

# Quick Reference Guide

## For

# Making an ePay Payment

ePay is an approved alternative to the use of personal checks, money orders and cashier's checks. Payments are directed by you from your bank checking or savings account to the Chapter 13 Trustee in the amount and frequency determined by you.

ePay does not replace payments where the Bankruptcy Court has issued a wage deduction order directing your employer to make the payments. If a wage deduction order is in place, ePay may be used to make additional payments to the Chapter 13 Trustee.

### **Making a Payment:**

Once you have completed your ePay registration you may now make a payment. Click on *Make a Payment*. You have a choice of making your monthly plan payment or an additional payment.

Enter your checking or savings account information and select the type of account it is. Verify that you have entered both the correct routing number and correct account number. Routing numbers are always 9 digits long and may be found to the left of your bank account number on your bank check. Do NOT use a deposit slip to obtain your routing number. The routing number on a deposit slip is typically different from the routing number associated with your checking account and savings account.

Click on *Submit Payment* once your payment information has been input.

### **Questions or Help:**

To view our Frequently Asked Questions pertaining to ePay registration and use, go to [www.13trusteecleveland.com/ePayFAQs](http://www.13trusteecleveland.com/ePayFAQs).

If you need further assistance, please contact us at [ePayquestions@ch13cleve.com](mailto:ePayquestions@ch13cleve.com) or call our office at 216-621-4268 ext 124.