



UNITED STATES DISTRICT AND BANKRUPTCY COURTS
DISTRICT OF IDAHO

550 W. Fort St, Boise, ID 83724
Telephone: 208-334-9258

MEMORANDUM

DATE: August 3, 2011

TO: Public Information

FROM: Elizabeth A. Smith
Clerk of Court

SUBJECT: **UPDATE ON QUESTIONS FROM THE BANKRUPTCY SEMINAR**

1. SIGNATURE PAGES

Question: Why do we get corrective entries from some case administrators requiring us to submit the signature pages as a separate docket entry, and other case administrators allow us to attach the document at the end of the electronically filed document?

Response: The Clerk's Office will no longer issue corrective entries for the above instances. A filer may either electronically file a separate signature page, or attach the signature page to the end of the document.

2. PREFERRED CREDITORS LIST

Question: Is it possible to get a list of the Creditors' Preferred Addresses?

Response: At this time, the Clerk's Office does not have Creditors' Preferred Addresses. In addition, the Bankruptcy Noticing Center (BNC) has also informed the Clerk's Office that the BNC will not provide access to their mailing lists.

3. FREE LOOKS/ECF SCREEN SAYING DOCUMENT ISN'T AVAILABLE

Question: Why is it that sometimes when we receive our Notice of Electronic Filing (NEF) and click on the link, it gives us a screen that says "the document is not available."

Response: A filer may receive the message "the document is not available," if the document has not yet been released for public viewing by the Clerk's Office. Once the document is made available, you should be able to access your "free look" in PACER.

Question: Why does ECF direct me to my PACER log-in if I continue to click on the link after seeing “the document is not available” message? Are the two problems linked together?

Response: The Clerk’s Office does not believe the two issues are related. As mentioned in the prior question, a user sees the “the document is not available” message if the document has not yet been made public by the Clerk’s Office. In addition, the combination of a single click and the “document is not available” message does not constitute your “free look” in PACER.

In addition, the Clerk’s Office has tried to replicate the PACER forwarding problem. We have only been able to recreate the forwarding issue when a user double clicks the link after the document has been made available for public viewing. For example, if after seeing “the document is not available” message, the user at a later time goes into the NEF and double clicks on the document link (when the document is public), then a user may be forwarded to the PACER log-in screen. The PACER system may consider double clicking on a publically viewable document as a user’s second attempt to view the document. A single click should enable the user to view the document and not be forwarded to the PACER screen.

If you continue to experience this problem, please contact the Clerk’s Office Bankruptcy Customer Service line at 208-334-9258 or at 1-800-699-9842.