

Updates to E-filers

July 14, 2010

Hi, Everyone!

Listed below you will find some updates regarding electronic filing. If you have any questions once you review this information, please don't hesitate to contact the ECF Training Department. **NOTE: Our Contact Information is on the last page!!!**
Thanks!

[Creditor Focused On-Line Training Now Available!!](#)

The training team is pleased to announce that, in addition to the Debtor Focused On-Line Training for attorneys which has been available for several months now, the Creditor Focused On-Line Training is also available for attorneys and staff to use as an initial training or refresher training option. Please see all of our training options at http://www.cob.uscourts.gov/ecf_training_options.asp.

[Attorneys and Staff Inexperienced in E-filing:](#)

The ECF Help Desk is receiving a significant number of calls from attorneys and attorney staff who are not experienced in e-filing in our system. Whether this be from turnover in staff or the regular e-filing staff taking summer vacations, it is a cause for concern. Please take advantage of the on-line training and other training options available to you to ensure that the staff you have e-filing for you are properly trained. Remember that the e-filing login does belong to you, the attorney, and e-filing errors found in a case are a reflection on the attorney.

[Policy on Deletion of Duplicate Cases:](#)

When an attorney, or his staff member, realizes that a duplicate case has been filed, the attorney/staff member **MUST** send an e-mail to our Quality Assurance Team at cob_qa@cob.uscourts.gov within 2 court business hours of filing. If this time period is not met, counsel will need to file an appropriate pleading/request regarding the duplicate filing.

[Procedure for an Attorney to Follow When Leaving a Firm:](#)

Some attorneys, firms and staff members within firms appear to have the misconception that an attorney login/password belongs to the firm, rather than

the attorney. The training team would like to clear up this misconception by stating that an attorney login and password does, indeed, belong to the attorney and will go with the attorney where-ever he/she goes. Therefore, we would like to make you aware of the following, necessary steps that need to be taken when an attorney leaves a firm:

BEFORE an attorney leaves a firm:

- File a substitution of counsel in all cases that the attorney has made an appearance in that he/she does not plan to take with him/her to the new firm. It is best if an attorney who is remaining, or coming into the case, files the substitution of counsel (use the Notice event 'Notice to Substitute Attorney'), as this will act as a notice of appearance for the remaining attorney as well as terminate the attorney who is leaving. It will also ensure that the client is represented in the case by an attorney remaining in the firm. The end result will be that the attorney that is leaving will no longer receive electronic notifications in the case and the attorney remaining will begin to receive electronic notifications. NOTE: The filing of a Notice of Appearance in the case will NOT accomplish this change in electronic notifications.
- The attorney leaving the firm should request to have any e-mail addresses removed from his/her ECF Account that contain 'firm' e-mail addresses by e-mailing the training team at cobml_training@cob.uscourts.gov.
- The attorney leaving the firm should request to have his/her password changed to an up to 8 character password of your choice by e-mailing the training team at cobml_training@cob.uscourts.gov. This necessary step will prevent anyone at the firm the attorney is leaving from unauthorized use of the attorney's login/password. Remember, it is up to the attorney to ensure that his/her login/password is secure.

AFTER an attorney moves to the new firm:

- Request to have the attorney's Master Address Record updated to the new firm's address by e-mailing the Quality Assurance team at cob_qa@cob.uscourts.gov.
- File a change of address in each case that the attorney takes with him/her to the new firm. The Miscellaneous event to use is 'Change of Address'.
- Request to have e-mail addresses for the new firm added to the attorney's ECF Account by e-mailing the training team at cobml_training@cob.uscourts.gov.

Please pass this information on to all staff who need to be made aware of this

procedure.

Missed Assignments When Running the Judge/Trustee Assignment:

Problems with cases being 'skipped' during the Judge/Trustee assignment are being monitored by systems staff. While they have not been able to pin point a single reason for the problems e-filers are experiencing, we do have some ideas/suggestions to offer that may help prevent cases from being 'skipped' when you run the Judge/Trustee Assignment is run:

- Ensure that someone in your staff is running the Judge/Trustee Assignment during the day for cases filed that day. Do not rely on the 'automatic assignment' that our system completes at 11:30 each evening. It is best if you are in control.
- When you have several cases of different chapters or locations, isolate those that are unique (i.e. Two Chapter 13 cases at the Denver location, One Chapter 7 case at the Fort Collins location and Five Chapter 7 cases at the Denver location). File the Chapter 13's and run the judge/trustee assignment after filing both. Then, file the Chapter 7 at the Fort Collins location and run the judge/trustee assignment after filing it. Then, you can file the Five Chapter 7 cases at the Denver location and run the judge/trustee assignment after all have been filed.

Electronic Bankruptcy Noticing (EBN):

Although you are all efilers who receive electronic notifications in your cases whenever a case or pleading is filed, we would like to make you aware of this free service offered by the Bankruptcy Noticing Center which you may wish to pass on to a client:

The U.S. Bankruptcy Courts encourage the bankruptcy community to utilize Electronic Bankruptcy Noticing (EBN). EBN is a free service that allows court notices to be transmitted electronically, delivering them faster and more conveniently. Some of the advantages to electronic noticing are:

- Court notices are sent the same day they are produced by the court.
- You can access your court notices 24/7.
- Court notices that would be mailed to multiple locations can be routed to a centralized electronic address.
- Storing court notices to your computer means you never lose a paper copy.
- Court notices can easily be forwarded around the office or to your attorney.

For more information and to register for this service, please go to <http://ebn.uscourts.gov>. You may also contact EBN Customer Service at 1-877-837-3424 or ebn@baesystems.com.

Thank You!!

As always, we thank you for taking the time to read this update. We appreciate your willingness to educate yourself on your electronic filing responsibilities by reading our quarterly updates. Please make sure that all staff members involved in electronic filing at your firm are given a copy of this update.

IMPORTANT CM/ECF CONTACT INFORMATION

CM/ECF HELP DESK NUMBER - 720-904-7450

Help Desk members will answer the phone or will return the call if a message is left. Use this phone number when you have procedural questions regarding e-filing, need help e-filing documents, or have questions regarding training classes.

TRAINING TEAM E-MAIL ADDRESS - cobml_training@cob.uscourts.gov

Use this e-mail address when you have procedural questions regarding e-filing, need help e-filing documents, have questions regarding training classes, or you want to change information in your ECF Account (i.e. e-mail address, master address record, etc.)

QUALITY ASSURANCE TEAM E-MAIL ADDRESS - cob_qa@cob.uscourts.gov

Use this e-mail address when you have made a mistake during the e-filing of your document and want the QA Team to fix it for you.

YOUR ECF TRAINING TEAM/HELP DESK MEMBERS:

Diane Hunter

Richard Roberts

TJ Vincent

John Fitzpatrick - Back-up Assistance

Meghan Smotts - Back-up Assistance

Theresa Gardner - Back-up Assistance