Bankruptcy Noticing Center (BNC)
Unsupported Fonts
(Embedded Fonts in Word Processing Software)

Issue: Documents are that are submitted to the Court - or to various Trustees - for signature are subsequently signed but are not able to be served by the Bankruptcy Noticing Center (BNC).

Cause: We have lately encountered more of these difficulties. They are precipitated by attorneys unknowingly submitting documents created with fonts that are not supported by the BNC. This is primarily happening in documents originally created using various versions of Word Perfect - but this problem will occur with any program that makes use of or creates documents using unsupported fonts. If the BNC receives a file containing an unsupported, non-embedded font, the document **cannot** be processed.

Solution(s): For a list of supported non-embedded fonts, see the latest revision of Amended Guidelines for Electronic Filing, Guideline #21 (E & F) at:

http://www.tnwb.uscourts.gov/pdfs/ECF/ECF_guidelines.pdf

If a filing deficiency notice is received from the Court due to these circumstances, it is then the responsibility of the filing party to: a) serve the document(s) to all appropriate parties and b) file a Certificate of Service with the Court. These documents should have the correct fonts within them before they are sent to the appropriate destination, be that the Court or Trustees Office(s) for signing and final conversion to PDF format.

To properly format a document created within Word Perfect so that unsupported fonts are not passed to the BNC, follow these steps:

1. Prepare the WordPerfect document using Times New Roman font. (This font is used merely as an example. You may substitute one of the approved fonts as specified in the above-referenced guidelines.)

2. To insert a number sign (#), from the top Menu bar, select 'Insert' and then 'Symbol'. You may also use the key combination (Ctrl-W) from the keyboard. Highlight the # sign and then click 'Insert' to place it within the document. (Make sure that the cursor is placed at the desired point before clicking on 'Insert'. ***This must be followed, as entering a number sign (#) from the usual 'Shift-3' method will insert an unsupported font.*** An alternate method would be to use the phrase 'No.' in lieu of the symbol.

   (Example: instead of 'John Q. Attorney, #495983', use 'John Q. Attorney, No. 495983')

3.   A similar issue exists with section symbols. To insert a section symbol, use the Insert -
Symbol (Ctrl-W) command from Word Perfect. To find the Typographic Symbols click on
the Set: button and scroll up or down and click on 'Typographic Symbols.' Highlight the
Section symbol (§) and click 'Insert' to place it into the document. Before inserting make
sure the cursor is positioned at the desired place where the Section symbol needs to be
inserted. *Note: for example, some filers use 'Sect. 341' in lieu of '§341'. This accomplishes
the same end result: an unsupported font is not inserted when using this method.*

4.   Once the document is completed, highlight the entire document contents (Ctrl-A). On the
tool bar, select 'Times New Roman' as the font, then select the font size 12. *Note: this will
change **all** fonts within the document to one single font - in this case, the example 'Times
New Roman' font. If you wish to use multiple fonts within you document(s), this is
acceptable. However, using the method above - and using one uniform font within your
document(s) - is the easiest method of complying with the ECF Filing Guidelines.*

(To ensure that no other fonts are contained within the document, you may click on 'View'
on the tool bar and then select 'Reveal Codes.' This will perform the same action as the
'Alt+F3' key combination. As you scroll through the document, the 'Reveal Codes' window
will display any other fonts which may have been inadvertently included within the
document.)

5.   After clicking on 'Save As' the file type must be specified by clicking on the 'File Type'
field as specified below. Save the WordPerfect document as 'MS Word 6.0/7/0' file.

6.   If your office is responsible for PDF conversion, make certain that the PDF creation program
does **not** embed fonts. After the document is converted to PDF, open the PDF file in Adobe
Reader. Once the file is opened, use the 'CTRL+D' key combination to view the fonts
within the document. (Within Adobe Acrobat *writer*, the 'CTRL-ALT-F' key combination
can be used)

**Reminder: Make certain that any headers or footers within the document are also in the same
approved font!**