

ePay Information - Frequently Asked Questions (FAQs)

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Questions still? Send an email to epayquestions@denver13.com. Please allow for 1-2 business days for a response.

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

You will receive an email from the Trustee after your account has been approved.

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3. Do I have to use the ePay Online Payment System?

No, you may continue to send Cashier's Checks, Money Orders or Personal Checks to the PO Box in Memphis, TN. Please use whatever method suits you.

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

No, you may continue to send Cashier's Checks, Money Orders or Personal Checks to the PO Box in Memphis, TN. Please use whatever method suits you.

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5. 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. 11-41234-XYZ, SSN 123-45-6789 = the Online Payment ID as 11412346789.

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6. 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 ePay Online Payment System.

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

On the login page of the ePay Online Payment System, 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 ePay account, you can go to Settings and change your password to one of your choice.

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8. Can I change my password?

Yes, once you are logged in, click on Settings to change your password.

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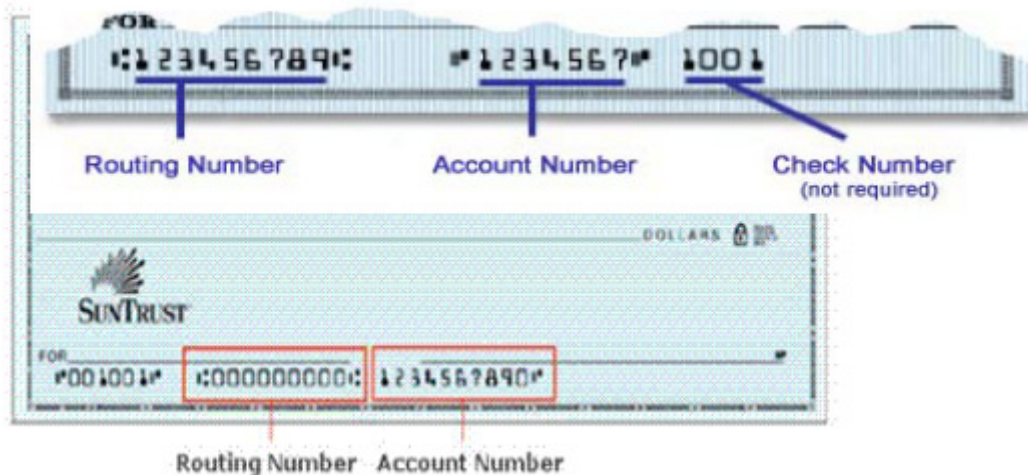
9. What types of accounts can be used to make payments by ePay?

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 for the duration of your Chapter 13 Bankruptcy Case.

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10. 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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11. Do I need to input my Checking/Savings Account information each time I make a payment?

No, the ePay Online Payment System 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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12. 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 (NSF) 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 (NSF), or any other reason, your ePay account may be locked and you may not have the option of using the ePay Online Payment System for the duration of your Chapter 13 Bankruptcy Case. You will then be required to make your monthly plan payment by using Cashier's Checks, Money Orders or Personal Checks.

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13. Can I schedule payments in advance?

You may log in and schedule a payment up to 15 days in advance.

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14. Can I set up recurring payments?

Not at this time.

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15. 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. This does not mean you can pay your case off early.

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16. How soon will the payment be taken from my account and be posted to my Chapter 13 Bankruptcy Case?

Payments made prior to 3pm Mountain Time (or 5pm Eastern Time) will be debited from your account the same day and will be posted the next business day to your Chapter 13 Bankruptcy Case. Please visit the National Data Center (NDC) website (www.ndc.org) in approximately 3 business days if you would like to verify that the payment has been posted to your case.

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17. 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.

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18. Is there a max to how much I can pay at one time?

Yes, the limit is \$9,999.00 per transaction.

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19. 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 throughout the month. Even though you have the ability to make smaller payments throughout the month, the full amount of your payment is still due by your payment due date.

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20. Why are my payments held for 15 days?

This is done to prevent funds from being disbursed to the creditors in your case during the time when you could decide to reverse a payment or if the payment is returned as Non-Sufficient Funds (NSF). All funds received by this office, whether via ePay, employer check, or personal check, are held for 15 days for this reason. After that period, the funds are available for disbursement to your creditors.

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21. 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.

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

The ePay Payment History in the ePay Online Payment System only displays payments made through the ePay Online Payment System. It will not display payments made to the lockbox. For a full payment history in your case, please visit the National Data Center (NDC) at (<https://www.ndc.org>).

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23. 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), 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, Money Orders or Personal Checks to the PO Box in Memphis, TN.

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24. If my case has been dismissed or converted, can I use the ePay 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, Money Orders or Personal Checks to the PO Box in Memphis, TN. If your case is reopened, your ePay Online Payment account will be reopened automatically. If the account does not become available within 3 business days after your case is reopened, please contact us (via email or telephone) so we may unlock your account.

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