

U.S. BANKRUPTCY COURT FOR THE MIDDLE DISTRICT OF GEORGIA

FREQUENTLY ASKED QUESTIONS (FAQ)

AS OF FEBRUARY 13, 2015

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The U. S. Bankruptcy Court for the Middle District of Georgia is providing this information as a public service. These Frequently Asked Questions are maintained on this website to enhance public access to information. This service is continually under development. Title 11 of the United States Code (Bankruptcy Code), the Federal Rules of Bankruptcy Procedure (FRBP), and the Court's Local Bankruptcy Rules (LBR) remain the official sources for statutory, procedural, and local practices used by the Court. The user should be aware that while we try to keep the information on our website timely and accurate, there will often be a delay between official publication of the materials and their appearance or modification on these pages. We will make every effort to correct errors brought to our attention. Any rules or changes made to the Bankruptcy Code, FRBP, or the LBR after the "as of" date in this document's heading may not necessarily be reflected in our Frequently Asked Questions.

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Debtor/General Frequently Asked Questions

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DEBTOR/GENERAL

1. I cannot afford an attorney. Can I file without one?

Individuals (but not entities such as corporations, partnerships, or LLC's) may appear "pro se" (that is without an attorney) in the Bankruptcy Court. However, bankruptcy can be a very difficult area in which to proceed pro se. It is recommended you consult with an attorney prior to filing a bankruptcy case. Only an attorney is authorized to give you legal advice regarding a bankruptcy case or proceeding.

There is more information about filing without an attorney located on this website. Click on the [Filing Without an Attorney](#) tab and then on the link [Information for Parties Who Have No Attorney](#).

2. What are the different Chapters in bankruptcy?

Chapter 7 – This chapter is often called the "liquidation chapter." It is used by individuals or entities, such as partnerships, corporations, or LLC's, who have no hope of repairing their financial situation. A trustee is appointed to take charge of assets. The law may allow individuals to keep some of their property, and the trustee may sell the rest to pay creditors. Chapter 7 offers a discharge (or forgiveness) from many, but not all, debts.

Chapter 9 – This chapter is only available to municipalities and is a form of reorganization, not liquidation.

Chapter 11 – This chapter is often called the "reorganization chapter." It allows entities, such as corporations, partnerships, LLC's, and individuals, to reorganize or restructure their debt without having to liquidate all assets. Successful reorganization is dependent on the debtor's filing what is called a "reorganization plan" and obtaining the acceptance of creditors and approval by the court for such a plan.

Chapter 12 – This chapter is often called the "family farmer chapter." It is designed to assist family farmers and fishermen who are presently unable to pay their creditors, but would like to repay their debts over a period of time. To be eligible under Chapter 12, you must have a true family farm operation, and there are limits as to the amount of debt you can have and the percentage of income that you derive from farming or fishing operations.

Chapter 13 - This chapter is for individuals with a regular income who are overcome with debt. There are limits as to the amount of debt you can have to qualify for Chapter 13. Chapter 13 allows the debtor to file a repayment plan of up to five (5) years in which the debtor agrees to pay a certain amount of future income to the court appointed trustee who will begin paying the creditors after the plan has been approved by the court. Payments must begin within thirty days after the case has begun.

Chapter 15 - This chapter is for cross-border insolvent, foreign companies with debts in the United States.

3. **Can a married debtor file without the other spouse?**

Yes. A bankruptcy filing by one spouse does not bring the other spouse into bankruptcy. Neither does it give the non-filing spouse the full protection of the automatic stay nor the bankruptcy discharge.

4. **Where can I get the forms needed to file bankruptcy?**

The forms to file bankruptcy can be obtained from any office supply store or can be downloaded for free from the following link: www.uscourts.gov/FormsAndFees/Forms/BankruptcyForms

Debtors **who are not represented by an attorney** will soon be able to obtain necessary forms directly from the Clerk's Office to file bankruptcy. Check back soon for updates to this information.

5. **Can you help me complete the bankruptcy forms?**

Clerk's Office staff may assist with procedural matters only. They are prohibited from assisting with the completion of any forms because this assistance is comparable to giving legal advice. Clerk's Office staff is prohibited from giving legal advice by law.

