

United States Bankruptcy Court Central District of California



TRANSCRIBER INFORMATION & PROCEDURES:

Includes CM/ECF Transcript Filing & Upload Procedures

(rev. June 28, 2019)

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1 Electronic Availability of Transcripts

In September 2007, the Judicial Conference adopted a plan that incorporates transcripts of court proceedings in the electronic case file system, while recognizing the court reporters' statutory authority to sell copies of transcripts. CM/ECF release 3.3.1 incorporates this policy. Under this policy a transcript may be viewed (but not printed) in CM/ECF at the court's public terminal for 90 days after the filing of the transcript.

In order to meet the strict deadlines associated with the restriction of the transcripts, it is necessary to require that the transcribers file the Transcripts electronically using the CM/ECF System.

2 PACER Access for Transcribers

The PACER account is needed to **VIEW** documents only. It will allow you to **access the document once - without being charged PACER fees**. When the document is opened for the first time, it should be either **Printed** or **Saved** to a local computer for future reference. Accessing the same document twice may incur PACER fees.

3 Case Numbers

In the Central District of California, the complete case number(s) must be noted on the title page of a transcript. There are two types of case numbers:

- Bankruptcy Case (or "Main Case") number.
- Adversary Proceeding (or "Adversary Case") number.

For a transcript on an adversary proceeding, both the main case number and adversary proceeding case number should be noted on the title page. Below are examples of complete case numbers.

Breakdown of a Complete Case Number				
▪ Bankruptcy Case: 6:11-bk-21212-WJ				
▪ Adversary Proceeding: 6:11-ap-01830-WJ				
Division Code	Year Case was Opened	Case Type	Case Number	Judge
6	11	BK	21212	WJ
6	11	AP	01830	WJ

4 Division Codes

Courthouse locations are referred to as “Divisions” or “Divisional Offices.” Each division uses the same series of case numbers. Therefore, CM/ECF places a division code at the beginning of every case number. You should become familiar with the division code numbers as this will aid in locating the appropriate case when filing a transcript in CM/ECF.

USBC - Central District of California		
Division Code	Division	Courthouse Location
1	San Fernando Valley	Woodland Hills
2	Los Angeles	Los Angeles
6	Riverside	Riverside
8	Santa Ana	Santa Ana
9	Northern	Santa Barbara

5 Judge Initials

Each judge has a two-character code (usually the judge’s initials). When a case number is assigned to a judge, that judge’s code is the last two characters of a case number. Below are the current judge codes as of this writing. For the most current information regarding case numbers and judge codes, go to the Court’s website <http://www.cacb.uscourts.gov/rules-procedures>, Court Manual, Section 1.5, “Case and Adversary Numbers”

Judge	Code	Judge	Code
Alan M. Ahart (retired)	AA	Sandra R. Klein	SK
Theodor C. Albert	TA	Robert Kwan	RK
Martin R. Barash	MB	Geraldine Mund (retired)	GM
Neil W. Bason	NB	Robin L. Riblet (retired)	RR
Catherine E. Bauer	CB	Ernest M. Robles	ER
Sheri Bluebond	BB	Barry Russell	BR
Julia W. Brand	WB	Deborah J. Saltzman	DS
Peter H. Carroll (retired)	PC	Erithe A. Smith	ES
Scott C. Clarkson	SC	Maureen A. Tighe	MT
Thomas B. Donovan (retired)	TD	Mark S. Wallace	MW
Mark D. Houle	MD	Scott H. Yun	SY
Wayne E. Johnson	WJ	Gregg W. Zive (recalled)	GZ
Victoria S. Kaufman	VK	Vincent P. Zurzolo	VZ

6 Transcript Formatting Standards

- Review the Court's Addendum to **Request for Proposal and Scope of Work, Transcription Service Providers Project** dated March 4, 2013.
- Do not use independent judgment to complete the record when audio is unintelligible or missing. Do not state in the text that an exhibit has been marked or moved into evidence unless the judge has indicated it on the record. For more information see Appendix A attached to Memorandum dated July 17, 2017.
- When in doubt, please contact the Court by email at TranscriptsTech@cacb.uscourts.gov and include transcript order number, case number, hearing date and time and hearing judge. If urgent call ECF Help Desk (213) 894-2365.
- See the **Guide to Judiciary Policy, Volume 6: Court Reporting, Chapter 5: Transcripts** at http://www.uscourts.gov/uscourts/FederalCourts/Publications/Guide_Vol06.pdf

6.1 Title Page

- **Bankruptcy Case (aka Main Case):** See example "[Mock Transcript bk](#)" at www.cacb.uscourts.gov > CM/ECF Training and Registration > CM/ECF Online Training Modules.
- **Adversary Proceeding:** Must be double-captioned and include the main bankruptcy case number as well as the adversary proceeding number per the [Court Manual, section 2.5\(c\) Caption and Format of Title Page](#) at www.cacb.uscourts.gov > Rules & Procedures > Court Manual. See example "[Mock Transcript ap](#)" at www.cacb.uscourts.gov > CM/ECF Training and Registration > CM/ECF Online Training Modules.

7 Overview of Transcript Ordering Process

There are docket events related to the Transcript Order Form that are designed to allow anyone with PACER access to track the status of a transcript order. They are:

- **Transcript Order Form**
- **Transcript Record Transmittal**

With these events putting information regarding the ordering of a transcript onto the docket, ECF filers should be able to identify which hearing is being transcribed and know who to contact for a copy.

7.1 Transcript Order Form

The transcript-ordering party with an ECF account must file the Transcript Order Form in CM/ECF on the related case docket using the event code, "**Transcript Order Form (Public Request)**." Self-represented litigants and parties without an ECF account may hand-deliver or mail the form to the divisional office where the hearing was held. The Clerk's Office will file a transcript order form on behalf of a self-represented litigant and the occasional party who does not have an ECF account. The Clerk's Office will also file a transcript order form for a judge.

NOTE: Transcriber cannot file a Transcript Order Form on behalf of a client. The Court does not take transcript orders via fax, email or telephone.

The official record of court proceedings is transcribed by a court-approved transcriber from materials provided to that transcriber by the court. When a Transcript Order Form is filed with the Court, the Court will forward the order form and hearing information to the Transcription Service Provider designated on the Transcript Order Form. (Also see Court Manual Section 1.15 Transcript Ordering Instructions).

NOTE: Transcribing a bankruptcy court hearing from materials provided to you (including a CD or any other media) by anyone other than the Bankruptcy Court and designating the transcript an official record of a court hearing is unacceptable. Filing such a transcript on the Court's case docket is unacceptable. Failure to abide by this policy can result in your removal from the Court's approved list of Transcription Service Providers.

When a Transcript Order Form is received, the court will forward the hearing information and the materials for transcription to the Transcription Service Provider that the ordering party designates on the Transcript Order Form. It is the Transcription Service Provider's responsibility to contact the court if the provider cannot complete the transcript; upon notification, the Court will forward the order form and materials to the designated Alternate Transcription Service Provider. If an alternate is not listed on the order form the clerk will contact the ordering party to obtain one.

7.2 Types of Transcript Requests

There are five (5) types of transcript requests:

- **Ordinary:** A transcript to be delivered within thirty (30) calendar days after receipt of deposit.
- **14 Days:** A transcript to be delivered within fourteen (14) calendar days after receipt of deposit.
- **7 Days:** A transcript to be delivered within seven (7) calendar days after receipt of deposit.
- **3 Days:** A transcript to be delivered within three (3) calendar days after receipt of deposit.
- **Daily:** A transcript to be delivered within 24 hours after receipt of deposit.

For daily (24 hour) delivery transcript orders, upon receipt of the Court's automated email regarding a ZIP file being uploaded to the transcription service provider's FDS webpage, transcriber shall confirm via email that the transcript order has been received and the ability to complete the request.

NOTE: If transcriber cannot complete the Daily transcript within 24 hours, immediately notify the Court through TranscriptsTech@cacb.uscourts.gov.

In order to ensure a trouble-free download, please use Internet Explorer (IE) when accessing CM/ECF and the File Download Site.

7.3 Matters on Related Cases Heard Together at the Same Time

If a matter is called and heard at the same time as other related cases, the ordering party may submit one Transcript order form including all case numbers. The completed transcript should be docketed to all cases that were heard at the same time. Contact the ECF Help Desk at 213-894-2365 with any questions regarding this issue.

