

Updates to E-filers

July 13, 2011

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!

Statement of Social Security Number:

It has come to our attention that attorneys are not remembering to file their Statement of Social Security Number (Form 21) at the opening of their case. This is creating extra work for our staff with extra phone calls and delays in final Quality Control of the case and generation of the 341 Meeting Notice to the Bankruptcy Noticing Center. Some software will automatically upload this document, using the secure miscellaneous event 'Social Security Number'. If you are not sure, please contact your software vendor to determine if this document should automatically be filed when you use your automatic upload feature, or if it must be filed separately after the case is filed.

Training Issues:

Creditor filers must take the Debtor Focused Training Class before filing a Debtor case. You or your client will thank us later. The training is online at http://www.cob.uscourts.gov/ecf_training_options.asp. There are also in-house classes and the training on CD options. All three options cover the same material and you can receive CLE credit for successful completion of training and the homework assignment. Our training may actually help you understand the prerequisites and required documents for filing. We know several attorneys who wish they would have done that before attempting cases that were dismissed due to deficiencies. Under 11 U.S.C. § 362(c)(4), the debtor suffers due to the dismissal of one case in the last year and really is limited if two cases are dismissed in the last year.

In addition, PLEASE ensure that any new or untrained staff take the training BEFORE giving them your login to file documents on your behalf. Remember, the

login belongs to the attorney. Therefore, documents that are not filed correctly are a reflection on the attorney whose login was used.

Things to do by 4:00 each day:

If you are paying a fee associated with filing, it is wise to get into the practice of completing that payment transaction by 4:00 each day. That way, if there is an error, we can back it out if you contact us before 5:00. If not, and you filed the same case twice or the case was filed in error, be prepared to eat the fee. Also, please be aware that so far the Judges are indicating it should be paid by counsel, not the client.

The same is true of the Judge/Trustee assignment. Strive to have your cases in the system and the Judge/Trustee assignment run by 4:00; that way, if there are problems, our staff will have time to help you before we leave each day at 5:00. If you wait to contact us with a problem until the next business day, we can say with 99.9% certainty that you will not get your judge/trustee assignment on the same trailing docket as the cases that ran successfully.

Judge/Trustee Assignments:

- The US Trustee determines the assignments through our automated program; if you have an issue with it, call the US Trustee.
- Do NOT overload the system in an effort to have a lot of cases set together. We know that 15 cases at once will not work, but are unsure of other limits. Consider entering the cases by area/county and chapter and run the Judge/Trustee assignment after each 'set' of cases is in our system. When a case is not auto-assigned, it results in more work for you and our staff. This is a nationwide problem that is out of our local control and has not yet been resolved.
- Please make sure your Debtor's county matches their address. Not only will the US Trustee or the Court require you to file an amended petition, but you will get your case set "out of sequence" in the county and corresponding 341 location resulting in additional work for the US Trustee and Court to assign a new trustee and set a new 341.

Receiving a consistent error in corrective entry notices? Please contact the Training Department for help BEFORE refiling.

- Number one error of late: attorney's address (including city, zip code and

phone numbers) on pleadings do not match the current master record.

Update your master record by sending complete, current address information to our QA Department at COB_QA@COB.USCOURTS.GOV.

- Number two error, use of incorrect events. If you are not sure of an event, please contact the Training Department for help BEFORE hitting submit!

The following information regarding Chapter 13 issues was provided by Chambers. If there are any questions regarding these issues, DO NOT contact the ECF Help Desk. Instead, contact the respective Chambers in which the Chapter 13 case was assigned.

Chapter 13 Issues.

- The default for notice on a plan is 28 days, unless ordered otherwise.
- Notice of Filing Amended Chapter 13 Plan using Form 3015-1.7 or 3015-1.8 (if there is a new hearing date provided) will be 28 days, unless you get a specific directive/order from the Court otherwise.
- Remember to file your Certificate and Motion to Determine Notice, using Form 3015-1.5, with the amended plan.
 - You are encouraged to work out the issues and get the information from your client so that you are not filing multiple amended plans (there is no prize for the attorney who files the most amendments).
 - If additional time is needed to work things out or get information it can be addressed in the Certificate and Motion to Determine Notice or explained at the confirmation hearing/status conference, rather than filing multiple amendments.
- Default notice on an Amended Plan filed with LBF 3015-1.6 is the only 21 day notice after mailing per Commentary to LBF 3015-1.6. **The timing is tricky. A survey of Chambers is this is not used often or cannot be used as it must be filed prior to the initial hearing.** (See L.B.R. 3015-1(f)(2)(E)(I) or L.B.R. 3015-1(g)(3)(E)).
- If the plan contains a provision to modify value of real property--make sure that the Motion to Value Property is actually filed; it is amazing how often it is missing!
- Section V needs to be filled out completely. We realize that there can be software issues. However, when it comes in blank, it appears as though the attorney is not reviewing what is filed.

Certificate of Debtor Education and Form B 23:

- Many cases are closed because of the failure to file the Financial Management Course Certificate showing completion, Form B 23. If the case is closed, it requires a motion to reopen with a filing fee and the certificate so that your clients receive a discharge.
- Be aware that if you end up with the certificate, particularly after we have sent a notice to file it or the case will be closed, it is likely that your client does not understand it needs to go to the Court.
- Please advise your clients those documents and Form B 23 are filed with the Court, not the trustee or you. If you happen to have possession of the documents, you may use the Miscellaneous event 'Financial Management Course Certificate' to file them for your clients.

Reminder on size of PDFs:

The recommended size of PDF that may be brought into our system is no more than 100 pages or 1.5 megabytes. Technically, 10 megabytes may successfully upload. However, the training team asks that you try to keep the size of your PDF as close to 1.5 megabytes as possible. If you are having problems keeping scanned documents below our recommended limit, please contact your scanner's tech support division for advice. Some things that will help to keep the size of your documents down and clarity up are: setting the scanner at 300 dpi or less, use black or greyscale (NO COLOR), and ensure that your scanner is scanning the text of the document and not the image. A few documents that attorneys seem to have the most problems with are pay stubs, Certificate of Budget and Credit Counseling and Certificate of Debtor Education.

New Lists To Be Posted To The Intranet:

The Category and Event List for E-Filing Attorneys and the Document Linkage for Attorneys lists have been updated and will be posted to our CM/ECF Website in the near future. The following changes have occurred since the last update:

New Events:

- 9013-1.1 Notice of Hearing on Motion to Dismiss or Convert (Chapter 11) - Notice Category (*This event replaces the Notice of Hearing on Motion to Dismiss or Convert (Chapter 11)*)
- Post Confirmation Quarterly Report (Chapter 11) - Miscellaneous category
- Verification of Creditor Address Mailing Matrix - Miscellaneous category

Updated Events: (both events were updated to allow linkage to the voluntary petition and any deficiency notice that may have been issued)

- Verification Cure
- Matrix Cure With Verification

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 ECF training.

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 ECF training, 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