6. **What documents do I need to file a skeletal/emergency petition?**

To file a skeletal or emergency petition, you need to have the first three pages of the petition (completely filled out, signed, dated and **providing two contact phone numbers**), the Statement of Social Security (Official Form B21), Certificate of Credit Counseling (for individual filers) and Creditor Matrix. If an Application for Individuals to Pay Filing Fee in Installments is not filed with the petition, then the full filing fee will need to be paid based on the chapter you are filing.

7. **What is a Creditor Matrix?**

A matrix is a list of the creditors in a bankruptcy case, including the names and addresses of each creditor, and should be submitted at the time of the filing of your case.

8. **What are the filing fees?**

As of December 1, 2014, the filing fees are as listed below:

Chapter 7	\$ 335.00
Chapter 9	\$1,717.00
Chapter 11 (non-railroad)	\$1,717.00

Chapter 11 (railroad)	\$1,550.00
Chapter 12	\$ 275.00
Chapter 13	\$ 310.00
Chapter 15	\$1,717.00

9. **Can I have my filing fee waived, and how do I know if I qualify?**

An individual filing for bankruptcy under Chapter 7 who cannot afford to pay the entire fee now in full or in installments within 120 days can file an Application to Have the Chapter 7 Filing Fee Waived. The court will review your application and may waive the fee, set a hearing for further investigation, require the fee to be paid in installments, or deny your request. The total combined monthly income for your family must be less than 150% of the official poverty guideline last published by the U.S. Department of Health and Human Services (DHHS). The information on the guidelines can be found on the following link:

www.uscourts.gov/FederalCourts/Bankruptcy/BankruptcyResources/PovertyGuidelines.aspx

10. **Do I have to pay the entire filing fee at the time I file my Petition?**

The filing fee can be paid in installments except by corporations filing for bankruptcy. For the filing fee to be paid in installments, you can file an Application for Individuals to Pay the Filing Fee in Installments, (Form B3A). You must complete this form to indicate the amount to be paid for each installment and the date each installment will be paid. Generally, you must propose to pay the entire fee no later than 120 days after you file the Voluntary Petition.

11. **Where do I send my filing fees? What forms of payment are accepted?**

Payments should be mailed to the US Bankruptcy Court:

PO Box 1957
Macon, GA 31202

We do not accept personal checks. The court accepts money orders and cashier's checks. The money order or cashier's check should be made payable to the United States Bankruptcy Court. Be sure your full name, address and case number are on your money order or cashier's check.

Cash is accepted in person. However, it must be the exact amount as the Clerk's office cannot make change.

12. **What is credit counseling? What is personal financial management instruction? Where do I find these agencies?**

"Credit Counseling" is a counseling session taken from an agency approved by the U.S. Trustee. It is required for all individuals filing bankruptcy and must be completed in the 180-days PRIOR

to filing bankruptcy. Upon completion of the counseling session, a certificate will be issued and must be filed with the court. The failure to file a properly issued certificate could result in the dismissal of your bankruptcy.

"Personal Financial Management" instruction, also called "debtor education," is an instructional course taken from an agency approved by the U.S. Trustee. It is required for all individual debtors, is obtained AFTER your case has been filed, and must be completed before you can receive a discharge. Upon completion of the instructional course, a certificate will be issued and must be filed with the court. The failure to file a properly issued certificate could result in your case being "Closed Without a Discharge." A list of approved credit counseling and financial management agencies can be found at the following link:

www.justice.gov/ust/eo/bapcpa/ccde/index.htm

13. **Where do I find the "Median Income Figure" that is required on the means test form?**

The information can be found on the U.S. Trustee website by clicking on the following link:

<http://www.justice.gov/ust/eo/bapcpa/meanstesting.htm>

14. **Where do I file my case?**

Petitions and documents can be hand delivered to the Macon or Columbus office.

The Macon office is located at the following address:

The Thomas Jefferson Building
433 Cherry Street
Macon, GA 31201

The Columbus office is located at the following address:

One Arsenal Place, Suite 309
901 Front Avenue
Columbus, GA 31901

You also can mail your petition to either location at P.O. Box 1957, Macon, Georgia 31202 or P.O. Box 2147, Columbus, Georgia 31902. Petitions will be accepted by facsimile only under emergency situations, and prior approval from the court MUST be obtained before faxing any documents. Contact the Macon office at (478) 752-3506 or the Columbus office at (706) 649-7837 for approval.

