E-Orders Version 2.0 Users Guide

Tennessee Western Bankruptcy

January 2004 Edition

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1. Introduction

E-Orders is a web-based application which has been adopted by the U.S. Bankruptcy Court for the Western District of Tennessee for electronically submitting, routing, reviewing, disposing, and docketing orders in conjunction with ECF. It is a fully integrated system that allows attorneys and trustees to submit orders electronically and provides judges and court staff with the ability to process and sign these orders. Among the obvious benefits of this integration, attorneys using ECF do not have to learn new software to submit orders to the court, and court staff can handle motions and orders with the same program. E-Orders requires a minimal amount of new data entry since it can access most of the pertinent case-related information (case title, related document description, etc.) from the ECF database.

In addition, E-Orders has the ability to upload, route, and sign orders in batches. Chapter 13 trustees can upload a number of standard orders in batch. Court staff can review and route these orders in batch to the judge to sign. The judge can then decide to sign these orders in batch. For example, if your Chapter 13 confirmation orders are form orders and the real review is done at confirmation, the judge can decide to sign a batch of these orders all with one click. This can be a tremendous savings in time and effort. This User's Guide explains how to operate the E-Orders application for external users.

2. Order Process Overview

E-Orders manages order processing from the submission of a proposed order, to reviewing and signing the order, to docketing and notice of the order. The process in each court may vary, but the system is flexible enough to accommodate variations. The basic process is as follows:

• Proposed orders are uploaded into E-Orders by either internal or external users.
• Orders are then electronically routed and reviewed by the necessary staff.
• Once the order is ready for signature it goes to the judge, who can sign the order electronically.
• After the order is signed, it is either automatically docketed by the system or manually docketed by court personnel. A quality assurance review is also incorporated into this step in the process.
• Lastly, the application administrator sets up and maintains the user accounts, security, and access to the system.

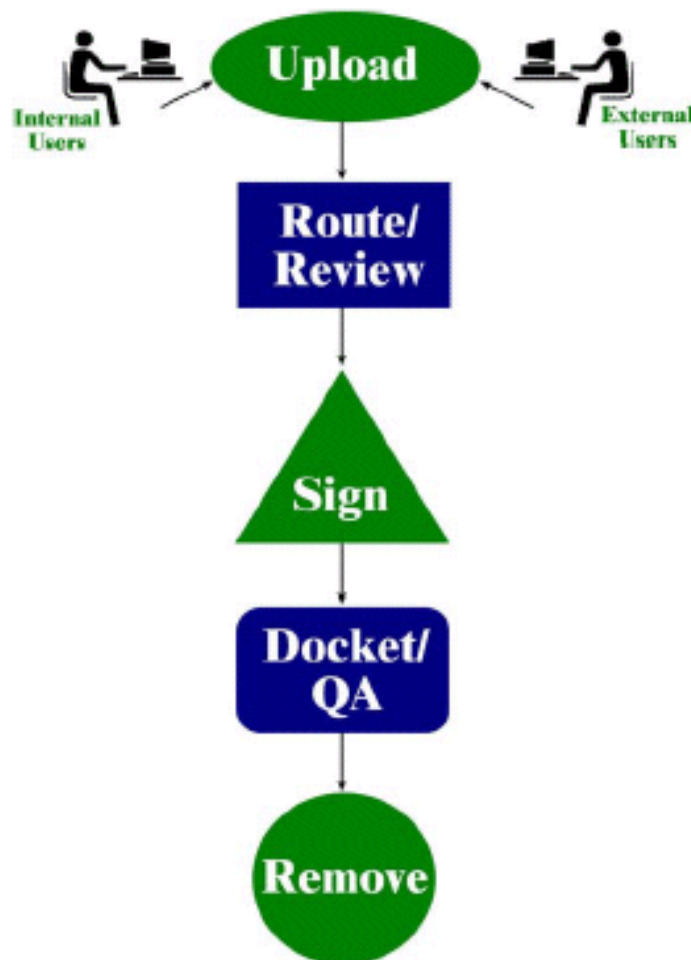The following diagram shows the basic process an order follows in the E-Orders system.

Figure 1

3. Uploading Orders

3.1. Overview

Uploading orders into the system begins the E-Orders process. Orders can be uploaded by two types of users—external and internal. The external users are the attorneys and trustees that work with the court and the internal users include all court personnel. Attorneys can only upload orders one at a time however, Chapter 13 trustees and internal users can upload orders in batches, as well as one at a time.

Orders can be uploaded under both the bankruptcy and adversary heading in ECF. Users must ensure that orders are uploaded to the correct main case/AP file to avoid unnecessary delay in processing. All orders must be converted to PDF format before uploading them into the system. You will need the file name of the converted document for the upload process, so either remember or write it down for future use.

