

Questions? Send an email to epayquestions@ch13alex.com

ePay Information - Frequently Asked Questions (FAQs)

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What should I use as my Username?

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.

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Will I receive an e-mail after submitting my registration?

After successful registration you will receive an email confirming your registration. [\[top of page\]](#)

Do I have to use the Online Payment System? No, you may continue to send us Cashier's Checks or Money Orders to the PO Box in Memphis, TN. This Online Payment System is also not intended to contradict the requirement of Payroll Deduction.

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Once I have registered do I have to use the Online Payment System every month?

No, you can continue to send us Cashier's Checks or Money Orders to the PO Box in Memphis – if that is more convenient.

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What is my Online Payment ID?

Your Online Payment ID is an 11 digit number consisting of your case number and the last 4 digits of your social security number (SSN). Do not use any dashes. For Example: Case No. 12-77777-HH, SSN 123-45-6789 the Online Payment ID is 12777776789.

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Do I need to remember and input my Online Payment ID every time I log in?

No, you will only need to input this ID number the first time you register. However, it is a good idea to remember this number in case you have issues in the future with the ePayment Center. [\[top of page\]](#)

I have forgotten my password. How do I get a new one?

On the login page of the Online Payment Center, there is a link called "Forgotten Your Password?" The new page that opens upon clicking that link, will ask for your User Name and the system will send you a new password to the email address associated with your online account. Once you receive that new password, enter it into the login page. Once you have obtained access to your account, you can go to Settings and change your password to one of your choice. [\[top of page\]](#)

Can I change my password?

Yes, once you are logged in, click on Settings to change your password. [\[top of page\]](#)

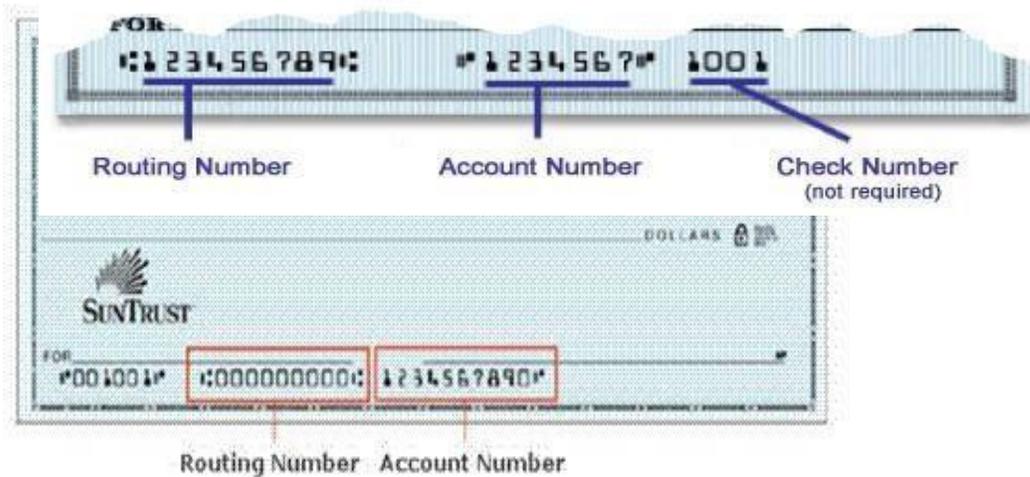
What types of accounts can be used to make payments by ePay?

Only valid checking or savings accounts may be used to make payments by ePay. **Pre-paid credit and debit card payments are not allowed and the payments will be rejected / returned and may result in your case being ineligible for ePay transactions.**

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Where do I find my Checking/Savings Routing and Account numbers?

The Routing and Account Numbers are located on the bottom of your check. The Routing Number is always a 9 digit number and appears to the left of your Account Number. DO NOT look for these numbers on a deposit slip, as the Routing Number may be different on that document. If you are unable to find your Routing and Account Numbers, please contact your banking institution for assistance.



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Do I need to input my Checking/Savings account information each time I make a payment? **No**, the Online Payment Center will store up to 5 different accounts and you will be able to choose an account from the Previously Used dropdown menu.

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What happens if my payment is returned as Non-Sufficient Funds (NSF)?

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.**

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Can I schedule payments in advance?

You may log in and schedule a payment up to 1 day in advance.

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Can I set up recurring payments?

Not at this time.

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Can I make more than one payment?

Yes, but it must be done in separate transactions. You may make as many successive payments as you wish. [\[top of page\]](#)

How soon will the payment be taken from my account and be posted to my bankruptcy case? Payments made prior to 4:00 p.m. Central will be debited from your account the next day and will be

posted the next business day to your bankruptcy case. Please visit www.ndc.org in approximately 3 business days if you would like to verify that the payment has been posted to your case. [\[top of page\]](#)

Will I receive a receipt upon making a payment?

Yes, you will receive an automated email with your payment information listed in the body of the email. [\[top of page\]](#)

Is there a ceiling to how much I can pay at one time?

Yes, the limit is \$9,999.99 per transaction. This is subject to change. [\[top of page\]](#)

Can I make partial payments?

Yes. If you can't afford to make your full plan payment at one time, you may make several smaller payments through the month. However, please keep in mind that this does not affect the due date for your payments. Even though you have the ability to make smaller payments throughout the month, the full amount of your payment is still due on your payment due date. [\[top of page\]](#)

Why are my payments held for 10 business days? This is done to prevent funds from being disbursed to your creditors in your case during the time when we confirm the payments will be honored by your bank. After that period, the funds are available for disbursement to your creditors. [\[top of page\]](#)

What is the \$2.00 Processing Fee?

This fee covers the cost to our bank for providing this service to debtors and the Trustee. The Trustee does not receive this money. [\[top of page\]](#)

Why are not all my payments listed in the Payment History?

The Payment History in the Online Payment Center only displays payments made through the Online Payment System. It will not display payments made to the lockbox. For a full payment history in your case, please visit our website at <http://www.13network.com/trustees/alx/alxhome.asp> or the National Data Center (<https://www.ndc.org>). [\[top of page\]](#)

Why is my account locked?

There are several reasons why your account may become locked. The Trustee reserves the right to lock your account and prevent a debtor from making payments online. The main reasons why the Trustee would lock an account include: a Non-sufficient Funds payment (NSF), a debtor placing a Stop Payment on submitted funds, or the conversion or dismissal of your case. If your account has been locked and you are still required to make payments, please send Cashier's Checks or Money Orders to the PO Box 279, Memphis TN 38101-0279. [\[top of page\]](#)

If my case has been dismissed or converted, can I use the Online Payment System to start making payments again if instructed by my attorney?

No, until your case has been reopened, please send Cashier's Checks or Money Orders to the PO Box in Memphis. If your case is reopened, your Online Payment account will be reopened automatically. If the account does not become available within 5 business days after your case was reopened, please contact us (via email epayquestions@ch13alex.com or telephone) so we may unlock your account. [\[top of page\]](#)