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# **13 Network**

## *User Manual*

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## 1.0 Introduction

Welcome to the 13Network. The 13Network is an Internet solution that allows outside parties to access information about the cases maintained on your system through the World Wide Web. This type of system provides an alternative to the Creditor Dial-In systems that many offices have maintained in the past. However, this type of solution provides many benefits over the current dial-in systems. Much of the work that is required to maintain the dial-in system has been eliminated and the number of people accessing the system is no longer limited to the number of modems connected to the machine. Also, other types of information can be disseminated to the creditor/attorney community by the pure nature of the web interface of the 13Network.

A 13Network.com membership gives trustee a personal homepage and the ability to view:

- Case
- Attorney
- Dates
- Plan Payments
- Summary
- Claims
- Receipts
- Payments
- Ledger
- Case Notes
- Breakdown
- Delinquency
- Calendar/Docket
- Status Report
- Claims Register

The following pages will be your user guide for 13Network.com.

If you require any assistance you may visit the web site for Tammy L. Terry at <http://www.det13.net/trac.shtml> for this documentation and contact information.

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**13Network.com Home**

Home | BSS Home | EZ-TRAC Home

### Welcome to the 13Network

Your Chapter 13 Information Management System®

The 13Network gives its users access to more than **2.5 million** Chapter 13 Bankruptcy cases. **2,000,000** users have accessed Trustee data since October 2000.

The 13Network is a service hosted by [Bankruptcy Software Specialists, LLC](#). BSS is the nation's leading provider of Bankruptcy Software and Services to Chapter 13 Trustees. Click [here](#) to learn about other services provided by BSS.

**Trustees** - BSS can host your data on the 13Network even if BSS is not your Chapter 13 software provider! It's easy! [Click here to learn how!](#)

Chapter 13 Case Information contained on this website is not intended for public display. You **must** obtain authorization from the Trustee before accessing the Trustee data. Please contact the Trustee's office for more information.

**Chapter 13 Bankruptcy Services on the Web**

If you are looking for data from a Trustee that is not on this site contact the trustee and request that they participate in the 13Network. Easy for you - easy for them!

**NATIONAL DATA CENTER**  
CHAPTER 13 BANKRUPTCY CASE INFORMATION

Creditors seeking specialized access to Trustee information can look at the [Chapter 13 National Data Center](#). The [National Data Center](#) is a pay site sponsored by the National Association of Chapter 13 Trustees.

13Network Participating Trustees		Sort by Trustee Name	
Alabama	<a href="#">Philip A. Geddes (Decatur)</a>	<a href="#">Robert A. Brothers (Indianapolis)</a>	Oklahoma <a href="#">John Hardeman (Oklahoma City)</a>
	<a href="#">John C. McAleer III (Mobile)</a>	<a href="#">William Griffin (Kansas City)</a>	Oregon <a href="#">Fred Long (Eugene)</a>
	<a href="#">Curtis C. Reding (Montgomery)</a>	<a href="#">Jan Hamilton (Topeka)</a>	Pennsylvania <a href="#">Ronda Winnecour (Pittsburgh)</a>
Arkansas	<a href="#">Joyce Bradley Babin (Little Rock)</a>	<a href="#">Beverly M. Burden (Lexington)</a>	Puerto Rico <a href="#">Alejandro Oliveras Rivera (San Juan)</a>
	<a href="#">David D. Coop (Little Rock)</a>	<a href="#">William W. Lawrence (Louisville)</a>	<a href="#">José R. Carrión (San Juan)</a>
	<a href="#">Jo-Ann L. Goldman (Little Rock)</a>	<a href="#">Willie Banks, Jr. (Alexandria)</a>	South Carolina <a href="#">Joy S. Goodwin (Columbia)</a>
Arizona	<a href="#">Dianne C. Kerns (Tucson)</a>	<a href="#">Keith Rodriguez (Lafayette)</a>	<a href="#">W. K. Stephenson (Columbia)</a>
California	<a href="#">Kathy A. Dockery (Los Angeles)</a>	<a href="#">E. Eugene Hastings (Monroe)</a>	<a href="#">Helen E. Burris (Greenville)</a>
	<a href="#">Elizabeth F. Rojas (Northern Division)</a>	<a href="#">SJ Beaulieu, JR. (New Orleans)</a>	<a href="#">James M. Wyman (Mt. Pleasant)</a>
	<a href="#">Martha G. Bronitsky (Oakland)</a>	<a href="#">Paul H. Davidson (Shreveport)</a>	Tennessee <a href="#">Timothy H. Ivy (Jackson)</a>
	<a href="#">Rod Danielson (Riverside)</a>	<a href="#">Ellen Cosby (Baltimore)</a>	<a href="#">George Stevenson and George Emerson (Memphis)</a>
			<a href="#">George Stevenson and George Emerson (Memphis)</a>

13Network Your Chapter 13 Information Management System ©2004 Bankruptcy Software Specialists, LLC

## 1.1 Accessing 13Network

The main address for accessing the 13Network is <http://www.13network.com>.