15. **Where will my hearings be held?**

Your county of residence (for the greatest part of the 180 days prior to filing) determines the division to which your case is assigned and where hearings will be held. This information can be found on the notice section of the 341(a) meeting of creditors. Please see the county map on the Clerk's Office website for the counties covered by the Middle District of Georgia:

<http://www.gamb.uscourts.gov/USCourts/counties>

16. **What is a Section 341(a) meeting of creditors?**

The Bankruptcy Code requires every debtor to personally attend a meeting of creditors and to submit to an examination under oath. A trustee will preside over the meeting and conduct the initial questioning of the debtor about his or her assets and debts. Creditors also are allowed to question the debtor.

17. **Where do I send my Chapter 13 plan payments?**

For cases filed in the Macon and Athens divisions, payments should be mailed to the following address:

Camille Hope: Chapter 13 Trustee
Middle District of Ga
PO Box 102043
Atlanta, GA 30368-2043

For cases filed in the Columbus, Valdosta and Albany divisions, payments should be mailed to the following address:

Kristin Hurst, Chapter 13 Trustee
Middle District of Georgia
PO Box 116347
Atlanta, GA 30368-6347

Be sure your full name, address and case number are on your money order or cashier's check made payable to the appropriate trustee.

18. **Will the Bankruptcy Court report to the 3 credit bureaus that I have filed bankruptcy?**

No. The Bankruptcy Court does not report any information to credit agencies; however, they do obtain bankruptcy information and all information filed with the Bankruptcy Court is public information.

19. **How long does a bankruptcy stay on my credit report?**

Generally, depending on the credit reporting agency, Chapter 7 cases stay on your report for 10 years from the date of filing, and Chapter 13 cases stay on your report from 7 to 10 years from the date of filing.

20. **What are the phone numbers and addresses for the credit bureaus?**

Experian
P.O. Box 9558
Allen, TX 75013-9558
(888) 397-3742

Equifax Credit Information Services, Inc.
P.O. Box 740256
Atlanta, GA 30374
(800) 685-1111

TransUnion Corp, LLC
P.O. Box 2000
Chester, PA 19022
(800) 888-4213

21. **How do I report a change in my address to the Court?**

The Local Rules require the debtor to keep the Court updated of any change in address for noticing purposes. The debtor must notify the Court or his attorney in writing stating the debtor's name, case number and change of address.

22. **What is the difference between discharged and dismissed?**

A dismissal order ends the case, and the "automatic stay" is no longer in effect. It simply means the case was not completed and puts the debtor financially "back in the position he or she was in prior to the filing of the bankruptcy." Unless the debtor appeals the order of dismissal within fourteen (14) days after the entry of the order, the Clerk automatically will close the case.

An order of discharge refers to giving the debtor a "clean slate" of all or most past debts. Although many people expect that filing bankruptcy will wipe out all of their debts, that result is not always the case. Bankruptcy discharges only certain debtors of certain debts. The availability of discharge depends on the type of bankruptcy proceeding involved, who the debtor is, and what type of debts the debtor has. An experienced bankruptcy attorney can advise you which debts will be discharged by a bankruptcy and which debts will remain.

23. **How can I get a copy of my discharge/dismissal?**

When the order of discharge or dismissal has been entered in a case, the debtor will receive a copy by mail. Should you need another copy, you can obtain a copy of your discharge or dismissal online through the "Public Access to Court Electronic Records" (PACER) by calling (800) 676-6856 to set up an account or visiting their website at www.pacer.gov. You also can visit the Clerk's office in person at 433 Cherry Street, Macon, Georgia or One Arsenal Place, Suite 309, 901 Front Avenue, Columbus, Georgia. Office hours are 8:30 a.m. to 5:00 p.m. Copies from one of our self-service terminals cost 10 cents per page. You also may call the Macon office at (478) 752-3506 or the Columbus office at (706) 649-7837 and request that a copy of your discharge/dismissal be emailed to you. Copies mailed to you cost 50 cents per page and a 30 dollar search fee.

24. **My case was discharged. When can I file again?**

The rules regarding how often a debtor can file bankruptcy and receive a discharge are complicated and depend, in part, on the type of prior bankruptcy filed and the type of discharge granted. An experienced bankruptcy attorney can advise you of your rights if you have received a prior discharge.

25. **Where can I get the title to my vehicle?**

Neither the trustee nor the court has your title. The place where you financed your vehicle should have the title (i.e. the bank or lending company).

