills.

- BANK ACCOUNT
- CREDIT CARD

Add A Payment Method

Choose your preferred payment method to pay your bills.

BANK ACCOUNT

Account Type 

Banking Type 

Name on the Account 

Routing Number 

Account # 

Re-enter Account # 

Pay to the Order of _____

1 23456789 1 000123456 1111
Routing Number Account Number

Make sure to use your bank account number, not your ATM or Debit card number.

By selecting 'Agree and Add Account', you authorize the information you've provided on the above account to be used for creation of a charge to the account listed above. You also affirm that the information you provided is correct, that you are a signer on the account above and there are available funds to cover the amount of any transactions that you authorize.

Agree and Add Account 



CREDIT CARD

Add A Payment Method

Choose your preferred payment method to pay your bills.

BANK ACCOUNT

Account Type
Personal Business

Banking Type
Checking Account Savings Account

Name on the Account
John Smith

Routing Number
011401533
CITIZENS BANK NA

Account #
123456789

Re-enter Account #
123456789

Pay to the Order of _____

⑆ 123456789 ⑆ 000123456 ⑆ 1111
Routing Number Account Number

Make sure to use your bank account number, not your ATM or Debit card number.

By selecting "Agree and Add Account", you authorize the information you've provided on the above account to be used for creation of a charge to the account listed above. You also affirm that the information you provided is correct, that you are a signer on the account above and there are available funds to cover the amount of any transactions that you authorize.

Agree and Add Account

Add

CREDIT CARD

Step 5

Now that your payment method has been added, you will see it show up in the dropdown menu. Click "Continue to Payment".

New Mexico Environment Department

Home Pay My Bills Exit

Pay My Bills

Date Due Advanced Search

UNPAID AND PARTIALLY PAID HISTORY [Hide Account Groupings](#) [Export](#)

Total Balance: \$80.00

Invoice Date	Date Due	Invoice Number	Amount Due	Payment Amount
4/18/2020	7/03/2020	16	20.00	20.00
4/17/2020	7/02/2020	15	10.00	10.00
4/16/2020	7/01/2020	14	50.00	50.00

Payment Method: **Add A Payment Method**
CITIZENS BANK NA ****6789

Pay Date: 6/22/2020

Payments confirmed before Monday, June 22, 2020 6:00 PM MT will be posted on Monday, June 22, 2020.
Payments confirmed after Monday, June 22, 2020 6:00 PM MT will be posted on Tuesday, June 23, 2020.

Cancel **Continue to Payment**

Step 6

You need to verify the amount, check the box to agree to the terms, and then click "Make Payment".

New Mexico Environment Department

Home Pay My Bills [Exit](#)

Verify Payment

PAYMENT SUMMARY

1 Invoice	\$20.00
Total Payment	\$20.00

Payment Method [Add A Payment Method](#)

CITIZENS BANK NA ****6789

Payment Date

6/22/2020

Payments confirmed before Monday, June 22, 2020 6:00 PM MT will be posted on Monday, June 22, 2020. Payments confirmed after Monday, June 22, 2020 6:00 PM MT will be posted on Tuesday, June 23, 2020.

Payment Terms & Conditions

These terms and conditions govern your use of the Internet Bill Presentment and Payment Service (the "Service"). As used in these Terms, the words "we," "us," and "our" refer to Wells Fargo Bank, N.A. (or its affiliate). The words "you" and "your" refer to you as the business entity accepting these Terms and using the Service. The words "you" and "your" also include any user you authorize to use the Service on your behalf.

1. Erroneous Instructions. If we receive a payment instruction authorized by you and the instruction is erroneous in any way, we shall have no obligation or liability for the error.
2. Transaction Limitations. Please be aware that certain types of bank accounts have limits on the numbers of transfers or withdrawals that may be made per month. Your bank may refuse transfers which would exceed such limits, so we recommend you

[Print Terms and Conditions](#)

Name John Smith

email john.smith@gmail.com

Phone 5051234567

[Update Customer and Address Information](#)

By checking this box you agree to the terms and conditions stated above.

By clicking the **Make Payment** button I, **John Smith**, confirm that today, Monday June 22, 2020, I am authorizing a one-time debit from my Checking account ending in ****6789 in the amount of \$20.00 USD. This debit will occur on or after Monday June 22, 2020.

