



LODGING ORDERS CENTRAL DISTRICT OF CALIFORNIA

**TROUBLESHOOTING COMMON ISSUES
WHEN CREATING AND SUBMITTING
ORDERS ELECTRONICALLY**

(December 2009)

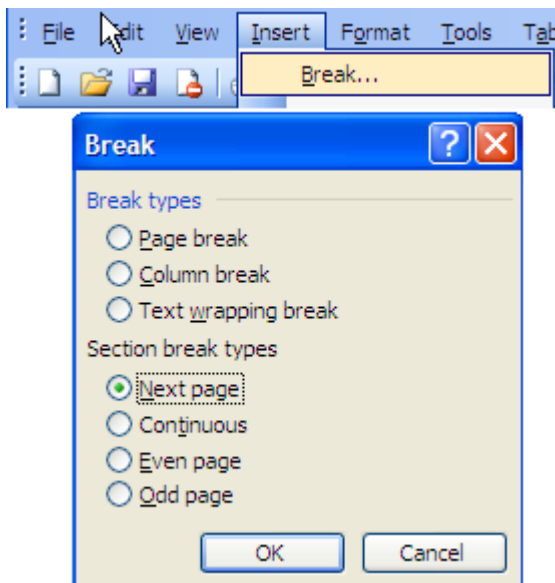
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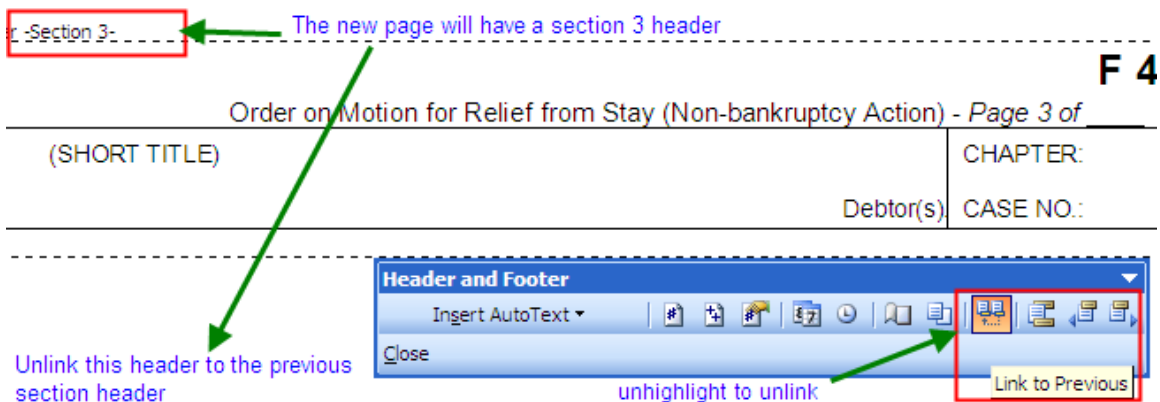
Placing the POS and Notice of Entered Order Headers in an order (See item nine for pleading type orders)

Note: These instructions are for documents that have been created from scratch. If your document is being modified from an existing document, you may experience formatting issues when doing these steps. If so, please refer to the troubleshooting section, or re-create the document from scratch. In certain instances, it may be easier to re-create the document from scratch.

1. Place the cursor at the end of the previous page, then insert a section page/next page.



2. Unlink to previous section.



3. Delete header by highlighting contents and any blank spaces, or manually typeover to reflect the POS header. The main points are to have 1. the POS as a new section, and 2. that section is unlinked to the previous section.

-Section 3-

F 4001-10

Order on Motion for Relief from Stay (Non-bankruptcy Action) - Page 3 of _____

(SHORT TITLE)

CHAPTER:

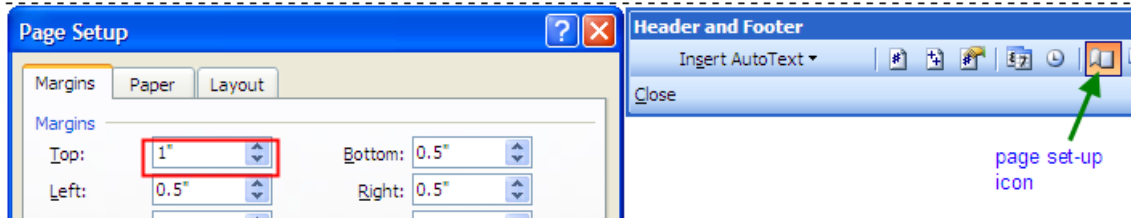
Debtor(s) CASE NO.:

Delete header by highlighting the contents and any blank spaces

4. Edit page margin to 1" on top to place the header correctly.

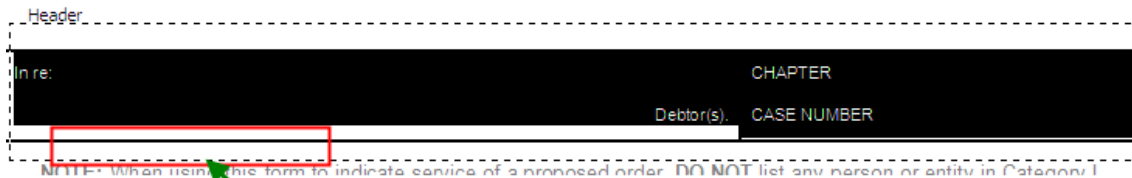
Header ->Section 3-

Click to hide options
Ctrl+Click to pickup Swap colors
Shift+Click to pickup frame color



page set-up icon

5. Open document to be copied and copy the header separately.



Notice that table will not highlight

6. Copy the body of the POS.

_____ Service information continued on attached page

III. SERVED BY PERSONAL DELIVERY, FACSIMILE TRANSMISSION OR EMAIL (indicate method for each person or entity served): Pursuant to F.R.Civ.P. 5 and/or controlling LBR, on _____ I served the following person(s) and/or entity(ies) by personal delivery, or (for those who consented in writing to such service method), by facsimile transmission and/or email as follows. *Listing the judge here constitutes a declaration that personal delivery on the judge will be completed no later than 24 hours after the document is filed.*

_____ Service information continued on attached page

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Date Type Name _____ Signature