26. **Can I talk to the Judge about my case?**

You only may communicate with the Judge at a formal hearing.

CREDITOR/ATTORNEY

1. **The pdf I attached to my docket entry is incorrect. What can I do to correct my mistake?**

If you realize after completing your transaction in ECF that you have attached the incorrect image (pdf) to your entry, you can file the correct document by using the event “Amended Document/Motion/Application.” This event will allow you to attach the correct image (pdf) and also will provide the opportunity to reference (or link to) the original entry you made on the docket. Once the amended document is filed with the Court, the case manager will make any necessary corrections in ECF based on the information provided on the amended document. Of course, you will need to file a Certificate of Service indicating service to all interested parties with the amended document you file.

2. **I received an error message that my image is “rotated wrong” when trying to upload my documents. What does it mean?**

It could mean that your scanner is set on color. Try changing it to black and white. If this setting does not fix the problem, please call the court at (478) 752-3506 for assistance.

3. **I am trying to upload a document, but it says my document is too large. What can I do?**

Make sure your document is saved in pdf format and that the page size is 8.50 x 11.00. The text should be no larger than about 50KB per page. At most, a very detailed page with graphics should be no larger than about 200KB per page. You can check the page and document size by holding the “Ctrl” and “D” key at the same time. The Description Tab will show you both the Page and File Size.

4. **I need to continue the date of confirmation in a Chapter 13. Whom do I contact for the new date?**

You will need to contact the case trustee. This information is printed on the notice section of the 341(a) meeting of creditors, or you also may obtain the trustee’s name through PACER.

5. **How do I obtain a PACER account?**

Register for a Public Access to Court Electronic Records account on the PACER Service Center web page.

<https://www.pacer.gov/psco/cgi-bin/regform.pl>

6. **How do I file a Proof of Claim?**

A login and password is no longer required to file an original proof of claim, an amended proof of claim, or a withdrawal of a proof of claim electronically. The Proof of Claims program contains a fillable B10 Proof of Claim form. Supplemental documentation to the claim may be attached.

A submittal of a claim is filed as the initial action in the process of filing a claim. A proof of claim is a form used by the creditor to indicate the amount of the debt owed by the debtor on the date of the bankruptcy filing. The creditor must file the form with the clerk of the same bankruptcy court in which the bankruptcy case was filed. If you wish to file a proof of claim, click on “Proof of Claim” and enter the pertinent information on the claim form.

An amendment of a claim is filed when there is a change in the amount due or of the classification of the claim or if there is documentation that needs to be added or changed. If you wish to file an amended claim, click on “Proof of Claim,” check the box to indicate the claim is amending a previously filed claim and enter the pertinent information on the claim form.

A withdrawal of claim is filed typically when the claim was filed in error and there are no funds due the creditor. If you file a withdrawal of claim in a case in which you have received distributions from the trustee, the trustee will contact you regarding a refund of those funds.

7. **Can a creditor file a paper claim?**

Yes, an individual or entity may file a paper claim, but individuals or entities that file 15 or more paper claims within any 12 month period must file claims electronically or obtain permission from the court (a judicial waiver). Attorneys who file claims for themselves, their firms, or on behalf of any other entity must file all claims electronically regardless of the number. If paper claims are filed in violation of these rules without a judicial waiver, the court will consider striking the claim. Individuals or entities that are required to file claims electronically should obtain a CM/ECF login and password.

8. **What is the easiest way to file a proof of claim electronically?**

Individuals or entities can file a proof of claim using the court's "Electronic Proof of Claim" module which can be found on our public website at www.gamb.uscourts.gov.
NO LOGIN OR PASSWORD IS REQUIRED TO USE THIS FEATURE.

9. **How does a creditor change its mailing address in all cases?**

A creditor can file a written request which must include all case numbers in the Middle District affected by the change, or the creditor can file electronically a request at <https://ncrs.uscourts.gov> which will change the address for all bankruptcy notices for the entire country.

10. **Is a Financial Management Certificate required for a deceased debtor?**

No. An administrative order of this Court, dated January 15, 2009, waives the requirement for a deceased debtor to file a financial management certificate.

11. **Is a Certificate of Plan Completion required for a deceased debtor?**

Yes. The debtor's attorney, surviving joint debtor or the executor/administrator of the deceased debtor's estate can sign the Certificate of Plan Completion.

