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# ATTORNEY PORTAL

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**Guidance, Transparency,  
and Success**

<http://attorney.tfsbillpay.com>

888-729-2413



# The Attorney Portal Handbook

*In a decades old institution where collecting payments -- a lot of payments -- is more than half the battle, it may surprise a casual observer that it was not until recently that an electronic solution for Chapter 13 payments came about.*

*In the past several years, however, Nationwide TFS has developed and offered the tools to your clients to, as we like to say, “drag the entire payment process into the 21st Century.” As the leading ePay provider in the bankruptcy vertical, TFS has gained a wealth of experience and built a solid track record. We have processed hundreds of thousands of payments from all over the country, and helped countless debtors make their payments without the hassle of certified checks or money orders.*

*The feedback we’ve received from our clients and their counsel has been invaluable over the years. In fact, one of the most important pieces of feedback has come from attorneys across the country that know their clients need a helping hand in setting up the payments. Some clients may not have regular access to the internet, some may just be so overwhelmed by the process that they don’t take the final step to set up their monthly payments.*

*For those firms, we’ve created our “Attorney Portal.” Inside this handbook, you’ll find the resources needed to use our new portal, answers to some of our frequently asked questions, and a guide for setting your firm up on TFS. Your practice is on the front line of the bankruptcy process, and we want to give you the tools to help your clients (and you) automate your success.*



Patrick Schaefer  
CEO, TFS

# FEATURES

## The Best of the Attorney Portal

*With TFS, it's easy to help your clients through the Chapter 13 payment process. You can now set up their accounts, monitor their progress, and identify issues before they become problems.*

### **TFS is cost-free for your office.**

We never charge setup fees or monthly fees to your attorney practice, and you'll never see IT costs or transaction charges.

### **TFS funds don't get "lost in the mail."**

Mailed payments are rife with issues. Certified checks or money orders can take up to two weeks to arrive at a trustee's office and get processed. If a payment is lost in the mail, there are very limited resources to track that payment down.

### **Detailed Records.**

Keep track of your clients' payments, and reduce your workload if there's ever an issue with the trustee's office. With TFS, all payments are listed on your dashboard, and a complete payment history can be created at your request, so your staff never has to waste hours going through paper receipts.

### **Customer Support.**

Have questions about your clients' interactions with TFS? Let TFS help. Our customer support is top of the line. That's a service you and your clients will never get with physical payments.

### **Access to clients that already use TFS.**

Do you have clients that already use our service? You can still see how they're doing on the TFS system, whether or not you've helped them set up their account.

### **Alerts.**

Have a client you know needs overseeing? TFS sends a daily summary of your client's actions, so you know right away who needs your help.



# TFS is Easy!

Once your lawfirm creates a TFS account, it's easy to set up your users.

Creating your TFS Attorney Portal account is easy. Just follow the steps below to activate your attorney portal!

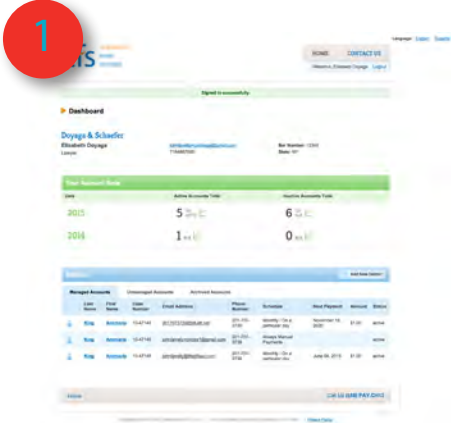
- Visit our Attorney Portal site at <http://attorney.tfsbillpay.com>
- Click the orange "Sign Up" button



- Enter your firm's information, including your name, contact information, and how your attorneys show up on PACER court documents. We use this information to verify your account and match up clients who have previously signed up for TFS.
- Once we receive your application, our team will set up your account and contact you as soon as you're able to log in.

