CM/ECF

Creditor User Manual

United States Bankruptcy Court

Southern District of Georgia

www.gasb.uscourts.gov

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1. Introduction

This manual is designed to assist creditors and other filers on using the **CM/ECF** (*Case Management/Electronic Case Filing*) system for the United States Bankruptcy Court, Southern District of Georgia, to electronically file, view and retrieve documents for all cases assigned to this system. CM/ECF users should have a working knowledge of internet browsers and portable document format *(.pdf*) software. CM/ECF users who routinely save documents to a hard drive or network should also understand basic navigation tools and file structure.

It is important for those filing documents with this Court to review the Court's CM/ECF Administrative Procedures, Local Rules, and General Orders and become familiar with the contents. These documents are available at www.gasb.uscourts.gov.

This manual is not a comprehensive guide to all aspects of the CM/ECF system, as it cannot address every situation which may arise while electronically filing documents. Questions about these procedures may be directed to the Clerk's Office at one of the following divisions: Augusta (706-823-6000); Brunswick (912-280-1376); or Savannah (912-650-4100).

2. Technical Requirements

- A computer with a current operating system and updated virus protection.
- An Internet connection; the faster the Internet connection, the easier CM/ECF is to access and use. It is recommended that users obtain fast access to the Internet using DSL, cable, or T-1 lines.
- A scanner; documents not prepared using word processing files on the user's computer must be scanned and converted to PDF (*portable document format*) before filing electronically.
- A printer.
- A word processing application; the Court standard is Microsoft Word which allows documents to be converted to PDF (*portable document format*). Other word processing programs, such as WordPerfect, have this capability as well.
- Adobe Acrobat Reader, which is available for free, is needed for viewing PDF documents; to convert documents from a word processor format to portable document format (PDF), additional PDF creation software is needed, such as Adobe Acrobat.
- A compatible Internet browser; CM/ECF has been tested with Firefox and Internet Explorer 8 and 9.
- An individual PACER account to access documents and reports in the CM/ECF database, in addition to permission to file electronically in this Court.
- A valid credit card or debit card acceptable for payment of filing fees in CM/ECF.

- **Note:** petition preparation software with the case upload feature, while not required, may justify the additional cost with the increased productivity it provides.

3. CM/ECF Operations Help Desk Questions regarding CM/ECF, procedures, systems, or technical support	
Training	The Bankruptcy Court Clerk's Office offers CM/ECF training at no cost to attorneys, paralegals, secretaries, and other professionals in the Southern District of Georgia. To get started with training, please visit the Court's website at **www.gasb.uscourts.gov** and click CMECF Information > CMECF Registration Information.
Report a Technical Issue with CM/ECF	During Regular Business Hours Contact the Court: Augusta Clerk's Office 706-823-6000 Brunswick Clerk's Office 912-280-1376 Savannah Clerk's Office 912-650-4100
	After Hours/Holidays/Weekends Notify the Court immediately via email to helpdesk_gas@gas.uscourts.gov. In order for the IT Department to take appropriate action, your email should be specific as to the technical issues you are experiencing.
Frequently Asked Questions (FAQs)	A list of frequently asked questions regarding CM/ECF can be accessed on the court's website at **www.gasb.uscourts.gov** under CM/ECF Information > CM/ECF Registration Information > CM/ECF FAQs.

4. PACER Registration Public Access to the court docket and documents	
Internet Access with a Password	A PACER login and password can be obtained by contacting the PACER Service Center at 1-800-676-6856 or 1-210-301-6440 to establish an account. You may also register for PACER online at https://pacer.uscourts.gov.

"Free Look"	Participants will not be charged for a one-time "free look" (*i.e. initial retrieval, download, viewing or printing of a document*) when the document is accessed directly from an email notification or summary of documents filed where the Participant has appeared or is designated. The Participant must activate this feature in CM/ECF through the **Maintain Your ECF Account** option under the Utilities function.
Public Access at the Court	Viewing access to the electronic docket and documents filed in CM/ECF is available to the public at no charge at each staffed divisional Clerk's Office (*Augusta, Brunswick, Savannah*) during regular business hours (*8:30 AM to 5:00 PM*). A fee will be charged for printed copies.
Conventional Copies and Certified/Exemplified Copies	Conventional copies and certified/exemplified copies of electronically filed documents may be purchased through the Clerk. The fee for copying, certification and/or exemplification will be in accordance with the fees imposed by 28 U.S.C. § 1930.

5. CM/ECF Registration

Starts the process to gain access to the court's database to allow users to file electronically with the court.

Participants requesting to file electronically using CM/ECF must register with the Court to receive a username and password for the system. Users may register by accessing the registration form located on the Court's website at www.gasb.uscourts.gov and click CMECF Information > CMECF Registration Information.

***Please note:** Attorneys applying for full access must first be admitted to practice in the Southern District of Georgia. Admission status will be verified with the U.S. District Court for the Southern District of Georgia using the last name and Bar ID provided. If admission cannot be verified, the application will not be approved.

6. Preparing for Electronic Filing

Clearing the Cache	CM/ECF is a web-based software program. Users access CM/ECF through a web browser. In order for information to be displayed properly in CM/ECF, it is necessary to clear the "cache" or

	temporary memory that is stored on your computer. Web browsers cache or store information from the web sites you visit to increase the speed at which internet pages are accessed; however, one side effect is that pages displayed from the cache may not be as new as pages available from the web. This means that you may not see updates that are made in CM/ECF unless you clear the browser cache. The cache should be cleared frequently (*at least daily*) to avoid errors. To clear your cache using **Internet Explorer 11.0**, follow these steps: ▪ Open Internet Explorer ▪ Select TOOLS option from the menu bar ▪ Select INTERNET OPTIONS ▪ Under "Browsing History," Click DELETE ▪ Select "Temporary Internet files and website files" check box ▪ You may also want to remove additional stored data such as form data, passwords, cookies and history; however, it is not required. ▪ Click DELETE ▪ Click OK to complete the process and return to your browser Other web browsers (*Netscape, Mozilla Firefox, etc.*) will also have processes to clear the temporary internet memory. The features for those browsers will usually be located in the "Tools" menu.
Allowing Pop-Ups	The presence of an active "pop-up blocker" may interfere with the use of the Court's payment window in CM/ECF. Depending on the type of pop-up blocker present, the user may have to either modify the pop-up blocker to allow pop-ups from the Court or disable the pop-up blocker. Here are a few examples for commonly used pop-up blockers: *Allowing pop-up screen using Internet Explorer 8.0 or higher* ▪ Open Internet Explorer ▪ Select TOOLS option from the menu bar ▪ Select Pop-Up Blocker ▪ Select "Turn Off" Pop-Up Blocker *Allowing pop-up screen using Mozilla Firefox*

	▪ Open Firefox ▪ Select TOOLS option from the menu bar ▪ Select OPTIONS from the drop-down menu ▪ Select the Web Features Icon ▪ Select Allowed Sites ▪ Type uscourts.gov in the "Address of web site" field and click Allow ▪ Click OK ▪ Click OK to complete the process and return to the browser. *Allowing pop-up screen using Internet Google Tool Bar* ▪ Open browser ▪ Select OPTIONS from the Google toolbar ▪ In Accessories, uncheck "Popup Blocker." ▪ Click OK to complete the process and return to the browser.
Compatibility View Browser Settings	It may be necessary to check the Compatibility View settings when using Internet Explorer as the web browser. To check Compatibility View Settings in Internet Explorer: ▪ Open Internet Explorer ▪ Select TOOLS option from the menu bar ▪ Select Compatibility View settings ▪ Add the website you are currently viewing ▪ Click Close to complete the process and return to the browser.
Manual Transmission of Documents	There are various acceptable forms of media. Please refer to the Court's CM/ECF Administrative Procedures for more information.

7. Scanning/Converting Docs to PDF

Adobe Acrobat Versions	Adobe Acrobat Version 4.0 or later (*or other PDF creation software*) is necessary for the creation of PDF files. It may be purchased online or at any computer store. Adobe Acrobat Reader is all that is necessary if only reading PDF files. This can be downloaded for free at www.adobe.com.

Document Considerations	Documents should be prepared from a word processing program if possible. Please refrain from the use of gray scale or color print within the document. A scanned document creates a significantly larger PDF file than the same document created using a word processor. Larger files take longer to transmit, download, and view. PDF files should be no more than 4 megabytes (*MBs*), which is approximately 30-50 pages. To check the file size of a document, right-Click the file (*while in browse*) and Click "Properties." Note that 1 MB is equal to 1,000 KBs. Larger files may be separated into multiple files as per the instructions below. When working with a document, usually all of the sections are maintained in that single document (*except for the Certificate of Service*). The easiest way to separate the document into multiple PDF files is to print page ranges of the document to Adobe Acrobat PDF Writer/Adobe PDF. Exhibits, Proposed Orders, and Certificates of Service may be submitted as attachments to the main document. If scanning the document, scan each section separately. Delete items from the scanner database when finished; too many scanned files will quickly fill any remaining disk space.
Scanning Guidelines	Following these scanning guidelines will minimize file size and save storage space. It is critical to the efficient use of CM/ECF that the software used for scanning documents is configured correctly. Incorrect or incomplete setup will cause a significantly increased file size – typically 20 to 40 times larger. This larger file size causes: ▪ Vastly increased file storage requirements at the user's PC, server, and backup level, together with a general slowness in processing such files; ▪ Vastly increased network traffic, both locally and through the user's Internet Service Provider, with very long file upload times. Files may simply be rejected for size or the communications work may time out due to oversized files; ▪ A very slow response from CM/ECF, as the user attempts to upload a large file, and attendant

delay in obtaining a confirmation of successful receipt, or at worst, file rejection.