12. **What are the phone numbers and addresses for the credit bureaus?**

Experian

P.O. Box 9558

Allen, TX 75013-9558

(888) 397-3742

Equifax Credit Information Services, Inc.

P.O. Box 740256

Atlanta, GA 30374

(800) 685-1111

TransUnion Corp, LLC

P.O. Box 2000

Chester, PA 19022

(800) 888-4213

13. **Are weekends and holidays counted when figuring deadlines?**

When figuring deadlines, (A) exclude the day of the event that triggers the period; (B) count every day, including intermediate Saturdays, Sundays, and legal holidays, and (C) include the last day of the period, but if the last day is a Saturday, Sunday, or legal holiday, the period continues to run until the end of the next day that is not a Saturday, Sunday, or legal holiday.

14. **Does an Order have to be uploaded with every motion?**

Any motion which may be granted without a hearing shall have a proposed order bearing a title which describes relief granted and sent as an E-Order to the Court's electronic filing system. If the motion requests alternative relief as allowed under LBR 9004-1(a), the order shall dispose of all matters raised in the motion. If a hearing is held on the motion, and the proposed order is no longer appropriate to the outcome of the hearing, the movant shall upload an appropriate order at the earliest opportunity.

15. **What event would I use to pay Miscellaneous Fees?**

To pay a miscellaneous fee, click the bankruptcy category Other and select "Fees Paid (Misc.)." Leave the receipt field blank. Be sure you have your pop up blockers turned off prior to docketing the event.

16. **When I run a claims register, I am seeing only one claim, and I know there are several claims. What am I doing wrong?**

More than likely your scroll bar is hidden, and you are not able to scroll down the list of claims. Look at the bottom right of your screen to see if you can see your scroll bar. It also may help to make the font size smaller.

17. **Can a website address be used instead of an email address for receiving electronic notification of filings?**

No, the court must have a valid email address.

18. **The system timed out while I was uploading my documents. How do I know if my documents were submitted to the Court?**

To avoid a duplicate filing, check your Transaction Log under the Utilities menu to verify if the documents have been submitted to the Court. Documents submitted to the Court will appear instantly in your Transaction Log.

19. **I am an attorney not admitted to practice in the Middle District. What do I need to do?**

Pro hac vice motions are handled by District Court. Click here for more information: www.gamd.uscourts.gov

20. **Why am I not receiving emails from the ECF system?**

There are a few reasons that you may not be receiving emails from the ECF system:

Your email box may be blocked or locked, or perhaps your email box is full. These emails bounce back to the court and will not be re-sent.

Your email address could not be found on the internet or by your email server. We get many bounces which are the result of email servers being down/offline/configured wrong/etc., or when the email server does not recognize the recipient's address. These emails bounce back and will not be re-sent.

Invalid or outdated email address. You may have changed firms, changed email addresses, etc. Your registration is yours (not the firm's), and you are required to keep your contact information current and accurate. These emails bounce back and will not be re-sent.

Failing to associate yourself with a party in a case when filing a document also can prevent you from receiving ECF notices. When you file a document in a case for the first time, the ECF system will not recognize your login. The system will prompt you to check a box to make an association between you and the party you are filing on behalf of.

"Spam" or junk/bulk email protection may be blocking or filtering the ECF emails due to how the emails are being addressed. All ECF emails have common characteristics. Quite often these emails get filtered to a protected email folder on your email server which can be accessed only by the administrator on the system or may be deleted automatically. These emails may or may not bounce back (usually they do not) and will not be re-sent.

To ensure that you will always receive electronic notifications from our court, you should contact your IT department. They must configure your server to accept email notifications from "gamb_ecf@gamb.uscourts.gov".

21. **How do I obtain hearing information?**

Hearing dates can be obtained through the Court's Hearing Scheduler (CHS) which is found under the Judges' Info tab on our website: www.gamb.uscourts.gov

22. **What address should I use on my Notice of Hearing?**

Macon Hearings and Confirmations

Macon Courtroom A or B
433 Cherry Street
Macon, GA 31201

Macon 341 Meetings of Creditors

Macon 341 (a) Meeting Room
433 Cherry Street, First Floor, Suite C
Macon, GA 31201

Albany Hearings and Confirmations

C.B. King U.S. Courthouse, 2nd Floor
U.S. Bankruptcy Courtroom
201 Broad Avenue
Albany, GA 31701

