

Jon C. Thornburg, Chapter 13 Bankruptcy Trustee

ePay Online Payment System Quick Reference Guide

The ePay Online Payment System is a convenient alternative to the use of Cashier's Checks and Money Orders by using your checking or savings account (pre-paid debit or credit cards are not eligible) to make direct payments to the Trustee. This is an instant payment system, in conjunction with our bank, to provide a verifiable, trustworthy, and more expedited payment option. This system is totally optional – if you choose not to use it, you may continue to send Cashier's Checks or Money Orders to the lockbox. This Online Payment System is also not intended to contradict the requirement of Payroll Deduction.

In order to use this payment system, you must have: an **internet connection**; know your **Case Number** and **last four digits of your Social Security number**; a **checking or savings account**; and a **valid current email address**.

Benefits of the Online Payment System:

- The ability to make payments from any location at any time of day, as long as you have internet access.
- Save time and money by not having to purchase and mail a Cashier's Check or Money Order.
- Payments made before 5:00 p.m. Eastern will be credited to your bankruptcy case the next business day.

Registration:

Start by going to the Trustee website at <http://www.13network.com/trustees/alx/alxhome.asp>.

Click on the Register Now button. This will direct you to the ePay Online Payment Center so you may begin the registration process.

Please fill out the registration page and click Next when done. **For your USERNAME, we strongly recommend that you use your complete email address (if less than 21 characters) or the portion of your email address prior to the @ symbol (if more than 21 characters), as that will help in remembering your USERNAME each time you access the system.** The next page will ask you for your Online Payment ID. Your Online Payment ID is a combination of your case number (without dashes) and the last four numbers of your Social Security number (SSN).

This ID number consists of your case number (without dashes) and the last four digits of your Social Security number.

Example: Case # 12-77777-HH and SS# 123-45-6789

The Online Payment ID is: 12777776789 (This is only an example - it is NOT your Online Payment ID). To see where your case number may be found on documents you may have in your possession see below.*

Where is my Case Number located?

Below are 3 examples of documents which may be helpful to you in identifying your case number. When you enter your case number in this system please ignore any preceding or trailing letters, as well as the hyphen and enter the case number as the two digit number followed by the five digit number.

The following 3 example documents may have been received from your Trustee, Attorney, or the Bankruptcy Court:

- 1) New Case Letter from your Trustee
- 2) Chapter 13 Plan
- 3) Notice of Chapter 13 Bankruptcy Case, Meeting of Creditors, & Deadlines

After inputting your Online Payment ID twice, click Next. The next page will provide you one last opportunity to verify your information before submitting. Click Submit Registration if your information is correct.

Making a Payment:

Log in and begin by choosing the amount to pay. Next, key in your checking or savings account information (*pre-paid debit or credit cards are not allowed; the payments will be rejected; and may result in your case being ineligible for ePay transactions*) and select what type of account it is. If you are unsure of your routing and account numbers, please click on the image button to the right of the routing number field to see an example. Routing numbers are always 9 digits long and

to the left of your account number (Note: DO NOT use a deposit slip to obtain your routing number. The deposit slip routing number is typically different from the routing number associated with the checking account).

Click Submit Payment once your payment information has been input. Please note that there is a \$2.00 convenience fee to use this payment system. This fee covers the cost to our bank for providing this service. The Trustee does not receive this money.

It is very important that before you start this payment process you verify your bank account has enough funds to cover the transaction. If you submit a payment without having enough funds in your bank account to cover the transaction, the result will most likely be a Non-Sufficient Funds transaction. If this occurs, your bank account will be overdrawn and you may suffer consequences from your bank. In addition, if your payment is returned for Non-Sufficient Funds, or any other reason, your account will be locked immediately and you will not have the option of using the Online Payment System for the duration of your Bankruptcy Case. You will then be required to make your monthly plan payment by using Cashier's Checks or Money Orders. THERE ARE NO EXCEPTIONS TO THIS RULE.

Questions or Help: For questions or help, please e-mail us at epayquestions@ch13alex.com, visit <http://www.13network.com/trustees/alx/alxhome.asp> to view our Frequently Asked Questions or call our office at 318-448-1306.