

Update to E-Filers and E-Claimants Re: Upgrade to V4.2

January 9, 2012

Hi, Everyone!

Listed below you will find some updates regarding our upcoming upgrade to CM/ECF V4.2. 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!

System to be Down the Week-end of January 13 - 17:

The CMECF/PACER system will be unavailable from **6:00 PM on Friday, January 13, 2012 until possibly as late as 8:00 AM on Tuesday, January 17, 2012** while we upgrade the system to CM/ECF V4.2. Please schedule your electronic filing and viewing accordingly. Thank you for your cooperation and we apologize for the inconvenience. In the meantime, check out the enhancements you can expect, outlined below:

Password Change Required:

Upon logging into our system for the first time after we go live with V4.2, you will be prompted to change your password, which must meet the following criteria: Minimum 8 characters, must include both upper and lower case alphabetic characters and at least one digit or special character. Please be sure to **WRITE YOUR NEW PASSWORD DOWN** and keep it in a safe, secure place as we will not have access to it if you should forget it.

Special note to Chapter 7 Trustees: You will need to do this for both your trustee login and your attorney login.

Changing Your Password:

In V4.2, you will be able to change your password at any time. You will no longer need to send us an e-mail to do this. Be aware that an e-filer must login to our CM/ECF system, using the old password, in order to change it. 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. Again, please be sure to **WRITE YOUR NEW PASSWORD DOWN** and keep it in a safe, secure place as we

will not have access to it if you should forget it.

Payment of Fees:

The payment screen has changed. It is no longer a pop-up and will allow you to select the fees you wish to pay for with a particular credit card. Remember: All fees must be paid by the end of the day. You will receive a phone call and/or electronic e-mail from our Finance Team reminding you that a fee is due if you do not pay a fee on a particular date. You will get locked out if you fail to pay a fee within 72 hours of filing.

Lock Out Messages:

There are two circumstances under which our system would lock you out:

- One is for failure to pay a filing fee. If 72 hours has passed since the fee was accrued, upon login you will receive a message indicating that you have been locked out for failure to pay the filing fee. You will be allowed to pay the fee by clicking on 'Utilities' and then 'Internet Fees Due'. Once paid, log out and then log back in and your account should be unlocked.
- The other is when you have made too many attempts 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. For each additional, failed attempt, this time will increase by 1 minute. NOTE: Our advice is that after a couple of failed attempts, you should give the ECF Help Desk a call for help rather than continue to try to login.

Browsers:

The browsers that are compatible with and have been tested with V4.2 are Internet Explorer Versions 7.0 or 8.0 or Mozilla Firefox 3.5. Lower versions of IE and Firefox will no longer be supported. Netscape is also no longer supported. Further, we have just been made aware of problems with upgrading to IE Version 9.0. Therefore, we recommend against making upgrades beyond those mentioned above that we know are compatible with V4.2 until this problem has been resolved. The documents 'Browser Settings for CM/ECF Version 4.2' and 'How to Set up Acrobat to Open PDF Documents Outside of the Browser' have been updated and will be posted to our ECF website by January 17th.

[Bypassing Prompts and Lists:](#)

You will no longer be allowed to bypass a prompt which is asking you to enter information (i.e. 'Enter the Name of the Creditor'). You also will not be able to bypass a drop-down list where you must make a selection (i.e. 'Select the Appropriate Notice From the List Below'). If you do not enter information or select an item from a drop down list, an error message will display and you will not be able to proceed in the transaction until you do so.

[PDF/A:](#)

PDF/A compliance is NOT mandatory in V4.2 but our system will accept a document in either PDF or PDF/A format. At this time, we are not sure of when we will be directed to ensure PDF/A compliance at which time all documents will be required to be in PDF/A format. You may wish to begin checking into this so that you are prepared and ready when we make the announcement.