7.4 Partial Transcripts

When the requesting party orders a partial transcript, the transcriber shall use the text box, *Title of the matter being heard* in CM/ECF, when filing the transcript onto the case docket to indicate that the transcript is partial and what it is regarding. **See step 16** at [10.3.1 Bankruptcy Case Docket \(aka Main Case Docket\)](#) or [10.3.2 Adversary Proceeding Case Docket Procedures for filing instruction](#).

7.5 Sealed Cases/Sealed Transcripts:

Hearings in bankruptcy cases filed under seal can be transcribed by an approved transcription agency. **DO NOT ELECTRONICALLY FILE transcripts under seal or transcripts in sealed bankruptcy cases.** The Transcriber must deliver a hardcopy of the sealed transcript to the Court inside of a manila envelope. Mark the manila envelope "Under Seal," include a copy of the transcript order form and place them inside a carrier envelope to be delivered to the clerk's office. The outside of the envelope should include the intake clerk's contact name. Contact the ECF Help Desk at 213-894-2365 for intake information and contact name.

7.6 Downloading ZIP Files from The Court's File Download Site (FDS)

The File Download Site, or FDS, is the Central District of California's proprietary means for sending work to the transcriber electronically via the internet. An individual FDS webpage is created for each Transcription Service Provider authorized to do transcription work in this district. Each authorized provider is assigned a login and password. To access the FDS, go to <https://efile.cacb.uscourts.gov/transcriptions/transcriptions.nsf>.

When a court clerk uploads the ZIP file to a transcriber's webpage, that upload generates an automated email alerting the designated transcriber to log onto the FDS and download the ZIP file. Upon download the ZIP file from the Court's file download site (FDS), please compare the Transcript Order form to the information on the FDS web page:

- Is the order number on the Transcript Order Form the same as on your FDS page?
- Is the Judge, Debtor, hearing date on the form the same as on your FDS page?
- Are you the primary transcriber selected on the Transcript Order Form?

If the answer to any of these questions is **No**, then the clerk processing the transcript order may have uploaded the wrong ZIP file from a different transcript order meant for, or already uploaded to, another transcriber.

For the Clerk's Office to remedy this clerical error quickly and to upload the correct ZIP file so that you can begin working on the intended transcript order:

- Immediately forward the automated email you received from the Court to TranscriptsTech@cacb.uscourts.gov
- Attach the PDF of the incorrect transcript order form to your email
- Explain that the materials in the ZIP file do not match the information in the email or on your FDS page.

These steps will quickly help the Clerk's Office to understand and remedy the problem. The correct ZIP file will be uploaded for the intended transcript order.

7.7 Transcript Record Transmittal

Clerks must prepare the records necessary for the transcriber to create the transcript. Upon transmitting the order form, audio, log notes, and other related materials to the transcriber—typically via the Court’s File Download Site (FDS)—the clerk will then docket the **Transcript Record Transmittal** (see Figure 1) and relate it back to the transcript order form. **Transcript Record Transmittal** puts information onto the case docket for the public, the transcriber, and staff, such as the transcript order number, the hearing date being transcribed, and the name and phone number of the transcription agency that now has the Court’s materials. Parties can now see when to contact a transcriber for status updates.

7.8 Transcripts Completed and Filed

Upon completing a transcript, the transcriber shall file and upload it to CM/ECF (See Figure 1). The transcript PDF is restricted to Court staff and public computer terminal viewing for 90 days (see *Deadlines for Monitoring Filed Transcripts*). (See example at Figure 1)

Filing Date	#	Docket Text
10/17/2013	147 (1 pg)	Transcript Order Form, regarding Hearing Date 10/11/2013 Filed by Debtor David K Mancini (RE: related document(s) 92 Motion for Relief From Stay). (Attorneyfiler, Joe) (Entered: 10/17/2013)
10/17/2013	148	Transcript Record Transmittal (Court transcript records have been uploaded to FDS). For Order Number: 13-GM-23. RE Hearing Date: 10/11/13. [TRANSCRIPTION SERVICE PROVIDER: TRANSCRIBERS R US , Telephone number 213-555-5555.] (RE: related document(s) 147 Transcript Order Form) (Doejane, Jessica) (Entered: 10/18/2013)
10/21/2013	154 (1 pg)	Transcript regarding Hearing Held 10/11/13 RE: Motion for Relief From Stay. Remote electronic access to the transcript is restricted until 1/21/2014. The transcript may be viewed at the Bankruptcy Court Clerk's Office on a public terminal or purchased through the Transcription Service Provider before the transcript access restriction has ended. [TRANSCRIPTION SERVICE PROVIDER: TRANSCRIPTS R US, Telephone number 213-555-5555.] (RE: related document(s) 147 Transcript Order Form) Notice of Intent to Request Redaction Deadline Due By 10/28/2013. Redaction Request Due By 11/12/2013. Redacted Transcript Submission Due By 11/21/2013. Transcript access will be restricted through 1/21/2014. (Transcriber. Jo) (Entered: 10/21/2013)

Figure 1

7.9 Transcript Payments

7.9.1 Public Transcripts

Transcribers must work directly with their customer to collect transcript fees. Rates may vary but cannot exceed maximum charges set by the Judicial Conference of the United States (maximum rates are listed at www.cacb.uscourts.gov/transcripts).

7.9.2 Judge Ordered Transcripts

1. Upon receipt of the judge-ordered transcript order form and transcription materials from the court, calculate the cost and email your quote to the court's Procurement

Department with the transcript order form attached at procurement@cacb.uscourts.gov **prior** to commencement of work.

2. Begin working on the transcript (no need to wait for a response from the Procurement Department as this step merely helps Procurement staff to begin the necessary paper work to pay you).
3. Upon filing the completed Transcript onto the case docket, **attach your Billing Invoice and a copy of the Transcript Order Form to an email to procurement@cacb.uscourts.gov.**
4. Meanwhile, Procurement will note the cost in their records, set money aside for payment, and wait for the Billing Invoice. They later verify the invoice against the transcript order form and your fee against the number of transcript pages. Procurement then authorizes the Financial Services Department to pay you.

8 Billing

8.1 Billing Invoice

- Upon sending the judge (and e-filing) the transcript, prepare the billing invoice.
- Billing invoice is to be made out to **United States Bankruptcy Court, Central District of California**. The agency pays you, not the judge or a staff member.
- In the body of the billing invoice, reference the judge who requested the transcript, the case number, the Court's transcript order number (e.g.16DS21), and hearing date for yours and our records.
- Contact Procurement with any questions about billing and payment for transcripts requested by a judge. E-mail the billing invoice to the Procurement Department at procurement@cacb.uscourts.gov. In the event an email cannot be sent, send Procurement Department the invoice at this address:

United States Bankruptcy Court, Central District of California
255 East Temple Street
Los Angeles, CA 90012
Attention: Procurement Department

NOTE: DO NOT BILL THE JUDGE OR A COURT EMPLOYEE. DO NOT SEND THE BILLING INVOICE TO THE JUDGE. This could delay you being paid. Chambers staff may not realize its significance and they may not forward your invoice to the Procurement Department. Contact Procurement with any billing and payment questions at procurement@cacb.uscourts.gov.

8.2 Fee Waiver on Transcripts

Occasionally, the requesting party will obtain a court order that waives transcription fees; upon such a waiver, the U. S. Government pays the transcription agency for the transcript. Unless Court provides you with the court order waiving fees with the materials sent to you in the ZIP file, **DO NOT ASSUME that the Bankruptcy Court or the clerk that processed the transcript request is aware of the court order authorizing the customer's fee waiver.** Because transcript fee waivers are very rare, and to avoid confusion, please follow these steps:

Email TranscriptsTech@cacb.uscourts.gov regarding your client's fee waiver and attach the following:

- a) Transcript request form (transcript type: 30 days)
- b) The court order waiving the fee (you may obtain it from the client or PACER)
- c) Wait for authorization

Once the transcript is completed, **bill the United States Bankruptcy Court, Central District of California** (see section 8.1 of this manual titled Billing Invoice).

