

## Helpful information to avoid common errors encountered when filing in the Case Management and Electronic Case Filing (CM/ECF) System

### 1. Case Information

- When filing documents, please ensure the accuracy of all information regarding case names, case numbers, dates, etc.
- Include the aka on the voluntary petition and add it in CM/ECF.
- Match the debtor's names on the Petition, including the aka, to the Social Security Card and Picture ID.

### 2. E-Order

- Use the correct format by including a top margin of no less than 4 inches, information of submitting attorney(s), no signature line for the judge, and if required by the presiding judge, the electronic signatures of the agreed parties.
- When uploading E-Orders, select the correct order type (ex parte, expedited, hearing held, etc.). Specific instructions regarding each are available on the Court's website, <https://www.lawb.uscourts.gov/>, located under CM/ECF and E-Orders.
- When uploading orders in PDF format, ensure that the document was created in a word processing program and converted to PDF format. Scanned documents are not compatible with the Court's electronic order program.

### 3. Docket Text

- Include all necessary information in the docket text by making the appropriate selections from the drop-down menu (e.g., Amended, Supplemental, Corrected, etc.).
- If the Certificate of Service is included with the filed PDF, check the box for Certificate of Service included with the filing. This selection adds the reference to the final docket text letting the Court know it is included.
- If the Picture ID, SSC, and E-Declaration are filed together, be sure to select the boxes for the included Picture ID and SSC. This terminates the deadlines and adds the reference to the final docket text.
- When making docket text entries in CM/ECF, never use all caps. The Court uses all caps to enter corrective entries and to reference important information when docketing orders.

### 4. Financial Management Certifications

- File timely. Failure to file affects the discharge issuance.

### 5. List of Creditors

- Please include complete addresses when uploading creditors for new cases and when adding creditors for amended schedules.
- File address changes as soon as aware to ensure delivery of any disbursements.

### 6. Filing Events

- When filing multiple motions together, be sure to select the correct filing events by using the ctrl key to select each event from the drop-down list.
- When filing a Support Brief Memorandum or an Opposition Brief Memorandum please be sure to select that specific event and not the generic Memorandum event.

### 7. Noticing

- To ensure proper noticing, please use the correct [Sheriff's Office address](#) which can be found on the Court's website.

- Filing a Notice of Appearance does not automatically trigger electronic notices to the filer. It adds them to the mailing matrix. Email notification requires activation of CM/ECF account.

#### 8. Party Type

- When filing on behalf of a party other than the debtor, please change the party type from debtor (default) to the correct party type (i.e., creditor).
- When filing Applications to Employ Special Counsel, do not check the box that creates an attorney/party association with the debtor. Incorrectly checking the box places the filer's name on the docket sheet as the debtor's attorney.

## II. Technical and Fee Related Issues

### 1. Login Issues

- Forgotten passwords. If the filer has not yet linked their CM/ECF account to PACER, the Clerk's Office can issue a temporary password which the filer will then use to link their accounts (instructions are available at [Linking PACER Account to ECF Account](#)). If the filer forgetting their password has already linked their account to PACER, they can recover their login and password using the "Forgot Username" and "Forgot Password" on the login page (or by calling 1-800-676-6856).
- If after logging into the system, a user does not see "Bankruptcy" or "Adversary" on the toolbar to file a document, this indicates the user is logged into PACER with a view-only account. Please verify you are logged into the system with the correct filing account.

### 2. CM/ECF Lockout

- If a filer is locked out of CM/ECF due to non-payment of a fee and wants to pay the delinquent fee by credit card, the filer needs to contact the Court's financial department to unlock the account. If that is the case, contact the court's financial department and ask for Lori Norris, Financial Specialist II at 318-676-4267 or via email at [lori\\_norris@lawb.courts.gov](mailto:lori_norris@lawb.courts.gov).

### 3. Payment Method Issues

- When filing a case or motion with a fee, filers desiring to pay with a credit card should be careful to leave the "Receipt #" box blank. Filers selecting "O" are indicating that they intend to pay by money order or check and will not be prompted to pay. If an error is made in this regard, the filer will need to contact the court's financial department and ask for Lori Norris, Financial Specialist II at 318-676-4267 or via email at [lori\\_norris@lawb.courts.gov](mailto:lori_norris@lawb.courts.gov) to reset this option.