7. Type over the footer text to reflect correct form, or repeat step 5 (same way the header was inserted)

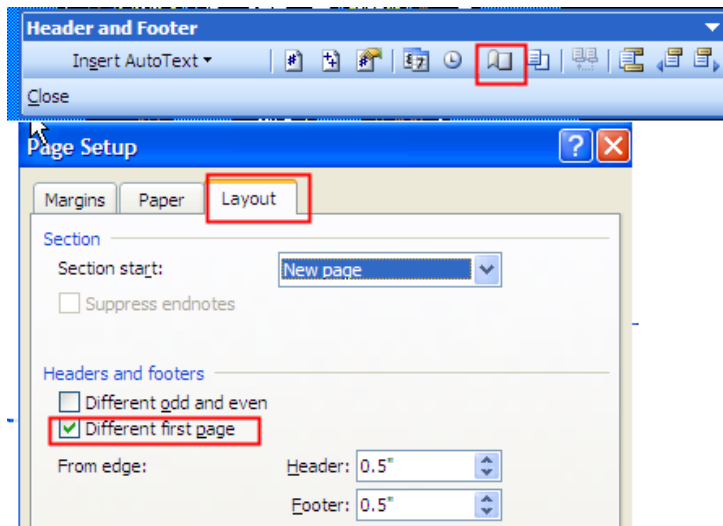
This form is mandatory by Order of the United States Bankruptcy Court for the Central District of California

January 2009

F 9013-3.1

8. For the notice of Entered Order page, repeat the steps as adding the new POS page. A new “section break – Next page” needs to be created since the Notice of Entered Order is a different form number. This is done from the main toolbar: **Insert > Break > Section break types: Next page.**

9. On Pleading type orders: If the first header/footer you want is on the POS, ie in a pleading type order, place the cursor on the page where you want the header/footers to start. Then select page setup from the header/footer toolbar, then select the layout tab and then check the box, “Different first page.”

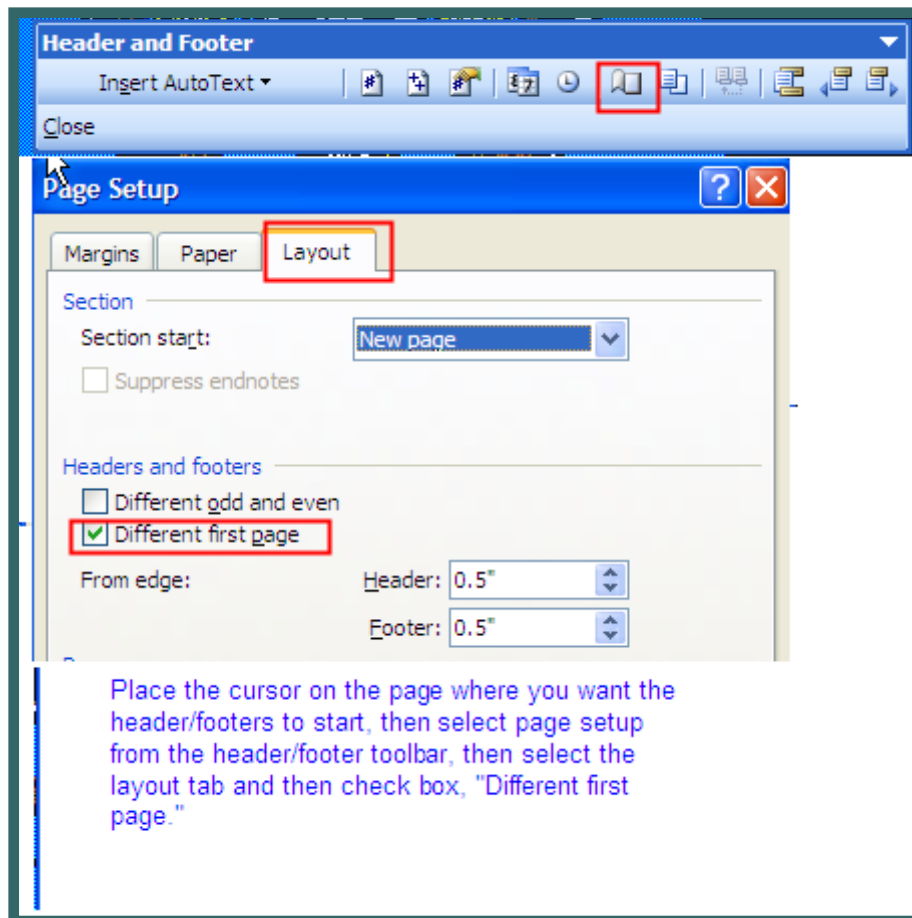


Place the cursor on the page where you want the header/footers to start, then select page setup from the header/footer toolbar, then select the layout tab and then check box, "Different first page."

10. **Tip:** Once one order is created, that order can be used as a template for future orders.

Removing the Header from the First Page

If a header you meant to start on page two appears on page one, place the cursor inside the header on the page where you want the header/footers to start. Then select page setup from the header/footer toolbar, then select the layout tab and then check the box, "Different first page."