9 Transcriber Registration and Training to Access CM/ECF

In order to file transcripts electronically for the United States Bankruptcy Court for the Central District of California, transcribers (i.e. limited access filers) must register and either provide proof of proficiency in ECF or complete an online training course.

To obtain a CM/ECF registration form, contact the ECF Help Desk. (See last page of this booklet for contact information.)

10 Filing Transcripts Electronically

10.1 Signature Line

IMPORTANT! Before your document is converted into a PDF file, ensure that signature lines have an **/s/** followed by your typed name. The use of a registered ECF User's login and password to file a document electronically shall constitute the signature of the registered ECF User on the document being electronically filed.

10.2 Document Format

Before accessing the CM/ECF system, ensure that your document:

- Is converted to portable document format (PDF) for electronic filing.
- File size does not exceed 5 megabytes or 5MB. If the file size exceeds 5MB, break up the transcript into more than one PDF file before uploading (you may include up to 5 attachments).

The following docket events will be used by the transcribers when filing a transcript on both Bankruptcy Cases and Adversary Proceedings:


- **Transcript**
- **Redacted Transcript**

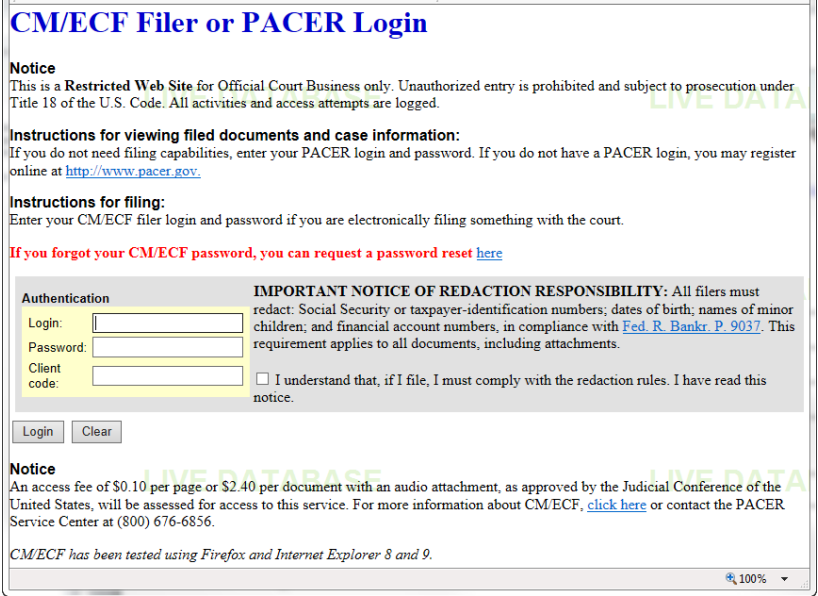


To access these docket events in CM/ECF, from the blue Main Menu bar select **Utilities > File a Transcript**.

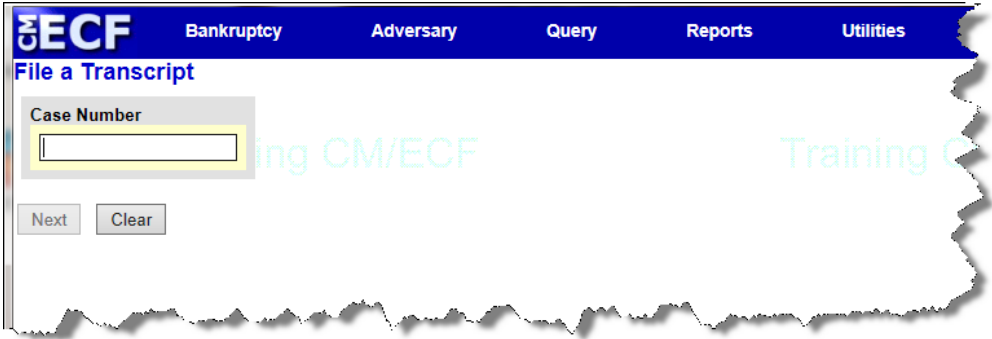



TIMEOUT WARNING! Complete entries within a period of 20 minutes. CM/ECF will time out your session after 20 minutes of being idle.

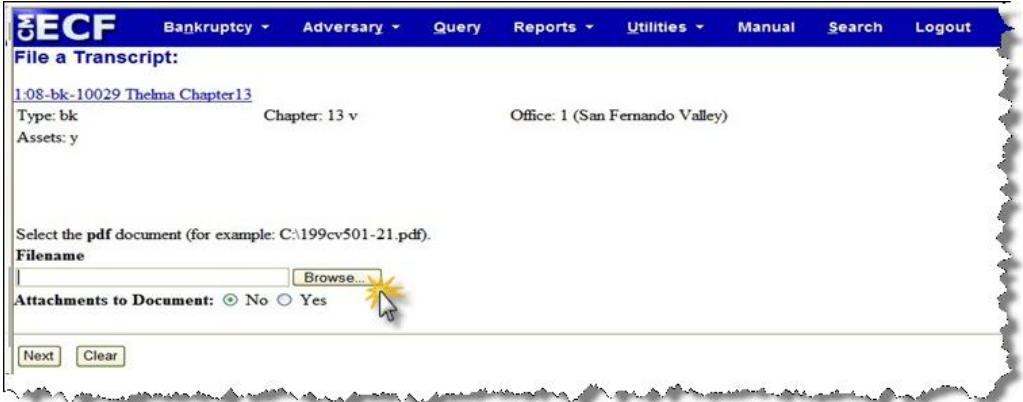
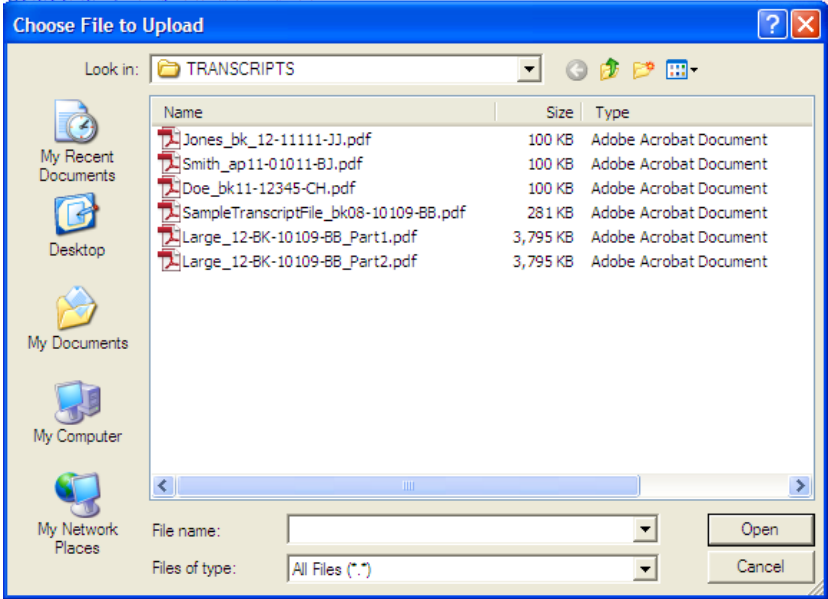
10.3 How to File a Transcript

