

TOP TEN WAYS TO PLEASE THE CLERK'S OFFICE

- NUMBER 10:** **Do not dress down for Meetings of Creditors.** Recognize the decorum of a hearing in a significant federal legal proceeding involving your client.
- NUMBER 9:** **Volunteer!** When you take a pro bono adversary proceeding case from the Faculty of Federal Advocates, they will assign an experienced attorney to mentor you in the case.
- NUMBER 8:** **Be informed!** Join a list serve and take advantage of free educational opportunities.
- NUMBER 7:** **Keep information current!** Make certain the Court always has your most recent address for mail and e-mail.
- NUMBER 6:** **Do not create emergencies!** Waiting until the last possible day to file something in a case, especially when combined with requests for extensions or emergency hearings is not good practice and may be fraught with peril, especially in repeat filer cases under 11 U.S.C. § 362(c)(3)(B) and (c)(4)(B).
- NUMBER 5:** **File complete cases with accompanying fees!**
- Just because you do not get a deficiency notice does not make a deficient case right-those notices are issued, in part, as a courtesy.
 - Don't confuse credit counseling with financial management certification.
 - Remember to list prior cases on the voluntary petition.
- NUMBER 4:** **Do not ask our staff for legal advice!** We pride ourselves in exemplary customer service, when you ask questions that call for legal advice and we do not answer them-it is because statutorily we are prohibited or we may not know.
- NUMBER 3:** **Supervise your staff, particularly on ECF matters!** Staff calls requesting substantive guidance regarding what requires notice and how much, etc., are improper and a bad reflection on you.
- Use VCIS at 720-904-7419 to find out if someone has filed for bankruptcy-don't call us for that information!

- NUMBER 2:** **Become an e-filer!** Enjoy the simplicity of filing from your office.
- Direct e-filing questions to the Training Department 720-904-7450 (not the Systems' Department).
 - PDF problems should be directed to PACER 1-800-676-6856 (not the Systems' Department).
 - READ ECF UPDATES.
 - Check the CM/ECF electronic case record and the Judges' weekly calendar on the web page before calling.

- NUMBER 1:** **Know the Court's website:** www.cob.uscourts.gov
- Local Rules and Transitional Local Rules
 - National and Local Forms
 - General Procedure Orders
 - Specific Chambers' Requirements
 - Guidelines
 - Phone numbers
 - Recent Opinions
 - Brown Bags with Judges and Bankruptcy Bar Meetings
 - Required Fees
 - Links to U.S. Trustee and ABI websites
 - Frequently Asked Questions
 - Weekly Judges' Calendars and 341 Calendars