

# **CHAPTER 13 DOCUMENT UPLOAD PORTAL FAQ's**

## **WHY CHANGE FROM EMAIL WHEN IT SEEMS TO BE WORKING FINE?**

The truth is that email is not the most secure method to transmit confidential information. Experts don't really foresee email ever becoming totally encrypted.

Trustee Zaharopoulos takes security seriously. One way this office can assist you in protecting your clients privacy and confidentiality is to offer a secure, encrypted portal for submitting documents to our office.

From the time you submit the document through the portal it is instantly encrypted. It stays encrypted until it arrives in our office.

## **WHAT IS THIS PORTAL?**

The portal is only to be used for submitting documents to the Chapter 13 Trustee's Office. It does **NOT** replace filing documents with the court. Rules of Bankruptcy Procedure and Local Court Procedures **STILL APPLY** regarding the **FILING** of documents.

## **HOW LONG DOES IT TAKE FOR THE TRUSTEE TO GET THE DOCUMENT?**

30 minutes or less. It is not decrypted until we've received the file. So while in transit electronically, the information is safe and secure much better than through email.

## **IS EMAILING STILL ACCEPTABLE?**

Yes. Use of the portal is not mandatory at this time. It is only another method of providing documents to our office. It is a more secure method of transmission. We encourage use of the portal for submitting documents that contain sensitive information. Use email for general communication or submission of not so sensitive information.

## **HOW DO I KNOW MY FILE UPLOADED?**

After completing the upload you will see underneath the yellow upload box a list containing information regarding the file you just uploaded. You won't be able to see the actual document. You should verify the contents of the selected file when selecting it from YOUR computer location.

You can also see uploaded files by searching on your case number, selecting "Upload Documents". A list of all files uploaded for the indicated case will be listed in a similar fashion.

**WILL I KNOW IF THERE IS A PROBLEM WITH MY DOCUMENT?**

Staff from our office will review documentation submitted. If there are any questions or problems, they will contact you by email or telephone.

**I UPLOADED THE INCORRECT PDF FILE. WHAT DO I DO?**

eMail [info@pamd13trustee.com](mailto:info@pamd13trustee.com) or call the office at 717-566-6097. Please provide the case number and type of document involved when you contact us. Most situations will be easily handled by our deleting the incorrect document and you then uploading the correct PDF via the portal.

**CASE NUMBER I ENTERED WAS NOT THE CORRECT CASE NUMBER. WHAT NOW?**

eMail [info@pamd13trustee.com](mailto:info@pamd13trustee.com) or call the office at 717-566-6097 to notify us what of the instance. Please provide case numbers and type of document involved if known. Most often we will be able to move the document from one case to the correct case. If not, we will direct you how to proceed.

**HOW MANY FILES CAN I UPLOAD AT A TIME?**

In one login session, as many as you want. You will enter the case number, select the document and submit. Enter the case number again, select the document and submit.

In one login session, you may upload documents for multiple cases too. Again by entering case numbers and uploading the appropriate pdf.

Any pdf uploaded must not exceed 20 MB.