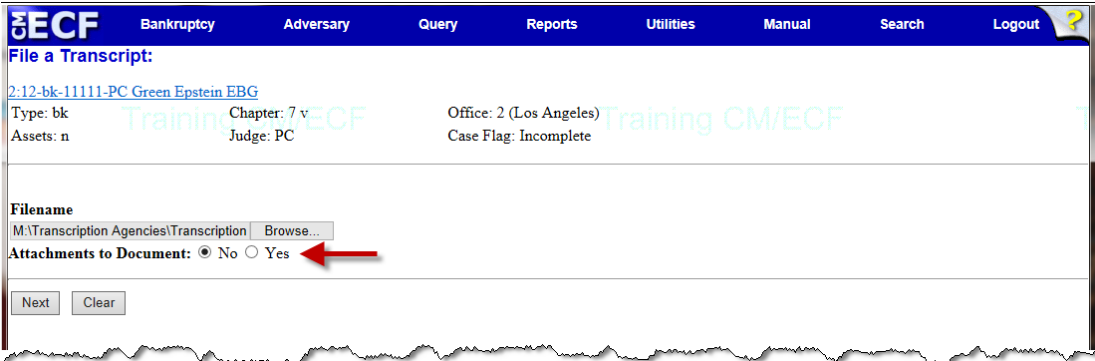
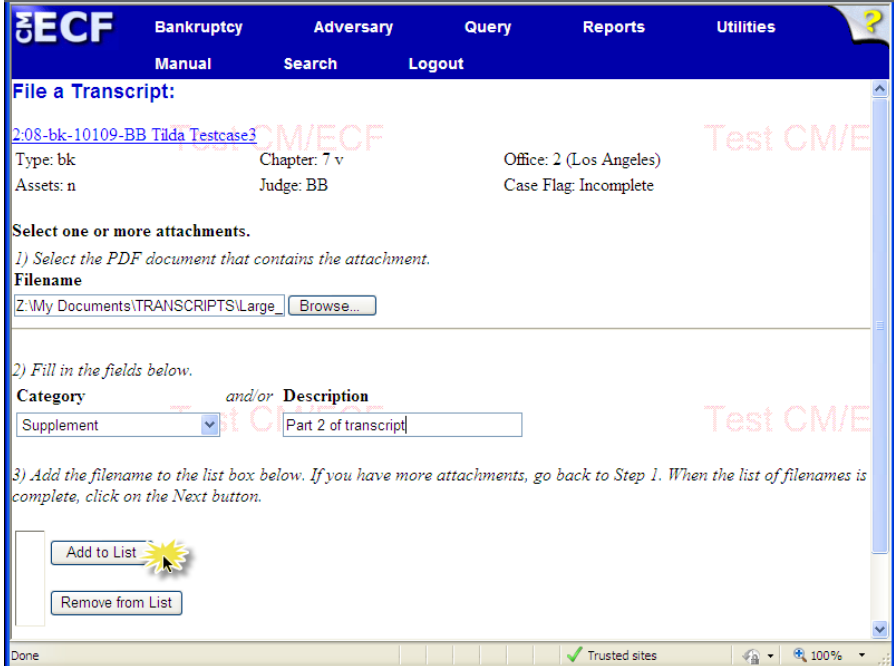
10.3.1 BANKRUPTCY CASE DOCKET (AKA MAIN CASE DOCKET) PROCEDURES

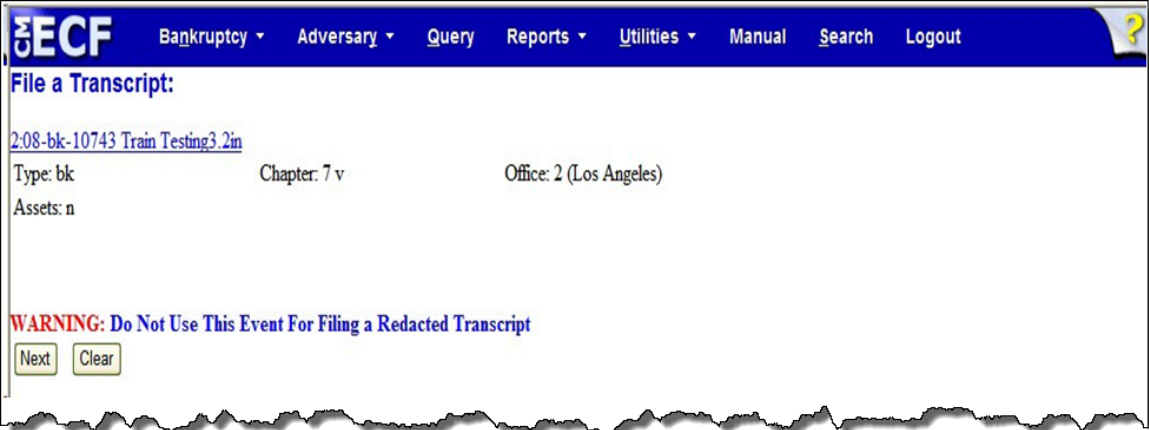
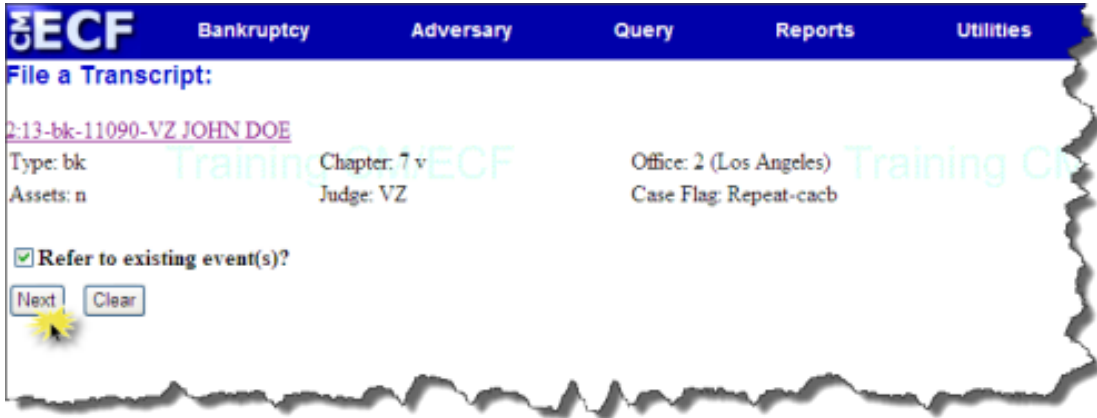
Step	Action – Bankruptcy Case Docket
1	<p data-bbox="297 405 1006 468">To access the URL address for LIVE environment: https://ecf.cacb.uscourts.gov.</p> <p data-bbox="297 504 974 567">To access the URL address for TRAIN environment: https://ecf-train.cacb.uscourts.gov</p> <div data-bbox="362 655 1352 1444"></div>

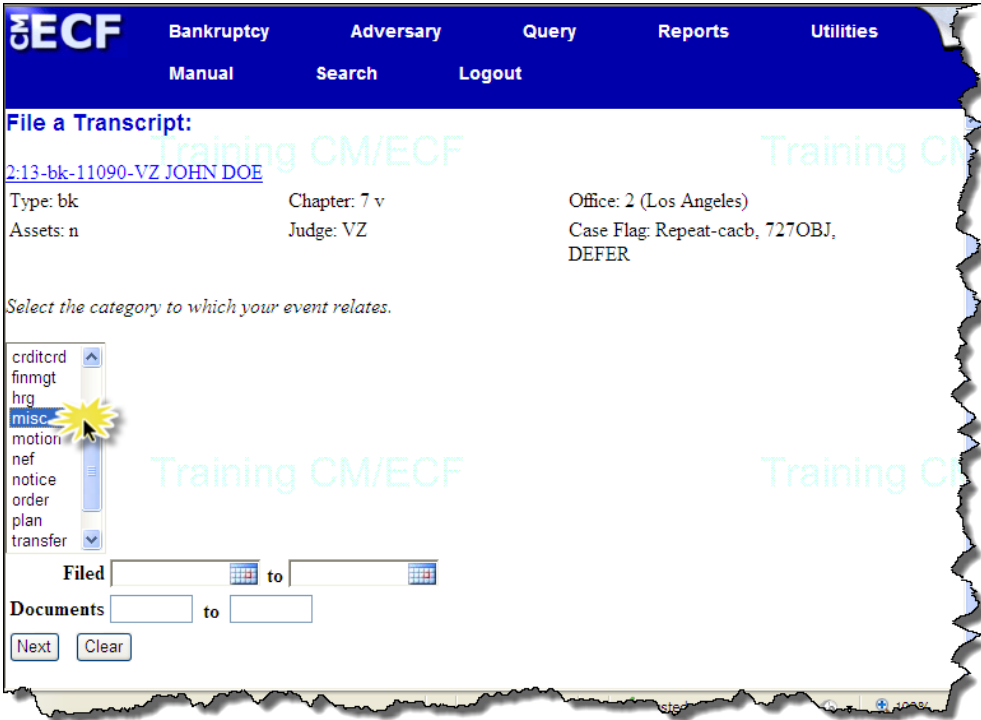

Step	Action – Bankruptcy Case Docket
2	<p>Login onto the LIVE CM/ECF system using the Court assigned LIVE login and password.</p> 
3	<p>Click Utilities.</p> 
4	<p>Click File a Transcript.</p> 