## Setting up a client in just a few simple steps.

Setting up a client on TFS only takes a few minutes. You don't have to wait until the case is filed to get started, so you can get your client's information and authorization without a separate appointment.



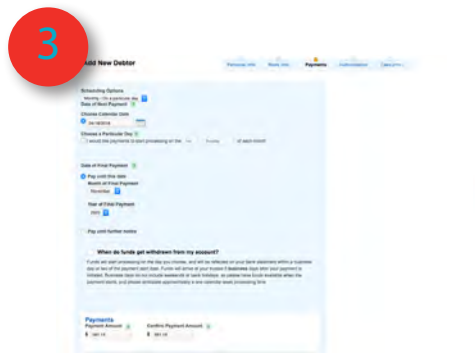
1

When you have your client at the petition signing appointment, simply log in, click "+ Add New Debtor" and follow the simple prompts to collect your client's personal information.



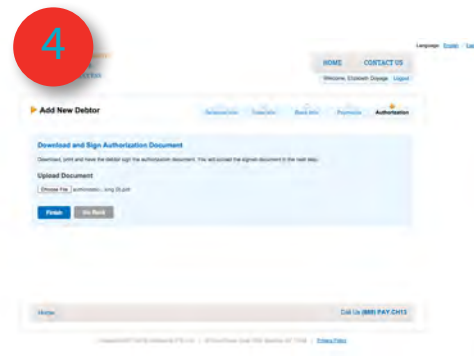
2

Enter your client's banking information. You'll have an opportunity to have your client review this information when you print out their authorization form.



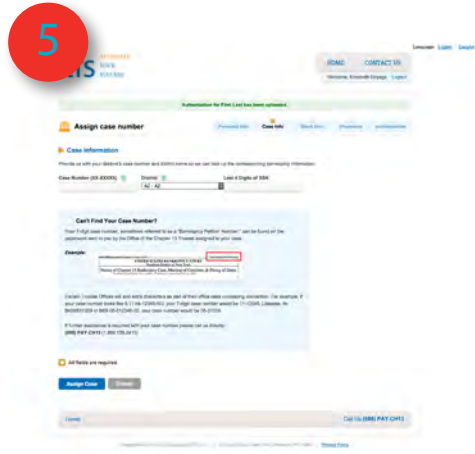
3

Select your client's payment schedule from the available frequency options.



4

Once that information is collected, simply print out the authorization form and sign it with your client.







