

CENTRALIZED RECEIVABLES SERVICE (CRS) TECHNICAL BULLETIN

Number 21-07a
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CRS Internet Browsers

Since Internet Explorer (IE) is no longer supported by Microsoft, effective immediately, CRS will only support Microsoft Edge (v86 or higher) and Google Chrome (v85 or higher). Please be sure to only use one of the supported Internet browsers when logging onto CRS.

Uploading Attachments

To mitigate security breach incidents, beginning October 2, 2021, CRS users will be presented with a pop-up when an attachment is uploaded, requiring the user to verify that the attachment belongs to the appropriate debt/debtor before completing the upload. By clicking the pop-up, the user is confirming that the document has been verified as correct, complete, and sufficiently redacted.

Attachment Properties

All attachments uploaded to CRS that are to be mailed to debtor must be in PDF format with the following properties:

Properties of Attachments to be Mailed
PII must be redacted before uploading
PDF must not be password protected
PDF must not be a fillable form
PDF must not contain embedded documents or forms
* Document Type must be "Agency Proof of Debt 1-5" when adding the document <i>at case creation</i>
* Document Type must be "Agency Proof of Debt 1-5 - Send to Debtor" for existing cases
The size of each PDF page must be 8 ½" x 11"
The document orientation must be Portrait
PDF must not contain more than 50 pages
The maximum size of each attachment is 9.5 mb

* If a document with the same name is uploaded multiple times on the same day, only the latest document uploaded will be mailed to the debtor.

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