Step	Action – Bankruptcy Case Docket
5	<p>Enter the main bankruptcy case number.</p> 
6	<p>Each division uses the same series of case numbers. Therefore, if the system locates a particular case number in more than one divisional office, you will be provided a list of cases. Check for the correct case name and select the applicable case number.</p> 
NOTE	<p>Double check the case name and case number. Make sure you are filing the transcript onto the correct case docket.</p>
7	<p>Click Next.</p> 
8	<p>Under <i>Available Events</i>, select the Transcript event and click Next.</p> 


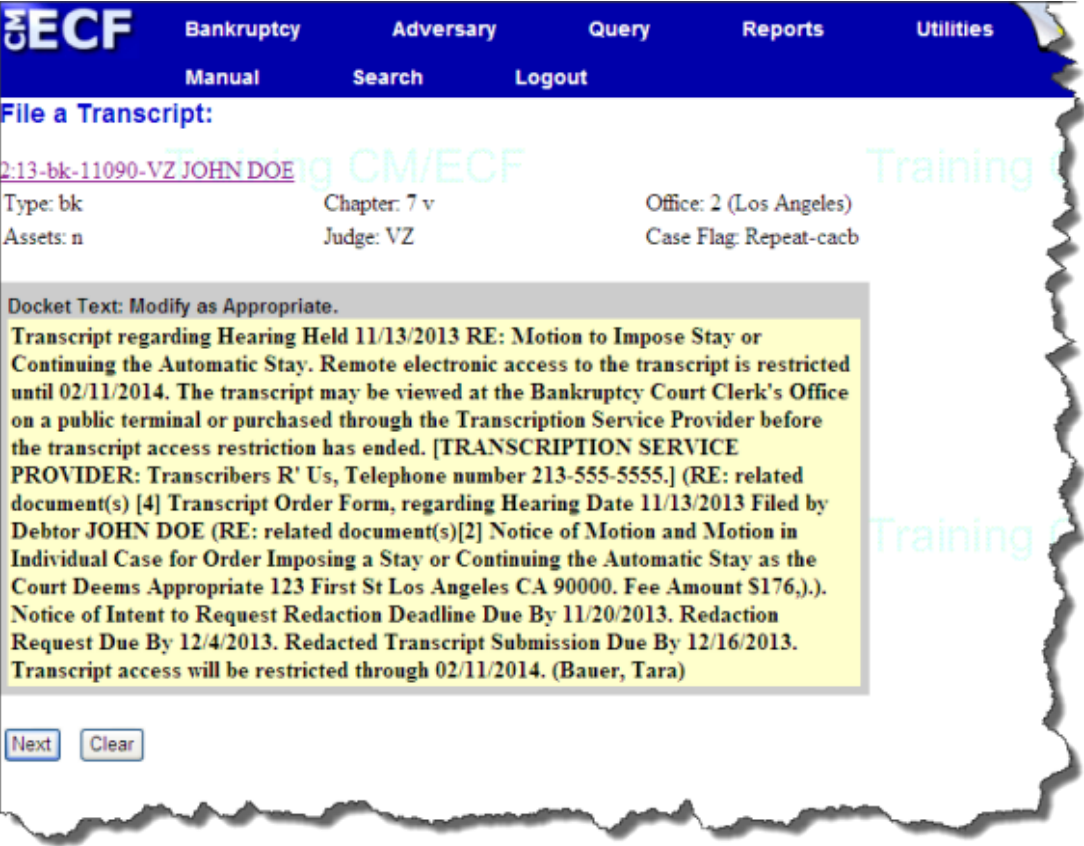

Step	Action – Bankruptcy Case Docket
9	<p>Click Browse to upload the PDF of the transcript.</p> 
10	<p>The system will automatically launch the Choose File to Upload dialog box. Navigate to your computer drive folder to choose the desired PDF file.</p> <ol style="list-style-type: none"> Check the file size. It cannot exceed 5MB (see NOTE below). Right-click on the document file name and click Open to preview it. This will ensure you are uploading the correct file. To upload the file, in the lower right corner of the Choose File to Upload dialog box, click Open. 
NOTE	<p>The maximum file size that can be uploaded is 5 megabytes or 5MB. If the PDF file exceeds 5MB, break up the transcript into more than one PDF file before continuing. You may upload up to 5 attachments.</p>


Step	Action – Bankruptcy Case Docket
11	<p>Once the file is loaded into the <i>Filename</i> box, either:</p> <ol style="list-style-type: none"> If there is one PDF file (file size must not exceed 5MB): <ol style="list-style-type: none"> For <i>Attachments to Document</i>, accept the No default. Click Next. 
11 (Cont.)	<ol style="list-style-type: none"> If the transcript was broken up into multiple files (because one file would have exceeded 5MB): <ol style="list-style-type: none"> For <i>Attachments to Document</i>, select Yes. Click Next. Follow the prompts. Click Add to List When finished attaching files, click Next. 

Step	Action – Bankruptcy Case Docket
12	<p>Take this opportunity to review the document you are filing. Notice there is a warning message:</p> <p>“WARNING: Do Not Use This Event For Filing a Redacted Transcript” is displayed when using the Transcript event code.</p> <p>If the document you are filing is a Redacted Transcript - STOP! You are using the incorrect event code. From the blue Main Menu bar, click Utilities to start the process over and select the correct event code.</p> <p>Otherwise, click Next to continue.</p>  <p>The screenshot shows the ECF interface with a blue header bar containing 'Bankruptcy', 'Adversary', 'Query', 'Reports', 'Utilities', 'Manual', 'Search', and 'Logout'. Below the header, the title 'File a Transcript:' is followed by the case name '2:08-bk-10743 Train Testing3.2in'. The form fields show 'Type: bk', 'Chapter: 7 v', 'Office: 2 (Los Angeles)', and 'Assets: n'. A red warning message is displayed: 'WARNING: Do Not Use This Event For Filing a Redacted Transcript'. At the bottom of the form are 'Next' and 'Clear' buttons.</p>
13	<p>Check <i>Refer to existing event(s)</i> and click Next.</p>  <p>The screenshot shows the ECF interface with a blue header bar containing 'Bankruptcy', 'Adversary', 'Query', 'Reports', and 'Utilities'. Below the header, the title 'File a Transcript:' is followed by the case name '2:13-bk-11090-VZ JOHN DOE'. The form fields show 'Type: bk', 'Chapter: 7 v', 'Office: 2 (Los Angeles)', 'Assets: n', 'Judge: VZ', and 'Case Flag: Repeat-cacb'. The checkbox 'Refer to existing event(s)?' is checked. At the bottom of the form are 'Next' and 'Clear' buttons. A yellow starburst icon is placed over the 'Next' button.</p>

Step	Action – Bankruptcy Case Docket
14	<p>Select misc and click Next.</p> 
15	<p>Check the box next to the related Transcript Order Form and click Next.</p> 
NOTE	<p>If there is no related Transcript Order Form, click the back button to repeat step 13 and uncheck "Refer to existing event(s)" in order to bypass steps 14 and 15.</p>


Step	Action – Bankruptcy Case Docket
16	<p>In the applicable text boxes enter:</p> <ul style="list-style-type: none"> a) Hearing date information (mm/dd/yy) b) Title of the matter being heard (e.g. Motion for Relief from Automatic Stay, etc.) <p>NOTE: If this is a partial transcript of a hearing, please also indicate in this text box “Partial Transcript” and what it is regarding (e.g. “...Partial Transcript: testimony of Jane Doe,” or “...Partial Transcript: ruling only”)</p> <ul style="list-style-type: none"> c) Transcriber company name d) Transcriber company phone number <div data-bbox="280 674 1409 1136" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>WARNING: DO NOT FORGET To add the required information, including the Transcription Service Provider/Company Name and Telephone number.</p> <p>Enter Hearing Date Example: MM/DD/YY <input type="text" value="11/13/2013"/></p> <p>Enter the Matter Being Heard <input type="text" value="Motion to Impose Stay or"/></p> <p>Transcription Service Provider/Company Name <input type="text" value="Transcribers R Us"/></p> <p>Transcription Service Provider Phone Number <input type="text" value="213-555-5555"/></p> <p><input type="button" value="Next"/> <input type="button" value="Clear"/></p> </div> <p>e) Click Next.</p>
17	<p>Accept the system default date for the <i>Notice of Intent to Request Redaction Due Date</i>. Do not alter it! Click Next.</p> <div data-bbox="402 1346 1349 1850" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>Notice of Intent to Request Redaction Due Date: <input type="text" value="11/20/2013"/> </p> <p>Redaction Request Due Date: 12/4/2013</p> <p>Redacted Transcript Submission Due Date: 12/16/2013</p> <p>End of the transcript access restriction period 02/11/2014</p> <p><input type="button" value="Next"/> <input type="button" value="Clear"/></p> </div>