The direct address for Tammy L. Terry's data is <http://www.13network.com/trustees/dtt/dtthome.asp>

The 13 Network is best viewed at 800 X 600 with version 4 or higher of Microsoft Internet Explorer.

	Home	BSS Home	EZ-TRAC Home	
Arizona	Dianne C. Kerns (Tucson)		Keith Rodriguez (Lafayette)	W. K. Stephenson (Columbia)
California	Kathy A. Dockery (Los Angeles)		E. Eugene Hastings (Monroe)	Helen E. Burris (Greenville)
	Elizabeth F. Rojas (Northern Division)		SJ Beaulieu, JR. (New Orleans)	James M. Wyman (Mt. Pleasant)
	Martha G. Bronitsky (Oakland)		Paul H. Davidson (Shreveport)	Tennessee
	Rod Danielson (Riverside)	Maryland	Ellen Cosby (Baltimore)	Timothy H. Ivy (Jackson)
	Jan P. Johnson (Sacramento)		Gerard R. Vetter (Baltimore)	George Stevenson and George Emerson (Memphis)
	Larry Loheit (Sacramento)		Nancy Spencer Grigsby (Bowie)	Texas
	Thomas H. Billingslea (San Diego)		Timothy P. Branigan (Laurel)	Ray Hendren (Austin)
	David L. Skelton (San Diego)	Michigan	David Ruskin (Detroit)	Deborah B. Langehennig (Austin)
	Devin Derham-Burk (San Jose)		<b>Tammy L. Terry (Detroit)</b>	Cindy Boudloche (Corpus Christi)
	Amrane Cohen (Santa Ana)		Krispen S. Carroll (Detroit)	Thomas Powers (Dallas)
	Michael H. Meyer (Santa Rosa)		Carl Bekofske (Flint)	Stuart C. Cox (El Paso)
Florida	Robin Weiner (Fort Lauderdale)		Mary Viegelahm Hamlin (Kalamazoo)	Tim Truman (Fort Worth)
	Mamie L. Davis (Jacksonville)		Thomas W. McDonald (Saginaw)	William Heitkamp (Houston)
	Nancy Herkert (Miami)	Missouri	Richard V. Fink (Kansas City)	David Peake (Houston)
	Laurie K. Weatherford (Orlando)	North Carolina	Warren L. Tadlock (Charlotte)	Robert Wilson (Lubbock)
	Leigh D. Hart (Tallahassee)		Richard M. Hutson, II (Durham)	Janna L. Countryman (Plano)
Georgia	Adam M. Goodman (Atlanta)		Anita Jo Troxler (Greensboro)	Marion A. Olson (San Antonio)
	Nancy J. Whaley (Atlanta)		John Logan (Raleigh)	Kevin R. Anderson (Salt Lake City)
	James H. Bone (Atlanta)		Steven G. Tate (Statesville)	J. Vincent Cameron (Salt Lake City)
	Mary Ida Townson (Atlanta)		Kathryn L. Bringle (Winston-Salem)	Virginia
	Barnee C. Baxter (Augusta)	New Jersey	Marie-Ann Greenberg (Fairfield)	Frank J. Santoro (Chesapeake)
	M. Elaina Massey (Brunswick)	New Mexico	Kelley L. Skehen (Albuquerque)	George W. Neal (Chesapeake)
	A. Kristin Hurst (Columbus)	Nevada	Kathleen A. Leavitt (Las Vegas)	K. Mike Fitzgerald (Seattle)
	Camille Hope (Macon)		Rick A. Yarnall (Las Vegas)	Washington
	Sylvia Ford Brown (Savannah)	New York	Andrea Celli (Albany)	Daniel Brunner (Spokane)
Illinois	Tom Vaughn (Chicago)	Ohio	Margaret A. Burks (Cincinnati)	David Howe (Tacoma)
	Glenn B. Stearns (Lisle)		Jeffrey M. Kellner (Dayton)	Wisconsin
Indiana	Donald M. Aikman (Ft. Wayne)		Frank Pees (Worthington)	Tom King (Oshkosh)

13Network Home Page

Click link for  
Tammy L. Terry's page.