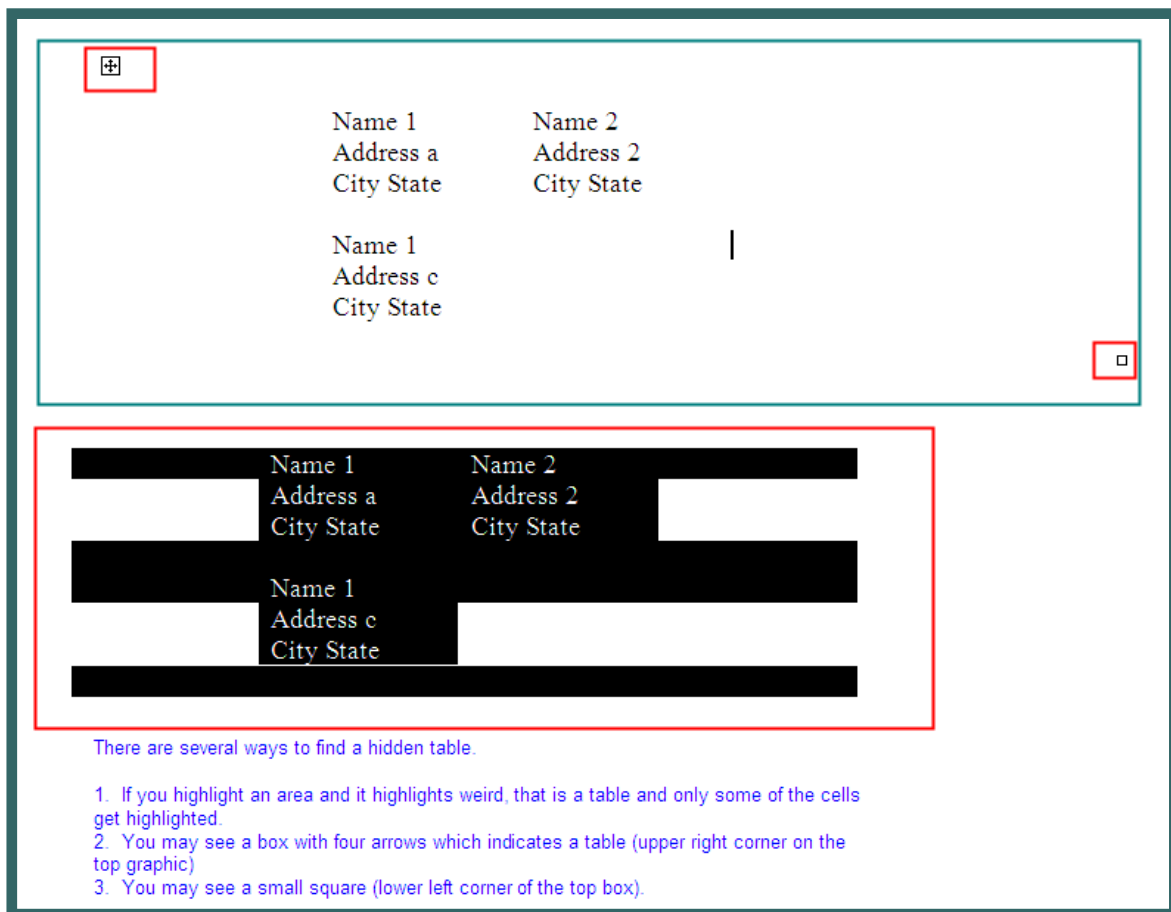


Finding Corrupted Tables in MS-WORD

Try the following steps to find the corrupted table. If you cannot find it, you may have to recreate the order from scratch (copy and pasting may also cause the corrupted code to be copied).

If the order will not open at all, first right-click and if the “Open and Repair” option is displayed, select it. If there is no save icon when the order opens, the order may automatically save when closed (so be careful – make sure to **immediately undo** any command you tried that doesn’t work). Also, if no save icon is displayed, you may select **Ctrl + S** to save your changes.

Once the order opens, find the table. It is safer to open up a blank new document, highlight the entire order and paste it to the blank document. This way, you can find out where the problem is without messing up the document meant to be uploaded. Also print out a hard copy so you don’t lose any information just in case you need to re-create a table or other data.



There are several ways to find a hidden table.

1. If you highlight an area and it highlights weird, that is a table and only some of the cells get highlighted.
2. You may see a box with four arrows which indicates a table (upper right corner on the top graphic)
3. You may see a small square (lower left corner of the top box).

In the image above, the document contains multiple “layers.” Often, you can only see the top layer. If the corrupted table is below the top layer, it can be very difficult to find. What causes this in most cases is that the same template is used over and over and then

someone inserts a new table. The result is the placement of one table on top of another. Examples: A table may previously have been there and deleted, but some remnants of the code remain, or the user may have created a new table because they couldn't see the original table (because the gridlines are hidden, like the sample boxes).

If the corruption is caused by a table in a lower layer, on the copy you have pasted, keep removing parts of the order until you find the table.

3. To get rid of the corruption, get rid of the table. However, if the corrupted table has some data in it, you must re-create the data which usually involves re-creating a new table from scratch.

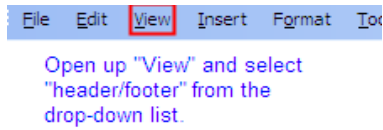
- a. Open up Note-Pad (**Start > Run > Type in Notepad in field, select OK**)
- b. Copy and paste the data in the corrupted cells individually (one cell at a time). Note pad will copy and paste the text only without any code.
- c. Get rid of the corrupted table.
- d. Re-create the data in the order. You will have to create a new table. With some formatting, you can copy and paste the text back into the appropriate cells of the table you have created.

4. Save order. You should now be able to open up the order without any errors.

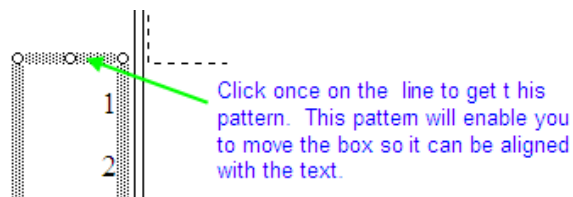
Matching the Pleading Lines with Text

1. Align the pleading lines with the text.

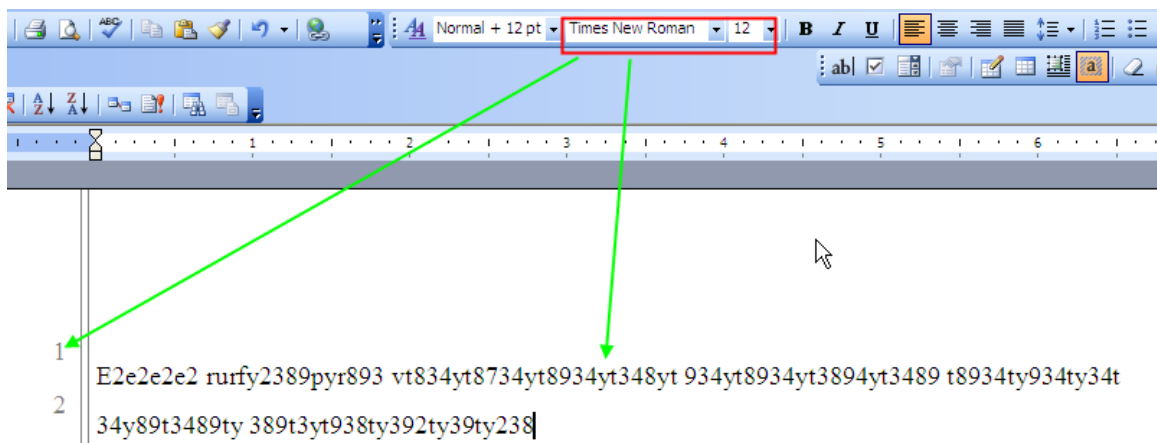
A. View header/footer



B. Click inside the margin to view the text box. Click once on the line to change the pattern.



C. Ensure that the text and the numbers are the same font size and type, i.e., Times New Roman 12



D. Align the numbers and the text. You can do this through manual manipulation, or from the main MS-Word toolbar, **Format > paragraph** to bring up the paragraph dialogue box.