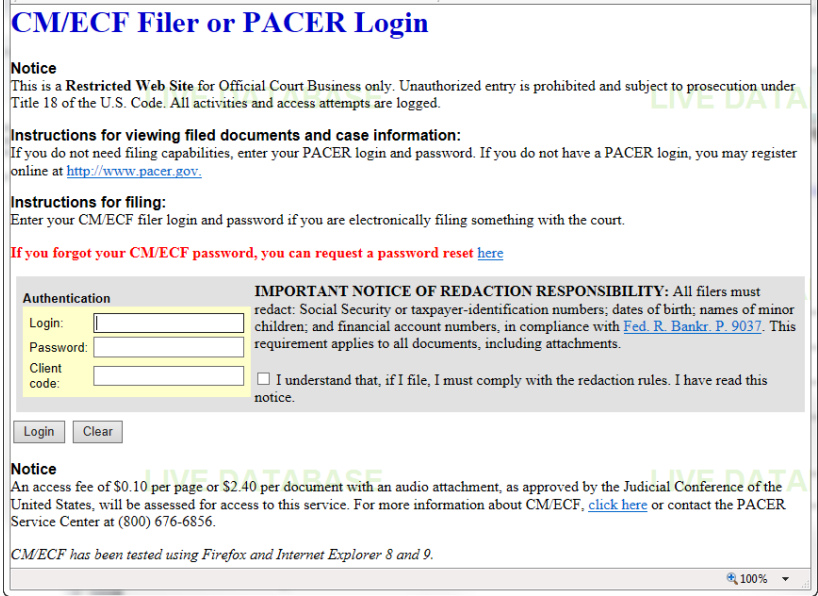


Step	Action – Bankruptcy Case Docket
18	<p>Click Next to continue.</p> 
19	<p>The Docket Text: Final Text displays the selected text event. Review it carefully for accuracy before you commit the text to the docket.</p> 
NOTE	<p>If you realize at this point that you have made a typo, entered the incorrect hearing date, selected the wrong case number or docket event or uploaded the wrong PDF, select Utilities from the blue Main Menu bar and start the process again at step 4.</p>
20	<p>If the Final Text is correct, to submit this transaction, click Next.</p> 

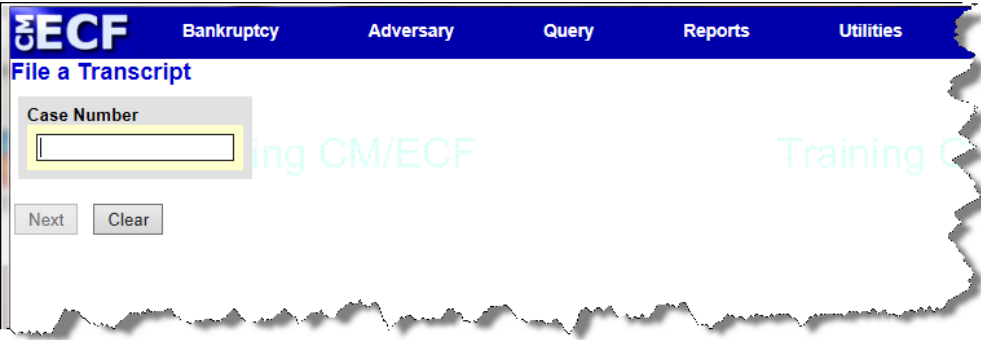


Step	Action – Bankruptcy Case Docket
21	<p>The <i>Notice of Electronic Filing</i> (NEF) is automatically generated and will display. Included in this notice are the date and time the document was filed, the case number and document number issued and electronic service information.</p> <p>Print this notice or save it in your computer for future reference.</p>  <p>The screenshot displays the ECF system interface. At the top is a navigation bar with links: Bankruptcy, Adversary, Query, Reports, Utilities, Manual, Search, and Logout. The main content area is titled 'Notice of Electronic Filing'. It states: 'The following transaction was received from Testing, Transcriber entered on 10/15/2008 at 1:46 PM PDT and filed on 10/15/2008'. Below this, it lists: 'Case Name: Mary Ogier Matlin', 'Case Number: 1:08-bk-10029', and 'Document Number: 1'. A section titled 'Docket Text:' follows, containing a transcript notice. At the bottom, it lists associated documents with their original filenames and electronic document stamps.</p>


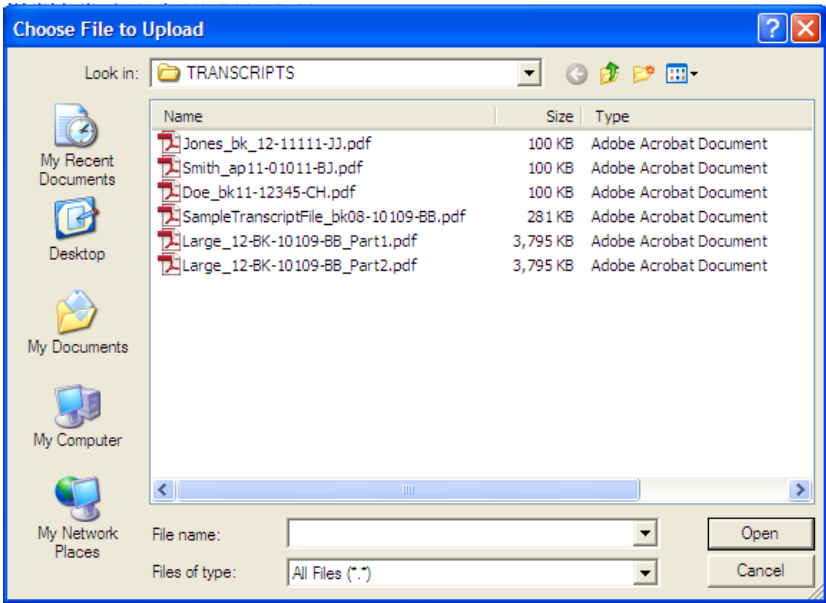
10.3.2 ADVERSARY PROCEEDING CASE DOCKET PROCEDURES



NOTE: Your Transcript title page must be double-captioned and include the main bankruptcy case number as well as the adversary proceeding number (see *Transcript Formatting Standards*).



Step	Action – Adversary Proceeding Case Docket
1	<p data-bbox="337 468 1045 533">To access the URL address for LIVE environment: https://ecf.cacb.uscourts.gov.</p> <p data-bbox="337 567 1013 632">To access the URL address for TRAIN environment: https://ecf-train.cacb.uscourts.gov</p> <div data-bbox="415 648 1375 1413"></div>