5

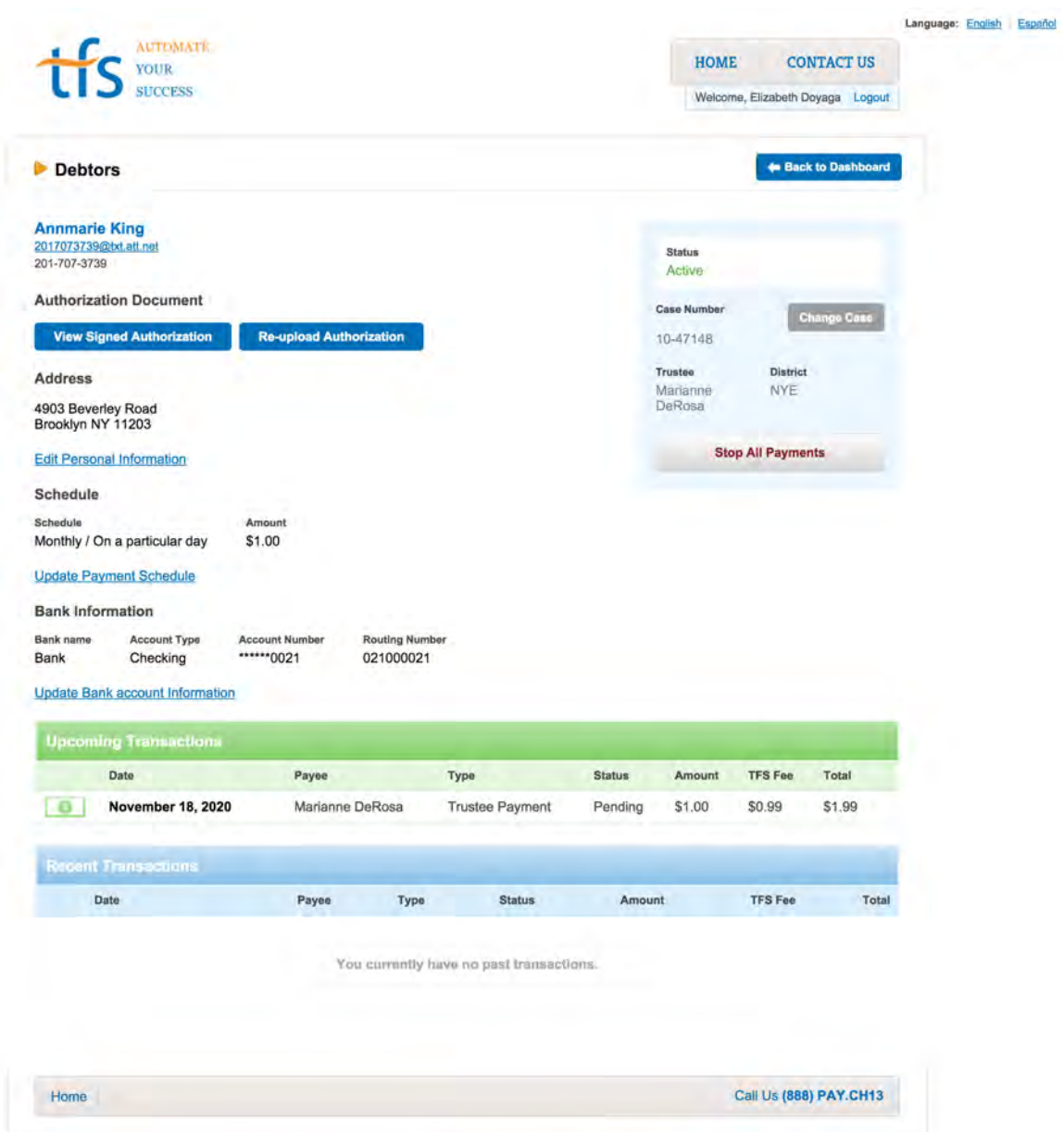
When the case is filed and a case number is assigned to your client, simply come back to the site, upload the authorization, and enter the case number. Your client's TFS account will be set up and payments will start on the schedule already selected!



# And administer your client's TFS accounts going forward.

When you complete the TFS enrollment process, you'll also be able to:

-  Access you clients' payment histories at the click of a mouse
-  Change their payment amount in the case of modifications or "step" plans
-  Keep track of your clients progress throughout the bankruptcy process
-  Receive daily updates and alerts



The screenshot shows the TFS client portal interface. At the top left is the TFS logo with the tagline "AUTOMATIC YOUR SUCCESS". On the top right, there are links for "HOME" and "CONTACT US", and a user greeting: "Welcome, Elizabeth Doyaga Logout". Below the navigation is a "Debtors" section with a "Back to Dashboard" button. The main content area is for a client named Annmarie King, with contact information: 2017073739@tfd.att.net and 201-707-3739. There are buttons for "View Signed Authorization" and "Re-upload Authorization". The address is 4903 Beverley Road, Brooklyn NY 11203. A "Schedule" section shows a monthly payment of \$1.00. A "Bank Information" section shows a Bank of America checking account. An "Upcoming Transactions" table shows a pending trustee payment of \$1.00 on November 18, 2020, with a TFS fee of \$0.99, totaling \$1.99. A "Recent Transactions" section is currently empty, with a message: "You currently have no past transactions." At the bottom, there is a "Home" button and a "Call Us (888) PAY.CH13" link.