1 Ytryhryhrhrhrh
2 Hrhrrrh
3 rhrhrhrhrhrhrhrhrhr

This can take some manipulation. The first and easiest way to try is to move the text box with the mouse or the "up" arrow key.

But if that doesn't work, close the header/footer and try to align the first line of the text to the numbers.

1 Ytryhryhrhrhrh
2 Hrhrrrh
3 rhrhrhrhrhrhrhrhrhr

4 Highlight first paragraph only and use the "Before" spacing command to line the text up with the line numbers.
5
6
7
8
9
10

Paragraph dialog box showing Spacing settings: Before: 6 pt, After: 0 pt, Line spacing: Exactly, At: 24 pt.

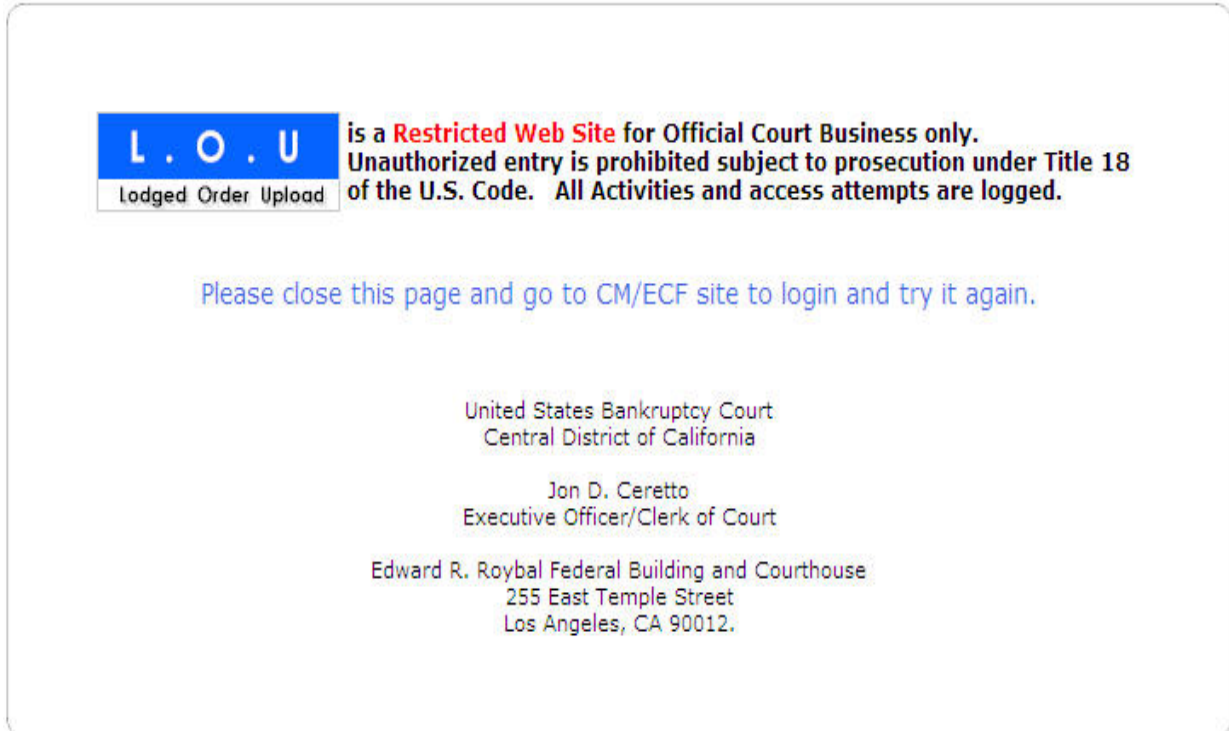
E. Ensure that both the lines and the text have the same line spacing commands. This should keep the lines and text aligned throughout the document.

1 Ytryhryhrhrhrh
2 Hrhrrrh
3 rhrhrhrhrhrhrhrhrhr

Line spacing: Exactly, At: 24 pt

Issues Encountered When Uploading an Order

1. Restricted Web Site



LOU validates the user via ECF. If you receive this message, you have timed out of ECF. Logout of ECF and log back in to begin a new session in LOU.

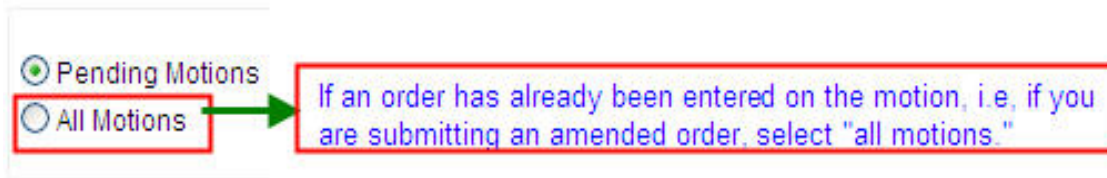
2. Invalid Case Number

Invalid Case Number with format (yy-nnnnn)

LOU does not recognize the case number you have entered. One of the following applies:

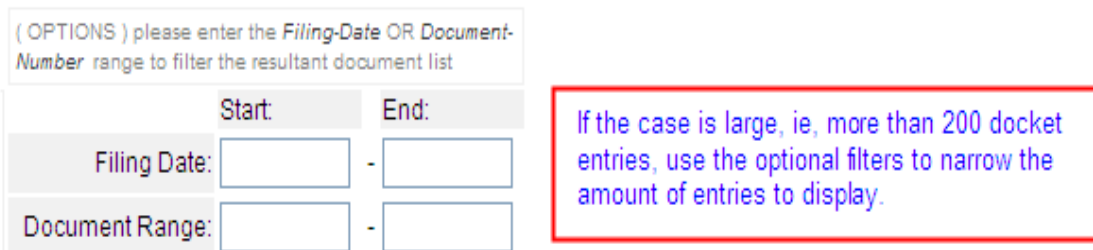
- A. You have typed in a Bankruptcy Case number under the ECF Adversary menu.
- B. You have typed in an Adversary number under the ECF Bankruptcy menu.
- C. The case number you typed is improperly formatted, or really does not exist.

