

## Update to E-Filers

October 31, 2013

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. Remember, contacting the help desk is private; making an e-filing mistake is public. **NOTE: Our contact information is on the last page!!!** Thanks.

Happy Halloween! I hope you don't find this update too scary.

### Important Reminder On Initial Case Deficiencies:

We no longer send out formal deficiency notices in cases filed as deficient under 11 U.S.C. § 521(a) or LBR. 1017-3(a). Remember that it is your responsibility to look at what your software system actually filed in ECF to confirm that all required documents really were filed; do not rely upon the software's representation of what was filed without double checking.

### Reminder- Moving To A New Office and Updating Your Master Record

Whether you leave your office to pursue a new position, or are just moving to a new location, it is important to update your master record with the court. In order to do so, send an email to [cobml\\_training@cob.uscourts.gov](mailto:cobml_training@cob.uscourts.gov) titled "Master Record Update". Although we will update your address in all your open cases, it will be up to you to file a change of address in any open case you are involved in order to comply with Local Bankruptcy Rule 9010(a)(2).

If you are leaving your firm or office, please contact the training department prior to your last day. A login belongs to an attorney, not a firm, so it is important to make sure you substitute with another attorney, or withdraw from a case **before** your last day if you do not plan to take cases/clients with you.

### Installment Payment General Procedure Order GPO 2012-4

In order to avoid any misinterpretation or misapplication of LBR 5005-4, GPO 2012-4 has been issued requiring that in **EVERY** attorney filed electronic cases **all installment fee payments must be processed electronically through the attorney** with the attorney's or the attorney's firm credit card. This will apply to all pending and future installment payments in any electronically filed cases. If the payment you are making is not the final payment, please don't use the event that states "final". Please strive for accuracy; we have had incidents of over payment and under-payment. Please research cases carefully for amounts owed.

## Did You Forget To Attach A Proposed Order To Your Motion?

Please make certain that if you and/or your staff submit proposed orders via email that they are emailed to the correct location.

- If at a hearing, in a Court order, Judge's procedures, Chambers' request or a notice you are instructed to submit a proposed order to the Judges' **Courtroom mailbox**, make sure orders are emailed there.
- If you file a motion and forget to attach the proposed order, you must email it to the **correct** ECF Orders mailbox, **DO NOT SEND THEM TO QA**, including the following necessary information:
  - 1) the **Case Number** (including the judges initials), and
  - 2) the **docket number** of the motion to which the order needs to be attached. (Typically, you will be directed to submit the missing order by way of a Public Notification Entry, however, some of you catch the mistake right away before the notification is sent).
- **Our staff will not research or try to redirect orders submitted to the wrong email box, so it is critical that you ensure the orders are sent to the correct location.**

For ease of reference the **ECF Orders mailbox** addresses for **FORGOTTEN PROPOSED ORDERS TO BE ATTACHED TO FILED MOTIONS and APPLICATIONS** are:

COB\_ABC\_ECForders@cob.uscourts.gov  
COB\_EEB\_ECForders@cob.uscourts.gov  
COB\_HRT\_ECForders@cob.uscourts.gov  
COB\_MER\_ECForders@cob.uscourts.gov  
COB\_SBB\_ECForders@cob.uscourts.gov

**Courtroom mailboxes** to be used per Judge's procedures, direction in court, or a notice/order are:

CourtroomC@cob.uscourts.gov for Judge Campbell  
CourtroomF@cob.uscourts.gov for Judge Brown  
CourtroomB@cob.uscourts.gov for Judge Tallman  
CourtroomD@cob.uscourts.gov for Judge Romero  
CourtroomE@cob.uscourts.gov for Judge Brooks

**Thanks in advance for your efforts to properly direct these orders, we do not have sufficient staff to be able to research where an improperly directed order belongs and the order will not be considered to have been submitted if it was sent to the wrong location.**

### New Chapter 13 Forms:

Please remember that the new Chapter 13 Form was effective February 1, 2013. An event has been created in ECF to use it with your pdf containing 2 pages of plan on one side of the sheet of paper. **The event is "Chapter 13 Plan (Condensed -BNC)."** There is a Word version on our web with the GPO 2012-6 announcement (you can locate it most easily on the front web page under "Recent Announcements and Court Updates"). We also alerted the software providers of the form change and provided them with the form in December. <http://www.cob.uscourts.gov/>

### **The condensed version of the Plan will be mailed out to all creditors with the 341 Meeting of Creditor's Notice when filed at the same time as the Voluntary Petition.**

An event has been created in ECF under the Plan category for the condensed version of the Plan named **(Chapter 13 Plan (Condensed - BNC) [this event will be used with your pdf containing 2 pages of plan on one side of page.](#)** The Clerk's Office will **not** mail an original Standard formatted Chapter 13 Plan through the BNC when the condensed version of the Chapter 13 has not been submitted.