- A very slow download and file opening, when attempting to read large files already uploaded into CM/ECF.

Fortunately, there are some easy steps and checks to ensure correct scanner software settings:

- Resolution should be set to 300 dpi
- Image type should be set to black and white drawing (*NOT gray scale or color*).
- Scanned image output or save as format should be TIF (*ideally compressed CCITT4*). Check your scanner software manual for information on how to set output type.

A simple test scan should be conducted, and the file converted to PDF for upload to CM/ECF. This PDF conversion can be done using one of several software packages; a good example is Adobe Acrobat Pro DC (*full package, not just Reader*).

Drag the scanned file onto the Acrobat icon, and conversion is automatic. This conversion should <u>not</u> significantly increase the file size - perform a final check of the PDF to make sure.

File size can be viewed by locating the file through Windows Explorer, left- clicking the icon of the file once to highlight it, then right-clicking and select Properties. The file size will appear. If the document is mostly text, it should be no larger than approximately 50 KB per page. At the most, a very detailed page with graphics (*e.g. a title*) should be no larger than approximately 200 KB per page.

<u>To create a PDF file from a Microsoft Word Document:</u>

- Adobe Acrobat PDF Writer must be installed to create a PDF file.
- Open the document in MS Word and finalize any edits/changes.
- Select File > Print
- Change the printer option to "Acrobat PDF Writer/Adobe PDF" and click Print
- When prompted for the file designation, save the file in a designated case folder, or change the drop-down window to reflect the storage device (*zip disc, etc.)*

	▪ Use an easily identifiable file name which incorporates the case number and type of pleading (*i.e., 14-41124 Obj. to Claim*). ▪ Click Save <u>To create a PDF filed from Other Word Processing Program</u>: ▪ Adobe Acrobat PDF Writer must be installed to create a PDF file. ▪ Open the document in the word processing program and finalize any edits/changes. ▪ Select File > Print ▪ Change the printer option to "Acrobat PDF Writer/Adobe PDF" and click Print ▪ When prompted for the file designation, save the file in a designated case folder, or change the drop-down window to reflect the storage device (*zip disc, etc.*) ▪ Use an easily identifiable file name which incorporates the case number and type of pleading (*i.e., 14-41124 Obj. to Claim*). ▪ Click Save <u>To create a PDF using a Scanner Program:</u> ▪ Scan the document by following the instructions specific to the scanner and software. ▪ When scanning is complete, retrieve the file by clicking on it. ▪ To send to the printer, select File > Print from the menu (*or click and drag to the printer icon*). ▪ Change the printer option to "Acrobat PDF Writer/Adobe PDF" and click Print ▪ When prompted for the file designation, save the file in a designated case folder, or change the drop-down window to reflect the storage device (*zip disc, etc.*) ▪ Use an easily identifiable file name which incorporates the case number and type of pleading (*i.e., 14-41124 Obj. to Claim*). ▪ Click Save ▪ Close and exit the scanner software and/or the scanner utility program.

8. Style Guidelines

The purpose and intent of these style guidelines is to assist in the standardization of data entry into CM/ECF by all users. Application of a common set of styles when creating docket entries results in information being captured and displayed in more uniform and predictable ways, thus reducing confusion and errors. In addition, style consistency is the key to efficient searches in CM/ECF, since successful queries require very exact matches on search data including punctuation, abbreviations, and upper or lower case.

***Please note:** Always perform a search/query in the CM/ECF database for a party before adding the party to a case. If the system finds/displays the name and address of the person/entity needed, select it to help eliminate different versions of the same party name. If the name is correct but the address differs, accept the displayed record and modify the address.

Names	✓ Add debtors or other parties to cases using names and addresses exactly as they appear on the petition, complaint, or other pleading. ✓ If a search for the debtor's social security number or name displays the name you are looking for, accept it; if the address is different, change it on the debtor screen when opening the petition. ✓ When typing names that have upper- and lower-case letters or hyphens, do not insert spaces. Exceptions are names that begin with "St" or have multiple names: Patricia DeLaGarza Patrick MacDonald Kathleen O'Connor Last name: St Thomas Last name: Kramer Johns ✓ If an individual does not have a middle name, leave that field blank. ✓ If an alias is included, list as follows: John Henry, a/k/a John P. Henry, a/k/a John Paul Henry. ✓ Avoid abbreviations unless it is part of a company name on the petition.

	✓ Business names should be entered entirely in the Last Name field/box; do not use the First Name or Middle Name fields when entering a business name. ✓ Some business names start with "The," "A" or "An." Enter "The," "A" or "An" at the end of the business name: Gap The Step in Time A ✓ Do not insert a space between initials in business names and United States: TSG Corporation JD Grocery & Mercantile US Department of Agriculture ✓ When a business name is listed in a format that is slightly different than a standard name in the database, create a new party record. For example, if Aetna Casualty Insurance Company has filed a pleading, and upon searching only Aetna Casualty Co. is found, create a new party record.
Addresses	✓ Abbreviate post office addresses without periods or a space between the P and O: PO Box 1359 PO Drawer 3344 ✓ Use digits for numbers in addresses: 3322 S 26th St 425 E 4th Ave N 1 Valley Plaza ✓ A foreign address must have the full name of the post office and country of destination printed in capital letters. The country name or APO destination must be the only information on the bottom line of the address: Alfonso Diaz Rio de Danubec 7 Rio Florido CD JUAREZ CHIHUAHUA MEXICO #1050 Sgt John Smith C Company 237 Armor

	Unit #21103 Box 512 APO AE 09014 ✓ Do not exceed four (4) lines for the address. The entire party name and address should not exceed five (5) lines. ✓ See **Appendix B** to this manual for a list of common abbreviations and designations.
Attorney Names, Bar Codes, Firm Names and Addresses	✓ Avoid using commas between partner names and insert a space before and after the ampersand (&) if the address includes one. ✓ Avoid using the word "The" to precede firm names. For example, The Law Office of Hamel, Wexler & Collins should be listed as Law Office of Hamel Wexler & Collins. If there is not enough space to type the complete firm name on the first address line, type "et al" at the end of the line. ✓ If an attorney has more than one address, upon searching, the attorney's name should appear twice in the pick list; choose one – if not correct, choose the other. If the address appearing is still not correct, add the attorney with the correct address. ✓ When adding a creditor c/o an attorney, do not use any symbols, if possible; if not, leave a space before and after an ampersand (&), and instead of using "c/o Attorney" add the attorney's name. The Bankruptcy Noticing Center (*BNC*) views "c/o" as a percentage sign (%) in many cases, and symbols count for at least 40 characters when they should only be considered one.

9. Accessing CM/ECF

Step 1	CM/ECF is accessible through the court's website at **www.gasb.uscourts.gov**. Select CMECF Information > Login - CMECF. Users may also access CM/ECF through the court's website by clicking the link "E-Filing (CM/ECF)" on the left side of the screen. The CM/ECF landing page will appear on the screen and a prompt for Pacer Login:

Step 2	**Logins and Passwords** Internet users (*attorneys, trustees, and, in some courts, certain creditors*) will use one login and password for CM/ECF filing and a separate login and password for Public Access to Electronic Records (*PACER*) access for queries and reports. ***Note:*** *Once this court implements the Next Generation of CM/ECF (NextGen), users will have one central sign-on account to access both CM/ECF and PACER.*

10. Navigating CM/ECF

Navigation of CM/ECF is done by clicking one of the options in the blue menu bar at the top of the screen. Each selection will direct you to a page containing a hyperlink-driven set of menus specific to the selection you choose:

BANKRUPTCY	The BANKRUPTCY option opens a set of menus containing filing events used to file documents in the bankruptcy case. These filing events may be used in an adversary or miscellaneous proceeding but are primarily for use in the bankruptcy case.
ADVERSARY	The ADVERSARY option, like the BANKRUPTCY option, opens a set of menus containing filing events which are primarily used to file documents in the adversary proceeding. Again, the filing events may be used in either the bankruptcy case or a miscellaneous proceeding, but they are generally used in the adversary proceedings.
QUERY	The QUERY option will present a set of search criteria where users may enter specific information in order to locate a particular case or group of cases.
REPORTS	REPORTS can be generated by case, date range, division, judge, or trustee and can provide broad, system-wide information such as cases filed within a certain date range or very specific information on a particular case such as the filing fee amount paid. See the section of this manual re: **Reports** for more detailed information.
UTILITIES	UTILITIES events enable users to update personal information in CM/ECF, such as changing a password, updating an address, and selecting how or if a user wishes to receive Notices of Electronic Filing (NEFs) in cases. See the section of this manual re: **Utilities** for more detailed information.
SEARCH	The SEARCH feature is a keyword search for all filing events available in CM/ECF. Searching for a phrase, word or partial word will provide a list of all filing events available which contain the criteria provided in the search.
LOGOUT	The LOGOUT button allows the user to log off the ECF system. <u>It is important that you log off the system when you are finished. Failing to properly log off the system may cause an error message when trying to log in at a later time.</u>