3. Choosing "Pending Motion," or "All Motions"



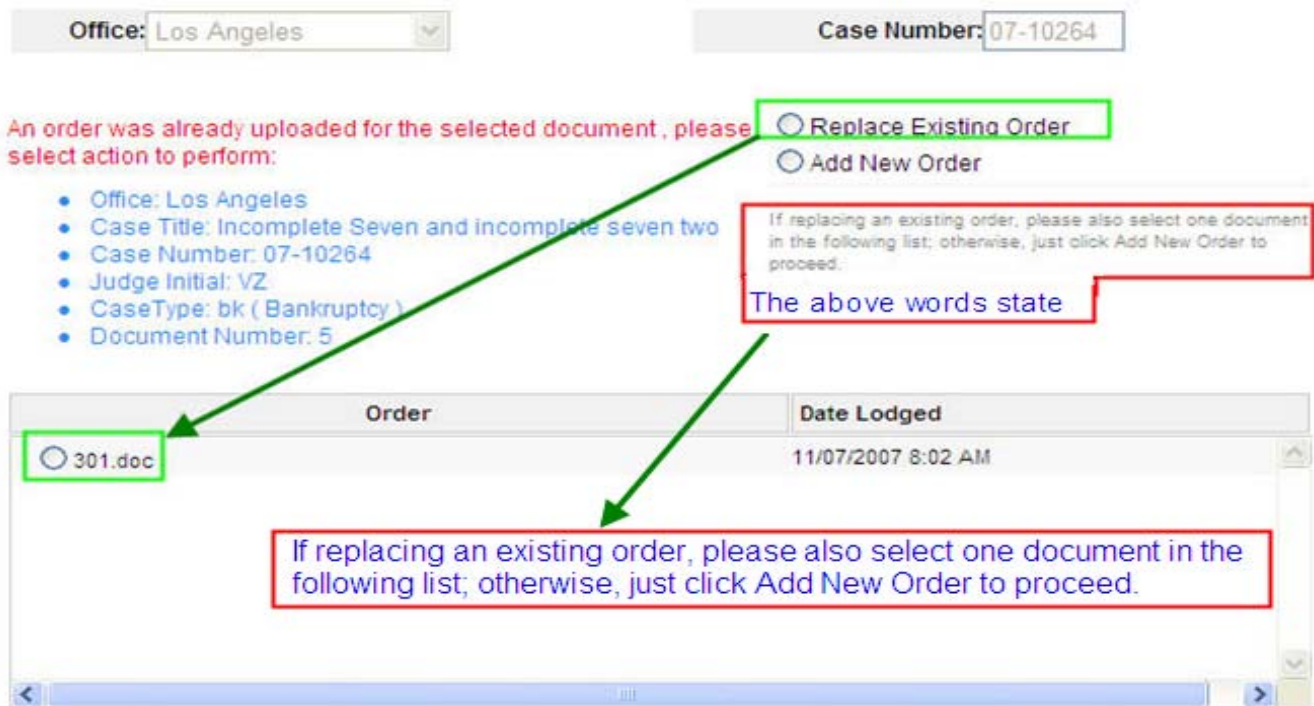
"Pending motion" will only display motions in which an order has not yet been entered. If an order has already been entered on a motion, select "All motions" to display all motions docketed to that case.

4. Selecting a range to filter results.



In large cases, using a filter will display the list of motions much faster and will prevent time outs by the system.

5. Replace an Order or Add an Order



If you have already uploaded an order on the selected motion, you will be asked to **re-place** an existing order or **add** a new order. If a court user has not “checked-in” an order, you may replace, otherwise, select “Add New Order.” First, try to “replace” the order. If you receive a message stating that the order cannot be replaced because the court has checked it in, go back and select “Add new order.” If the court calls you and asks you to resubmit an order, ask whether you should select “Replace Order” or “Add New Order.”

6. Upload error message – error with document

INFORMATION :

The upload process accepts Judicial Orders only in MS Word Format without hyperlinks, macros nor security protection. We find your order has the following, please remove it and try again.

