

OFFICE OF THE STANDING CHAPTER 13 TRUSTEE

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ePay Online Payment System ***QUICK REFERENCE GUIDE***

ePay Online Payment System provides the ability to make your required monthly Trustee payment directly from your bank account rather than submitting money orders or certified funds. This is an instant payment system, via SunTrust Bank, that provides a verifiable, secure, and convenient online payment option. ePay is the only form of electronic payment *endorsed by the Trustee.*

In order to register for ePay Online Payment System, you must have:

- 1) Internet connection
- 2) Your case number
- 3) The last four digits of you or your co-debtor's social security number
- 4) A checking or savings account
- 5) Valid e-mail address

REGISTRATION:

1. Visit our website at: www.russotruster.com/epay OR go to www.russotruster.com and click on the 'EPAY' link in the top navigation bar.
2. **Open and review "Frequently Asked Questions" before attempting to register.**
3. Click on "Register" button.
4. Complete 'Registration-Profile Details'. This is where you will set up your *Username* and *Password*.
IMPORTANT: Make a record of your Username and Password. This information will be required to make future payments.
5. Click "Next" when done. This page will ask for your *eleven digit Online Payment ID*.
Your Online Payment ID is your case number plus the last four digits of either the debtor or co-debtor's social security number (no dash and no letters).
After entering your *Online Payment ID* two times, click "Next". The next page will provide one more opportunity to verify your information before submitting. If your information is correct, click "Submit Registration".

MAKING A PAYMENT:

1. Visit our website at: www.russotrustee.com/epay and click on “Make a Payment” button.
2. Enter your *Username* and *Password*.
IMPORTANT: If you have misplaced or forgotten your *Username and/or Password*, you **MUST SEND AN EMAIL: epay@russotrustee.com and request a reset. **PLEASE DO NOT CALL THE OFFICE – THIS REQUEST MUST BE IN WRITING.****
3. Once you are logged in you may select the amount you wish to pay. You will have the choice of making either your current monthly plan payment or another amount.
4. Enter your bank account information and select the type of account. If you are unsure of your bank routing or account numbers, please click on the image button to the right of the routing number field for an example. Routing numbers are always nine digits and to the left of the account number.
IMPORTANT: DO NOT use a deposit slip to obtain your routing number as it may be different. You must enter correct routing and account information in order for your payment to be processed.
5. After your payment information has been entered, click “Submit Payment”.

QUESTIONS OR ASSISTANCE:

1. AFTER following the above instructions, if you have additional questions or are unable to make a payment, please email your inquiry to : epay@russotrustee.com.