To begin the upload process you will need to open ECF and click on the main heading of Bankruptcy or Adversary. Instructions for uploading orders are in the sections below.

3.2 Uploading Orders Related to Bankruptcy Cases

To upload an order related to a bankruptcy case open ECF and click on the main heading entitled **Bankruptcy**. A screen listing the bankruptcy events will appear, click on the **Order Upload** selection, see Figure 3.

Figure 3

Once you make this selection the next screen will give you the following selections:
Upload Single
Upload Batch
Upload Consent

However, not all users will have all of the above selections showing. The court will determine who has access to which features. For example, Chapter 13 trustees have access to the Upload Batch feature. If you do not have access to a feature it will not appear on the screen as a selection.

3.2.1 Upload Single

The Upload Single feature allows you to upload only one order at a time. You must have the case number the order is related to for beginning the process. After selecting Order Upload from the Bankruptcy Events screen (see Figure 3), select **Upload Single** from the next screen, see Figure 4.
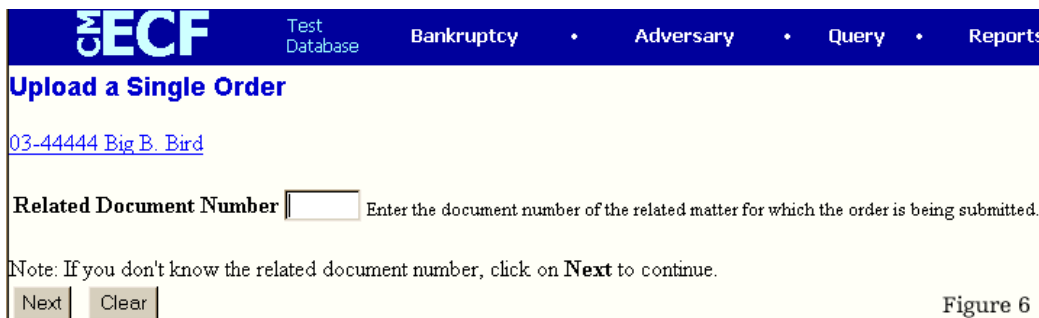
Figure 4

You are then prompted to input the case number for which the order is related, see Figure 5. The case numbers must be entered in the following format: 99-12345. After typing in the case number click on the **Next** button. The next screen prompts you to enter the related document number for the order (refer to your operating system/software manuals for file management
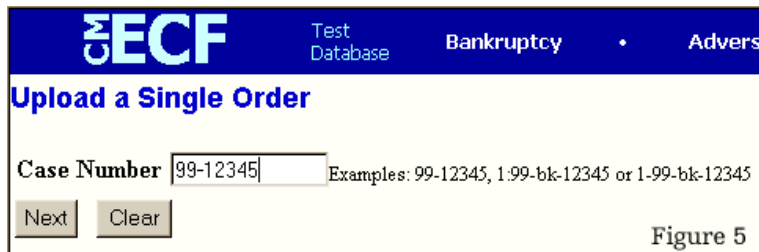
Figure 5

assistance), see Figure 6.

If you know the related document number type it in the space provided and click the **Next**

Figure 6

button. You will then go to the screen shown in Figure 9.

If you do not know the number of the related document there are two ways to get the
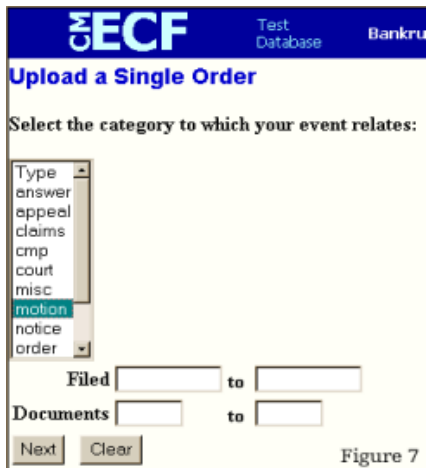
Figure 7

information. First, you may click on the **case number hyperlink**, which links to the docket sheet. Note that when clicking on this link the PACER login page will appear since there are costs associated with looking at the docket report. The second method is to click **Next** and the program will take you to the search criteria screen, see Figure 7.

The search criteria contains three values—category, filed date range, and document range. You must select a document category, however, you can enter the filed and date ranges at your discretion to help narrow the search results.

The category will almost always be motion. The date should be entered in the following format: mm/dd/yyyy. Documents refers to the document numbers and you may type in a range for example, Documents 1 to 10. After you have made your selections click the **Next** button. The next screen displays the search results, see Figure 8.