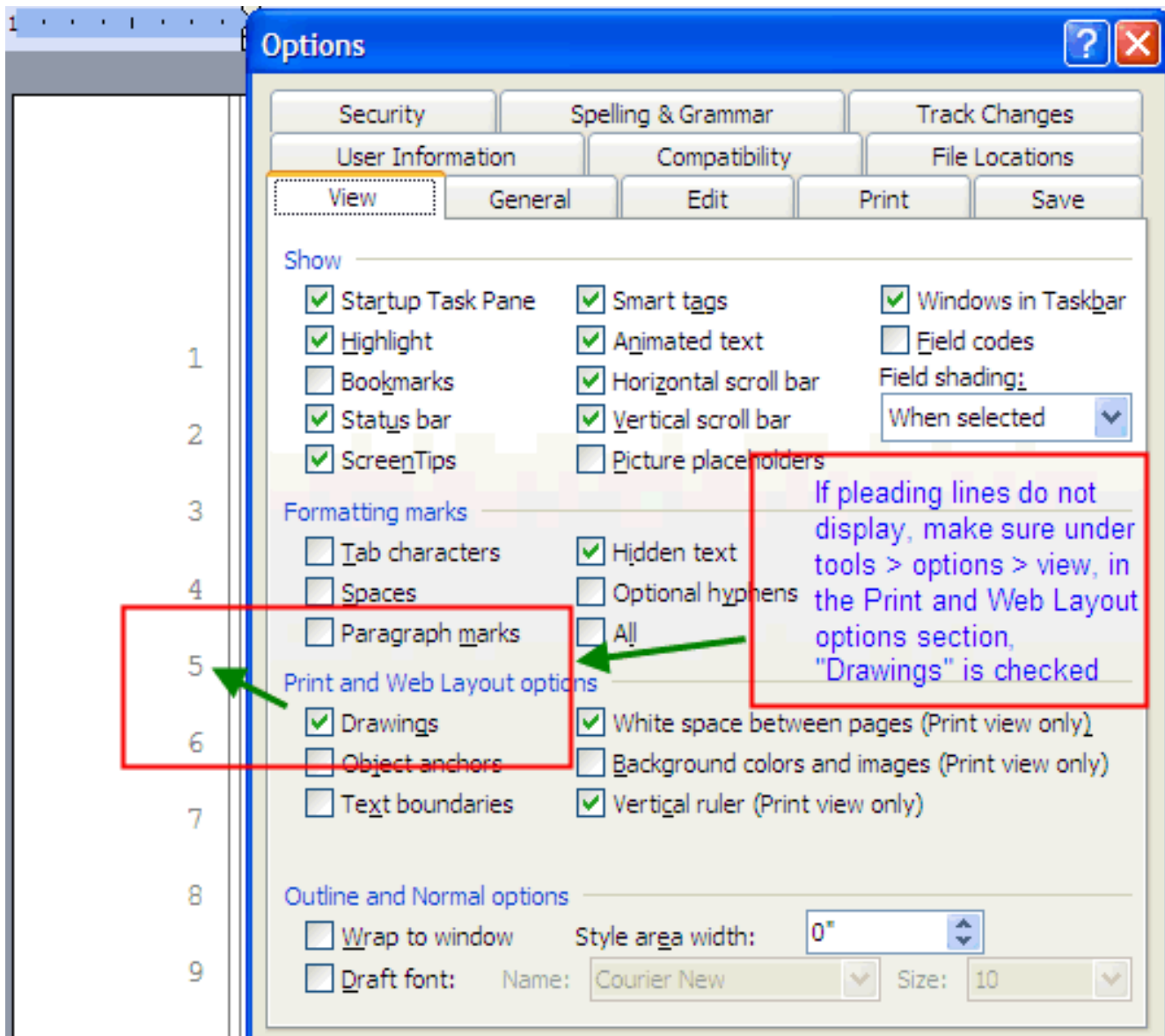
• Macros

LOU will only accept orders created in MS-Word. LOU adheres to the CM file limit size of 2.0 MB. If LOU detects a problem with the way the order was created, i.e., usage of macros, hyperlinks, or improper document type, such as pdf., you will receive this message. Please note acceptance by the electronic system does not mean the order will not be marked “unused” upon staff review for formatting/creation purposes, i.e., order is locked and prevents judge from interlineating (editing).

Displaying the Pleading Lines When Viewing a Document

Sometimes, when viewing a document, the pleading line numbers will not display. This is most likely due the settings associated with the document. To change the setting to display the pleading line numbers, do the following:

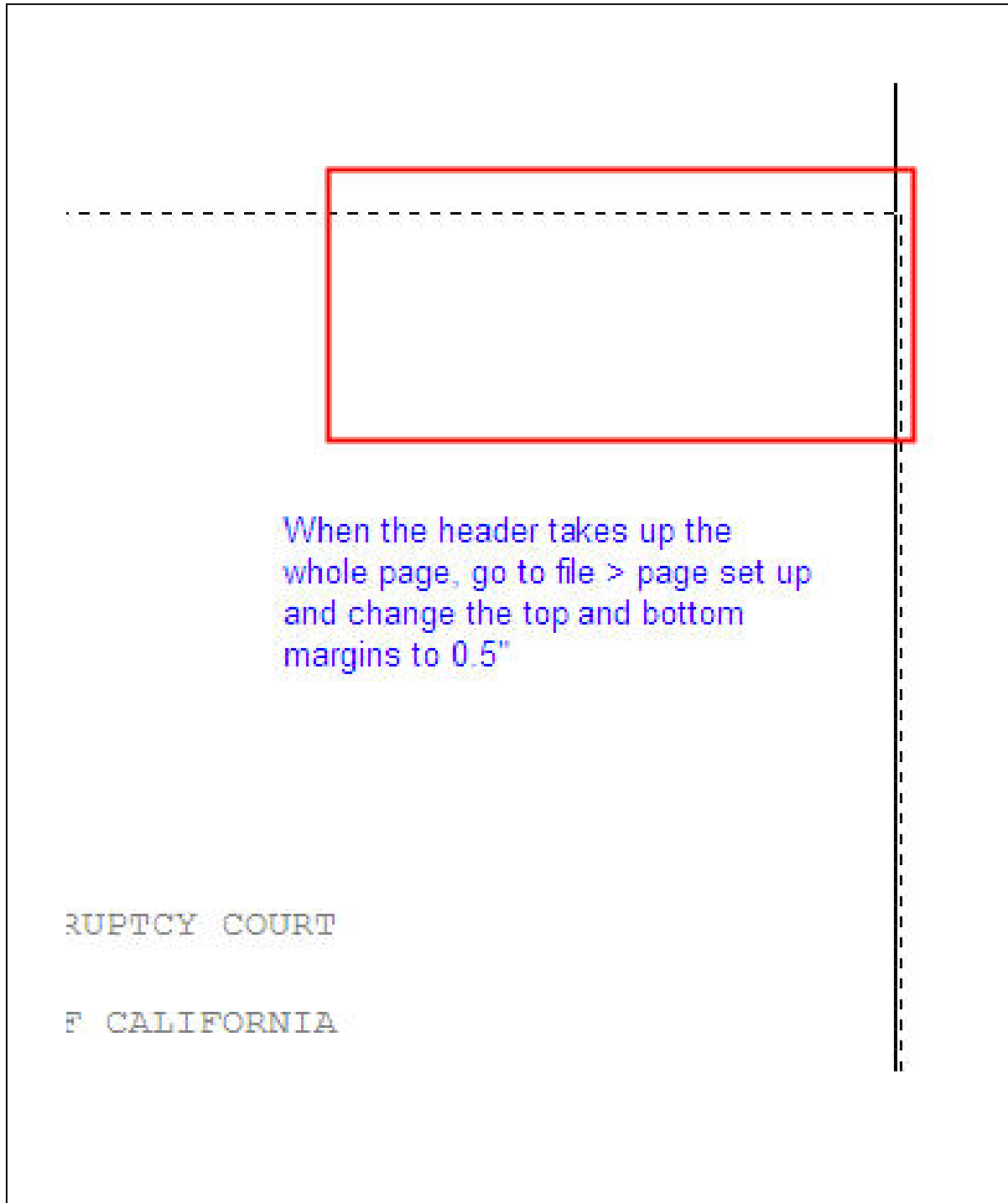
1. Under Tools, select options
2. Select view
3. In the Print and Web Layout section, ensure that the “Drawings” checkbox is checked.