Albany 341 Meetings of Creditors

345 W. Broad St.
Old Albany Federal Courthouse & Post Office, 3rd Floor
Albany, GA 31701

Athens Hearings and Confirmations

U.S. Courtroom
U.S. Post Office Building
115 E. Hancock Avenue
Athens, GA 30601

Athens 341 Meetings of Creditors

The Classic Center
300 North Thomas Street
Athens, GA 30601

Columbus Hearings and Confirmations

U.S. Bankruptcy Court
One Arsenal Place, Suite 309
901 Front Avenue
Columbus, GA 31901

Columbus 341 Meetings of Creditors

The Rankin Building
#7 10th Street
Columbus, GA 31901

Valdosta Hearings and Confirmations

U.S. Courthouse and Post Office Building
N. Patterson Street
Valdosta, GA 31601

Valdosta 341 Meetings of Creditors

Room 257
U.S. Courthouse and Post Office
North Patterson Street
Valdosta, GA 31601

23. **I am trying to upload a document, but it says my document is too large. What can I do?**

Make sure your document is saved in pdf format and that the page size is 8.50 x 11.00. The text should be no larger than about 50KB per page. At most, a very detailed page with graphics should be no larger than about 200KB per page. You can check the page and document size by holding the “Ctrl” and “D” key at the same time. The Description Tab will show you both the Page and File Size.

24. **How can I change my ECF email address?**

Login to CM/ECF, click on “Utilities,” and select “Maintain Your ECF Account” from the menu. Click the Email information button and enter your new email address in the Primary email address box. Click Return to Account screen and then click Submit to save your changes.

25. **My CM/ECF login and password do not work?**

Login and passwords are case-sensitive. Make sure you have entered the login and password correctly. Check the "Num Lock" key on your keyboard and make sure it is "on" if you are using numbers in your login or password.

Make sure you are using the correct password for CM/ECF. Your CM/ECF login from another district will not work for the Middle District of Georgia.
Call the Court at (478) 752-3506 if you still cannot login to ECF.

26. **I entered or chose the incorrect debtor record for the debtor when opening the case; how do I correct the information for the debtor?**

The Clerk’s Office does a quality control check on each case and document filed with the court. If during the case manager’s review of your entry in ECF the information entered does not match the information provided on the image of the Petition attached, the case manager will contact your office for verification of the information. If the information on the attached pdf image is correct, the case manager will make the necessary changes to the entry you made in ECF, and there will be no further action necessary from your office. However, if the information you entered in ECF matches what is on your image attached to your entry, and the image contains the incorrect information, you should file an “Amended Petition” to correct the image. Once the amended petition is filed with the Court, the case manager will make the necessary corrections in ECF based on the information provided on the amended petition.

27. **How do I reschedule the 341(a) meeting?**

Before contacting the Clerk’s Office for rescheduling of the 341(a) Meeting of Creditors, you must contact the trustee assigned to the case and ask for permission to reschedule. Once you have received the trustee’s permission, you can contact the appropriate 341(a) Calendar Clerk for a new date and time for the 341(a) meeting (and Confirmation Hearing date if your case is a Chapter 13). You will need then to prepare a Notice of Rescheduled Meeting of Creditors (and Confirmation Hearing if your case is a Chapter 13). The notice you prepare will need to be served on all parties/creditors on the case, and the notice and Certificate of Service should be filed with the Court.

CM/ECF

1. I received an error message that my image is “rotated wrong” when trying to upload my documents. What does it mean?

It could mean that your scanner is set on color. Try changing it to black and white. If this setting does not fix the problem, please call the court at (478) 752-3506 for assistance.

2. Why am I not receiving emails from the ECF system?

There are a few reasons that you may not be receiving emails from the ECF system:

Your email box may be blocked or locked, or perhaps your email box is full. These emails bounce back to the court and will not be re-sent.

Your email address could not be found on the internet or by your email server. We get many bounces which are the result of email servers being down/offline/configured wrong/etc., or when the email server does not recognize the recipient's address. These emails bounce back and will not be re-sent.

Invalid or outdated email address. You may have changed firms, changed email addresses, etc. Your registration is yours (not the firm's), and you are required to keep your contact information current and accurate. These emails bounce back and will not be re-sent.

Failing to associate yourself with a party in a case when filing a document can prevent you from also receiving ECF notices. When you file a document in a case for the first time, the ECF system will not recognize your login. The system will prompt you to check a box to make an association between you and the party you are filing on behalf of.