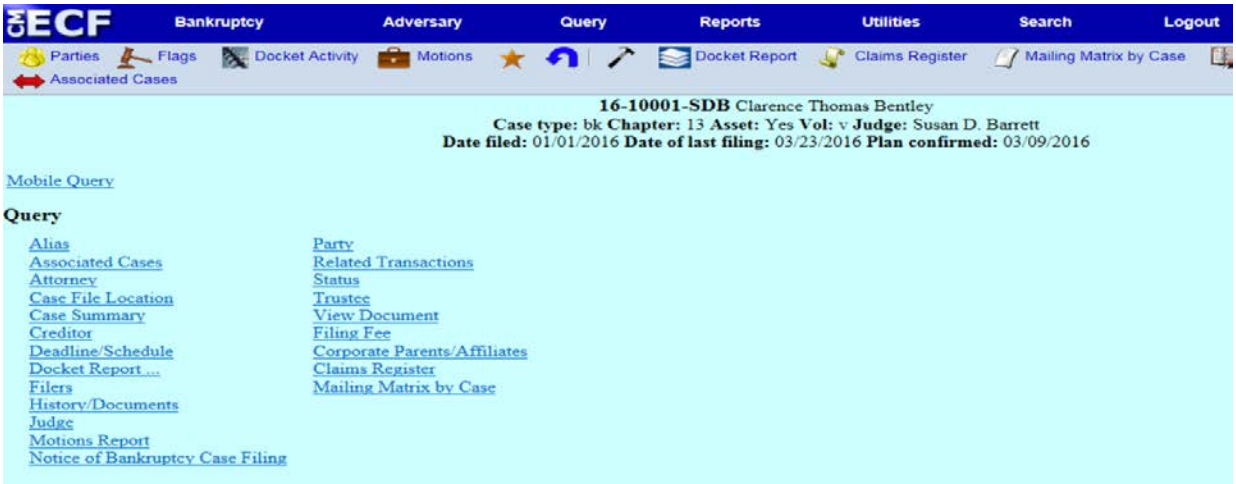
HELP	The HELP button opens a new window containing a brief description and function of each category on the menu bar.

11. Case Query

A query is a way to search court records by case number, party name, social security number, or tax ID. Registered CM/ECF users may file documents and run queries and reports. The public, through a PACER account, can access queries and reports. It is important to query a case before docketing a pleading, to make sure the case is still open.

To run a query:

Select Query from the CM/ECF menu bar > Enter PACER Login and Password > Enter search clues (*i.e., full social security number or tax ID number with hyphens, case number, last name, etc.*) > Click "Run Query":



From this screen, users can click Case Summary to find the case file date, dismissal date, closing date, etc. Another useful tool accessible from this screen is the Docket Report...

12. Understanding the Notice of Electronic Filing (NEF)

The Notice of Electronic Filing (NEF) is an email notice automatically generated by CM/ECF at the time a document is filed. It shows the following information:

1. Exact date and time the document was filed.

2. Case name, case number, and the document number.
3. Docket text.
4. Parties in the case to whom notice will be electronically sent.
5. Parties in the case to whom notice will not be electronically sent.

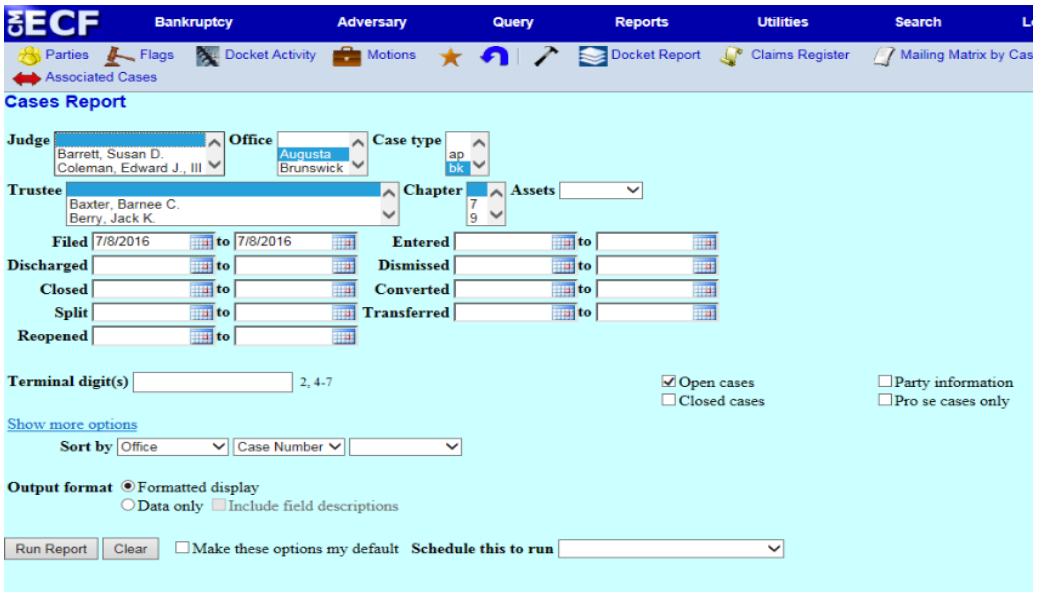
13. Reports

When running Case Reports, Docket Reports, and Claims Activity Reports, CM/ECF users have the option to select the type of report based on the criteria selected.

Cases

The Cases report captures activity by date/date range and can display the judge assigned, office, case type, trustee assigned, chapter, asset designation, file date, entered date, discharged date, dismissed date, converted date, closed date, split date, transferred date, reopened date, open and/or closed cases, party information, pro se cases, etc. The date range entered cannot exceed the 31-day limit.

To view the report, select Reports from the CM/ECF main menu, then Cases:

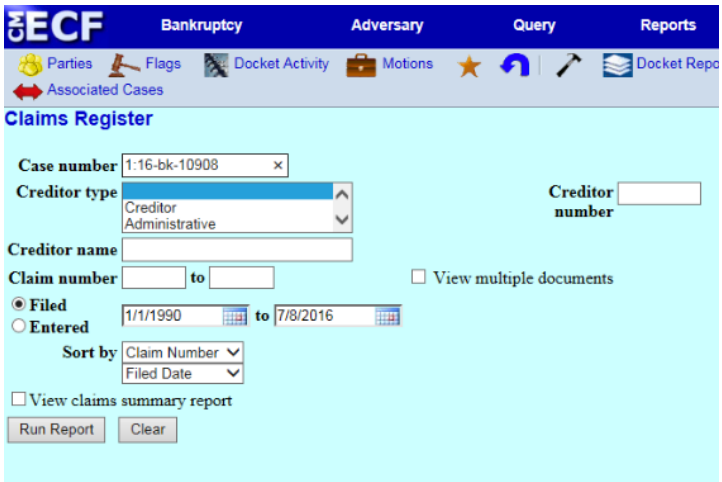


Select search criteria and click “Run Report.”

Sample report:

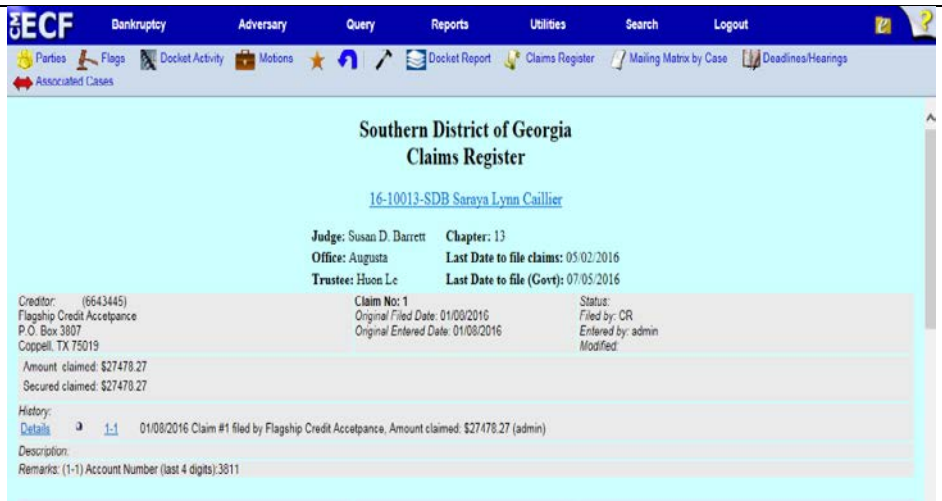
Claims Register

To view the claims register, select Reports from the CM/ECF main menu, then Claims Register:



Enter case number, file date range, and click “Run Report.”

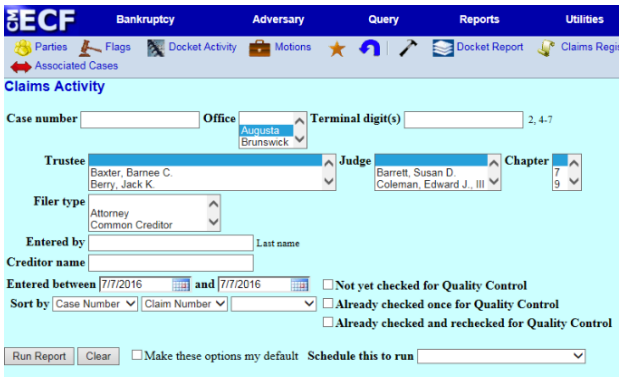
Sample report:



Claims Activity

All claims filed internally and externally are recorded on the Claims Activity Report. It is a valuable tool in monitoring all claim filings.

To view the report, select Reports from the CM/ECF main menu, then Claims Activity Report:

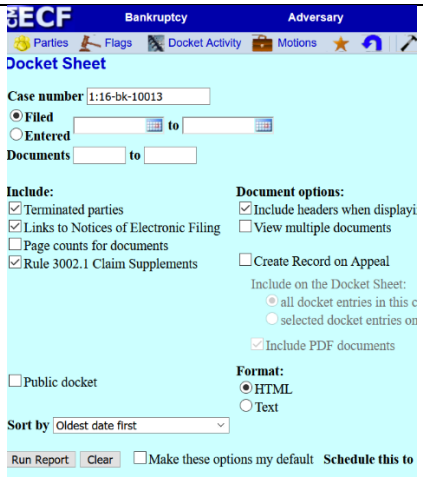


Enter case number, select criteria, and click "Run Report."

