

# Quick Reference Guide

## For

### ePay Registration

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.

In order to use ePay you must know both your case number and the last four digits of your Social Security number, have an internet connection, a checking or savings account, and a valid email address.

#### **Registration:**

Click on the *Register Now* button. Complete the registration page and click *Next* when done.

Type in your Online ePay Payment ID in the area indicated. This ID number is a combination of your Chapter 13 bankruptcy case number followed by the last four digits of your Social Security number.

Example: If your case # is 14-77777 and your Social Security # is xxx-xx-2345, then your Online ePay Payment ID number is 14777772345

After inputting your Online ePay Payment ID twice, click on *Next*. The next page provides one more opportunity for you to verify your information before submitting. Click on *Submit Registration* if your information is complete and accurate.

#### **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.