

E-COMMERCE FILER INFORMATION

November 2021

The E-Filing Portal will be moving to a new payment processor in our next release which will be in production November 20, 2021. The following changes will be made:

1. For submissions that require a payment, the payment will be assessed and settled at the time the filing is submitted. Currently, the payment is assessed at the time of submission and settled after the filing has been reviewed and accepted by the Clerk of the Court.
2. Authorization holds will no longer be placed on credit card transactions.
3. **Any saved credit card information will not be migrated to the new payment processor.** After the update, if a submission requires a payment, the credit card information must be re-entered by the filer and saved if you wish to reuse that credit card.
4. The ACH account information **will** be migrated to the new payment processor. The filer will not have to re-enter ACH account information.
5. When a submission with a payment is sent to the correction queue, the portal will refund the payment and assess, settle any new payment, at the time the corrected filing is submitted.
6. Refund requests for any reason after a submission has been accepted by the Clerk should be requested from the Clerk of the Court to whom the filing was submitted.
7. A financial identification number has been created to identify the payment on the filer's banking and credit card statements. For example: "**ePtl + Financial ID + <SPACE> + Memo**" will appear on both credit card and bank statements to identify the portal payment transaction. The Financial ID will also be found in all email notifications from the portal as well as on the My Submissions and My Fees pages in the portal.
8. A new company ID will be used for debit block. Debit block services protect your bank accounts from unauthorized electronic charges. Check with your bank before setting up a debit payment. If you have a debit block on your bank account, you must provide this information to your bank so it can process your payment: "**1900626822 EPORTAL FILING**". If you don't provide this information, your bank could reject the payment causing return fees.