Docket Report

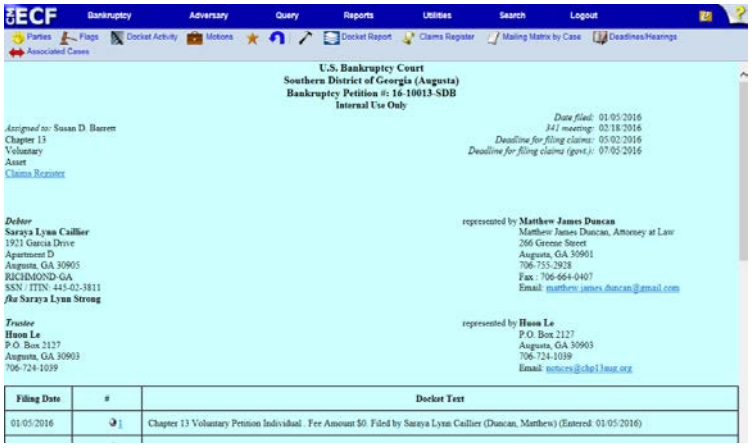
(*Official case information with caption and docket entries by filed or entry date)*

To view the docket report, select Query from the CM/ECF main menu, enter case information > Run Query, then click the link to Docket Report:



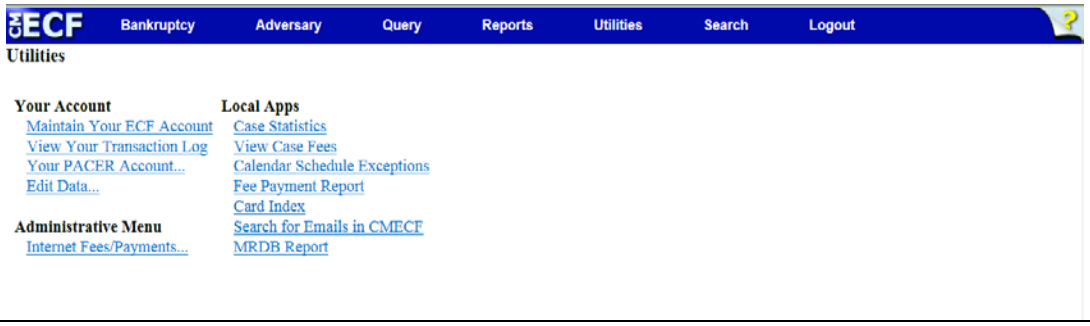
Enter case number and select "Run Report."

Sample report:



14. Utilities

In the Utilities menu, users may maintain the user's ECF account, view the user's transaction log, and maintain the user's PACER account:



Maintain Your ECF Account	Users can update name, mailing and email addresses, email preferences, phone number, fax number, and passwords:
View Your Transaction Log	Users may view all the docketed events under their CM/ECF login and password for specified periods of time:
E-Mail Notifications	To set up E-Mail notification regarding a case: ▪ Select Utilities from the CM/ECF main menu ▪ Select Maintain Your ECF Account ▪ Confirm the information displayed on the screen (*name, address, phone number, etc.*) Update if necessary. ▪ Click Email Information

	▪ Primary E-Mail Address – confirm that the primary e-mail address is correct ▪ Secondary E-Mail Address – besides the standard email address, you may have notices sent to other email addresses (*paralegals/staff may need this notification activity*). If you would like email notification sent to other email addresses, click inside the text box to enter the additional email addresses. Separate addresses with a semi-colon. ▪ Determine where the email notifications should be sent: ➢ *To my primary email address:* to activate notices, this box must be checked; ➢ *To the secondary addresses:* If you would like email notification sent to other email addresses, click this box. ▪ Determine which cases should send the email notification: ➢ *Send notices in cases in which I am involved*: checking this box will automatically inform you when any filing has been submitted in a case in which you are a participant. ➢ *Send notices in these additional cases*: you do not have to be a participant in a case to receive notification of case activity. You may elect to be notified of activity in cases you have an interest in, but in which you are not a party to the case. If you would like to receive email notification in additional cases, click this box, and click inside the text box to enter the case number(s). Use case number format yy-nnnnn (*ex: 01-12345*). ▪ Determine how to receive email notifications: ➢ *Send a notice for each filing*: checking this box means you will receive email notices when activity occurs throughout the day to the account(s) specified. The subject line of the email will describe the type of filing and include the case number. ➢ *Send a Daily Summary Report*: A summary report includes the case numbers and titles of cases in which activity occurred on that day. The text of the summary email notification will display the docket event and the document number(s), including the hyperlink(s). ➢ **NOTE**: you cannot elect to receive both separate notices <u>and</u> the summary report.

	▪ Determine how the email notifications should be formatted (*Format Notices*): ➢ Html format for ISP email service. The html format will include a hyperlink to the document. ➢ Text format for cc: Mail, Groupwise, or other email service. Text format will feature the URL of the pdf document, which can be copied and pasted into the location bar of the browser. ▪ Save changes: Click Return to Account Screen, then click Submit.
Your PACER Account	You can use the Utilities menu to update, review, and manage your PACER account. Click My PACER Account. Links will appear with options for managing your PACER account. You can use these links to change your PACER login, account information, and view billing history. CM/ECF Login Change Your Client Code Change Your PACER Account Review Billing History View PACER Account Information

15. Documents Filed in Error

Most errors in the CM/ECF system are relatively minor and can be resolved easily when the attorney and the Clerk's Office staff work together. Time is of the essence when it comes to identifying and correcting errors, in that a mistake can be compounded if not dealt with immediately.

Most common errors	➢ Incorrect, incomplete, or illegible pdf image filed ➢ Incorrect filing/docket event used ➢ Document filed in the wrong case ➢ Document not signed with actual signature or electronic signature "s/" ➢ Improper forms used for filing ➢ Name, alias, or address of debtor in CM/ECF does not match petition ➢ Required or referenced attachments are missing

Deficiency Notices	Error notification will usually come in the form of a "Notice of Deficiency" entered on the docket. The notice will contain the case number, name of document filed, and the nature of the error, and will inform the filer if corrective action is necessary. The nature of the corrective action needed usually depends on what type of error is identified. Normally, you will be asked to re-file or amend the document. There may be some instances, however, that you will be asked to withdraw the document. For instance, withdrawing the document is usually necessary when the document is filed in the wrong case.
Corrective Entries	Once a document is submitted and becomes part of the case docket, corrections to the docket may be made only by the Clerk's Office. CM/ECF will not permit the filing party to make changes to the document(s) or docket entry once the transaction has been accepted. If a document or pleading needs to be corrected by the filer, the correction must be made by filing an amended document. If the docket entry is incorrect, but the attached document is correct, the Clerk's Office may make the appropriate corrective changes to the docket entry consistent with the Clerk's Office internal procedures. No substitution of documents by Clerk's Office staff is permissible.

16. DOs and DON'Ts

DO	**Search for CM/ECF docket events**	Use the SEARCH feature on the CM/ECF menu bar to locate the correct docket event.
	Remember signatures	See Fed. R. Bankr. P. 5005(a)(2)(C)
	Pay outstanding fees	Utilities > Internet Payments Due…
	Use Payment of Fees event(s) correctly	To be used when an incorrect docket event was used, and no fee was collected.

DON'T	Combine unrelated documents	Never include a Statement of Social Security Number (Form B121) with any other document. Never include a Chapter 13 Plan with any other document – must be filed separately.
	Forget to review documents for compliance with Fed. R. Bankr. P. 9037(a) re: redaction	Do not include full social security numbers, tax identification numbers, birthdates, financial account numbers, and names of minors. **Note:** A Motion to Redact and Proposed Order (*along with the corrected redacted filing*) must be filed along with the appropriate filing fee to disable public access to a document improperly containing privacy information.

17. Fees and Payments

Fee Policy	• The Clerk must collect fees at the time of filing of any fee-related document (*See 28 U.S.C. §1930*). • Filers should have credit/debit card information on hand at the time of electronically filing any pleading that requires a fee; filers may pay fees after each transaction or make one payment at the end of the day for all transactions requiring fees. Filers must pay all incurred fees by close of business the same day the fees are incurred. If fees are not promptly paid, the matter may be dismissed without further notice, pursuant to GO 2007-1. • The Court accepts the following credit cards for payment: American Express, Discover, Diner's Club, Visa, and Mastercard.

	• If a fee is due, CM/ECF will prompt the user to **Continue Filing** or **Pay Now**. • To access the credit card module pop-up window at any time, select **Utilities > Internet Payments Due**.
Email notice for outstanding fees	An automated notice will be emailed to the filer regarding any outstanding fees due.
How to pay an outstanding fee	• Upon completion of electronically filing a pleading that requires a fee, a Summary of current charges pop-up window will appear, overlaying the CM/ECF Notice of Electronic Filing. This screen contains the new filing fee charge, and any other outstanding CM/ECF filing fees for the user. Select one of the options given: **Pay Now** or **Continue Filing**. • **NOTE:** pop-up blocker software will prevent the Electronic Payment window from displaying and must be disabled or uninstalled before paying fees online. • ***Pay Now*:** if Pay Now is selected, the user will be automatically connected to the U.S. Treasury site (Pay.gov). The user will be prompted to "Select a Payment Method." Choose whether to pay with a withdrawal from a checking or savings account (ACH) or to pay with a debit or credit card. Click continue to proceed. The account holder name will appear as shown in CM/ECF. Please note that changing any of the fields on the Pay.gov screen does not affect the user's information as it appears in CM/ECF.

