

ECF Frequently Asked Questions (FAQ)

1. What are the hardware/software requirements for participating in ECF?

Windows based petition or word processing software

Netscape Navigator version 4.6x or 4.7x or Internet Explorer 5.x

Adobe Acrobat version 3.0 or higher (pdf writer)

Adobe Acrobat Reader 4.0 or higher (3.0 will work on all documents except viewing electronic orders).

Download the free Reader at <http://www.adobe.com/products/acrobat/readstep.html>

an Internet Service Provider (ISP- see question #2)

a computer capable of running the software mentioned above.

2. What software are other attorneys using, how are they handling electronic filing?

Below are some attorneys who practice in the Southern District of California and have agreed to share their information and to assist other attorneys in filing electronically. They are happy to answer questions from the Western District of Kentucky attorneys.

NAME TELEPHONE & FAX E-MAIL ADDRESS	SOFTWARE, ISP, SCANNER (Y/N) USAGE RATE, # CASES YTD (as of 08/31/99) DESCRIPTION OF PRACTICE
Andrew H. Griffin,III 619-440-5000 w 619-440-5991 fax Gryphonlaw@aol.com	MacForms, cox cable, yes daily, 4 cases YTD Debtors attorney, chapter 7 and 13
Brian Crozier Whitaker 619-280-5574 619-280-5546_ bcw@wyz.com	Legal Solutions Plus 2.5, pcsinter.net, no weekly, 96 cases YTD Debtors' Atty 7 & 13
Diane Letarte 760-436-2541 436-2565 dianel@law-r-us.com	BK Esquire v4.0, Access1, no couple of times, 1 case YTD Debtor's attorney mostly Chapter 7 and 13
Chris J. Allred (619) 440-5242 fax (619) 442-0198 coyotez@aol.com	Collier Top Form Windows Version 5.5, AOL, weekly, 7 cases YTD Debtor's Attorney - Chapter 7
Mike Doan 760 732-1490 Fax: 760 732-1491 doan@primenet.com	Bestcase Bankruptcy Version 7.0, cable, no 10 times a day, 346 cases YTD I am a debtor's attorney. Most cases Chapter 7.

Frederick F. Preaus 542-7878 Fax 295-5900_ fpreaus1@san.rr.com	Legal Pro for Windows, Road Runner, yes Weekly, 5 cases YTD Debtors 7 some 13
Ardelle Williams (619) 233-7194 Fax No.: (619) 233-6113 awilliam@adnc.com	Bankruptcy 2000, ADNC, no weekly, 8 cases YTD I am a debtor's attorney primarily in chapter 7.
Rick G. Melendez (619) 297-4354 (619) 297-4397 legalhelpers@msn.com	Bestcase,? , Yes Weekly, 55 cases YTD Debtor's attorney, Chapter 7 & 13
John C. Colwell (619) 238-1500 Fax (619) 338-9215 drjc@adnc.com	BK2000, ADNC, yes daily, 925 cases YTD Consumer and Small Business Debtor Bankruptcy, exclusively
Richard Lakier (760) 631-2959	Matthew Bender TopForm 5.5, ATT, yes bimonthly, 1 case YTD Debtors Chapter 7 practice

Trustees who have benefitted from use of CM/ECF and have agreed to be contacted:

Annette Crawford	Chapter 13 Trustee, Louisiana Middle	225-928-4046
Randy Osherow	Chapter 7 Trustee, Texas Western	210-738-3001, ex. 212
Robert E. Hyman	Chapter 13 Trustee, Texas Western	804-775-0979

3. Who are some local internet service providers (ISP)?

The Court does not endorse or warranty the service of any vendor, but here are some contact numbers for a few ISPs. You can find other ISPs in the Yellow Pages under "Internet Services."

AlterNet Internet Services UUNET Technologies, Inc. 3060 Williams Drive Fairfax, VA 22031-4648	Phone: (800) 488-6383 (800) 4UUNET4 (703) 206-5600 Phone (fax) : (703) 206-5601
AT&T WorldNet Service	Phone: (800) WORLDNET (967-5363)
Insight Communications	Phone (502) 357-4400

Iglou Internet Services, Inc.	Phone (502) 966-3848 (800) 436-4456
Internet MCI	Phone: (800) 360-2304
BELLSOUTH Internet Services	Phone: (800) 436-8638

4. What Windows based petition software should I use?

Here are a few Windows based petition software vendors (vendors that have case upload capability are in bold):

