

HELPFUL HINTS TO MAKE DOCUMENT PROCESSING FAST AND ACCURATE

- ✓ Documents must be in PDF format
- ✓ Optimize / shrink file size before uploading - document file size must be smaller than 10 MB
- ✓ ALWAYS upload multiple documents of the same type SEPARATELY and use the 'Document Description' box to indicate more information about the document.

Examples:

- Upload debtor / co-debtor proof of income separately and, in the 'Document Description' box, enter for which debtor the document applies and the type of income. Examples:
 - Debtor – Employer Name OR
 - Co-Debtor – Social Security OR
 - Debtor – Disability
 - Upload tax returns for each year separately and enter the tax year in the document description
 - Upload current market analysis, mortgage payoff information, or deed copies and enter the property address in the document description
- ✓ It is recommended to wait 3 days after a case is filed before attempting to upload a document. Otherwise, you may receive an error indicating an invalid case number, when, in fact, it simply has not yet been imported into the Trustee's database.

NEED HELP?

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GETTING STARTED WITH 13DOCUMENTS.COM

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www.13documents.com is an online document filing system for debtor attorneys to submit documents to the Trustee's office in electronic format.

STEP 1: REGISTRATION

1. Go to **www.13documents.com** and click the link: *“Click here if you are member of the debtor bar”*.
2. Complete the basic information form and click the NEXT STEP button.
3. Complete the contact information form and click the COMPLETE button.
4. A successfully submitted form will generate this message: *“Validation e-mail has been sent. Please check your e-mail.”*
5. Click the link provided in the validation email OR copy and paste it into your browser to validate your registration request.
6. A successful account validation will direct you to a page requiring you to create a password. Enter a password, repeat the password and click the SUBMIT button.
Passwords must be 6 – 14 characters long
7. Your account is active immediately after your password is accepted.

STEP 2: REQUEST UPLOAD PERMISSION

1. Go to **www.13documents.com** and enter your USERNAME and PASSWORD.
Your USERNAME is the email address you provided during registration
2. Click the link: *“Request Trustee Upload Access”*.
3. Choose the Trustee and click REQUEST ACCESS button.
4. A successful request will generate this message *“Successfully requested Trustee approval”*.
5. If approved, you will receive an email within 2 business days.

You are now ready to being uploading documents!

STEP 3: UPLOAD DOCUMENTS

1. Go to **www.13documents.com** and enter your USERNAME and PASSWORD.
2. Click the PROCEED TO DOCUMENT FILING button.
3. Select the appropriate Trustee and, if necessary, click the MAKE DEFAULT checkbox so you do not have to choose the Trustee at each login. Click the NEXT STEP button.
4. Enter the case number. DO NOT INCLUDE THE DASH.
5. The case number will be validated against the Trustee’s caseload. If the case is not in the Trustee’s system you will get this message: *“Case number is invalid. Please try again.”*
6. Select a document type from the drop-down menu.
7. Click the CHOOSE FILE button to navigate to the PDF file you wish to upload.
8. Click the UPLOAD FILE button.
9. A successful upload will direct you to a page asking for additional information about the document. In the text box provided indicate specific information about the document. See “HELPFUL HINTS” section for details.
10. Click the COMPLETE UPLOAD button.
11. A successful document submission will generate a document serial number. **SAVE THIS NUMBER**, as it is your proof of successful transmission.

Make sure your SPAM filters are set to accept emails from www.13documents.com.

Add dnr@13documents.com to your SAFE SENDERS list.

www.13documents.com