VISUAL TROUBLESHOOTING

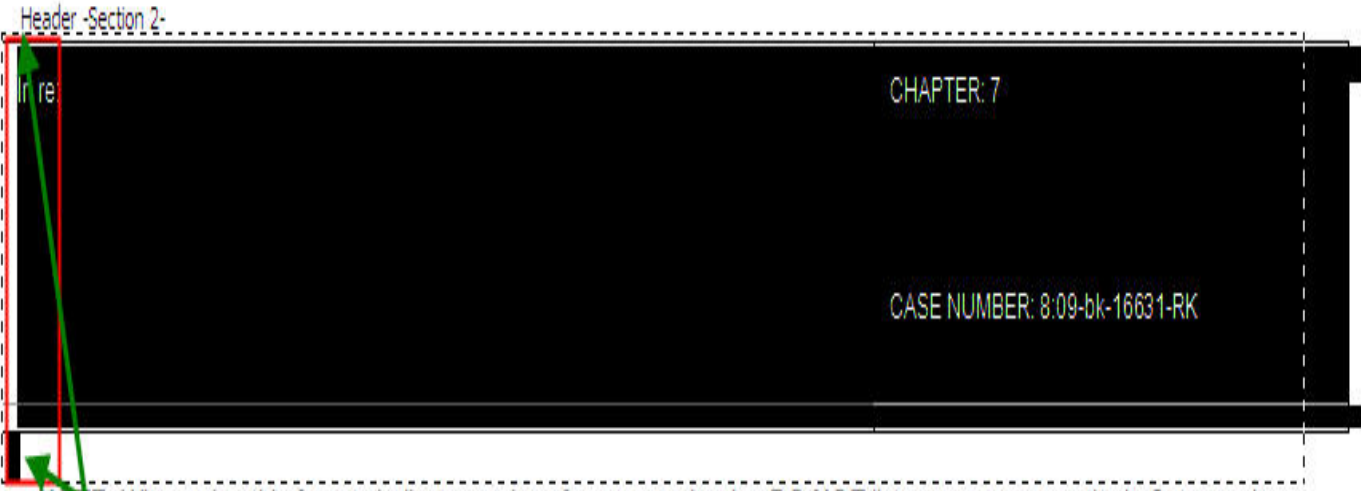
When the Header Takes Up the Whole Page

When the header takes up the whole page, go to file > page set up and change the top and bottom margins to 0.5"



Adjusting the Size of the Header Box

When the header box is really large (header box is marked by the dashed lines), highlight the box, and make sure the height and length of the box is highlighted. Right click, choose paragraph, and select "single" in the spacing field. If you want to reduce the size smaller, highlight only the section outside of the table, and select a smaller font size.

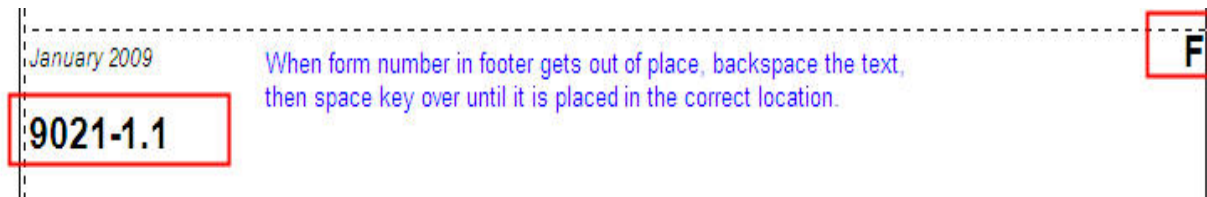


NOTE: When using this form to indicate service of a proposed order DO NOT list any person or entity in Category I

When the header box is really large (header box is marked by the dashed lines), highlight the box [make sure the height and length of the box is highlighted [see red border]] right click, choose paragraph, and select "single" in the spacing field.

Fixing the Placement of the Form Number in Footer

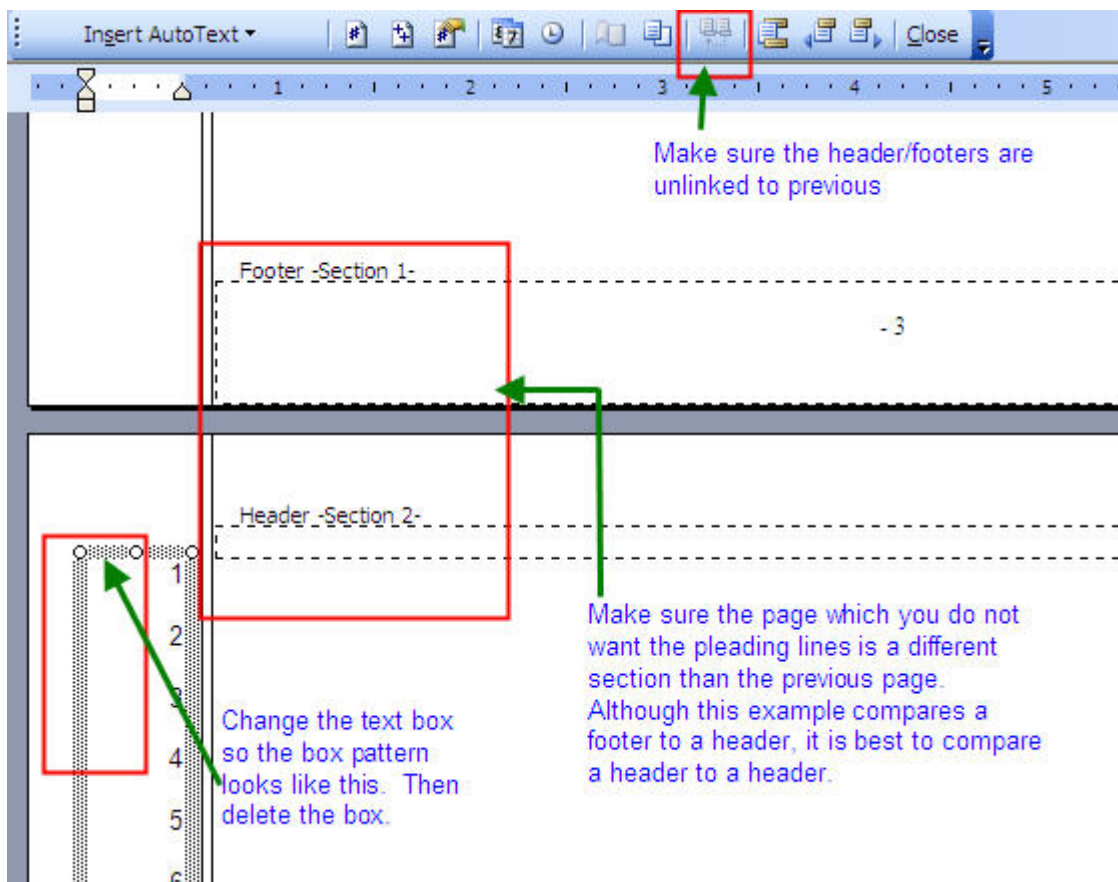
When the form number is out of place in the footer, press the space bar until it is in place. Remember to ensure that the footer box is single spaced. Also, since the form number is usually a larger font size, make sure that it is the only text with the larger font size.