## 1.2 The 13Network Trustee Main Page

Once the user has found the link to the desired home page they can click on in to see the individual Chapter 13 Trustee home page. From there the user must click the Chapter 13 Inquiry link to get to the log-in page.

Address <http://www.13network.com/trustees/dtt/dtthome.asp> Go Links

# Tammy L. Terry

Chapter 13 Trustee  
Detroit, MI

<b>Office Hours:</b>	8:30 am to 4:30 pm
<b>Mailing Address:</b>	535 Griswold, Ste. 2100 Detroit, Michigan 48226
<b>Payment Address:</b>	Chapter 13 Trustee - TLT P.O. Box 2039 Memphis, TN 38101
<b>Phone Number:</b>	313-967-9857
<b>Fax Number:</b>	313-967-9501

**Authorized Users Log-In Here**

[Chapter 13 Inquiry](#)

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**Other Links**

[Web Access Agreement \(PDF\\*\) \(Word\\*\\*\)](#)

[Trustee Home Page](#)

[Who Does What at the Trustee's Office \(PDF\\*\)](#)

\*This form is in PDF format. You must have Adobe Acrobat to view documents in PDF format. Download this plug-in free from here:

[Click here to Connect to the Log-In Screen](#)

### 1.3 The 13Network Trustee Login Main Page

Once at the log-in screen the user enters the userID and password provided by the trustee. After entering the information then they must click the login button in order to view case information.

**Case Inquiry Login**

**The 13Network**  
Bankruptcy Software Specialists

Log on to:

**The 13Network**

UserID

Password

Login

Tammy L. Terry  
Detroit, MI

This system is restricted to authorized users. Individuals attempting unauthorized access will be prosecuted. If unauthorized, terminate access now!

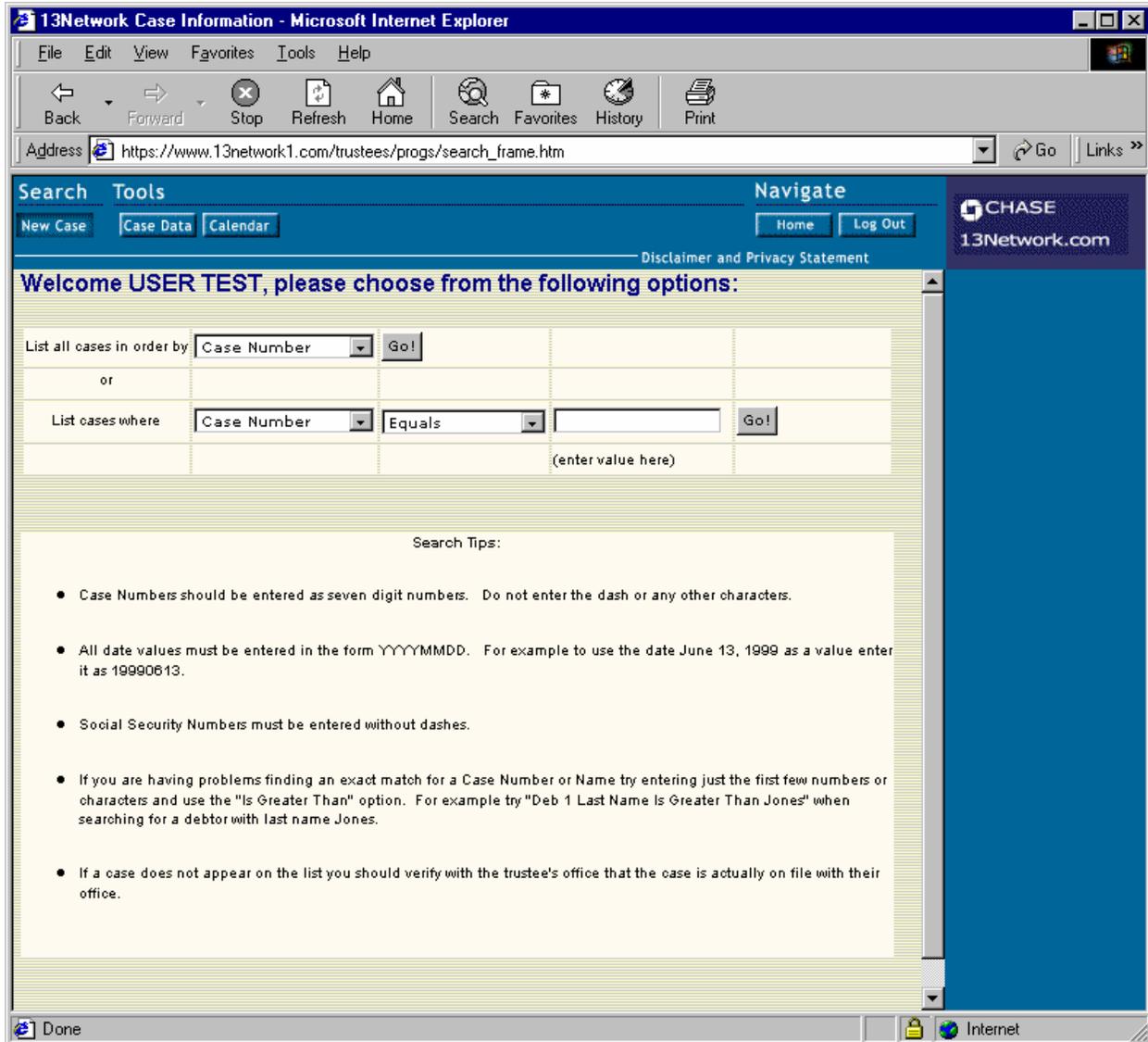
*Important: Users accessing this information must have the proper consent of the Chapter 13 trustee whose data you are accessing. Accessing this information without that consent is not permissible.*