If you have any questions regarding this transaction request, please call 505-827-0009.

Make Payment [Cancel](#)

PAYMENT DETAILS [Export](#)

Invoice Date	Date Due	Invoice Number	Amount Due	Payment Amount
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Step 7

Now that your payment is made, you will see a confirmation message. You can print this page for your records, and you should receive an email confirmation as well.

Confirmation

Thank You! Your payment has been made.

 [Print Confirmation Page](#)



John Smith

Payment Date	6/22/2020
Payment Method	CITIZENS BANK NA *****6789
Total Payment	\$20.00

You have been provided a confirmation number. Please save this page for your records.

Payments confirmed before Monday, June 22, 2020 6:00 PM MT will be posted on Monday, June 22, 2020.
Payments confirmed after Monday, June 22, 2020 6:00 PM MT will be posted on Tuesday, June 23, 2020.

If you have any further questions about payments to State of New Mexico Environment Department, please contact our office at 505-827-0009 .

Email Address	Confirmation #	Payment Amount	Number of Invoices
john.smith@gmail.com	3100134055	\$20.00	1

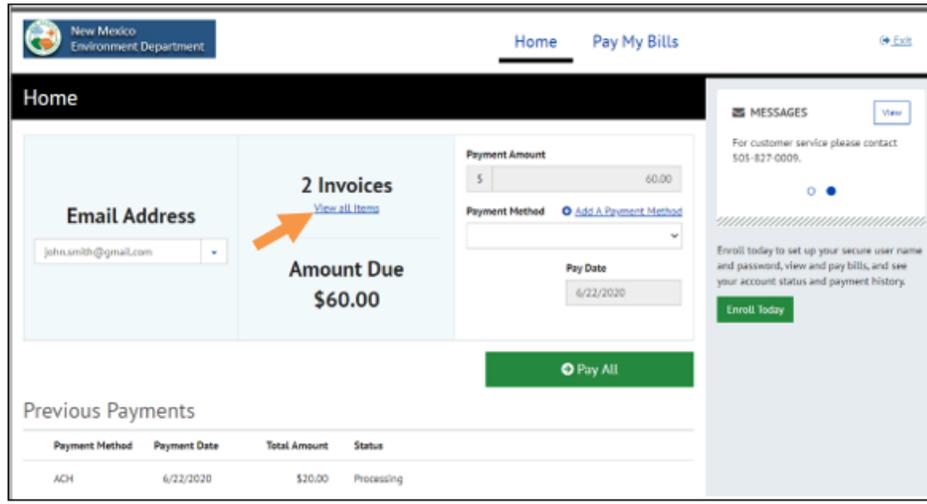
[Enroll With Your Current Information](#) [Return to Pay My Bills](#) [Log Out](#)