If the document you are looking for is not listed, click the **Back** button on your browser to return to the search criteria screen and adjust it to encompass a wider search. In some instances only one document may be found and will automatically be selected for you. If the document is part of the list, click the box next to the date to check or select it and click **Next**. The next screen will allow you to select the order type; add a hearing date, if
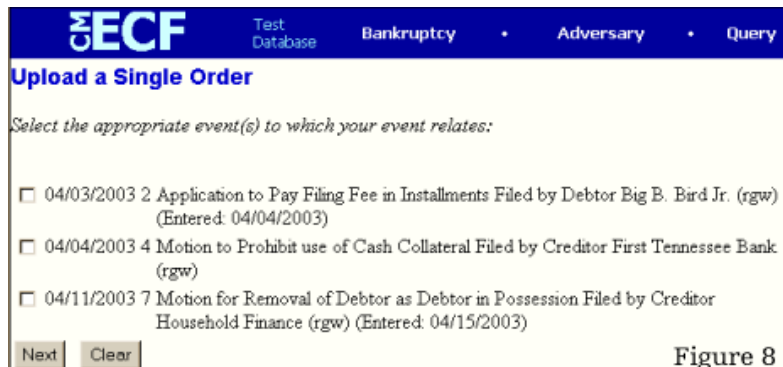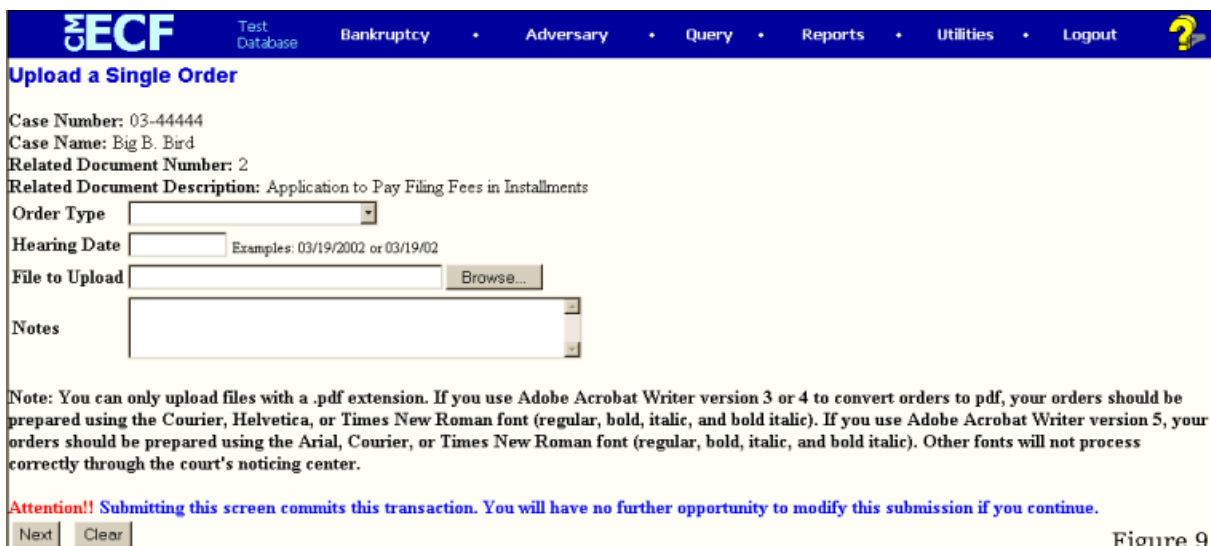

Figure 8

Figure 9

available; attach the PDF file; and if court personnel, enter a note about the order or order processing. You should confirm the case number, case name, related document number, and related document description at the top of the screen, see Figure 9.
Next, select the order type from the drop-down menu.

The order type selections include:
Ex Parte (no hearing required)
Expedited
Hearing Held
Hearing Scheduled
Suspense (10-day obj)
Suspense (15-day obj)
Suspense (20-day obj)
Suspense (60-day obj)
Other

If you select Hearing Held or Hearing Scheduled as the Order Type, you must fill in the Hearing Date field or you will not be able to finish the upload process. The File to Upload field is where you enter the name of the PDF file that contains the order. You may type the filename in the box provided, but keep in mind you must include the path for the file as well. You may also click on the **Browse** button to locate and select the file. Please review the note on the screen about PDF file format and fonts and be sure the PDF file is formatted correctly, if incorrectly formatted we cannot guarantee the order will be processed correctly through the courts noticing center. The Notes section is for court personnel use only. Court staff can click in the box and begin typing a message to the courtroom deputy or whoever processes the order, including special instructions or important notes for the judge to consider. Review all the information carefully, once you click **Next** you will not have an opportunity to modify the submission. You will receive a confirmation screen, see Figure 10.