Bankruptcy 2000 NewHope Software P.O. Box 1306 Mercer Island, WA 98040	Phone: (206) 232-9247 Email: admin@bankruptcysoftware.com Web: http://www.bankruptcysoftware.com
Bankruptcy, Esq. Multimedia Abacus Corp. 9920 S. La Cienega Blvd. #720 Inglewood, CA 90301	Phone: (800) 617-4202 (310) 645-0598 Web: http://www.cerenade.com
Bankruptcy PRO LegalPRO Systems, Inc. 6900 San Pedro, Suite 147-285 San Antonio, TX 78216	Phone: (800) 887-0939 (210) 561-5300 Email: support@legal-pro.com Web: http://www.legal-pro.com
TopForm Matthew Bender	Phone: (800) 227-9597 Email: rex.holman@lexisnexis.com Web: http://www.bender.com
Total Bankruptcy Bit Legal Software 6434 Maple Dallas, TX 75235	Phone: (214) 904-0529 Email: Total-Bankruptcy@Ad-Apex.com Web: http://www.ad-apex.com
EZ Filing EZ-Filing, Inc. 899 Logan Street Denver, CO 80203-3155	Phone: (800) 998-2424 Fax: (866)998-2424 Email: sales@ezfiling.com Web: http://www.ezfiling.com

Best Case Bankruptcy Best Case Solutions Inc. 600 Davis St. Evanston, Ill. 60201	Phone: (800) 492-8037 (847) 492-8037 Fax: (847) 492-8038 Email: info@bestcase.com Web: http://www.bestcase.com
Bankruptcy Plus 3873 Airport Way Bellingham WA 98227-9754	Phone: (800) 397-8238 Fax: (800) 397-8346 Email: ccgi@cornerstone-computer.com Web: http://www.cornerstone-computer.com
FreshStartSeven Bankruptcy Seaview Software, Inc. PO Box 95114 Seattle, WA 98145-2114	Phone: (800) 773-9373 Email: martin@freshstart.com Web: http://www.freshstart.com
Chap 7...13 West Group 610 Opperman Drive St. Paul, MN 55123	Phone: (800) 328-4880 (customer service) Phone: (800) 217-9378 (technical support) Email: eliot.katz@westgroup.com Web: http://www.westgroup.com/customerservice/software/chap7.asp

Bankruptcy forms are also available in pdf format from www.lawca.com for \$5 per form, or at <http://www.lra4law.com/forms.htm> in Microsoft Word format at no cost.

5. How does Netscape need to be setup to view this site?

The default settings in Netscape will work. You need version 4.6 or 4.7 (click on help, about netscape from the netscape main menu to find out) you may want to download one of these versions.

In order to send email from Netscape, as in registering for ECF training on our website, you'll need to ensure the email options are setup properly in Netscape. In version 4 this means clicking on Edit, Preferences, Mail Groups. Enter your email address and SMTP server name (the SMTP server name is assigned by your internet service provider).

6. How do I create a pdf file?

When Adobe Acrobat is installed, it will create the Pdf writer. You choose this as your 'printer' and print the file as usual. The pdf writer will query you for a file name and then write the pdf file with the name and directory that you provide it. Some software such as WordPerfect 9 has the pdfwriter built into the application so you don't need to purchase Adobe Acrobat separately.

7. I get a blank pdf file when printing a custom form in Bankruptcy 2000 - what's wrong?
If you're using the File, Print menu in Bankruptcy 2000, try going into Custom, Forms instead and then select the form and click on the Print form button.

8. I get multiple screens asking for the pdf file name in TopForm, why?
TopForm puts out each schedule as a separate pdf file when you ask it to 'print' the pdf files. You will need to name these files separately (eg. Debtortname1, debtortname2, etc). Once you have all the pdf files, you can either go into Adobe Exchange, open the petition pdf file, click on Document, Insert pages, and insert each file into the petition pdf file OR when you file the case uncheck the 'last document' box when you attach the pdf petition file, and then browse and attach each schedule when you docket the lead event - don't forget to check the 'last document' box when you're attaching the last pdf file.

9. Why do I get a second login screen after I've already logged into ECF?
This is the PACER login screen that you get whenever you request a report or document from a case. The first time you login, click the box that says 'make this my default login' and you shouldn't have to login repeatedly.

10. How do I create a creditor matrix text file?
Most petition software does this automatically - you should contact your vendor for assistance. You may also use any Word Processor to enter the name and address information in the proper form and save it as a text file.