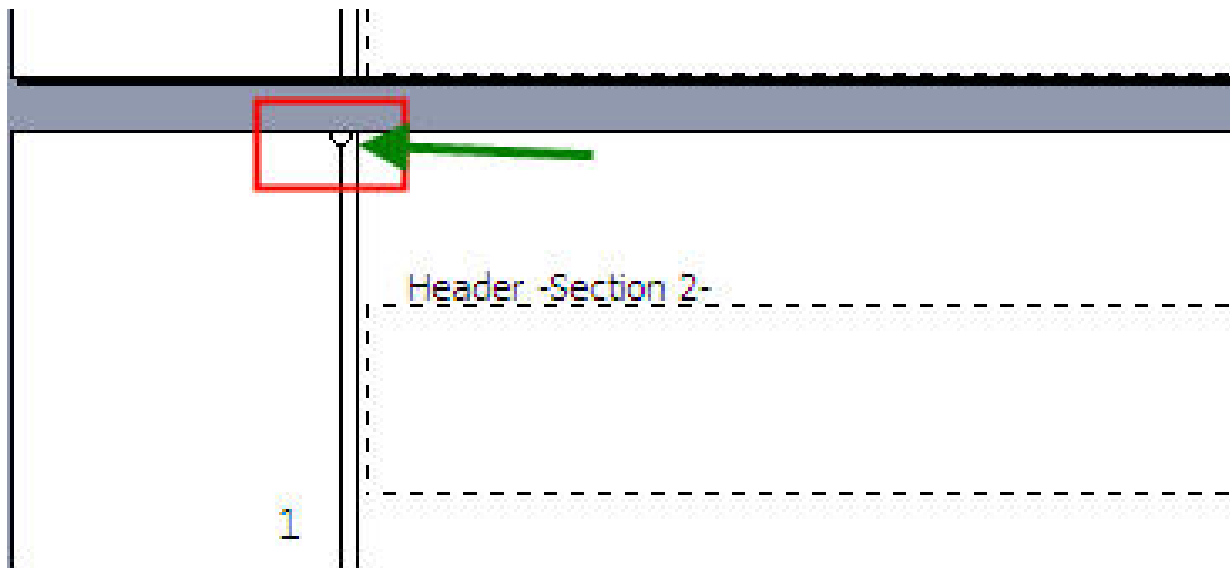
Removing the Pleading Line Numbers From a Page

In order to remove the pleading line from a particular page, do the following:

1. View the Header/Footers for the document, **View > Header/Footer**.
2. Ensure that the header on the page which you want the numbers removed is unlinked to the previous header section. Although the illustration below compares a header to a footer, it is best to compare a header to a header.
3. Click on the side of the page where the pleading numbers are located to display the text box.
4. Click on the border of the text box to change the pattern on the border of the box.
5. Hit the **delete** key to delete the text box.



Removing Pleading Lines From a Page

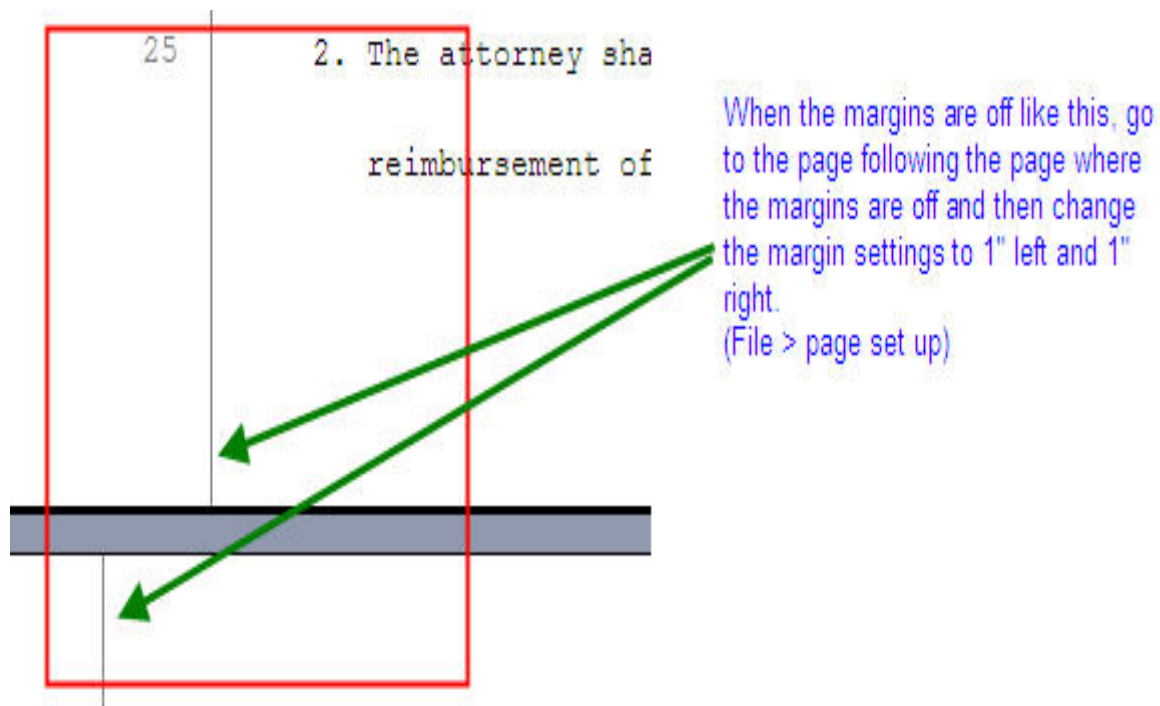


Removing the pleading line from a page

1. If you want to remove a line from one page only, make sure that the page is assigned its own section. In this case, it is Section 2.
2. Click on the top of the line so that a circle displays on top of the line.
3. Click delete.

Correcting the Margins on a Specific Page

When the margins on one page are “off,” place the cursor on the page that follows the “off” page and then change the left and right margin settings (File > page set up). Usually the margin settings are 1”, but set the margins to match the page with the proper margins.



Correcting an Unclean Paste

Copying and pasting sometimes does not work cleanly. Usually, the two areas that are not clean are spacing and font size.

In box one, the text pasted over double-spaced, highlight the affected text, select paragraph and change the spacing to “single.”

In box two, the pasted text runs off the page. To correct this, highlight the affected text and change to a smaller font.

III. **SERVED BY PERSONAL DELIVERY, FACSIMILE TRANSMISSION OR EMAIL** (indicate method for each person or entity served); Pursuant to F.R.Civ.P. 5 and/or controlling LBR, on _____ personal delivery on the judge will be completed no later than 24 hours after the document is filed.

1

2

1. When copying and pasting and extra space is created, it is usually a spacing command. Highlight the affected text, select paragraph and fix the spacing to "single."

2. Also, if the text runs off the page, change to a smaller font, ie from 10 to 9.