 You may view the PDF by clicking on the **PDF number hyperlink** to verify you have uploaded the correct order to the case. It is a good idea to note the number assigned to the PDF file by the system, especially for court personnel.

Figure 10

3.2.2 Upload an Additional Order or Replace an Order in Upload Single

In some instances an order may need to be replaced or a second order created. For example, after a hearing the judge may ask both attorneys to submit revised order. The attorney submitting the original proposed order would replace their submission with the revised order and the other attorney would upload another proposed order. However, an order cannot be replaced if the original order has been routed to the Judge. If this is the case, the system will let you know the order cannot be replaced at this time. An external filer cannot replace an order uploaded by a different filer.

The process of replacing an order is the same as uploading the order as described in section 3.2.1, however, after selecting the document number a warning screen appears letting you know an order already exists for this document number and gives you the option to create a new order or replace the existing order, see Figure 11.
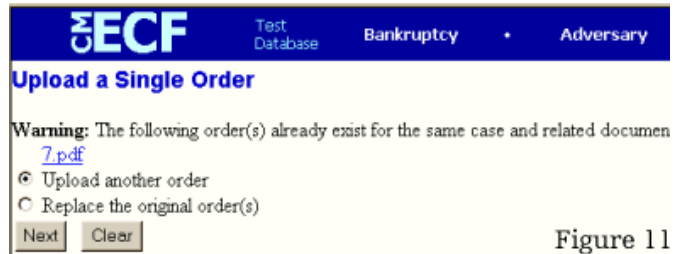
Choose to upload another order or replace the order as appropriate by clicking on the radio button next to your selection, then click **Next**. The same screen as Figure 9 will appear. Continue by adding the information the same way as in Upload Single, section 3.2.1 then finish the upload process as described. You will get a confirmation screen that looks like Figure 10 to let you know the process was completed successfully.

3.2.3 Upload Batch

The Upload Batch feature allows Chapter 13 trustees and court personnel to upload multiple orders at one time. The E-Orders application ensures Chapter 13 trustees can only upload orders for cases assigned to them. You must have the case number and PDF filename for each order before beginning the batch upload process. Each batch uploaded must contain the same Order Type and Order Description for each order in the batch. After selecting **Order Upload** from the Bankruptcy Events screen (see Figure 3), select **Upload Batch** from the next screen, see Figure 13.

This will take you to the next screen where you enter the Order Type; Order Description; Hearing Date, if appropriate; and the case numbers.

The Order Types are the same as those listed in Upload Single. The Order Descriptions include:
Order Confirming Chapter 13 Plan
Order Denying Chapter 13 Dismissal

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Order Denying Chapter 13 Plan
Order Dismissing Chapter 13 Case
Order Withdrawing Chapter 13 Dismissal
Order Regarding Chapter 13 Dismissal
Order for Summary Dismissal Chapter 13 Case

If you select Hearing Held or Hearing Scheduled as the Order Type, you must fill in the Hearing Date field or you will not be able to finish the upload process. In addition, the Hearing Date must be the same for each order. Next, type in the case numbers related to each order in the format xx-xxxxx. After each case number hit the enter key or return to create a list of case numbers. There is no limit to the number of cases to include in this list, but we recommend that you enter no more than 50 numbers at a time. After typing in all the case numbers, click **Next**.

This next screen prompts you to enter the names of the PDF files that contain the orders. You may type the filename in the box provided, but keep in mind you must include the path for the

Figure 15

file as well. You may also click on the **Browse** button to locate and select the files (refer to your operating system/software manuals for file management assistance). Please review the note on the screen about PDF file format and fonts and be sure the PDF file is formatted correctly, if incorrectly formatted we cannot guarantee the order will be processed correctly through the courts noticing center.

After attaching all the files, review all the information carefully, once you click **Next** you will not have an opportunity to modify the submission. After you do click **Next**, you will receive a confirmation screen, see Figure 16.
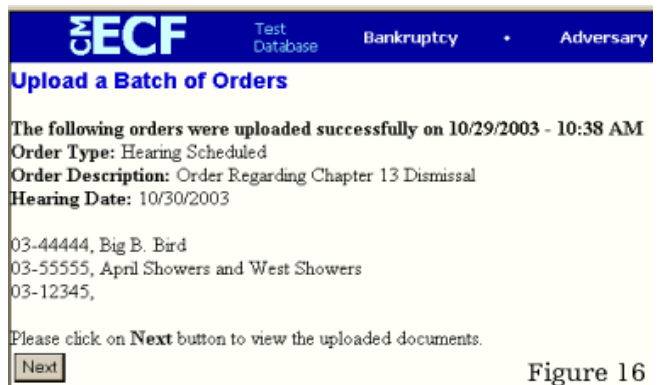
Figure 16