"Spam" or junk/bulk email protection may be blocking or filtering the ECF emails due to how the emails are being addressed. All ECF emails have common characteristics. Quite often these emails get filtered to a protected email folder on your email server which can only be accessed by the administrator on the system or may be deleted automatically. These emails may or may not bounce back (usually they do not) and will not be re-sent.

To ensure that you will always receive electronic notifications from our court, you should contact your IT department. They must configure your server to accept email notifications from "gamb_ecf@gamb.uscourts.gov".

3. **I am trying to upload a document, but it says my document is too large. What can I do?**

Make sure your document is saved in pdf format and that the page size is 8.50 x 11.00. The text should be no larger than about 50KB per page. At most, a very detailed page with graphics should be no larger than about 200KB per page. You can check the page and document size by holding the “Ctrl” and “D” key at the same time. The Description Tab will show you both the Page and File Size.

4. **How do I obtain a PACER account?**

Register for a Public Access to Court Electronic Records account on the PACER Service Center web page.

<https://www.pacer.gov/psco/cgi-bin/regform.pl>

5. **How can I change my CM/ECF email address?**

Login to CM/ECF, click on “Utilities,” and then select “Maintain Your ECF Account” from the menu. Click the email information button and enter your new email address in the Primary email address box. Click Return to Account screen and then click Submit to save your changes.

6. **My CM/ECF login and password do not work?**

Login and passwords are case-sensitive. Make sure you have entered the login and password correctly. Check the "Num Lock" key on your keyboard and make sure it is "on" if you are using numbers in your login or password.

Make sure you are using the correct password for CM/ECF. Your CM/ECF login from another district will not work for the Middle District of Georgia. Call the Court at (478) 752-3506 if you still cannot login to ECF.

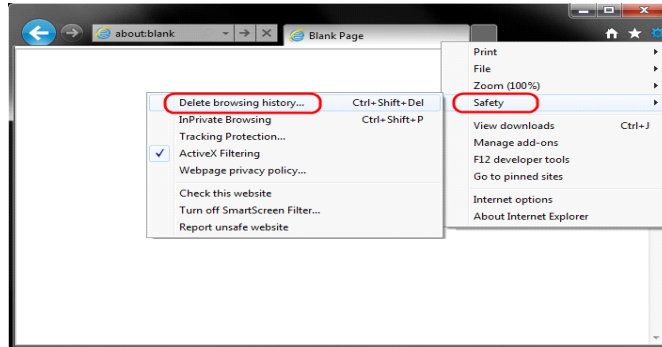
7. **What is Internet cache? Why would I want to clear it?**

Sometimes web pages may not work correctly or load improperly. The most common problem occurs when there is a problem with the temporary files stored in the internet browsers cache. Pages you view on the Internet (including ECF screens and documents) are stored in temporary files for quick viewing. The location where these files are stored is called a “cache.” The internet browser cache helps you to experience viewing websites on the internet. However, problems can occur when a page or script loaded from the cache may not be as new as what is available from the server. This error results in a site

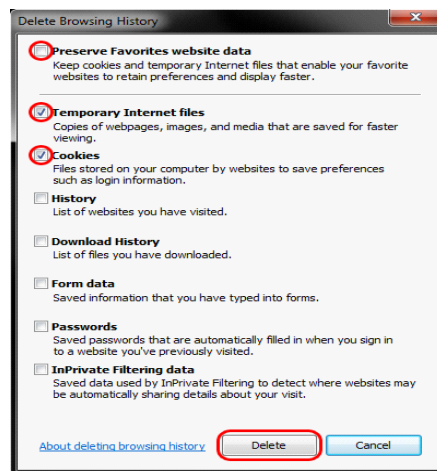
or page not displaying or interacting correctly. “Clearing the cache” regularly or when facing a problem rectifies this issue.

