

# Stuart C. Cox, Chapter 13 Trustee

## ePay Online Payment System

### *Quick Reference Guide*

The online payment system is an approved alternative to the use of cashier's checks and money orders by using your checking or savings account to make direct payments to the Trustee. This is an instant payment system, in conjunction with our bank, to provide a verifiable, trustworthy, and more convenient payment option.

In order to use this payment system, you must have an internet connection; know your case number, last four digits of your social security number, a checking or savings account, and a valid e-mail address.

#### Benefits of using the ePay Online Payment System

- The convenience of submitting a payment from any location with internet access.
- Save time and money without having to mail a check or money order.
- Payments submitted before 5:00pm should post to your bankruptcy case the following business day.

#### **Registration:**

Start by going to the Trustee website at <http://www.ch13elpaso.com>.

Under the ePay tab, click on the "Register Now" button. This will direct you to the ePay Online Payment Center so you may begin the registration process.

Please fill out the registration page and click "Next" when done. The next page will ask you for your online payment ID. This ID number consists of your case number (without dashes) and the last four digits of your social security number.

Example: Case # 11-77777 and SS# XXX-XX-1234, the online payment ID is: 11777771234

After inputting your online payment ID twice, click "Next." The next page will provide you one last opportunity to verify your information before submitting. Click "Submit Registration" if your information is correct.

#### **Making a Payment:**

Log in and begin by choosing the amount to pay. You will have the choice of making your current monthly payment or another amount.

Key in your checking or savings account information and select what type of account it is. If you are unsure of your bank account and routing numbers, please click on the image button to the right of the routing number field to see an example. Routing numbers are always 9 digits long and to the left of your account number. Do not use a deposit slip to obtain your routing number. The routing number on deposit slips is typically different from the routing number associated with the checking account.

“Submit Payment” once your payment information has been input.

Please note there is a bank fee of \$2.00 for the use of the epay service. Stuart C. Cox, Trustee does not receive this fee.

It is important that you review your bank account has sufficient funds before submitting an electronic payment. If there are insufficient funds or your payment is returned for any reason, you will be responsible for the bank fees and we will no longer accept future electronic payments.

**Questions or Help:**

For questions or help, please e-mail us at [epayquestions@ch13elpaso.com](mailto:epayquestions@ch13elpaso.com) or view the list of frequently asked questions.