If you would like to view the uploaded documents click **Next**. Click on the PDF number hyperlink to view the uploaded order, see Figure 17.
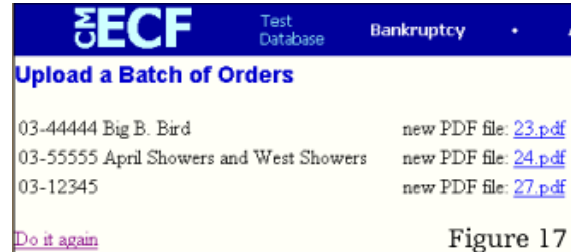
Figure 17

3.2.4 Replace an Order in Batch

In some instances an order may need to be replaced in batch. However, an order cannot be replaced if the original order has been routed to the Judge. If this is the case, the system will let you know the order cannot be replaced at this time. The E-Orders application ensures Chapter 13 trustees can only replace orders for cases assigned to them. The process is the same as in Upload Batch, Section 3.2.3, except after entering the information in Figure 14 and clicking **Next**, a warning screen appears to let you know you are about to replace an order.

If your intent is to replace the orders click **Next** and continue with the Batch Upload process. You can review the original PDF by clicking on the **PDF number hyperlink** to ensure it is the one to be replaced. You will be prompted to attach the new PDF file as in Figure 15, then get the confirmation screen, with the option of viewing the newly uploaded document.

3.2.5 Upload Consent

Consent orders allow you to upload an order that is not related to a specific document. This feature allows you to upload only one order at a time and you must have the case number the order is related to for beginning the process. After selecting Order Upload from the Bankruptcy Events screen, select **Consent** from the next screen.

You will then be prompted to input the Order Type, Order Description, Hearing Date, and Case Number.

The Order Types include:	The Order Descriptions include:
Ex Parte (no hearing required) Expedited Hearing Held Hearing Scheduled Sua Sponte Suspense (105-day obj) Suspense (15-day obj) Suspense (20-day obj) Suspense (60-day obj), Other	Administrative Order, Contempt Decision Findings of Fact Lift Stay Memorandum/Opinion Order Regarding Miscellaneous Proceeding Recusal Report and Recommendation Show Cause Stipulation Transfer

If you select Hearing Held or Hearing Scheduled as the Order Type, you must fill in the Hearing Date field or you will not be able to finish the upload process. The case numbers must be entered in one of the following formats: 99-12345, 1:99-bk-12345 or 1-99-bk-12345. After typing in the

case number click on the **Next** button.

The next screen prompts you to attach the PDF file contain the order in the File to Upload field. You may type the filename in the box provided, but keep in mind you must include the path for the file as well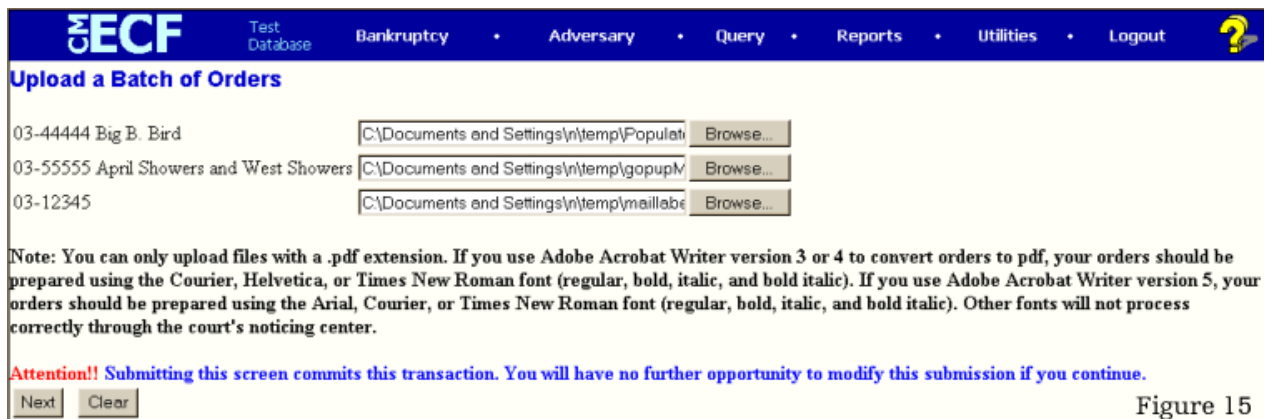. You may also click on the **Browse** button to locate and select the file. Please review the note on the screen about PDF file format and fonts and be sure the PDF file is formatted correctly, if incorrectly formatted we cannot guarantee the order will be processed correctly through the courts noticing center. To use this feature simply click in the box and begin typing. When you have attached the PDF click **Next**.

