

Here is a list of the questions we received at the Bankruptcy Best Practices Forum on April 5th and 6th.

Questions From the Baltimore Session

Q - Is it possible to scrape data out of your PACER fields to download directly into my database?

A - No. Pacer was not designed for that type of research. You may want to contact the PACER service center to see if they have any solutions for you. <http://pacer.psc.uscourts.gov/>

Q - Why do I receive a deficiency notice instead of a phone call to fix a problem?

A - Usually deficiency notices are issued for tracking purposes. Whenever possible the Case Administrator will make a courtesy call but may still follow-up the call with a deficiency notice.

Q - What do I do if I use the wrong event to docket a pleading?

A - Contact your Case Administrator for further directions. Depending on the event you selected the Case Administrator may be able to correct the error. However, there will be times that you will be required to redocket the pleading using the correct event.

Q - Can you stop sending emails regarding BNC - Certificate of Mailing? Also, once a hearing is set can you not send the NEF on "Hearing Set" when the response or other related pleadings are filed?

A - We are working to eliminate the e-mail message when the BNC certificates are docketed. We are also trying to modify the wording on the Hearing Set event to indicate that a related matter was already set on this item.

Q - When filing new cases is there a preferred order for filing all required pleadings.

A - Yes, check Case Opening Sequence in our User Manual.

Q - Do the Pre-Confirmation Certificates and Domestic Support Obligations have to be filed with the court? If yes, under what?

A - Yes these documents should be filed with the court using the selection "Affidavit" located under Miscellaneous. Pre-Confirmation Certificate will be available under Miscellaneous after June 19,2006

Q - If I upload a proposed order, how do I find out the status of the order?

A - Contact the Case Administrator. Check our website for an up to date listing of the direct phone number for the case administrator assigned that specific case.

Q - Is there a way to eliminate hard copy mailings once the creditor has requested electronic notices?

A - At this time the only paper notice that you should be receiving from the court if you are receiving electronic notification is the 341 meeting of creditors notice.

Q - If I submit a pleading in the wrong case how do I correct the error?

A - File a Withdrawal of Document and file the pleading in the correct case. Withdraw of

Document is located under Miscellaenous. If you are withdrawing a Proof Of Claim, select Claims: Other Actions/ Withdrawal of Claim.

Q - If my email is down how can I find out if I missed any notifications?

A - Under Reports select "Activity In My Case." This report will identify notices sent for the specific period you request. However, you will not be able to view the PDF, you will need to use Pacer to review the document.

Q - What is the minimum age requirement for a reverse mortgage?

A - Age 62

Q - Where can you get the new official chapter 13 plan form?

A - See Administrative Order 06-01 Concerning Chapter 13 Cases Filed After October 17, 2005. The official forms can be downloaded from our website: select Reference Library/Court Forms.

Q - What is the number of the Administrative Order clarifying the filing of tax returns and payment advice?

A - Administrative Order 05-04

Questions From the Greenbelt Session:

Q - Are the attorneys required to serve the Chapter trustees with court pleadings or is everything served electronically?

A - The trustees receive email notification on everything that is filed.

Q - What version of Acrobat does the ECF system prefer?

A - 5.0.5 or later version

Q - Should I contact the case administrator or ECF Help Desk when the docket link to the specific docket number does not work on the ECF e-mail notification?

A - This sounds like a technical issue and not a case related problem. Please contact the Help desk for all technical issues. There are a few docket entries that will not show the document link. For example, the 341 meeting notice.