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Enter User ID  
and Password  
Then Click the  
Login Button

## 2.0 User Views

The following screens are what the user will see when they log into your database.



This screen is where they will choose how they want to access information. If the user already knows the case number they can simply type it in where it says Case Number – Equals - <BLANK>. If they want to display a list of cases that meet a certain criteria they can choose different options here, also.

When the user clicks on the “GO!” button they are then presented with a list of the cases that meet their criteria. The user can click on the Case Number and go directly to that case. They will then see the following screen.

## 2.1 Case Information Screen

The case information screen allows the user to view pertinent information about a specific case. This screen provides the following information:

- Case Summary
- Debtor Information
- Attorney, Trustee, and Clerk Summaries
- Case Dates and Times
- Special Case Codes and Comments
- Case Notes
- Links to Debtor Employer Information
- Graphical Images of Receipts

Case: **00-10111 LYNDA L EICHEL**

Case Status: CONVERTED AFTER CONFIRMATION

User: USER TEST  
Trustee: Test - Trustee, Z2  
Case confirmed on Tue Mar 14, 2000

New Case

### Case Summary

Balance on Hand	\$0.00
Last Receipt Date	06/26/2000
Last Receipt Amt	\$70.00
Last Disburse Date	07/25/2000
341 Meeting Date	02/07/2000
Date Petition Filed	01/12/2000
Total Paid into Plan	\$700.00
Total Disbursed to Creds	\$679.00
Attorney	FRED WEHRWEIN
Judge	ROBERT E. GRANT
Plan Terms	0
Percent to Unsecureds	0.00%
Bar Check Status	Y

Receipts over last 24 months

Month	Receipt Amount
Dec '99	~\$50
Mar '00	~\$150
Jun '00	~\$210
Sep '00	~\$150
Dec '00	0
Mar '01	0
Jun '01	0
Sep '01	0

	Debtor 1	Debtor 2
First Name	LYNDA L	
Last Name	EICHEL	
SSN	123-45-6789	123-45-6789
Address 1	1717 Kirby Pkwy	450 W 33rd
Address 2	Suite 200	
Address 3	Memphis, TN	New York, NY
Zip Code	38120-	10001-
Phone	(000) 000-0000	(000) 000-0000
A/K/A	LYNDA ENGLEHART	

## 2.2 Claim Information Page

The information that is provided on this page is the summary of the claims. The user can acquire specific information for each claim involved in the case. The user can also acquire more information about specific claims on this page. Claim numbers link the user to a claim detail page. Creditor links allow the user to view creditor address information. Finally, the view disbursement check mark links allow the user to view the payment history on a specific claim. The user is able to view:

- Claim Summary
- Graphical Representation of the Claim Types for the Case
- Claim Listing
- Claim Payout Information

**13Network Case Information - Microsoft Internet Explorer**

Address: [https://www.13network1.com/trustees/progs/case\\_frame.htm](https://www.13network1.com/trustees/progs/case_frame.htm)