You will then receive a confirmation screen,. You may view the PDF by clicking on the **PDF number hyperlink** to verify you have uploaded the correct order to the case. It is a good idea to note the number assigned to the PDF file by the system.

3.2.6 Upload an Additional Order or Replace a Consent Order

In some instance you may need to upload an additional order or replace a *consent* order. The process is the same as describe in section 3.2.5 Upload Consent, except after you enter the Order Type, Order Description, Hearing Date, and Case Number, you will receive a warning screen, see figure 11. This screen lets you know an order already exists matching the selected criteria and case number and gives you the option to create a new order or replace the existing order. Choose to create or replace the order as appropriate by clicking on the radio button next to your selection, then click **Next**. Continue by adding the information the same way as in Upload Consent, section 3.2.5 then finish the upload process as described. You will get a confirmation screen to let you know the process was completed.

3.3 Uploading Orders Related to Adversary Cases

To upload an order related to an adversary case open ECF and click on the main heading entitled **Adversary**. A screen listing the adversary events will appear, click on the **Order Upload** selection.
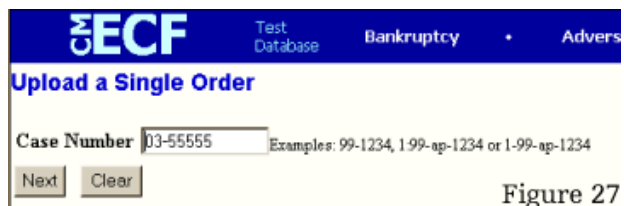

Figure 27

Once you make this selection the next screen will give you the following selections:
Upload Single
Upload Consent

However, not all users will have all of the above selections showing. In our court all users have access to the Upload Single feature and only chambers staff have access to the Upload Sua Sponte feature. If you do not have access to a feature it will not appear on the screen as a selection.

3.3.1 Upload Single

The Upload Single feature allows you to upload only one order at a time. You must have the case number the order is related to for beginning the process. After selecting Order Upload from the Adversary Events screen (see Figure 25), select **Upload Single** from the next screen, see Figure 26.

Figure 26

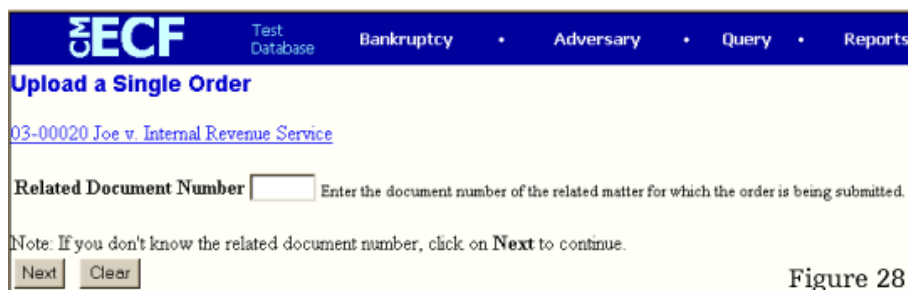You are then prompted to input the case number for which the order is related, see Figure 27.

Figure 28

The case numbers must be entered in the following format: 99-02345. After typing in the case number click on the **Next** button. The next screen prompts you to enter the related document number for the order (refer to your operating system/software manuals for file management assistance), see Figure 28.

If you know the related document number type it in the space provided and click the **Next** button. You will then go to the screen shown in Figure 31. If you do not know the number of the related document there are two ways to get the information. First, you may click on the **case number hyperlink**, which links to the docket sheet. External users should note that when clicking on this link the PACER login page will appear since there are costs associated with looking at the docket report. The second method is to click **Next** and the program will take you to the search criteria screen, see Figure 29.
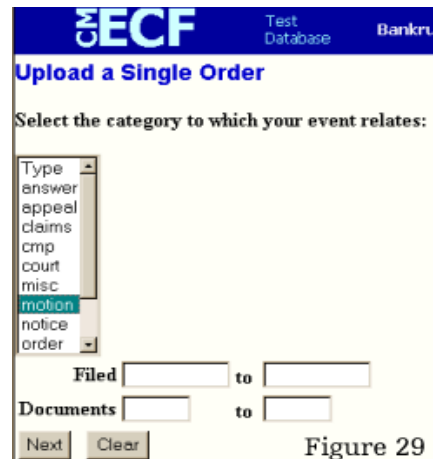
The search criteria contains three values-category, filed date range, and document range. You must select a document category, however, you can enter the filed and date ranges at your discretion to help narrow the search results. The category will almost always be motion. The date should be entered in the following format: mm/dd/yyyy. Documents refers to the document numbers and you may type in a range for example, Documents 1 to 10. After you have made your selections click the **Next** button. The next screen displays the search results, see Figure 30.

