**Western District of North Carolina**

**Chapter 13 Bankruptcy – Charlotte Divison**

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| **Jenny P. Holman, Trustee** | |  | | |
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| 3800 Arco Corporate Drive, Suite 510 | |  | | |
| Charlotte, NC  28273 | |  | | |
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Please be reminded of the following information:

1. The site is updated daily with the previous day's activity.   It is **normally** updated by no **later** than 10:00am ET.
2. When a debtor mails a payment to our bank lockbox, time must be allowed for mail delivery (2-3 days), plus time for the bank to deposit and post payments into our bank lockbox (1 day), plus time for us to post lockbox payments into the Chapter 13 system in our office (1 day).
3. **Normally** debtor payments received from our bank lockbox on one day are posted the same day.  However, debtor payments can be heavy during the month so that **at times,** not all debtor payments received can be entered in the same day.

4. Occasionally the web site can be down without our notice.  This normally means that the web hosted site or your Internet service provider is experiencing problems. Please wait a short period of time and retry logging back in to the web site before calling our offices.

5. Proofs of Claim should be entered electronically at the Bankruptcy Clerk’s web

site **www.ncwb.uscourts.gov**

**6. Debtors**should be advised to use the National Data Center web site **(**[**NDC**](http://www.13datacenter.com/)**)**for access to their case data. The data on this web site is **normally** one (2) day behind our office’s live data.