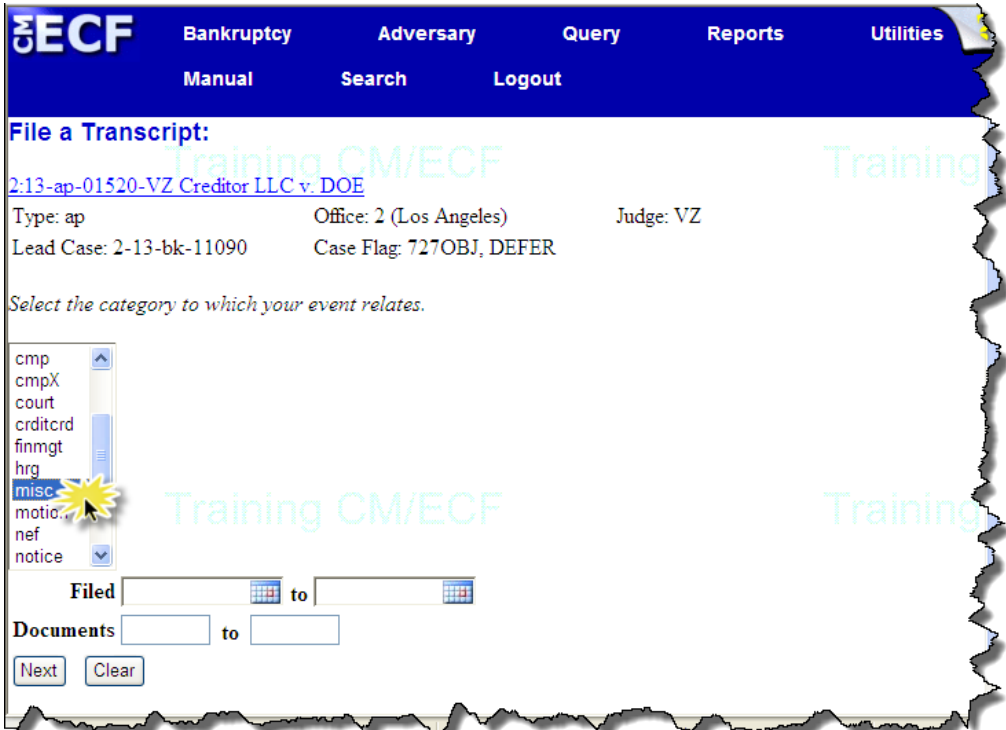

Step	Action – Adversary Proceeding Case Docket
2	<p>Login onto the LIVE CM/ECF system using the Court assigned LIVE login and password.</p> 
3	<p>Click Utilities.</p> 
4	<p>Click File a Transcript.</p> 


Step	Action – Adversary Proceeding Case Docket
5	<p>Enter the adversary case number.</p> 
6	<p>Each division uses the same series of case numbers. Therefore, if the system locates a particular case number in more than one divisional office, you will be provided a list of cases. Check for the correct case name and select the applicable case number.</p> 
NOTE	<p>Double check the case name and case number. Make sure you are filing the transcript onto the correct case docket.</p>
7	<p>Click Next.</p>
8	<p>Under <i>Available Events</i>, select the Transcript event and click Next.</p> 

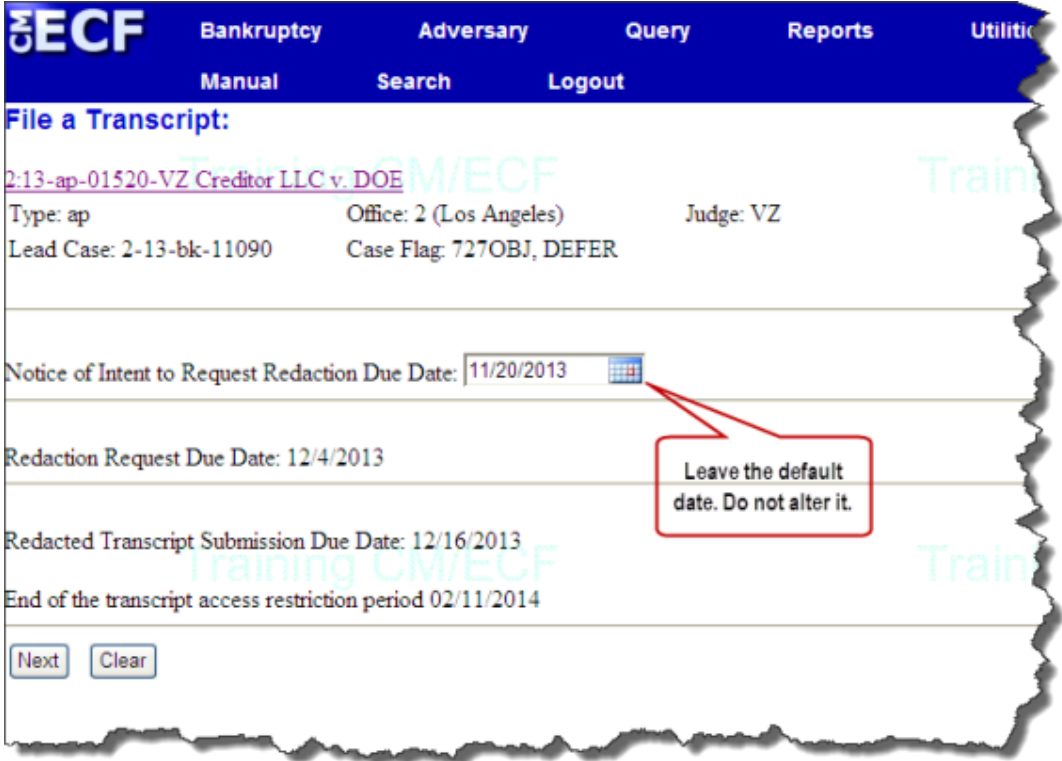
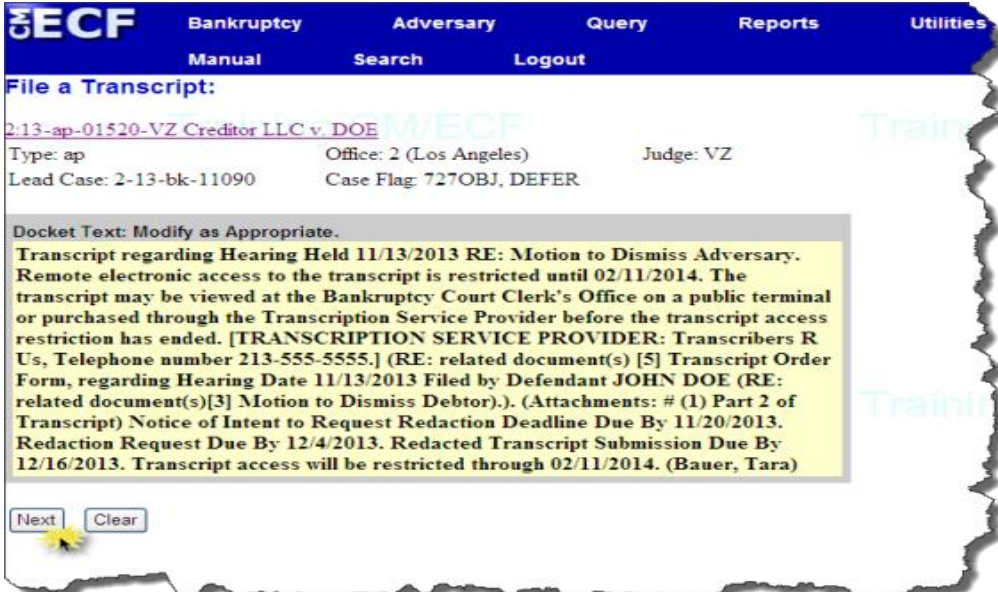
Step	Action – Adversary Proceeding Case Docket
9	<p>Click Browse to upload the PDF of the transcript.</p> 
10	<p>The system will automatically launch the Choose File to Upload dialog box. Navigate to your computer drive folder to choose the desired PDF file.</p> <ol style="list-style-type: none"> Check the file size. It cannot exceed 5MB (see NOTE). Right-click on the document file name and click Open to preview it. This will ensure you are uploading the correct file. To upload the file, in the lower right corner of the Choose File to Upload dialog box, click Open. 


Step	Action – Adversary Proceeding Case Docket
NOTE	<p>The maximum file size that can be uploaded is 5 megabytes or 5MB. If the PDF file exceeds 5MB, break up the transcript into more than one PDF file before continuing. You may upload up to 5 attachments.</p>
11	<p>Once the file is loaded into the <i>Filename</i> box, either:</p> <ol style="list-style-type: none"> If there is one PDF file (file size must not exceed 5MB): <ol style="list-style-type: none"> For <i>Attachments to Document</i>, accept the No default. Click Next.  <p style="text-align: center;">OR</p>
11 (Cont.)	<ol style="list-style-type: none"> If the transcript was broken up into multiple files (because one file would have exceeded 5MB): <ol style="list-style-type: none"> For <i>Attachments to Document</i>, select Yes. Click Next. Follow the prompts. Click Add to List When finished attaching files, click Next. 

