

Updates to E-filers

July 22, 2009

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 at the Help Desk Number below. Thanks!

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

Meghan Smotts - Back-up Assistance

John Fitzpatrick - Back-up Assistance

Attorneys who have upgraded to Internet Explorer 8:

Please be aware that the current version of CM/ECF (V3.3.1) has not been tested with Internet Explorer 8. Therefore, you may be experiencing the following issues when e-filing your cases/documents:

- Sluggishness or slowness
- For debtor's attorneys, slowness in upload to the point where your petition preparation software's automatic upload feature appears to have stalled and you are uncertain of what was filed and what was not filed.
- Cache (temporary files) do not clear fully and you are finding that you are needing to clear your cache/temporary files more often than normal.

Some things you can try to fix these problems:

- Ensure that your browser indicates that it is in compatibility mode (please contact your IT specialist if you are unsure of how to accomplish this.)
- Continue clearing your cache/temporary files when experiencing problems.
- Downgrade to Internet Explorer 7.*

*Based on feedback from attorneys, we are finding that those attorneys who return to Internet Explorer 7 no longer have the issues they were experiencing with Internet Explorer 8. Also, please be advised that the next version of CM/ECF (V4.0), which will be released in early 2010, will have been fully tested with Internet Explorer 8.

CM/ECF Scanner Settings update:

The Administrative Office in Washington, DC has requested that we update our scanner setting standards to 300 dpi. Please note that this is a variance from the Fourth Amended General Procedural Order, Section II. A. 7., which states 200 dpi. Please adjust the scanner you use for preparation of documents for filing with our court accordingly.

Confusion over when fees are required:

There appears to be some confusion over when a fee is required with regards to Amended Schedules, Amended Matrices and Changes of Addresses for creditors:

1. A fee of \$26.00 is required for an amendment to a schedule where creditors are added to the matrix, there is a change in the amount of a debt or there is a change to the classification of a debt. You should use the Miscellaneous event 'Amended Schedules D, E or F and Amended Creditor Matrix (Electronically Filed - Fee Required)' to file such amendment.
2. A fee of \$26.00 is required for an amendment to your list of creditors

where no amendment needs to be made to your schedules. You should use one of the following Miscellaneous events to amend your list of creditors: Amended Creditor Matrix to Add Additional Creditors (Electronically Filed - Fee Required) or Amended Creditor Matrix to Add Agent (Electronically Filed - Fee Required).

3. No fee is required to change the address of a creditor already listed on the matrix. You should file a change of address for the creditor using the Miscellaneous event 'Change of Address'.

Format of the Subject line in E-mails to our Quality Assurance Team:

Our Quality Assurance Team requests that, when you send them requests to fix mistakes you have made, please include the case number and judge's initials in the Subject line of your e-mail. We appreciate your cooperation with this request.

New Way to Stay Current on Bankruptcy Court Web Updates:

The U.S. Bankruptcy Court is pleased to announce a new feature on our website, RSS Feeds. With RSS Feeds, you can stay informed about changes to our website, scheduled outages, newly posted opinions and much more. Please visit our website at www.cob.uscourts.gov and click on the 'Subscribe to RSS' button on the left side of the screen, at the bottom, for more information. Please consult with your IT specialist if you have technical questions about the use of this service.

New Lists on our ECF Website:

Please visit our ECF website for two updated lists that, as an e-filer, you will find very useful:

- Document Linkage for E-Filers
- Category and Event List for E-Filers

A new event to make special note of is the '1019 Conversion Schedule' event, located in the Miscellaneous category. Please note that schedules filed pursuant to 11 U.S.C. Section 1019(5) and based upon a conversion do not require a filing fee.

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.