8. How do I clear my cache in Internet Explorer 9, 10 and 11?

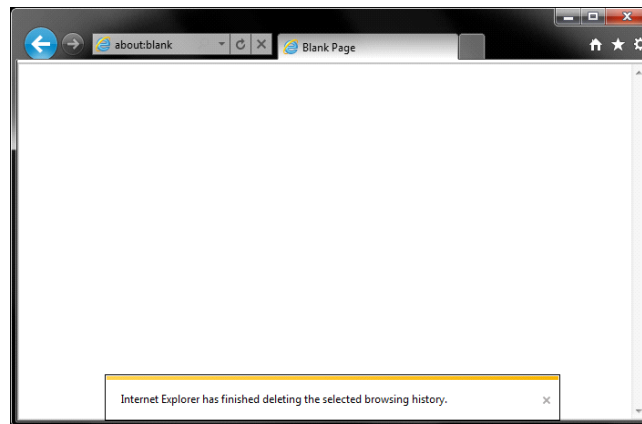
1. Select **Tools (via the Gear Icon) > Safety > Delete browsing history**.



2. Make sure to uncheck **Preserve Favorites website data** and check both **Temporary Internet File Cookies** and then click **Delete**.

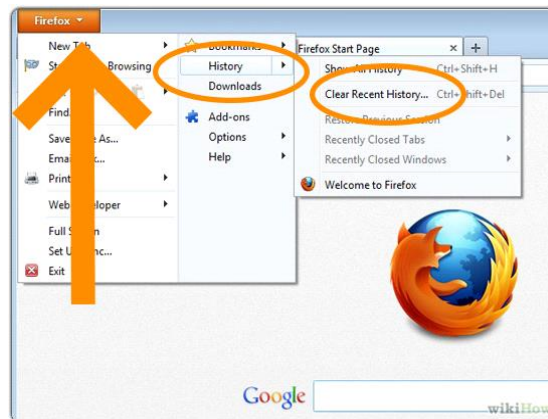


3. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.

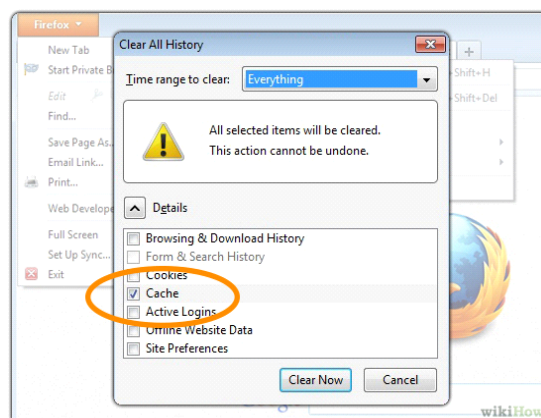


9. How do I clear my cache in Mozilla Firefox?

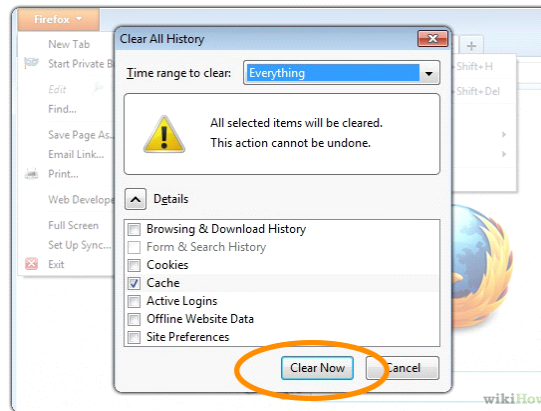
1. Click the “Firefox” menu in the top left corner. Next, select the right arrow next to “History” and then click “Clear Recent History.”



2. Make sure “Details” is expanded and then select “Cache” from the list. Uncheck everything else.



3. In the "Time Range to Clear" drop down, select "Everything."



4. Select "Clear Now." Your computer will work for a moment, and the process will be complete.
10. **I am still having trouble uploading my documents in CM/ECF. Do you have any other troubleshooting ideas?**

Double check the settings on your scanner/copier to be sure they have not changed. Some copiers automatically will rotate the documents to be in portrait presentation although they have been fed through sideways or landscape. To correct this layout, please feed documents through the scanner in a portrait orientation instead of landscape.

Make sure the file name is in a proper format, such as 12345.pdf or attachment.pdf.

Do not add periods to the file name, for instance 123.45.67.pdf.

Other issues with pdf can be corrected by simply printing to pdf using your computer.

Print to pdf (Windows) follow these instructions:

1. Select File > Print.
2. Select Adobe pdf as your printer.
3. Click Print. Type a name for your file and click Save.

Print to pdf (Mac) follow these instructions:

1. Select File > Print.

2. Click the pdf button and choose Save As Adobe pdf.
3. Choose the Adobe pdf Settings and click Continue.
4. Type a name for your file and click Save.