8080000000

b. Organization Payment by Credit Card

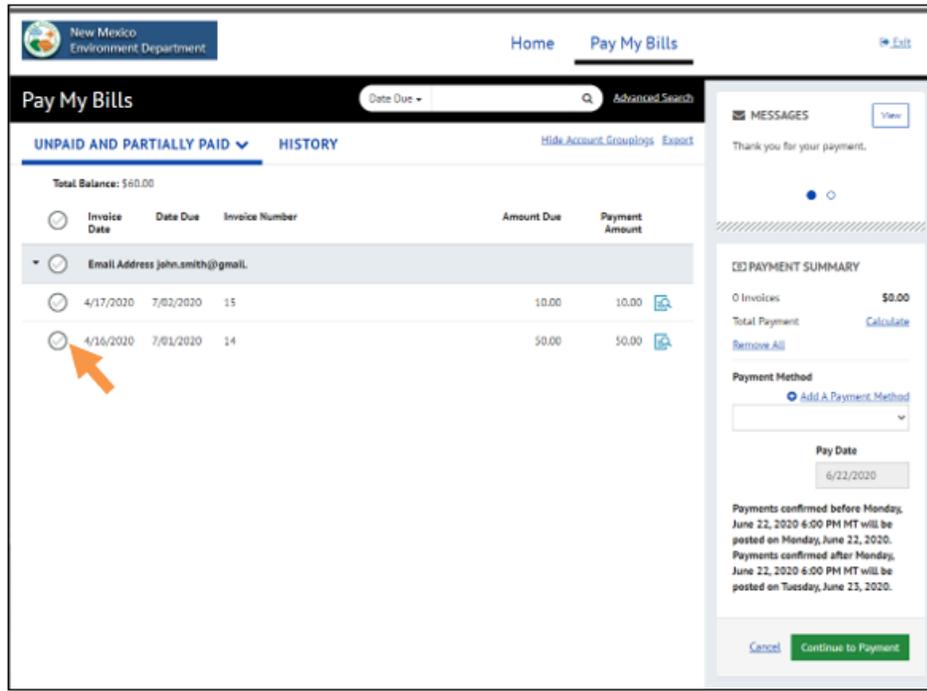
Step 1

Where it lists the number of invoices, click on the link to “View all Items”.



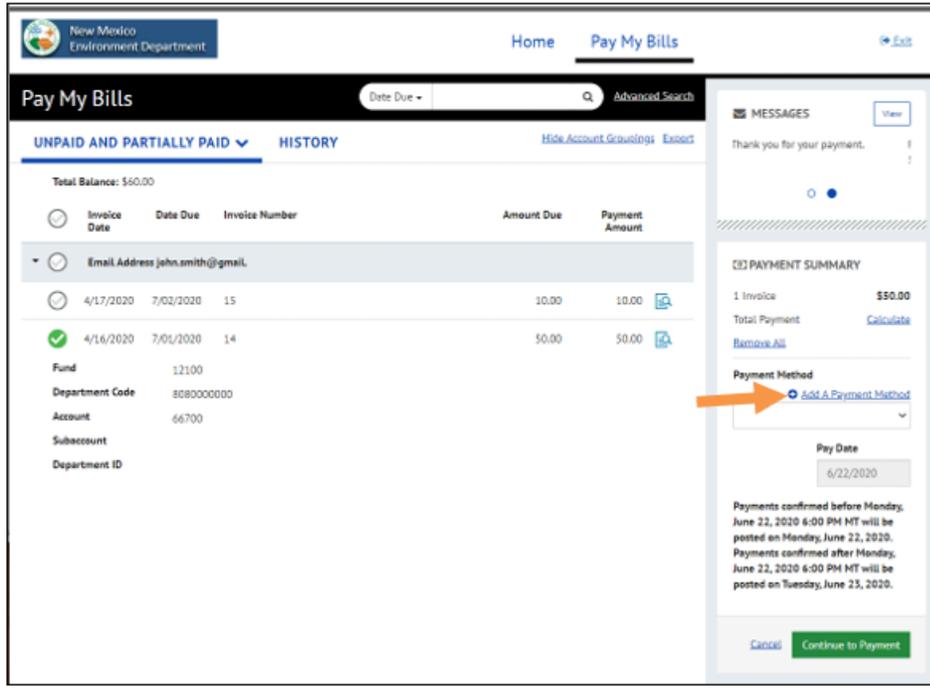
Step 2

Click the check marks to select the invoice, or multiple invoices, that you would like to pay.



