

New Procedure For Emailing Attorney Orders To Chapter 13 Trustee Sylvia Ford Brown

A new procedure has been designed for emailing attorney orders to the office of Chapter 13 Trustee Sylvia Ford Brown. This procedure will make processing orders within the Trustee's office more efficient. In addition, it offers a simplified process for the user sending the orders to us.

The current procedure **(that should be discontinued as soon as possible)**:

Requires the email be sent to the appropriate email address, either:

- jdl_orders@ch13sfb.com
- gwe_orders@ch13sfb.com

the order be attached in:

- PDF format

the subject line of the email to include:

- the judges name
- the case number
- the related document number

THE NEW PROCEDURE:

Requires the email be sent to:

- orders@ch13sfb.com

the order be attached in:

- **PDF format with a filename less than 60 characters that does not include symbols or punctuation (underlines or periods (_ .) are acceptable)**

the subject line of the email to include:

- **only** the case number

After emailing the order to us, you will receive a automated reply message indicating either that your order is being processed or that an error occurred that requires your attention.

If you have any questions regarding this procedure, please don't hesitate to call Mandy Magness at 901-543-2884 or Lynne Ransome at 901-543-2814.

THIS EMAIL ADDRESS IS FOR THE RECEIPT OF ATTORNEY ORDERS ONLY. THIS IS AN AUTOMATED PROCESS AND NOT MONITORED.