**Search Tools** | **Navigate** | Home | Log Out

Case: **00-10111 LYNDA L EICHEL** | User: USER TEST | Trustee: Test - Trustee, ZZ | Case confirmed on Tue Mar 14, 2000

Case Status: CONVERTED AFTER CONFIRMATION

**Claims Summary**

Number of Claims	8
Total Amount Claimed	\$6,422.09
Total Amount Scheduled	\$30,206.81
Total Principal Paid	\$679.00
Total Principal Owed	\$5,352.51
Total Principal Due	\$0.00
Total Interest Paid	\$0.00
Total Interest Due	\$0.00

**Claim Amount Breakdown by Type**

Priority	8.12%
Secured	
Unsecured	91.88%
Other	

	Priority	Secured	Unsecured	Other
Claimed	\$521.25	\$0.00	\$5,900.84	\$0.00
Scheduled	\$0.00	\$14,000.00	\$16,206.81	\$0.00
Principal Paid	\$521.25	\$0.00	\$157.75	\$0.00
Principal Owed	\$0.00	\$0.00	\$5,352.51	\$0.00
Principal Due	\$0.00	\$0.00	\$0.00	\$0.00
Interest Paid	\$0.00	\$0.00	\$0.00	\$0.00
Interest Due	\$0.00	\$0.00	\$0.00	\$0.00
Monthly Payment	\$0.00	\$0.00	\$0.00	\$0.00
Collateral	\$0.00	\$0.00	\$0.00	\$0.00

**Claim Listing:** To view more detailed claim information click on the highlighted claim number. To view the creditor address information click on the creditor name. To view the payment history for a claim click on the check mark.

Claim Number	Creditor	View Disb	Claim Type	Claim Amount	Prin Owed	Prin Paid	Mo Pymt	Int Rate	Int Paid
<a href="#">0001</a>	<a href="#">FRED WEHRWEIN</a>	✓	ATTORNEY	\$521.25	\$0.00	\$521.25	\$0.00	0	\$0.00

## 2.3 Financials Page

This section shows the case ledger (payments and receipts). Both the payments and receipts can have different views depending on which button is selected. Receipts only, show all, payments by date, and payments by claim are the different views the user can select. Within that table there can be links to claims and creditors.

**13Network Case Information - Microsoft Internet Explorer**

Address: [https://www.13network1.com/trustees/progs/case\\_frame.htm](https://www.13network1.com/trustees/progs/case_frame.htm)

**Search Tools** | **Navigate**

Case: **00-13095 SHERRY R FOWLKES**

User: USER TEST  
Trustee: Test - Trustee, ZZ  
Case confirmed on Wed Jan 17, 2001

Case Status: \_\_\_\_\_

New Case:

**Case Ledger**

Receipts | **Payments**

|  |

Date	Trustee Claim No	Creditor	Source/Chk	Description	Receipt Amt	Payment Amt	Balance
12-14-2000		NO CREDITOR	320224	EMPLOYER PAYROLL DED	\$405.00		\$405.00
01-03-2001		NO CREDITOR	030756	EMPLOYER PAYROLL DED	\$405.00		\$810.00
01-11-2001		NO CREDITOR	321543	EMPLOYER PAYROLL DED	\$405.00		\$1,215.00
01-25-2001		NO CREDITOR	322343	EMPLOYER PAYROLL DED	\$405.00		\$1,620.00
<b>Totals</b>					<b>\$1,620.00</b>	<b>\$0.00</b>	<b>\$1,620.00</b>

Done | Internet

### 3.0 Troubleshooting Login Access

The latest version of the 13 Network can block users from gaining access due to a number of reasons.

- Invalid user id and/or password combination
- Improper browser settings and/or version
- Privacy settings on personal firewall software

The following information will help you troubleshoot login failures for your authorized users.