	• If paying by debit/credit card, enter the following debit/credit card information:
	  o Card Number
	  o Expiration Date
	  o In the field "Security Code," users may enter the three digits on the back of the credit card; however, this information is not required.
	
	• If paying by withdrawal from a checking or savings account (ACH), enter the following account information:
	  o Account type (personal checking, business checking, etc.)
	  o Bank Routing Number
	  o Bank Account Number
	
	• All fields marked with a red asterisk (*) are required. Once all information has been entered, click Continue.
	
	• If a red error prompt appears make the required changes/enter the required information directly on this page, then click Continue.
	
	• The Payment Submission Summary and Authorization screen will appear. You must authorize payment by checking the box next to "*I authorize a charge to my card account for the above amount in accordance with my card issuer agreement*."
	
	The payment transaction screen will appear, where you may print a copy of your transaction receipt for your records.

	• If you receive the message "Duplicate Submission Detected," please contact the Court to request a refund. Refer to the section below on **Help re: Fees**. • If payment is declined, contact the card-issuing bank to determine why the card was declined. If the issue cannot be resolved, call the Court's main number (912) 650-4100 and speak with a cashier or financial specialist, to advise that you will be using an alternate method to pay the filing fee(s) due. Refer to the section below on **Alternate Forms of Payment**. • ***Continue Filing*:** selecting Continue Filing allows users to continue filing in CM/ECF and accumulate any filing fees incurred during the day. This gives users the option of paying all filing fees at once, upon completing electronic filing for the day. If this option is chosen, you will be returned to CM/ECF for filing. • Upon completion of each additional filing, you will receive the pop-up credit card window on the screen, overlaying the CM/ECF Notice of Electronic Filing. This pop-up window will contain a summary of the current charges that remain outstanding. To close your account at any time, click "Pay Now" and proceed as instructed above. • All accounts must be closed out (*paid in full*) on the same day the fee was incurred, by close of business. If payment is not received on the day of filing, you will receive an email notification the following business

	day, indicating that your fee is outstanding and must be paid. Failure to pay filing fees as required will result in a show cause hearing, and filing privileges suspended until all outstanding fees are paid in full. Refer to the section below on **Alternate Forms of Payment.** • You may close out your account at any time by running an "Internet Payments Due" report in the Utilities menu.
How to create a fee	• If a document was filed using an incorrect docket event code and the fee was not auto generated, the filer or the Clerk can create the charge. • Select **Bankruptcy > Miscellaneous** – and select the appropriate fee event. The event will prompt you to pay the fee at the end using pay.gov.
Deferred/Exempt/Waived Fees	Debtor's counsel, trustees, and other federal government filers may be exempt from certain filing fees. If deferring/waiving a filing fee or if exempt from paying a filing fee, click "Continue Filing" when the pop-up payment window appears. CM/ECF will recognize that no filing fee is due and allow the filer to continue to the next screen.
Alternate Forms of Payment	In limited situations, alternate forms of payment may be accepted on a case-by-case basis, if approved in advance by the Clerk of Court. Written requests to pay fees by cash, check, money order, law firm check, or cashier's check for electronically filed documents shall be emailed to: USBC_FinancialManager@gas.uscourts.gov.

	The email request shall state in the subject line "Request for Alternate Fee Payment" and include the following information: ▪ Case number, date filed, and type of document (*motion, petition, application, etc.*); ▪ Reason for request to pay with alternate form of payment; and the alternate form of payment (*cash, check, etc.*) the filer will submit by close of business the following day.
Help re: Fees	If you suspect a payment is incorrect or has been made in error, contact the Court's financial specialist immediately via email at Wendy_Pena@gas.uscourts.gov. Provide the case number, docket number, and the transaction/receipt number of the pleading in question. Additional helpful information regarding court filing fees is available on the court's website at **www.gasb.uscourts.gov** under Court Info > Court Fees. If you have any questions regarding internet credit/debit card/ACH payment procedures, please contact the Court's financial specialist at (912) 650-4100. For technical problems, contact the Court's Department of Computer Services HelpDesk at (912) 650-4201.

18. Court Calendar

The court calendar may be viewed on the Court's website at http://www.gasb.uscourts.gov. On the Court's Website, click Judges' Calendar, and select judge or trustee.

Please note: Multiple court events may be scheduled on the same day (*hearings and meetings*); also, cases may be heard by an alternate judge, so check calendars for the division. The calendar can be viewed for up to 30 days in advance. There is a 24-hour delay on the web calendar.

19. Orders

Upload Proposed Order via CM/ECF eOrders module	eOrders is a module integrated into the Court's CM/ECF system that allows attorneys and trustees to submit orders electronically and provides judges and court staff with the ability to process and sign such orders electronically. Please view the instructions for preparing and uploading a proposed order via CM/ECF at: E-Orders Trustee and Attorney Guidelines and Procedures.
Entry of Orders	Orders, decrees, and judgments of the Court may be docketed electronically by the Court. Any order entered electronically has the same force and effect as if the judge had affixed his/her signature to a paper order and it had been entered on the docket conventionally.

20. Filing a Proof of Claim/Claim Actions

When a proof of claim is filed in CM/ECF, the claim will be attached to the creditor record of the claimant. Query the case to be certain the case is open, and also query the case deadlines to see if the deadline to file claims has expired. If the claims bar date has passed, a Motion to Allow/Reconsider Claim or File Claim After Claims Bar Date must be filed. Locate the creditor by searching the creditor database. Most often the creditor filing the claim already exists in the creditor database.

ePOC	The **ePOC** (*Electronic Proof of Claim*) program is located on the court's website at **www.gasb.uscourts.gov**. Click "Electronic Claims (ePOC)": ▪ Type in case number. ▪ Select the appropriate filer type from the drop-down menu. ▪ Check the box next to "*I understand that, if I file, I must comply with the redaction rules. I have read this notice*." ▪ Click Next. ▪ If Creditor Attorney was selected, enter the attorney's name and address. ▪ Click Next. ▪ Select creditor, making sure that the address is what should be reflected on the proof of claim; otherwise, select the radio button next to "*Creditor not listed*." ▪ If adding a new creditor/address, type the correct address for the creditor, to be reflected on the proof of claim. ▪ All Yes/No questions on the form must be answered. ▪ Enter information in all required fields. ▪ Do not upload a completed Proof of Claim form as an attachment to this filing. Attaching a completed Proof of Claim will result in multiple versions of the form being filed. ▪ **Note:** you will have the option to select files/documents (*including substantiating documentation such as contracts, leases, agreements, etc.*) to upload for this claim once you Click the "Submit Claim" button. ▪ Type full name and contact information, then enter the verification code. ▪ Click Submit Claim. ▪ If you wish to view/print your filed claim, Click the hyperlink displaying the claim number.
Amending a Proof of Claim in ePOC	The **ePOC** (*Electronic Proof of Claim*) program is located on the court's website at **www.gasb.uscourts.gov**. Click "Electronic Claims (ePOC)": ▪ Type in case number. ▪ Select the appropriate filer type from the drop-down menu.

	▪ Check the box next to "*I understand that, if I file, I must comply with the redaction rules. I have read this notice*." ▪ Click Next. ▪ If Creditor Attorney was selected, enter the attorney's name and address. ▪ Click Next. ▪ Select creditor, making sure that the address is what should be reflected on the proof of claim; otherwise, select the radio button next to "*Creditor not listed*." ▪ If adding a new creditor/address, type the correct address for the creditor, to be reflected on the proof of claim. ▪ All Yes/No questions on the form must be answered. ▪ Enter information in all required fields. ▪ Select Yes to Question 4: "Does this claim amend one already filed?" Select the claim number from the drop-down menu. The filing date will be entered automatically. ▪ Do not upload a completed Proof of Claim form as an attachment to this filing. Attaching a completed Proof of Claim will result in multiple versions of the form being filed. ▪ **Note:** you will have the option to select files/documents to upload for this claim once you Click the "Submit Claim" button. ▪ Type full name and contact information, then enter the verification code. ▪ Click Submit Claim. ▪ If you wish to view/print your filed claim, Click the hyperlink displaying the claim number.
Withdrawing a Proof of Claim in ePOC	The **ePOC** (*Electronic Proof of Claim*) program is located on the court's website at **www.gasb.uscourts.gov**. Click "Electronic Claims (ePOC) > Withdraw a Proof of Claim": ▪ Type in case number. ▪ Select the appropriate filer type from the drop-down menu. ▪ Check the box next to "*I understand that, if I file, I must comply with the redaction rules. I have read this notice*." ▪ Click Next. ▪ Check the box next to the claim to be withdrawn. ▪ Attach PDF by clicking on the Browse button.

	▪ Locate pdf document and right-click to open in your PDF program to confirm that the selected document is the correct one. ▪ Click Open button. ▪ Enter the verification code. ▪ Click "Submit Withdrawal of Claim." ▪ If you wish to view/print the withdrawal, Click the hyperlink displaying the docket number.
CM/ECF Docketing Instructions – File Proof of Claim	▪ Select Bankruptcy. ▪ Select **File Claims.** ▪ The Search for Creditor screen will appear. Enter the case number and click Next to search the creditor database for the claimant. ▪ The Creditor Selection screen will display the creditor(s). Click the drop-down arrow to display all of the creditors. Select the appropriate creditor, making sure that the creditor's name and address match exactly what is listed on the proof of claim, by clicking on it. If unable to locate the creditor after using different search criteria, or the creditor is listed with an address different from the proof of claim, click the Add Creditor hyperlink to add the creditor to the case. After adding the creditor, click Next. ▪ Click Submit. A creditor receipt will appear, indicating the creditor has been added. ▪ Click the link to FILE A PROOF OF CLAIM. ▪ When the Search for Creditor screen reappears, enter the case number (*if necessary*) and click Next. ▪ The Creditor Selection screen will appear. Click the drop-down arrow to display all of the creditors. Select the appropriate creditor by clicking on it. If pop-up blockers are off, a screen will appear that states whether a claim has already been filed for that creditor and address, or if there are no claims filed for the case, asking if the creditor is correct. Click the Yes button to proceed. ▪ The Proof of Claim Information screen will display. ▪ Enter the data in the appropriate fields for the claim, showing total amount claimed, secured amount, priority amount, etc. Do not use $ or commas in the dollar amount fields. Values default to whole dollars. Decimals are accepted, but not required. ▪ In the Filed By field, choose the filer type from the drop-down box: Creditor.