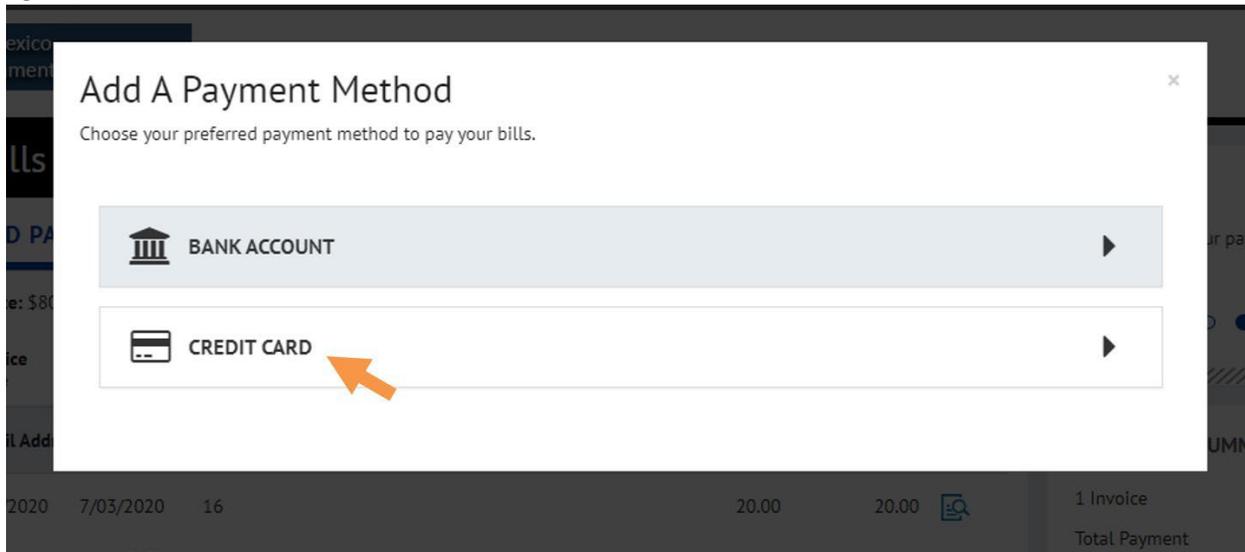
Step 3

Click on “Add a Payment Method”



Step 4

Select “Credit Card”, enter the information (the address should be your billing address), check the box to agree, and click the button to “Add”.



Add A Payment Method

Choose your preferred payment method to pay your bills.

 **BANK ACCOUNT** 

 **CREDIT CARD** 

Full Name on Card	Country	City
<input type="text"/>	United States 	<input type="text"/>
Card Number	Address	State
<input type="text"/>   	<input type="text"/>	Select State 
Expiration Date	Address	Zip
MM/YY <input type="text"/>	(optional) <input type="text"/>	<input type="text"/>
Security Code 		
<input type="text"/> (3 or 4 digits)		

By selecting "Agree and Add Account", you authorize the information you've provided on the above account to be used for creation of a charge to the account listed above. You also affirm that the information you provided is correct, that you are a signer on the account above and there are available funds to cover the amount of any transactions that you authorize.

Agree and Add Account



Add A Payment Method ×

Choose your preferred payment method to pay your bills.

 **BANK ACCOUNT** ▶

 **CREDIT CARD** ▼

Full Name on Card <input type="text" value="John Smith"/>	Country <input style="border: 1px solid #ccc; background-color: #e0e0e0; padding: 2px 5px; border-radius: 3px; width: 100%;" type="text" value="United States"/>	City <input style="border: 1px solid #ccc; background-color: #e0e0e0; padding: 2px 5px; border-radius: 3px; width: 100%;" type="text" value="Santa Fe"/>
Card Number <input style="border: 1px solid #ccc; background-color: #e0e0e0; padding: 2px 5px; border-radius: 3px; width: 100%;" type="text" value="4111 1111 1111 1111"/> <div style="display: flex; justify-content: space-around; font-size: 8px; margin-top: 5px;">DISCOVERMasterCardVISA</div>	Address <input style="border: 1px solid #ccc; background-color: #e0e0e0; padding: 2px 5px; border-radius: 3px; width: 100%;" type="text" value="1190 S. St. Francis Dr"/>	State <input style="border: 1px solid #ccc; background-color: #e0e0e0; padding: 2px 5px; border-radius: 3px; width: 100%;" type="text" value="NM - New Mexico"/>
Expiration Date <input style="border: 1px solid #ccc; background-color: #e0e0e0; padding: 2px 5px; border-radius: 3px; width: 100%;" type="text" value="01/25"/>	Security Code ? <input style="border: 1px solid #ccc; background-color: #e0e0e0; padding: 2px 5px; border-radius: 3px; width: 100%;" type="text" value="123"/>	Address <input style="border: 1px solid #ccc; background-color: #e0e0e0; padding: 2px 5px; border-radius: 3px; width: 100%;" type="text" value="(optional)"/>
		Zip <input style="border: 1px solid #ccc; background-color: #e0e0e0; padding: 2px 5px; border-radius: 3px; width: 100%;" type="text" value="87505"/>

By selecting "Agree and Add Account", you authorize the information you've provided on the above account to be used for creation of a charge to the account listed above. You also affirm that the information you provided is correct, that you are a signer on the account above and there are available funds to cover the amount of any transactions that you authorize.

Agree and Add Account

Step 5

Now that your payment method has been added, you will see it show up in the dropdown menu. Click "Continue to Payment".