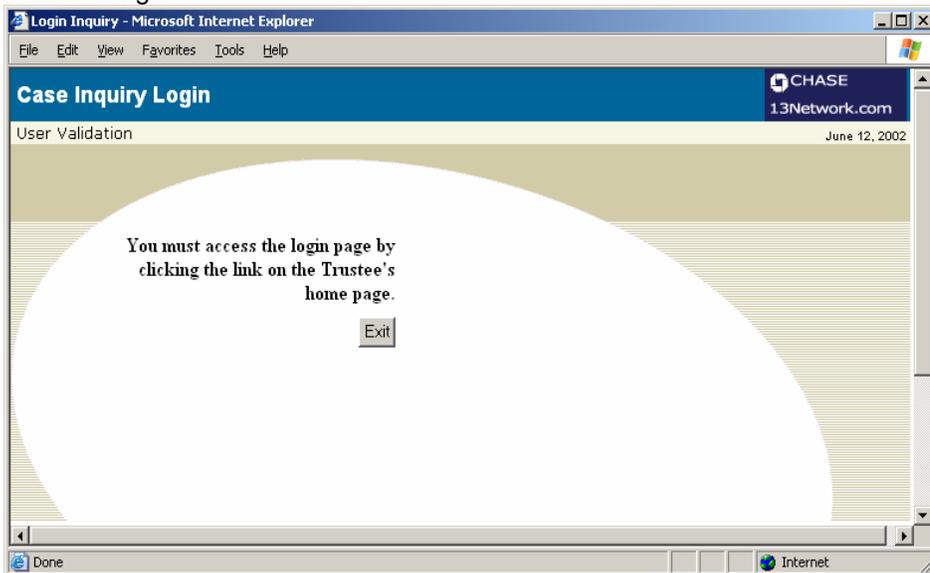
#### 3.1 Invalid User ID and/or Password Combination

If a valid user is attempting to login to the 13 Network from the login screen then you should check if the user is entering the correct name and password. If the user verifies the user name and password but still cannot gain access, check to see if the user has “Caps Lock” turned on. This is a common occurrence for the majority of login problems.

#### 3.2 Improper Browser Settings and/or Version

The 13 Network is best viewed at 800 X 600-screen resolution with version 4 or higher of the Microsoft Internet Explorer browser.

Users may experience problems accessing the login page in with Internet Explorer version 6 or higher due to browser settings.

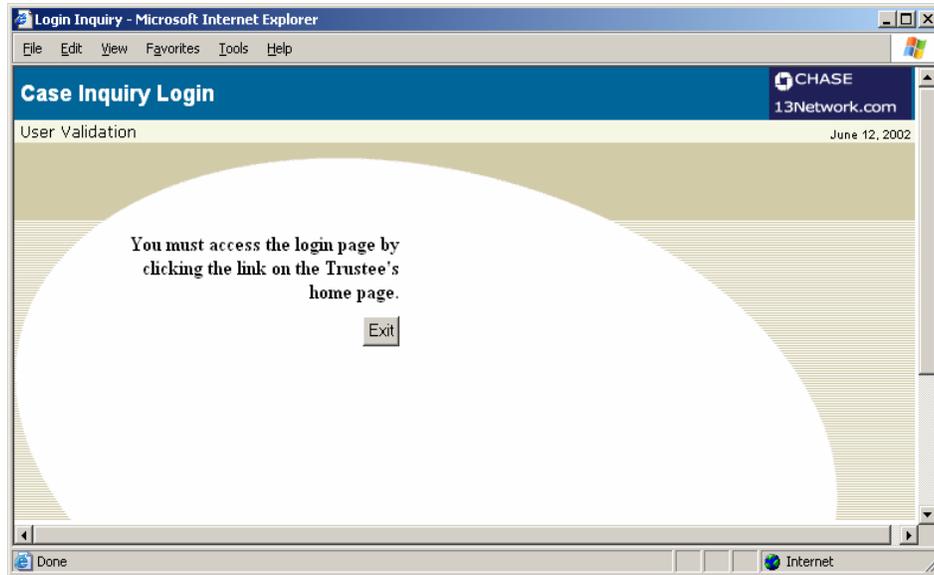


To correct this perform the following steps:

1. Open the Internet Explorer
2. Click **Help** and select **About Internet Explorer** to verify the user is on version 6 or higher. Close window.
3. Click **Tools** and select **Internet Options**.
4. Select the **Privacy** tab.
5. In the **Settings** section click the **Advanced** button.
6. Ensure the **Override automatic cookie handling** check box is **checked**.
7. Ensure both **First-Party Cookies** and **Third-Party Cookies** settings are set to **Accept**.

### 6.3 Privacy settings on personal firewall software

Problems accessing the login page from the Trustee's home page may also be caused by personal firewall software installed on the user's PC.



If the user has a personal firewall installed or has anti-virus software installed on their PC with a built in personal firewall; there are certain settings that must be disabled for them to access the 13 Network.

**Norton Internet Security 2002** is such a product that will cause this error. In order to correct the user must:

1. Start **Norton Internet Security**
2. Select **Privacy Control**
3. Uncheck the box that reads **Enable Privacy**

Other types of personal firewalls have this setting as well. If a user is experiencing these errors then they must disable or adjust the privacy settings that are causing these errors.