	▪ Enter information in the Description and/or Remarks fields as appropriate. No more than 255 characters may be typed into these fields. ▪ Click Next. ▪ Attach PDF by clicking on the Browse button. ▪ Locate pdf document and right-click to open in your PDF program to confirm that the selected document is the correct one. ▪ Click Open button. ▪ Click Next. ▪ Select Claim Number(s) from list. ▪ Click Next. ▪ Select Claim Status (Withdraw). ▪ Click Next. ▪ Click Next. ▪ Final Docket Text appears. Click Next ONLY if correct. If incorrect, click the Back button at the top of the browser screen to make the correction, or abort/restart the transaction by clicking on the Bankruptcy Events hyperlink. ▪ Notice of Electronic Filing screen will appear. ▪ **NOTE:** Withdrawals of Claims will appear on the claims register.
Creditor Maintenance/Adding a Creditor Address	▪ Select Bankruptcy. ▪ Select Creditor Maintenance. ▪ Select **Enter Individual Creditors.** ▪ Enter the case number (yy-nnnnn). ▪ Click Next. ▪ Enter the creditor's name and address. ▪ **NOTE:** more than one creditor may be entered; separate creditors with a blank line. ▪ Click Next. ▪ Click Submit.
Transfer/Assignment of Claim	▪ Select Bankruptcy. ▪ Select Limited Miscellaneous Events. ▪ Type in case number. ▪ Click Next. ▪ Select **Transfer of Claim.** ▪ Click Next. ▪ Click Next.

	▪ Select attorney filing pleading or leave as is and click Next. ▪ Select party filing pleading or Add/Create New Party. ▪ Click Next. ▪ Attach PDF by clicking on the Browse button. ▪ Locate pdf document and right-click to open in your PDF program to confirm that the selected document is the correct one. ▪ Click Open button. ▪ Click Next. ▪ Select transfer type. ▪ Click Search Creditors button to search for transferee. If the creditor cannot be located, click Add New Creditor. If adding a new creditor, type in the information and click Submit. ▪ Click Search Creditors button to search for transferor. Select the creditor from the scroll-down menu and click Select. The claim number should appear next to the creditor selected. ▪ Click Next. ▪ Filing fee defaults to $25. ▪ Click Next. ▪ Click Next. ▪ Final Docket Text appears. Click Next ONLY if correct. If incorrect, click the Back button at the top of the browser screen to make the correction, or abort/restart the transaction by clicking on the Bankruptcy Events hyperlink. ▪ Notice of Electronic Filing screen will appear. ▪ **NOTE:** Transfers of Claims will appear on the claims register.
Amended Transfer of Claim	▪ Select Bankruptcy. ▪ Select Limited Miscellaneous Events. ▪ Type in case number. ▪ Click Next. ▪ Select **Amended Transfer of Claim.** ▪ Click Next. ▪ Click Next. ▪ Select attorney filing pleading or leave as is and click Next. ▪ Select party filing pleading or Add/Create New Party. ▪ Click Next.

	▪ This event is only for filing Amended Transfers of Claim. If you are attempting to file a new transfer of claim, do not continue with this event. Use the back arrow to return to the event listings and select Transfer of Claim instead. ▪ Click Next. ▪ Attach PDF by clicking on the Browse button. ▪ Locate pdf document and right-click to open in your PDF program to confirm that the selected document is the correct one. ▪ Click Open button. ▪ Click Next. ▪ Select the applicable claim(s) from the list and click Next. ▪ Select the appropriate event(s) to which your event relates; relate this filing to the original transfer of claim. ▪ Click Next. ▪ Final Docket Text appears. Click Next ONLY if correct. If incorrect, click the Back button at the top of the browser screen to make the correction, or abort/restart the transaction by clicking on the Bankruptcy Events hyperlink. ▪ Notice of Electronic Filing screen will appear. ▪ **NOTE:** Amended Transfers of Claims will appear on the claims register.
Objection to Transfer of Claim	▪ Select Bankruptcy. ▪ Select Limited Miscellaneous Events. ▪ Type in case number. ▪ Click Next. ▪ Select **Objection to Transfer of Claim.** ▪ Click Next. ▪ Click Next. ▪ Select attorney filing pleading or leave as is and click Next. ▪ Select party filing pleading or Add/Create New Party. ▪ Click Next. ▪ Attach PDF by clicking on the Browse button. ▪ Locate pdf document and right-click to open in your PDF program to confirm that the selected document is the correct one. ▪ Click Open button. ▪ Click Next. ▪ Click check box to refer to existing event(s).

	▪ Click Next. ▪ Select the appropriate event(s) to which your objection relates. ▪ Click Next. ▪ Click Next. ▪ Final Docket Text appears. Click Next ONLY if correct. If incorrect, click the Back button at the top of the browser screen to make the correction, or abort/restart the transaction by clicking on the Bankruptcy Events hyperlink. ▪ Notice of Electronic Filing screen will appear.
Withdrawal of Transfer of Claim	▪ Select Bankruptcy. ▪ Select Limited Miscellaneous Events. ▪ Type in case number. ▪ Click Next. ▪ Select **Withdrawal of Transfer of Claim.** ▪ Click Next. ▪ Click Next. ▪ Select attorney filing pleading or leave as is and click Next. ▪ Select party filing pleading or Add/Create New Party. ▪ Click Next. ▪ Attach PDF by clicking on the Browse button. ▪ Locate pdf document and right-click to open in your PDF program to confirm that the selected document is the correct one. ▪ Click Open button. ▪ Click Next. ▪ Check the box next to the transfer of claim being withdrawn. ▪ Click Next. ▪ Click Next. ▪ Final Docket Text appears. Click Next ONLY if correct. If incorrect, click the Back button at the top of the browser screen to make the correction, or abort/restart the transaction by clicking on the Bankruptcy Events hyperlink. ▪ Notice of Electronic Filing screen will appear.

Notice of Mortgage Payment Change	▪ Select Bankruptcy. ▪ Select Limited Miscellaneous Events. ▪ Type in case number. ▪ Click Next. ▪ Select **Notice of Mortgage Payment Change.** ▪ Click Next. ▪ Click Next. ▪ Select attorney filing pleading or leave as is and click Next. ▪ Select party filing pleading or Add/Create New Party. ▪ Click Next. ▪ **Note:** no document number will be assigned. ▪ Attach PDF by clicking on the Browse button. ▪ Locate pdf document and right-click to open in your PDF program to confirm that the selected document is the correct one. ▪ Click Open button. ▪ Click Next. ▪ Select claim(s) from list and click Next. ▪ A Certificate of Service must be included or attached to the document currently being filed – select Yes if attached. ▪ Click Next. ▪ Modify docket text, if appropriate. ▪ Click Next. ▪ Final Docket Text appears. Click Next ONLY if correct. If incorrect, click the Back button at the top of the browser screen to make the correction, or abort/restart the transaction by clicking on the Bankruptcy Events hyperlink. ▪ Notice of Electronic Filing screen will appear. ▪ **NOTE:** A Notice of Mortgage Payment Change will appear on the claims register, if a proof of claim has been filed.
Notice of Mortgage Deferment or Forbearance	▪ Select Bankruptcy. ▪ Select Claim Actions (or Limited Miscellaneous events). ▪ Type in case number. ▪ Click Next. ▪ Select **Notice of Mortgage Deferment or Forbearance.** ▪ Click Next. ▪ Click Next.

	▪ Select attorney filing pleading or leave as is and click Next. ▪ Select party filing pleading or Add/Create New Party. ▪ Click Next. ▪ Attach PDF by clicking on the Browse button. ▪ Locate pdf document and right-click to open in your PDF program to confirm that the selected document is the correct one. ▪ Click Open button. ▪ Click Next. ▪ Select the type of request (Deferment or Forbearance) and click Next. ▪ Enter the number of days of the deferment or forbearance (i.e., 60, 90, 120) and click Next. ▪ Modify docket text, if appropriate. ▪ Click Next. ▪ Final Docket Text appears. Click Next ONLY if correct. If incorrect, click the Back button at the top of the browser screen to make the correction, or abort/restart the transaction by clicking on the Bankruptcy Events hyperlink. ▪ Notice of Electronic Filing screen will appear.
Notice of Postpetition Mortgage Fees, Expenses and Charges	▪ Select Bankruptcy. ▪ Select Limited Miscellaneous Events. ▪ Type in case number. ▪ Click Next. ▪ Select **Notice of Postpetition Mortgage Fees, Expenses, and Charges.** ▪ Click Next. ▪ Click Next. ▪ Select attorney filing pleading or leave as is and click Next. ▪ Select party filing pleading or Add/Create New Party. ▪ Click Next. ▪ **Note:** no document number will be assigned. ▪ Attach PDF by clicking on the Browse button. ▪ Locate pdf document and right-click to open in your PDF program to confirm that the selected document is the correct one. ▪ Click Open button. ▪ Click Next. ▪ Select claim(s) from list and click Next.