[Adversary Proceedings:](#)

For those of you who have the required Adversary permissions to be able to initiate an adversary proceeding, you will no longer be required to add yourself as the attorney for the plaintiff during the opening of the case. This will happen automatically, as it does when opening a bankruptcy case. The 'Add Attorney' button has been changed to 'Add Additional Attorneys', so you would be able to add any additional attorney(s) for the plaintiff if you wish.

[Proof of Claim screen:](#)

The screen you enter information into when filing a proof of claim has changed. You are now able to enter the total amount claimed, the secured amount, the priority amount, a description of the claim and additional remarks. Please be aware that all we require of you is to enter the total amount claimed into the 'Amount Claimed' field.

When you are amending a claim, you will be required to enter the claim number that is being amended and then click on a new 'Find' button before you will be able to proceed.

The 'File another claim' hyperlink was previously displayed at the bottom of the Proof of Claim receipt. Now the hyperlink has been moved to the top of the receipt for easier access.

Mortgage Payment Changes:

Please refer to the November 28, 2011 Interim Update to E-Filers and E-Claimants for a refresher on all of the events that were created and made effective December 1, 2011, to be in compliance with Fed.R.B.P. 3002-1. You can find this update on our ECF Website at www.cob.uscourts.gov/ecf in the Quarterly Updates section.

In addition to the events outlined in that update, we have also created events so that a 'Certificate of Service (Use Only for Rule 3002.1 Events)' can be filed. Claimants will see this event in their Claimant Filings category and Attorneys will find this event in their Miscellaneous category.

We have had instances where a claimant will attempt to file their Notice of Mortgage Payment Changes before a Proof of Claim has been filed. Our system will no longer allow you to complete a transaction using the events Notice of Mortgage Payment Changes, Notice of Postpetition Mortgage Fees, Expenses and Charges or the Response to Notice of Final Cure Payment Rule 3002.1 unless you are able to enter a Proof of Claim number. Therefore, it is strongly advised that the Proof of Claim be filed first. We do understand, however, that there have been special emergency situations that have made this impossible. If you are faced with one of these special emergency situations and need to file one of these documents before the Proof of Claim has been filed please call the ECF Help Desk for instruction on how to file your document.

Chapter 7 and Chapter 13 Trustee 341 Filing Program:

Chapter 7 Trustees:

- The Trustee Batch event 'Trustee's Continued Meeting of Creditors Chapter 7 - Continued at Meeting of Creditors' will be deactivated in V4.2. The 'Continue To' option in the Trustee 341 Filing program is to be used instead. Only use the 'Continue To' option in the Trustee 341 Filing program when continuing a meeting that was adjourned at the initial meeting of creditors. For meetings that are continued before the meeting, you will use the 'Trustee/US Trustee' event 'Trustee's Continued Meeting of Creditors Chapter 7, 11, 12'.
- Do not use the 'Meeting Held' option. We expect that you will use the program only when you are continuing an adjourned meeting or filing a final report.

- All other manual events for filing your final reports remain intact.

Chapter 13 Trustees:

- Only use the 'Continued To' option in the Trustee 341 Filing program when continuing a meeting that was adjourned at the initial meeting of creditors. For meetings that are continued before the meeting, you will use the 'Trustee/US Trustee' event 'Trustee's Continued Meeting of Creditors Chapter 13'.
- Do not use the 'Meeting Held' or 'Meeting Not Held' options. We expect that you will use the program only when you are continuing an adjourned meeting.
- All manual events for the filing of your final reports remain intact.

The US Trustee's Office will be providing you detailed instructions on the use of the Trustee 341 Filings Program, most likely sometime this week.

