

## 13 Documents Guide

Goto <http://13documents.com> select login tab , click on register Here link

**Site Login**

Username:  \* [\(What is my username?\)](#)

Password:  \*

[Forgotten password?](#)

If you do not have an account and are a debtor attorney, you may [Register Here](#).

Fill out information. Make sure phone number is in correct format including dashes

**Site Registration - Contact Information**

E-Mail Address:  (abc@domain.com)

Confirm E-Mail Address:

Phone Number:  (ex. XXX-XXX-XXXX)

Facsimile Number:  (ex. XXX-XXX-XXXX)

You will be sent an e-mail Please click on confirmation link.

Then log into 13documents.com

Request permission to Trustees



**a safe and secure document transfer service for bankruptcy Trustees**

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To file documents on 13documents.com you must have approval from the Trustee which you will be filing documents with. If you have not already requested upload permission from your Trustee(s), you may do so now here: [Request Trustee Upload Permission](#).

If you have already received approval to file documents with your Trustee(s), you may proceed to the filing page. If you have requested approval and have not received a notice from the Trustee that you have been approved, contact the Trustee directly.

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To request access to file documents with participating Trustee's, please select a Trustee from the list below. Your request will be sent to the Trustee for review. You will receive notification when your request has been approved at you account e-mail address.

**If you have requested access and have not received approval notification, please contact the Trustee. The staff at 13documents.com cannot approve access to Trustee filings.**

(Select one Trustee per request)

**Select a Trustee**

- Albert Russo, Trustee
- David M. Howe
- Janna L. Countryman
- Marie-Ann Greenberg

[Request Access](#)

Your request will now be in pending state until you have been approved by Trustee.



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If you have requested access and have not received approval notification, please contact the Trustee. The staff at 13documents.com cannot approve access to Trustee filings.

Successfully requested Trustee approval.

(Select one Trustee per request)

Select a Trustee

- Albert Russo, Trustee
- David M. Howe
- Janna L. Countryman
- Marie-Ann Greenberg (pending)

Request Access

Once Logged in you will be available to file documents.

Click proceed to document filing



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Proceed to Document Filing

Select Trustee from drop down

Select a Trustee

Select Trustee: Marie-Ann Greenberg ▼

Make Default:

Next Step Cancel

Put in Case number. For Marie-Ann Greenberg we have case validation turned on so it must be a valid case active in our system

**Step 2: Case Selection**

Please enter a valid case number which the Trustee administers. Uploading documents for cases which the Trustee does not administer will result in discarded documents.

DO NOT INCLUDE THE HYPHEN WHEN ENTERING THE CASE NUMBER.

Case number is invalid. Please try again.

Enter Case Number

Case number:

Remember:

Next Step Previous Step Cancel

Select document type:

**Documents for Trustee's Document Management System**

**Updated 11/27/13**

**341 Documents**

- Adjournment Requests for 341 Hearings
- Appraisals/Current Market Analysis
- Proof of Income
- Rental Income
- Contribution Letters
- Business income/Self Employment Income
- Proof of Insurance

**Confirmation Documents**

Adjournment Requests for DHS Confirmation  
Adjournment Requests for MS or NLW Confirmation  
Adjournment Requests for RG Confirmation

### **Miscellaneous Requests**

Request for Balance to Complete  
Request for Car letter  
Request for Information regarding pending fee application or order  
Request for Miscellaneous Information  
Request for Payment History

#### **PLEASE NOTE**

Documents must be in PDF form and no larger than 10MB



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### Step 3: Document Selection

Please choose the document type which you intend to upload. Once you have selected the document type, click the "Browse..." or "Choose File" button to browse your local computer for the document you wish to upload to the Trustee.

- Valid documents are Adobe Acrobat® (PDF) files;
- The maximum size for upload is 10MB

Select File & Type

Select document type:

Choose file:  No file chosen

**DO NOT CLICK THE "REFRESH" OR "BACK" BUTTONS DURING THIS TIME OR YOUR UPLOAD WILL BE ABORTED!**

*Depending on file size and connection speed, file uploads may take several minutes to complete. After clicking "Upload File" please wait to be redirected to the final step in the upload process.*

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Version: 1.4.3

Click upload file. Make sure important info is redacted if applicable.

Enter descriptive text for the document. Verify case number document type and file.

### Review Your Document Filing Information

Before completing your filing, take this opportunity to review the information you entered in the previous steps for accuracy. Once you click "Complete Upload", you will no longer be able to change this information.

**If any of the information below is incorrect, select "Cancel" and file the document again.**

**Final Review**

Trustee:

Case number:

Document type:

File:   
[Preview Uploaded File](#)

You may add a document description to your upload which will appear on the Trustee's copy of this document. Descriptions are limited to 200 characters per document filed.

Once file is successfully uploaded you will get a serial number of the document. This will allow you to reference a correct upload.

### Filing Completed

Your file has been successfully uploaded and is prepared for the Trustee.

Document description: Test Document

Document serial number: DOC13000000000042730

This serial number will serve as your tracking number if you need to reference this document with the Trustee. Please make a record of this number.

To file another document, click the button below.

If you do not need to file anymore, logout. If you wish to continue click proceed to document filing and start over again.