In some instances only one document may be found and will automatically be selected for you, however, there may by a list of documents for you to choose from. It the document you are looking for is not listed, click the **Back** button on your browser to return to the search criteria screen and adjust it to encompass a wider search. If the document is part of the list, click the box next to the date to check or select it and click **Next**. The next screen will allow you to select the order type; add a hearing date, if necessary; attach the PDF file; and if court personnel, enter a note about the order or order processing, see Figure 31.

You should confirm the case number, case name, related document number, and related document description at the top of the screen. Next, select the order type from the drop-down menu.

The order type selections include:
Ex Parte (no hearing required)
Expedited
Hearing Held

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Hearing Scheduled
Suspense (10-day obj)
Suspense (15-day obj)
Suspense (20-day obj)
Suspense (60-day obj)
Other

If you select Hearing Held
or Hearing Scheduled as
the Order Type, you must
fill in the Hearing Date
field or you will not be
able to finish the upload process. The File to Upload field is where you enter the name of the
PDF file that contains the order.
You may type the filename in the
box provided, but keep in mind
you must include the path for the
file as well. You may also click
on the **Browse** button to locate
and select the file. Please review
the note on the screen about PDF
file format and fonts and be sure
the PDF file is formatted
correctly, if incorrectly formatted
we cannot guarantee the order will be processed correctly through the courts noticing center.

The Notes section is for court personnel use only. Court staff can click in the box and begin
typing a message to the courtroom deputy or whoever processes the order, including special
instructions or important notes for the judge to consider. Review all the information carefully,
once you click **Next** you will not have an
opportunity to modify the submission.
You will receive a confirmation screen,
see Figure 32.
You may view the PDF by clicking on
the **PDF number hyperlink** to verify
you have uploaded the correct order to
the case. It is a good idea to note the
number assigned to the PDF file by the
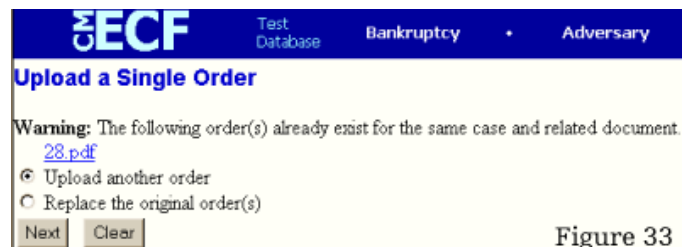system, especially for court personnel.

3.3.2 Upload an Additional Order or Replace an Order in Upload Single
In some instances an order may need to be replaced or a second order created. For example, after
a hearing the judge may ask both attorneys to submit revised order. The attorney submitting the
original proposed order would replace their submission with the revised order and the other

attorney would upload another proposed order related to the case. However, an order cannot be replaced if the original order has been routed to the Judge. If this is the case, the system will let you know you the order cannot be replaced at this time. The process of replacing an order is the same as uploading the order as described in section 3.3.1, however, after selecting the document number a screen appears letting you know an order already exists for this document number and gives you the option to create a new order or replace the existing order, see Figure 33.

Choose to create or replace the order as appropriate by clicking on the radio button next to your selection, then click **Next**. The same screen as Figure 31 will appear. Continue by adding the information the same way as in Upload Single, section 3.3.1 then finish the upload process as described. You will get a confirmation screen that looks like Figure 32 to let you know the process was completed successfully.

3.3.3 Upload Consent

Consent orders that are made by the court through its own volition without a motion necessarily being made by either adverse party. Upload Consent is accessible by chambers staff & attorneys. It allows you to upload an order that is not related to a specific document. This feature allows you
to upload only one order at a time and you must have the case number the order is related to for beginning the process. After selecting Order Upload from the Bankruptcy Events screen (see Figure 3), select **Consent** from the next screen.

You will then be prompted to input the Order Type, Order Description, Hearing Date, and Case Number.

The Order Types include:	The Order Descriptions include:
Ex Parte (no hearing required) Expedited Hearing Held Hearing Scheduled Sua Sponte Suspense (105-day obj) Suspense (15-day obj) Suspense (20-day obj) Suspense (60-day obj), Other	Administrative Order, Contempt Decision Findings of Fact Lift Stay Memorandum/Opinion Order Regarding Miscellaneous Proceeding Recusal Report and Recommendation Show Cause Stipulation Transfer

If you select Hearing Held or Hearing Scheduled as the Order Type, you must fill in the Hearing Date field or you will not be able to finish the upload process. The case numbers must be entered in one of the following formats: 99-12345, 1:99-bk-12345 or 1-99-bk-12345. After typing in the case number click on the **Next** button.