### 4. Fees Due

- If a filer needs to add a secondary email to receive notices when a fee is past due, the filer will need to make the request to the Clerk's office in writing, on letterhead, signed, and faxed to 318-319-6799.
- On installment payments, if the 1st installment isn't paid by the due date an Order to Show Cause Why Case Should Not Be Dismissed for Failure to Pay Required Fees will be filed by the Court and set for hearing. If the fee is paid before the hearing date, the Show Cause hearing will automatically be taken off the calendar.
- If a duplicate or erroneous fee payment needs to be refunded, the financial department will need to be contacted immediately. When the request is made **on the same day the fee is paid**, the court can void the payment and no refund will be necessary. If the request is made after the day the fee is paid, the filer **must** file a motion and order detailing the error and

requesting a refund of the fee. Contact the court's financial department and ask for Lori Norris, Financial Specialist II at 318-676-4267 or by email at [lori\\_norris@lawb.courts.gov](mailto:lori_norris@lawb.courts.gov).

- When filing a motion to abandon in conjunction with a motion for relief from stay, the filer must select the motion to abandon filing event from the drop-down menu before selecting the motion for relief from stay. Otherwise, the filer will incur two filing fees instead of one. Filers failing to follow this process should contact the court's financial department and ask for Lori Norris, Financial Specialist II at 318-676-4267 or by email at [lori\\_norris@lawb.courts.gov](mailto:lori_norris@lawb.courts.gov).

### III. Common Courtroom Related Issues

#### 1. Evidence

- Sufficient copies of Exhibit Lists and Exhibits are not consistently provided for the Judge, Law Clerk, ECRO, Witness. See LBR 9014-1(c) requiring 4 bound copies.
- Please reference Judge-specific procedures regarding the planned presentation of evidence available at the court's website ([www.lawb.uscourts.gov](http://www.lawb.uscourts.gov)) under the Judges tab.
- Participants who are not familiar with the evidence presentation systems in the courtrooms can obtain training by contacting the court's Department of IT via email at [LAWBml\\_Courtroom\\_Technology@lawb.uscourts.gov](mailto:LAWBml_Courtroom_Technology@lawb.uscourts.gov). An in-person training session will be scheduled with a member of the court's IT team. Attorneys should be cognizant of scheduling any such training well in advance of the hearing date in which they intend to present evidence.

#### 2. Wifi Connection

- Wifi access is available in all but the Alexandria courtroom for the convenience of the public. The wifi network is LAW Public and the password is publicwif!.

#### 3. Zoom Participation

- Participant having trouble controlling speaker volume on his/her end when connected to Zoom hearing. Consider planning a test meeting in advance to troubleshoot audio issues prior to the court hearings.
- Occasional service disruption, "spotty" connection by participant when connected to Zoom hearing. When internet service becomes unreliable plan on disjoining the meeting and calling in for the audio-only option.
- Disruptive background noise from the location where the Zoom hearing participant is located (opening/closing file drawers, people talking in background, phones ringing, street/traffic noise, etc.). Participant should mute their microphone to eliminate disruption of the hearing.

#### 4. In Court Participation

- Participants should be careful to speak into microphones to be sure all audio is recorded.

#### 5. Audio recordings/transcripts

- Requests for audio recordings need to be made using form AO 436 and request for transcripts need to be made using form AO 435 available both on the court's website and at [www.uscourts.gov](http://www.uscourts.gov).

#### 6. Disability Accommodations

- All courtrooms are equipped with assistive listening devices that can be requested from the ECRO.
- If a participant has a disability which complicates access to the courtroom, the party or their attorney should contact the Clerk's Office at the applicable location to discuss available

accommodations. Contact numbers are available on the court's website ([www.lawb.uscourts.gov](http://www.lawb.uscourts.gov)).

IV. Important information regarding filing an Appeal in the bankruptcy court.

1. Designated Records

- Appellants and Appellees should contact the Clerk's office when a Designation of Record is filed to arrange for providing the records. Often the Clerk's office will be able to electronically download the designated documents from the case. However, if the record is voluminous the appellant may need to provide the documents on a disk or flash drive. FRBP 8009(a)(5).

2. Transcripts

- A change in the rules over the past couple of years now requires the Appellant to reference if they are or are NOT requesting a transcript. This information should be included in the Designation. If a transcript is not being requested and is not referenced in the Designation, they may file a Certification of No Transcript Ordered. FRBP 8009(b).

3. Timely Perfecting Appeal

- If the Designation of Record is not timely filed, the Appeal and a Notice of Transmittal of Failure to Perfect Appeal will be transmitted to the United States District Court. FRBP 8009(a)(1)

**\*\*\*For any non-case related and/or non-urgent inquiries, please contact the court administration department at the following email address: [LAWBml\\_Admin@lawb.uscourts.gov](mailto:LAWBml_Admin@lawb.uscourts.gov)**