

**Office of the Chapter 13 Trustee**  
**Gretchen D. Holland, Trustee**

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**MEMORANDUM**

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TO: MEMBERS OF THE UPSTATE BANKRUPTCY BAR  
FROM: GRETCHEN D. HOLLAND, CHAPTER 13 TRUSTEE  
SUBJECT: **TRUSTEE DOCUMENT UPLOAD PORTAL**  
DATE: SEPTEMBER 5, 2018

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Our office is implementing the same practice used by the other trustees in the state, which is to make the usage of our document upload portal MANDATORY. **Effective Oct. 1, 2018, we will no longer accept documents submitted as email attachments. All documents MUST be provided using the portal.** Many of you are already using this portal successfully to provide documents to our office. For those of you who aren't yet, please register soon, because after this month, emails with attachments will be rejected.

The portal allows our office to receive and process case documents in a more efficient manner. It also provides a record of the date you uploaded the documents and allows you to see which documents are pending or under review by our office. Our requirement that you use the portal is also due to security concerns, including these:

- 1) Even with antivirus software, attorneys can still send us PDFs that include malware and viruses, which could – among other things – result in the release of Personally Identifiable Information (PII);
- 2) Attorneys can send malware unintentionally even if the attachments are not infected. The malware can be embedded in the email body and may not be detectable by the user;
- 3) If an attorney's office is not using a secure email provider, any information sent via email is sent unencrypted and all information is readable by anyone listening on the network (including unredacted tax returns, which many of you still send); and
- 4) Not sending attachments via email reduces the liability of the sender (attorneys) for potential damages resulting from use of systems lacking the necessary updates and security protection.

Information for registration and use of the upload portal and the hyperlink to the portal itself is on our website: <https://upstate13.com/attorneys.aspx>.

Things to consider when registering and using the site:

- 1) The user login for the Trustee Upload Portal is not related to any other user logins you have at 13Network.com or the National Data Center (ndc.org).
- 2) You can have multiple user accounts per office. However, document tracking is by individual user, so it may be more beneficial for you to have a single user login for your office.
- 3) After your initial registration, you will receive an email once your user account has been activated. You will not be able to log into the portal until your account is activated.
- 4) For security reasons, after multiple invalid login attempts, your account will be locked for a limited amount of time. Additional invalid attempts after this will prolong the locking period.

For step by step instructions on portal registration and usage, please read the detailed instructions on our website: <https://upstate13.com/attorneys.aspx>. If you still have additional questions, please email our Systems Manager at [gabriel@upstate13.com](mailto:gabriel@upstate13.com).

We appreciate your cooperation in these processes, as our goal in implementing them is to improve the speed of case administration and also make it possible for you to track the documents you've provided to us.

Please contact me if you have any questions.