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The next screen prompts you to attach the PDF file contain the order in the File to Upload field. You may type the filename in the box provided, but keep in mind you must include the path for the file as well. You may also click on the **Browse** button to locate and select the file. Please review the note on the screen about PDF file format and fonts and be sure the PDF file is formatted correctly, if incorrectly formatted we cannot guarantee the order will be processed correctly through the courts noticing center. To use this feature simply click in the box and begin typing. When you have attached the PDF click **Next**.

You will then receive a confirmation screen, see Figure 22. You may view the PDF by clicking on the **PDF number hyperlink** to verify you have uploaded the correct order to the case. It is a good idea to note the number assigned to the PDF file by the system.

3.3.7 Upload an Additional Order or Replace a Consent Order

In some instance you may need to upload an additional order or replace a *consent* order. The process is the same as describe in section 3.2.6 Upload Consent, except after you enter the Order Type, Order Description, Hearing Date, and Case Number, see Figure 20, you will receive a warning screen. This screen lets you know an order already exists matching the selected criteria and case number and gives you the option to create a new order or replace the existing order, see Figure 23.

Choose to create or replace the order as appropriate by clicking on the radio button next to your selection, then click **Next**. The same screen as Figure 21 will appear. Continue by adding the information the same way as in Upload Consent, section 3.2.6 then finish the upload process as described. You will get a confirmation screen that lets you know the process was completed.

4. Routing, Reviewing, and Editing Orders
4.1. Overview

The E-Orders application allows judicial officers and their law clerks, secretaries, and courtroom deputies to route, review, and edit orders electronically. External users do not have access to this function. After orders are uploaded the E-Orders application routes the order to the Chambers-Inbox. The system initially sorts the orders by the judge responsible for the case; in this way each Chambers-Inbox only has orders for cases related to their judge's docket.

5. Signing Orders
5.1. Overview
Electronically signing an order is easy as routing an order. When a judge takes an action such as Sign-Orders, Sign-Other, Deny, Moot, and Withdrawn, the orders in PDF format will be electronically stamped with the judges signature. Each judge may create their own stamps for their signature for each action taken, for example a judge will have a stamp for signing orders, another for denying, another for moot, and another for withdrawn. The PDF files must be submitted by attorneys and trustees in the specified format, i.e. four inches of blank space is reserved at the top of the order's first pages for the stamps. See Figure 66
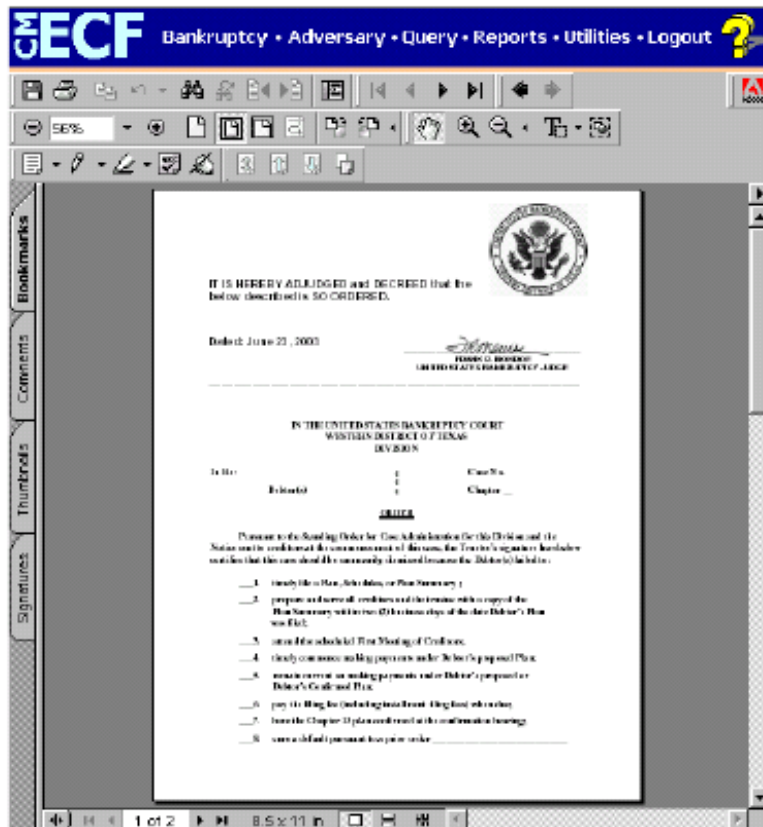

Figure 66

6. Docketing Orders and Quality Assurance Reviews
6.1. Overview
There are two ways to docket an order through the E-Orders system—manually and automatically. The E-Order system divides the orders into manual and automatic categories/reports based upon the designated Order Descriptions. Currently, the orders to be automatically docketed are the batch orders, which include a quality assurance review as part of the process.