	▪ A Certificate of Service must be included or attached to the document currently being filed – select Yes if attached. ▪ Click Next. ▪ Modify docket text, if appropriate. ▪ Click Next. ▪ Final Docket Text appears. Click Next ONLY if correct. If incorrect, click the Back button at the top of the browser screen to make the correction, or abort/restart the transaction by clicking on the Bankruptcy Events hyperlink. ▪ Notice of Electronic Filing screen will appear. ▪ **NOTE:** A Notice of Postpetition Mortgage Fees, Expenses, and Charges will appear on the claims register, if a proof of claim has been filed.
Response to Notice of Final Cure Payment Rule 3002.1	▪ Select Bankruptcy. ▪ Select Limited Miscellaneous Events. ▪ Type in case number. ▪ Click Next. ▪ Select **Response to Notice of Final Cure Payment Rule 3002.1.** ▪ Click Next. ▪ Click Next. ▪ Select attorney filing pleading or leave as is and click Next. ▪ Select party filing pleading or Add/Create New Party. ▪ Click Next. ▪ **Note:** no document number will be assigned. ▪ Attach PDF by clicking on the Browse button. ▪ Locate pdf document and right-click to open in your PDF program to confirm that the selected document is the correct one. ▪ Click Open button. ▪ Click Next. ▪ Select claim(s) from list and click Next. ▪ A Certificate of Service must be included or attached to the document currently being filed – select Yes if attached. ▪ Click Next. ▪ Modify docket text, if appropriate. ▪ Click Next.

	▪ Final Docket Text appears. Click Next ONLY if correct. If incorrect, click the Back button at the top of the browser screen to make the correction, or abort/restart the transaction by clicking on the Bankruptcy Events hyperlink. ▪ Notice of Electronic Filing screen will appear.
Withdrawal of Rule 3002.1 Document	▪ Select Bankruptcy. ▪ Select Limited Miscellaneous Events. ▪ Type in case number. ▪ Click Next. ▪ Select **Withdrawal of Rule 3002.1 Document.** ▪ Click Next. ▪ Click Next. ▪ Select attorney filing pleading or leave as is and click Next. ▪ Select party filing pleading or Add/Create New Party. ▪ Click Next. ▪ Select the Filing to which this Withdrawal Refers and click Next. ▪ Is this Withdrawal being filed in regard to Bankruptcy 3002.1(b), where a corresponding Proof of Claim has been filed? Select Yes or No. ▪ Click Next. ▪ Attach PDF by clicking on the Browse button. ▪ Locate pdf document and right-click to open in your PDF program to confirm that the selected document is the correct one. ▪ Click Open button. ▪ Click Next. ▪ Select claim(s) from list and click Next. ▪ Click check box to relate the withdrawal to the document being withdrawn. ▪ Click Next. ▪ Modify docket text as appropriate and click Next. ▪ Final Docket Text appears. Click Next ONLY if correct. If incorrect, click the Back button at the top of the browser screen to make the correction, or abort/restart the transaction by clicking on the Bankruptcy Events hyperlink. ▪ Notice of Electronic Filing screen will appear.

21. Miscellaneous Pleadings/Docket Events	
Change of Address	▪ Select Bankruptcy. ▪ Select Limited Miscellaneous Events. ▪ Type in case number. ▪ Click Next. ▪ Select **Notice of Change of Address.** ▪ Click Next. ▪ Click Next. ▪ Select attorney filing pleading or leave as is and click Next. ▪ Select party filing pleading or Add/Create New Party. ▪ Click Next. ▪ Click Next. ▪ Is this notice being filed in lieu of a transfer of claim pursuant to Bankruptcy Rule 3001(e)? Select Yes or No. ▪ Click Next. ▪ Attach PDF by clicking on the Browse button. ▪ Locate pdf document and right-click to open in your PDF program to confirm that the selected document is the correct one. ▪ Click Open button. ▪ Click Next. ▪ Enter name of party or parties whose address is changing. ▪ Click Next. ▪ Modify docket text, if appropriate. Click Next. ▪ Final Docket Text appears. Click Next ONLY if correct. If incorrect, click the Back button at the top of the browser screen to make the correction, or abort/restart the transaction by clicking on the Bankruptcy Events hyperlink. ▪ Notice of Electronic Filing screen will appear.
Notice of Appearance and Request for Notice	▪ Select Bankruptcy. ▪ Select Limited Miscellaneous Events. ▪ Type in case number. ▪ Click Next. ▪ Select **Notice of Appearance and Request for Notice.** ▪ Click Next. ▪ Click Next. ▪ Select attorney filing pleading or leave as is and click Next.

	▪ Select party filing pleading or Add/Create New Party. ▪ Click Next. ▪ Attach PDF by clicking on the Browse button. ▪ Locate pdf document and right-click to open in your PDF program to confirm that the selected document is the correct one. ▪ Click Open button. ▪ Click Next. ▪ Modify docket text, if appropriate. Click Next. ▪ Final Docket Text appears. Click Next ONLY if correct. If incorrect, click the Back button at the top of the browser screen to make the correction, or abort/restart the transaction by clicking on the Bankruptcy Events hyperlink. ▪ Notice of Electronic Filing screen will appear.
Withdrawal of Change of Address	▪ Select Bankruptcy. ▪ Select Limited Miscellaneous Events. ▪ Type in case number. ▪ Click Next. ▪ Select **Withdrawal of Change of Address.** ▪ Click Next. ▪ Click Next. ▪ Select attorney filing pleading or leave as is and click Next. ▪ Select party filing pleading or Add/Create New Party. ▪ Click Next. ▪ Attach PDF by clicking on the Browse button. ▪ Locate pdf document and right-click to open in your PDF program to confirm that the selected document is the correct one. ▪ Click Open button. ▪ Click Next. ▪ Click checkbox of the notice to be withdrawn. ▪ Click Next. ▪ Click Next. ▪ Final Docket Text appears. Click Next ONLY if correct. If incorrect, click the Back button at the top of the browser screen to make the correction, or abort/restart the transaction by clicking on the Bankruptcy Events hyperlink. ▪ Notice of Electronic Filing screen will appear.

Withdrawal of Notice of Appearance	▪ Select Bankruptcy. ▪ Select Limited Miscellaneous Events. ▪ Type in case number. ▪ Click Next. ▪ Select **Withdrawal of Notice of Appearance and Request for Notice.** ▪ Click Next. ▪ Click Next. ▪ Select attorney filing pleading or leave as is and click Next. ▪ Select party filing pleading or Add/Create New Party. ▪ Click Next. ▪ Attach PDF by clicking on the Browse button. ▪ Locate pdf document and right-click to open in your PDF program to confirm that the selected document is the correct one. ▪ Click Open button. ▪ Click Next. ▪ Click checkbox of the notice to be withdrawn. ▪ Click Next. ▪ Click Next. ▪ Final Docket Text appears. Click Next ONLY if correct. If incorrect, click the Back button at the top of the browser screen to make the correction, or abort/restart the transaction by clicking on the Bankruptcy Events hyperlink. ▪ Notice of Electronic Filing screen will appear.
Certificate of Service (for Rule 3002.1 Events)	▪ Select Bankruptcy. ▪ Select Limited Miscellaneous Events. ▪ Type in case number. ▪ Click Next. ▪ Select **Certificate of Service (Use Only for Rule 3002.1 Events).** ▪ Click Next. ▪ Click Next. ▪ Select attorney filing pleading or leave as is and click Next. ▪ Select party filing pleading or Add/Create New Party. ▪ Click Next. ▪ This Certificate of Service event should be used only when relating to the Notice of Mortgage Payment

	Change, Notice of Postpetition Mortgage Fees, Expenses, and Charges, or the Response to Notice of Final Cure Payment. ▪ Click Next. ▪ **Note:** no document number will be assigned. ▪ Attach PDF by clicking on the Browse button. ▪ Locate pdf document and right-click to open in your PDF program to confirm that the selected document is the correct one. ▪ Click Open button. ▪ Click Next. ▪ Select the filing to which this certificate of service refers and click Next. ▪ Select claim(s) from list and click Next. ▪ Modify docket text if appropriate and click Next. ▪ Final Docket Text appears. Click Next ONLY if correct. If incorrect, click the Back button at the top of the browser screen to make the correction, or abort/restart the transaction by clicking on the Bankruptcy Events hyperlink. ▪ Notice of Electronic Filing screen will appear.
Reaffirmation Agreement (*Pro Se – No Representation of Debtor by an Attorney*)	▪ Select Bankruptcy. ▪ Select Limited Miscellaneous Events. ▪ Enter the case number. ▪ Click Next. ▪ Select **Reaffirmation Agreement (Pro Se).** ▪ Click Next. ▪ Click Next. ▪ Select attorney filing pleading or leave as is and click Next. ▪ Select party filing pleading or Add/Create New Party. ▪ Click Next. ▪ Attach PDF by clicking on the Browse button. ▪ Locate pdf document and right-click to open in your PDF program to confirm that the selected document is the correct one. ▪ Click Open button. ▪ Click Next. ▪ Enter Creditor Name in This Reaffirmation Agreement – then click Next. ▪ Does this agreement include a signed Certification by Attorney for the Debtor? Choose **No** from the drop-

	down list (***Note**: if the agreement DOES include certification by attorney for the debtor, STOP and use the docket event **Reaffirmation Agreement***). ▪ Click Next. ▪ Modify docket text if appropriate and click Next. ▪ Final Docket Text appears. Click Next ONLY if correct. If incorrect, click the Back button at the top of the browser screen to make the correction, or abort/restart the transaction by clicking on the Bankruptcy Events hyperlink. ▪ Notice of Electronic Filing screen will appear.
Reaffirmation Agreement (*With Representation of Debtor by an Attorney*)	▪ Select Bankruptcy. ▪ Select Limited Miscellaneous Events. ▪ Enter the case number. ▪ Click Next. ▪ Select **Reaffirmation Agreement**. ▪ Click Next. ▪ Click Next. ▪ Select attorney filing pleading or leave as is and click Next. ▪ Select party filing pleading or Add/Create New Party. ▪ Click Next. ▪ Attach PDF by clicking on the Browse button. ▪ Locate pdf document and right-click to open in your PDF program to confirm that the selected document is the correct one. ▪ Click Open button. ▪ Click Next. ▪ Enter Creditor Name in This Reaffirmation Agreement – then click Next. ▪ Does this agreement include a signed Certification by Attorney for the Debtor? Choose **Yes** from the drop-down list (***Note**: if the agreement DOES NOT include certification by attorney for the debtor, STOP and use the docket event **Reaffirmation Agreement (Pro Se)***). ▪ Click Next. ▪ Modify docket text if appropriate and click Next. ▪ Final Docket Text appears. Click Next ONLY if correct. If incorrect, click the Back button at the top of the browser screen to make the correction, or abort/restart the transaction by clicking on the Bankruptcy Events hyperlink.

