Submitting Documents and Applications Electronically

In this digital age, much of society has become accustomed to filling out and submitting documents online or via email. One popular method is to take a picture of a document using a smart phone or device and attaching to an email. Although a great convenience, it is not always an acceptable format, especially for legal and/or important documents and forms.

Submitting images of documents/saving images as a PDF creates problems with printing and readability. Due to these issues, please follow the guidelines below for submitting documents via email, as we are unable to accept images of documents or forms.

Submitting documents
a. **IF EMAILING, ALL DOCUMENTS MUST BE SCANNED AND ATTACHED AS A .PDF.**
    i. We cannot accept images taken of documents or an image that was simply saved as a PDF.
    ii. These are legal documents that must be printed and saved in the permanent address files.

b. **USING A PHONE/DEVICE APPLICATION FOR SCANNING:**
    i. There are phone apps for scanning, but not all of them will provide a PDF that is acceptable. **The PDF must not be distorted, shrunken, enlarged, cut off at top/bottom/sides, have a colored background or grayish tint, have shadows, or be at an angle.**
    ii. *Adobe Scan* **is a highly rated, free scanner app for Apple & Android.**

c. **RETAIL LOCATIONS WITH SCANNING SERVICES:**
    i. Staples & The UPS Store offer document scanning services, as do several other retail stores**.**

d. **IF UNABLE TO SCAN:**
    i. If unable to scan the documents you can mail to Community Partners. Our mailing address is:

Community Partners of Virginia, Inc.
812 Moorefield Park Dr, Suite 102
Richmond, VA 23236