Language: [English](#) | [Español](#)

**tfs** AUTOMATIC YOUR SUCCESS

HOME CONTACT US

Welcome, Elizabeth Doyaga Logout

**Debtors** [Back to Dashboard](#)

**Annmarie King**  
2017073739@tfd.att.net  
201-707-3739

Authorization Document

[View Signed Authorization](#) [Re-upload Authorization](#)

Address

4903 Beverley Road  
Brooklyn NY 11203

[Edit Personal Information](#)

Schedule

Schedule	Amount
Monthly / On a particular day	\$1.00


[Update Payment Schedule](#)

Bank Information

Bank name	Account Type	Account Number	Routing Number
Bank	Checking	*****0021	021000021

[Update Bank account Information](#)

**Upcoming Transactions**

Date	Payee	Type	Status	Amount	TFS Fee	Total
 November 18, 2020	Marianne DeRosa	Trustee Payment	Pending	\$1.00	\$0.99	\$1.99







**Recent Transactions**

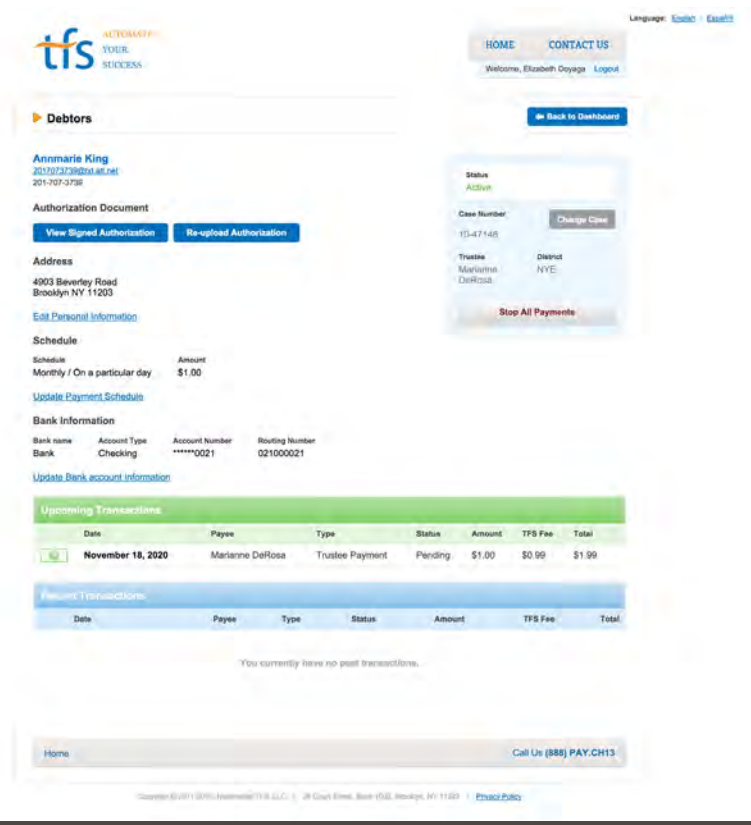
Date	Payee	Type	Status	Amount	TFS Fee	Total
You currently have no past transactions.						

[Home](#) [Call Us \(888\) PAY.CH13](#)

# Success is Our Business

*The TFS solution combines the success of automation, the helping hand of monthly reminders, the piece of mind of record keeping, the support of dedicated customer service and the dignity of choice and anonymity to create the best payment option available to your clients. And your clients deserve the best.*

ePay with TFS	vs.	Traditional Paper Methods
 All payments takes 5 business days, and the trustee can see the payment in process		 Delivery Methods are inconsistent and can take as long as three weeks to reach the trustee's office
 Complete audit trails at the click of a mouse		 Certified Checks and Money Orders are untraceable and can get lost at multiple points in the delivery process
 Case information is verified on the court database, so there's no need to keep entering a case number every month		 Prone to Human Error



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