New Mexico Environment Department

Home Pay My Bills [Exit](#)

Pay My Bills

Date Due [Advanced Search](#)

UNPAID AND PARTIALLY PAID [HISTORY](#) [Hide Account Groupings](#) [Export](#)

Total Balance: \$60.00

Invoice Date	Date Due	Invoice Number	Amount Due	Payment Amount
4/17/2020	7/02/2020	15	10.00	10.00
4/16/2020	7/01/2020	14	50.00	50.00

Fund: 12100
Department Code: 8080000000
Account: 66700
Subaccount:
Department ID:

MESSAGES [View](#)

For customer service please contact 505-827-0009.

PAYMENT SUMMARY

1 Invoice \$50.00
Service Fee \$1.35
Total Payment \$51.35

[Remove All](#) [Recalculate](#)

Payment Method

[Add A Payment Method](#)

Visa ****1111

Security Code [Pay Date](#)

*** 6/23/2020

Payments confirmed before Tuesday, June 23, 2020 6:00 PM MT will be posted on Tuesday, June 23, 2020.
Payments confirmed after Tuesday, June 23, 2020 6:00 PM MT will be posted on Wednesday, June 24, 2020.

[Cancel](#) [Continue to Payment](#)

Step 6

You need to verify the amount, check the box to agree to the terms, and then click “Make Payment”.

New Mexico Environment Department Home Pay My Bills [Exit](#)

Verify Payment

PAYMENT SUMMARY

1 Invoice	\$50.00
Service Fee	\$1.35
Total Payment	\$51.35

Payments confirmed before Tuesday, June 23, 2020 6:00 PM MT will be posted on Tuesday, June 23, 2020. Payments confirmed after Tuesday, June 23, 2020 6:00 PM MT will be posted on Wednesday, June 24, 2020.

Payment Method [Add A Payment Method](#)

Payment Method: Visa ****1111

Security Code: *** Payment Date: 6/23/2020

Payment Terms & Conditions

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1. Erroneous Instructions. If we receive a payment instruction authorized by you and the instruction is erroneous in any way, we shall have no obligation or liability for the error.
2. Transaction Limitations. Please be aware that certain types of bank accounts have limits on the numbers of transfers or withdrawals that may be made per month. Your bank may refuse transfers which would exceed such limits, so we recommend you

[Print Terms and Conditions](#)

Name John Smith

email john.smith@gmail.com

Phone 5051234567

[Update Customer and Address Information](#)

By checking this box you agree to the terms and conditions stated above.

By clicking the **Make Payment** button I, **John Smith**, confirm that today, Tuesday June 23, 2020, I am authorizing a one-time debit from my Visa account ending in ****1111 in the amount of \$51.35 USD. This debit will occur on or after Tuesday June 23, 2020. By submitting your payment you are agreeing to a service fee of 2.7% that will be collected by a third party to cover transaction processing fees. You may cancel this transaction and make alternative payment arrangements with us to avoid the service fee.

If you have any questions regarding this transaction request, please call 505-827-0009.

Make Payment [Cancel](#)

PAYMENT DETAILS [Export](#)

Invoice Date	Date Due	Invoice Number	Amount Due	Payment Amount
EMAIL ADDRESS john.smith@gmail.com				

Step 7

Now that your payment is made, you will see a confirmation message. You can print this page for your records, and you should receive an email confirmation as well.

Confirmation

Thank You! Your payment has been made.

 [Print Confirmation Page](#)

John Smith

Payment Date	6/23/2020
Payment Method	Visa *****1111
Payment Amount	\$50.00
Service Fee	\$1.35
Total Payment	\$51.35

You have been provided a confirmation number. Please save this page for your records.

Payments confirmed before Tuesday, June 23, 2020 6:00 PM MT will be posted on Tuesday, June 23, 2020.
Payments confirmed after Tuesday, June 23, 2020 6:00 PM MT will be posted on Wednesday, June 24, 2020.

If you have any further questions about payments to State of New Mexico Environment Department, please contact our office at 505-827-0009 .

Email Address	Confirmation #	Payment Amount	Number of Invoices
john.smith@gmail.com	3100134097	\$50.00	1
Service Fee	3100134098	\$1.35	

[Enroll With Your Current Information](#) [Return to Pay My Bills](#) [Log Out](#)