Other New and Updated Dictionary Events Not Mentioned Above:

- Miscellaneous Category: Sealed Document {now provides optional ability to link to a previously filed document}
- Motion Category: Bar Debtor {new event}

Changes You Will See In PACER (The Reports/Query Side):

Enter Key Now Functions as "Submit"

- In Reports, Utility and Queries

Combining Noticing Recipients on BNC Certificates of Notice

When a pleading is noticed through the Bankruptcy Noticing Center (BNC) and by CM/ECF Notices of Electronic Filing (NEF), users will no longer have to look in two locations to determine who was noticed. The BNC Certificate of Notice will display noticing activity for both methods. Case participants who were noticed in CM/ECF by electronic mail will be appended to the BNC Certificates of Notice.

Terminated Parties

Previously, when a party was terminated, the terminated party did not receive notice of the event. Now the terminated party is included in the noticing list for that one event.

Docket Report

The caption of the docket report has been enhanced to include the following:

1. Show Associated Cases hyperlink appears only when an active association exists
2. County of residence displays with the address information for the debtor and joint debtor
3. Each alias is printed on one line.
4. Attorney's information includes an active hyperlink to the attorney's email.

Cases Report

The report is now limited to a range of 31 days. This prevents you from unintentionally requesting a large data set, which would result in an unnecessarily large PACER fee.

An option to filter the report by attorney name or Bar ID now appears on the selection screen.

Query/View Document

There was previously no way from the internet to view a document without first viewing the docket report. Now, a "**View Document**" link on the Query menu allows you to enter a document number in the case and view the document without having to run a docket sheet. This feature will enable PACER users to eliminate charges for first accessing the docket report. Users must know the document number to access the PDF document in this manner.

Filing Fee Query

Accessed through PACER, you will be able to monitor filing fees that have been paid in installments in specific cases (both over the counter and electronically). Login to PACER, enter case number, click on Query, click on Filing Fee. Any required PACER fee will apply.

Query by Name

When searching by name, additional information is now displayed on the results page to provide more detail for selection. A row of information is displayed to the screen for each case in which that person is involved.

One Character Name Query

In previous versions of CM/ECF, two characters of the last name were required for a name search on the Query screen, making it impossible for a user to search for a person with a single character last name. With release 4.2, if a single character is entered into the last name field, it is evaluated for the exact name match only. A message appears on the screen informing the user that only exact matches will be found.

Query Billing

A warning message has been added to the Query search screen to remind PACER users that there is no 30-page PACER billing cap on the information returned from these searches.

Updating of Lists and Training:

As with all upgrades, we are very pressed for time and some things must happen 'after' the upgrade is in place. As soon as we are able to do so, the 'Category and Event List for E-Filers' and 'Document Linkage for E-Filers' will be updated on our ECF Website at www.cob.uscourts.gov. We will also post an updated procedure for the opening of adversaries for those of you who have the ability to open an adversary proceeding electronically.

E-Claimants, your updated 'Procedures for E-Claimants' has been posted to our ECF Website at www.cob.uscourts.gov.

And, finally, the on-line training exercises will be updated, but may take a little more time to accomplish. Rest assured, though, that the vast majority of screens you see in events haven't changed so the on-line training will still be a valuable tool to use. We are currently working on curriculum updates for in-house classes, which will resume in February.

V4.2 Features Coming In The Near Future:

- ACH Payments - Once available, you will have the ability to pay filing fees through your bank checking account. The ability to pay with your credit card will remain intact.
- RSS (Really Simple Syndication) Feeds - Once available, this feature will allow the user to have links to the docket sheet and documents. A standard RSS reader is not provided with CM/ECF, but the software supports the readers included with the standard supported browsers. You will be able to

subscribe to the feed through our CM/ECF website if you have configured third-party software to handle this. There will be no fee for RSS Feed. It will not replace your Notices of Electronic Case Filing. E-filers will continue to receive their NEFs.

We will let you know when these are available and will give you more detailed information at that time.

Other Items Unrelated to V4.2:

- We have received a high volume of calls regarding login/passwords not working after accepting an update from EZ Filing. If this happens to you, please contact your EZ Filing Technical Support to troubleshoot the problem, as they must send you a patch to resolve the issue.

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 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