### **The Condensed version of the Chapter 13 Plan is not to be used for filing Amended or Modified Chapter 13 Plans.**

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### How to Create A Condensed Chapter 13 Plan Manually:

Open the standard PDF version of the Chapter 13 Plan

Select Print

On the pop-up screen, ensure the following print options are selected:

Printer should be Adobe PDF

Select Multiple

Pages per sheet should be custom 2 by 1 (The image on the right should reflect 2 pages of the plan on 1 sheet of paper)

Landscape

Click Print- Name document with the standard naming convention including the word "condensed"

**Reminder on the Order on Chapter 13 debtor's Certification to Obtain 13 Discharge (LBF 3015-1.12). It is now obsolete due to the change of the discharge form. It now contains the following language: "Pursuant to 11 U.S.C. 506(d), if an Order entered in this case valuing a creditor's secured claim at \$0, the lien is extinguished by operation of law upon the entry of the debtor's discharge."**

### Returned Mail:

If you receive a returned mail/undeliverable notification from the BNC, and you have a better address for that particular party, please file a change of address with the court. You can use your own change of address form, or the BNC form to file the change of address.

### Passwords:

We continue to receive many phone calls/emails about passwords. If you have not logged into your account since January, you will be required to update your password. If you can't remember your password, or it isn't working, we can reset it for you if you send an email requesting the password change. Most important, if you change the password, please be sure to share it with everyone in the office who will use it. Please note, it can take up to 24 hours for the password reset to take effect, so try to have password change request sent in the morning. I've included some tips below for password assistance.

#### **Getting Locked Out When Trying To Login:**

You will be allowed four attempts to login. If you should fail to login within those four attempts, you will receive a message indicating that you have been locked out due to too many login attempts. You will need to wait 5 minutes before you can attempt again. DO NOT continue to attempt to login once you have received a message saying you have been locked out. (NOTE: For each additional, failed attempt, the time will increase by 1 minute.) You will need to wait until the time has passed before you will be able to attempt again. Also, after the time has passed, you may find that you will need to reboot your computer and/or clear your temporary files/cache.

#### **Changing Your Password:**

In V5.1, you are now able to change your password at any time, as long as you know what your current login and password. You no longer need to send us an e-mail to do this. You will login to our CM/ECF system, using your current password. Once logged into our system, you will click on Utilities and then click on Change Your Password. You will be prompted to enter the new password twice. Password parameters are: a minimum of 8 characters, and must include both upper and lower case letters, and at least one digit or special character. Please be sure to **WRITE YOUR NEW PASSWORD DOWN** and keep it in a safe place, as we will not have

access to it if you should forget it. Also, please remember to update your password in your petition preparation software.

### **Items To Accomplish By 4:00 p.m.**

If you are paying a filing fee, it is beneficial to get into the habit of paying the fee by 4:00 each day. That way, if there is an error and you alert the Training Team before 5:00, we can back the fee out of the system. If the error occurs after 5:00 or you wait until after 5:00 to alert us of an error from earlier in the day, and for example, you file a duplicate case, you will be responsible for both filing fees. Also, please be aware that the Judges are currently indicating that the duplicate fees should be paid by counsel, and not the client.

The Judge/Trustee assignment should also be run by 4:00. That way, if any issues arise, our staff will have plenty of time to resolve the situation. If we can address the Judge/Trustee assignment issues during business hours, you will have a much higher chance of landing on the same docket with your other cases.

<http://www.cob.uscourts.gov/ecf.asp>

### **Thank You!!!**

As always, we thank you for taking the time to read this update. We appreciate your willingness to educate yourself on 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 ECF training.

#### **TRAINING TEAM E-MAIL ADDRESS - [cobml\\_training@cob.uscourts.gov](mailto: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](mailto: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:**

Richard Roberts

TJ Vincent

Meghan Smotts - Back-up Assistance

Theresa Gardner - Back-up Assistance

**\*\*\*Please note that Diane Hunter has retired, if you normally contact her directly, call 720-904-7450 instead\*\*\***