

E-Pay Collections Website Manual - updated 8/12/26

1. Logon to the Illinois E-Pay Collections Dashboard at <https://magic.collectorsolutions.com/magic-ui/Payments/illinois-state-police-fsb/300624>
2. Make a One-Time Payment. Payment Category: ISP ePAY Services, Payment Type: ISP ePAY Services. Type in FEIN (with no dash) and select Search.

The screenshot shows the 'Add Payment Items' section of the dashboard. It has a dark blue header with a shopping cart icon and the text 'Add Payment Items'. Below the header, there are two dropdown menus: 'Payment Category' and 'Payment Type', both set to 'ISP ePAY Services'. Below these is a text input field for 'FEIN*' containing '12-34567'. To the right of the FEIN field is a red arrow pointing to a 'Search' button. Below the search button are two buttons: 'Add Item' and 'Add Item and Checkout'. At the bottom of the section is a blue button labeled 'Next Step: Payment Information'. To the right of the 'Add Payment Items' section is a 'Shopping Cart' section with a dark blue header and a shopping cart icon. It shows a 'Subtotal' of '\$0.00' and a red button labeled 'Cancel Transaction'.

3. Carrier name should populate. Enter address and Contact Information

The screenshot shows the 'Payment Details' form. It has a dark blue header with a shopping cart icon and the text 'Payment Details'. Below the header, there are several input fields: 'Company Name' (Happy Carrier Services), 'Address' (123 Main St), 'City' (Springfield), 'State' (Illinois), 'Zip Code' (62704), 'Contact Name' (David Jones), 'Contact Email' (david.jones@happy.com), and 'Contact Phone' (2175580517).

4. Scroll to Remit Month/Year (use the last day of the month for the remit month you are submitting)
5. Enter all connections (Calculations are determined using the Illinois 9-1-1 Surcharge Remittance Form). **BE SURE TO FILL IN EVERY FIELD, INCLUDING THE ADMIN FEE DEDUCTION, UNLESS THE FIELD IS ZERO.**

6. Enter total amounts subtracting the 1.74% administration fee deduction

# Telecom Connections	20
Telecom Connections X \$1.50 per connection	30.00
Less Admin Fees (1.74%)	.52
Telecom Amt (W)	29.48
# Interconnect VoIP Connection	25
Interconnect VoIP Connections X \$1.50 per connections	37.50
Less Admin Fees (1.74%)	.65
Interconnect VoIP Amt (V)	36.85
# Wireless Connection	10
Wireless Connections X \$1.50 per connection	15
Less Admin Fees (1.74%)	.26
Wireless Amt (C)	14.74

7. Enter Payment Amount

8. Select Add Item and Checkout

Payment

Payment Amount \$ 81 . 07

Amount Due 0.00

+ Add Item

+ Add Item and Checkout

9. Enter Email and Select Next Step: Add Payment Method
10. Select your Payment Method (Credit/Debit Cards and Checks are Accepted)
 - a. A payment service fee of 2.25% (or a minimum of \$1.00) is collected for credit/debit card payments.
 - b. E-Check payments for 911 surcharges have no fee. Use Wells Fargo, origination ID ID 1810599849, route number 121000248.
11. Enter Payment Information and select Next Step: Review Payment

Amount Due

\$ 0.00

Payment

\$ 36.85

Amount of this payment if different than Amount Due, not including the convenience fee.

Please select your Payment Method

☐ Credit Card

☒ eCheck

Check Type

Personal

Account Type

Checking

Name on Account

Megan Cleveland

Routing Number

Confirm Routing Number

Account Number

Confirm Account

36.85 - 37.50 - 0 - 0 - Megan Cleveland - 2174731538 - In-Telecom Consulting, Inc. - megan.m.cleveland@illinois.gov - 123 North St - 0 - 0 - 36.85 - 0 - Chicago - 0 - 25 - 2024-02-15 - 800449125

Subtotal

\$36.85

Projected Card Fee

\$1.00

Projected eCheck Fee

\$0.50

Cancel Transaction

12. Review Payment

Review Payment

Item	Amount
911 IL Surcharge Amount Due: \$0.00	\$36.85
Transaction Fee:	\$0.50
Total Amount: Checking ***** 8542	(\$37.35)

A Transaction Fee has been included in the total amount paid for this transaction.

Billing Contact Information

Shopping Cart

911 IL Surcharge
36.85 - 37.50 - 0 - 0 - Megan Cleveland - 2174731538 - In-Telecom Consulting, Inc. - megan.m.cleveland@illinois.gov - 123 North St - 0 - 0 - 36.85 - 0 - Chicago - 0 - 25 - 2024-02-15 - 800449125

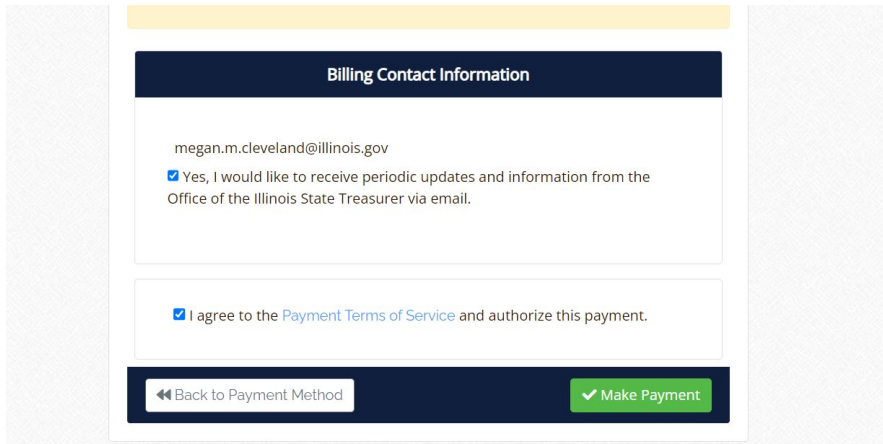
Subtotal

\$36.85

Cancel Transaction

13. Check box "I agree to the payment Terms of Service and authorize this payment."

14. Select Make a Payment.



The screenshot shows a web form titled "Billing Contact Information" with a dark blue header. Below the header, the email address "megan.m.cleveland@illinois.gov" is displayed. There are two checkboxes: the first is checked and labeled "Yes, I would like to receive periodic updates and information from the Office of the Illinois State Treasurer via email."; the second is also checked and labeled "I agree to the [Payment Terms of Service](#) and authorize this payment." At the bottom of the form, there is a dark blue navigation bar containing two buttons: "◀ Back to Payment Method" and "✔ Make Payment".

15. Review Receipt. You will receive an email confirmation to the email provided. Hold onto email for your records.