	▪ Notice of Electronic Filing screen will appear.
Ballot (Ch. 11)	▪ Select Bankruptcy. ▪ Select Limited Miscellaneous Events. ▪ Enter the case number. ▪ Click Next. ▪ Select **Ballot (Ch 11).** ▪ Click Next. ▪ Click Next. ▪ Select attorney filing pleading or leave as is and click Next. ▪ Select party filing pleading or Add/Create New Party. ▪ Click Next. ▪ Attach PDF by clicking on the Browse button. ▪ Locate pdf document and right-click to open in your PDF program to confirm that the selected document is the correct one. ▪ Click Open button. ▪ Click Next. ▪ Do you ACCEPT or REJECT the plan? Make one selection from the list and click Next. ▪ Modify docket text if appropriate and click Next. ▪ Final Docket Text appears. Click Next ONLY if correct. If incorrect, click the Back button at the top of the browser screen to make the correction, or abort/restart the transaction by clicking on the Bankruptcy Events hyperlink. ▪ Notice of Electronic Filing screen will appear.

Appendix A	Glossary of CM/ECF Terms
Adobe Acrobat	application used almost universally to create and view "PDF" documents. "Adobe" created the 'PDF' format.
Attachment	an additional supporting document filed electronically with a pleading. Proposed orders can be attachments to motions and applications.
Automatic E-Mail Notification	a CM/ECF feature that permits any user to receive notification of the filing of a case or document via e-mail. Users can choose to receive separate notifications throughout the day or an end-of-day summary.
Browse	a Windows operation of navigating through directories via a mouse to select a specific file.
Browser	a software program which provides a user-friendly interface allowing a user to access information and services available on the Internet. The browser programs interpret Hypertext Markup Language (*HTML*) documents delivered from Web servers.
Category	in CM/ECF, a classification of similar document types. Category selections appear as hypertext links under the Bankruptcy and Adversary menu selections.
CBT	a CBT (*computer-based training*) is an online learning application accessed over a local area network (*LAN*) or from a CD. When a CBT is accessed online, it is referred to as web-based training or a WBT.
Check Box	a control object a user can click to include choices from a list. Check boxes are designed so that users can choose one or more items from a list.
CM/ECF	Case Management/Electronic Filing; the Administrative Office's application for filing cases and documents electronically via the Internet.
Default	a common suggested value displayed by CM/ECF on a screen. Many fields in CM/ECF have common values suggested; if correct, users may accept them, or if incorrect, may type over them.
Document Type	In CM/ECF, a specific filing or event with similar characteristics within a case which behaves uniquely from other document types.
Drop-Down Box	a window listing selection of data alphabetically in a text box. Drop-down boxes are used throughout CM/ECF for making selections. When you see the selection you wish to make, click it to highlight it. To make multiple selections, hold the CTRL (*control*) key down when making second, third, etc. selections.
Hypertext (HTML) Link	a URL embedded in an html (*hypertext markup language*) document, most often underlined. It permits the user to move from one area (*or topic*) to another in a web-based program.
MR	software modification request; the format method used in the courts by users to ask for changes in the program. Changes can be either enhancements or the discovery of a functional program error. MRs are submitted on the SDSO website at http://support.sdso.ao.dcn/mrdb/mrSubmit.aspx.

Notice of Bankruptcy Case Filing	a CM/ECF document that is generated at case opening with all the substantive information of the case. The Entry Date appears on the local court seal displayed on this formal notice. When the petition is submitted by an attorney, both the date and the time of filing appear. This official document can be used to enforce collection and foreclosure activities of creditors.
Notice of Electronic Filing	an electronic document produced by CM/ECF which certifies filing of all documents and claims with the U.S. Bankruptcy Court. All parties requesting electronic notification can be sent this certification via electronic mail.
PDF Document	a "portable document format" document; a type of imaged document created by Adobe Acrobat. Each document is secured with a unique encrypted key. All documents in CM/ECF must be in "PDF" format, with the exception of the creditor matrix, which must be uploaded in a text (*.txt*) format.
Radio Button	a round selection button used to choose items from a list. Radio buttons are designed so that users can choose only one item.
URL	Universal Resource Locator; URLs are the naming scheme used to find web pages. A URL is similar to a street address. The URL for the Georgia Southern Bankruptcy Court is www.gasb.uscourts.gov.

Appendix B	Common Abbreviations and Designations
State/Possession	**Abbreviation**
Alabama	AL
Alaska	AK
American Samoa	AS
Arizona	AZ
Arkansas	AR
California	CA
Colorado	CO
Connecticut	CT
Delaware	DE
District of Columbia	DC
Federated States of Micronesia	FM
Florida	FL
Georgia	GA
Guam	GU
Hawaii	HI
Idaho	ID
Illinois	IL
Indiana	IN
Iowa	IA
Kansas	KS
Kentucky	KY
Louisiana	LA
Maine	ME
Marshall Islands	MH
Maryland	MD
Massachusetts	MA
Michigan	MI
Minnesota	MN
Mississippi	MS
Missouri	MO
Montana	MT
Nebraska	NE
Nevada	NV
New Hampshire	NH
New Jersey	NJ
New Mexico	NM
New York	NY
North Carolina	NC
North Dakota	ND
Northern Mariana Islands	MP

Ohio	OH
Oklahoma	OK
Oregon	OR
Palau	PW
Pennsylvania	PA
Puerto Rico	PR
Rhode Island	RI
South Carolina	SC
South Dakota	SD
Tennessee	TN
Texas	TX
Utah	UT
Vermont	VT
Virgin Islands	VI
Virginia	VA
Washington	WA
West Virginia	WV
Wisconsin	WI
Wyoming	WY

Geographical Directional	Abbreviation
North	N
East	E
South	S
West	W
Northeast	NE
Southeast	SE
Northwest	NW
Southwest	SW

Military "State"	Abbreviation
Armed Forces Europe, the Middle East, and Canada	AE
Armed Forces Pacific	AP
Armed Forces Americas (except Canada)	AA

Primary Street Suffix Name	Postal Service Standard Suffix Abbreviation
ALLEY	ALY
ANNEX	ANX
AVENUE	AVE
BEACH	BCH
BEND	BND
BLUFF	BLF
BOTTOM	BTM
BOULEVARD	BLVD
BRANCH	BR
BRIDGE	BRG
BROOK	BRK
BYPASS	BYP
CAMP	CP
CANYON	CYN
CAPE	CPE
CAUSEWAY	CSWY
CENTER	CTR
CIRCLE	CIR
CLIFFS	CLFS
CLUB	CLB
COMMONS	CMNS
CORNER	COR
COURSE	CRSE
COURT	CT
COVE	CV
COVES	CVS
CREEK	CRK
CRESCENT	CRES
CREST	CRST
CROSSING	XING
CROSSROAD	XRD
CROSSROADS	XRDS
DRIVE	DR
ESTATE	EST
EXPRESSWAY	EXPY
EXTENSION	EXT
FALLS	FLS
FIELD	FLD
FORGE	FRG
FORT	FT
FREEWAY	FWY
GARDENS	GDNS

GATEWAY	GTWY
GLEN	GLN
GREEN	GRN
GROVE	GRV
HARBOR	HBR
HEIGHTS	HTS
HIGHWAY	HWY
HOLLOW	HOLW
ISLAND	IS
ISLANDS	ISS
JUNCTION	JCT
LAKE	LK
LANDING	LNDG
LANE	LN
MEADOWS	MDWS
MILLS	MLS
MOUNT	MT
MOUNTAIN	MTN
OVERPASS	OPAS
PARK	PARK
PARKWAY	PKWY
PLACE	PL
PLAINS	PLNS
PLAZA	PLZ
POINT	PT
PORT	PRT
PRAIRIE	PR
ROAD	RD
ROUTE	RTE
SPRING	SPG
SQUARE	SQ
STATION	STA
STREET	ST
SUMMIT	SMT
TERRACE	TER
TRAIL	TRL
VALLEY	VLY
VILLAGE	VLG

Secondary Unit Designators:	
Description	**Abbreviation**
Apartment	APT
Basement	BSMT

Building	BLDG
Department	DEPT
Floor	FL
Office	OFC
Penthouse	PH
Room	RM
Space	SPC
Suite	STE
Unit	UNIT
Upper	UPPR