Step	Action – Adversary Proceeding Case Docket
12	<p>Take this opportunity to review the document you are filing. Notice there is a warning message:</p> <p><i>“WARNING: Do Not Use This Event For Filing a Redacted Transcript”</i> is displayed when using the Transcript event code.</p> <p>If the document you are filing is a Redacted Transcript - STOP! You are using the incorrect event code. From the blue Main Menu bar, click Utilities to start the process over and select the correct event code.</p> <p>Otherwise, click Next to continue.</p>  <p>The screenshot shows the ECF interface with a blue header bar containing 'Bankruptcy', 'Adversary', 'Query', 'Reports', and 'Utilities'. Below the header, it says 'File a Transcript:'. The case information is: '2:13-ap-01520-VZ Creditor LLC v. DOE', 'Type: ap', 'Office: 2 (Los Angeles)', 'Judge: VZ', 'Lead Case: 2-13-bk-11090', and 'Case Flag: 727OBJ, DEFER'. A red warning message is displayed: 'WARNING: Do Not Use This Event For Filing a Redacted Transcript'. At the bottom are 'Next' and 'Clear' buttons.</p>
13	<p>Check <i>Refer to existing event(s)</i> and click Next.</p>  <p>The screenshot shows the same ECF interface as in step 12. The case information is identical. The checkbox 'Refer to existing event(s)?' is now checked. The 'Next' and 'Clear' buttons are still at the bottom. A yellow starburst graphic is placed over the 'Next' button.</p>

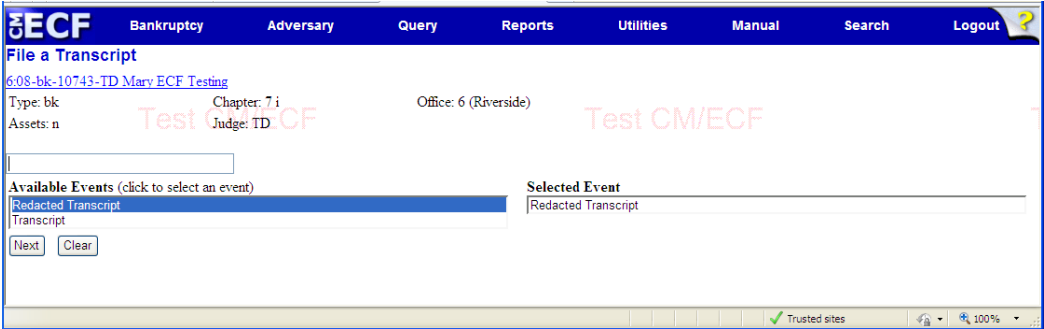

Step	Action – Adversary Proceeding Case Docket
14	<p>Select misc and click Next.</p> 
15	<p>Check the box next to the related Transcript Order Form and click Next.</p> 
NOTE	<p>If there is no related Transcript Order Form, click the back button to repeat step 13 and uncheck “Refer to existing event(s)” in order to bypass steps 14 and 15.</p>

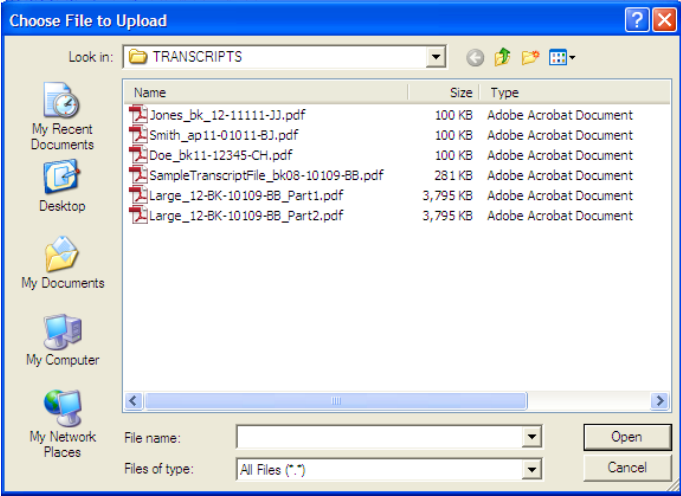
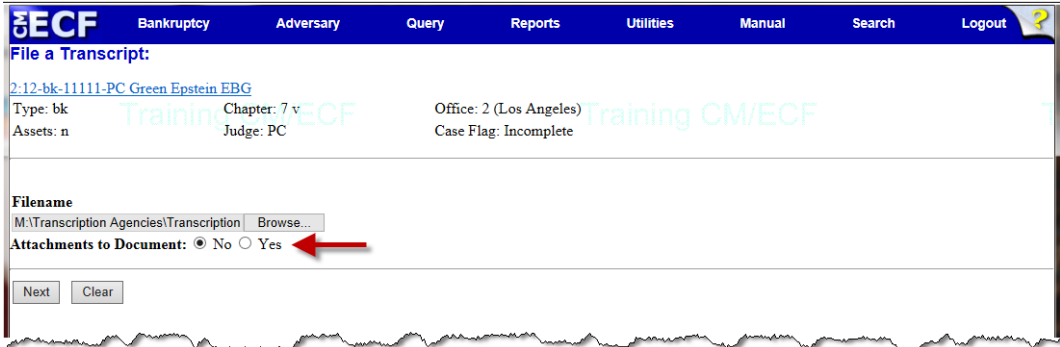
Step	Action – Adversary Proceeding Case Docket
16	<p>In the applicable text boxes enter:</p> <ol style="list-style-type: none"> Hearing date information (mm/dd/yy) Title of the matter being heard (e.g. Motion for Relief from Automatic Stay, etc.) <p>NOTE: If this is a partial transcript of a hearing, please also indicate in this text box “Partial Transcript” and what it is regarding (e.g. “...Partial Transcript: testimony of Jane Doe,” or “...Partial Transcript: ruling only”)</p> <ol style="list-style-type: none"> Transcriber company name Transcriber company phone number Click Next. 

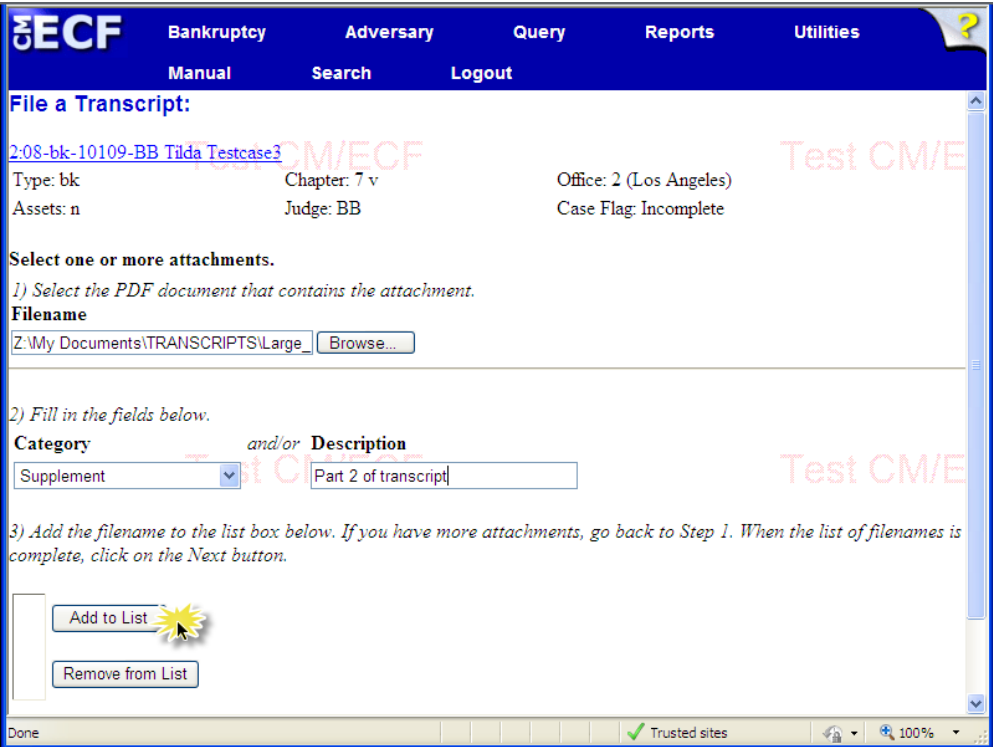

Step	Action – Adversary Proceeding Case Docket
17	<p>Accept the system default date for the <i>Notice of Intent to Request Redaction Due Date</i>. Do not alter it! Click Next.</p> 
18	<p>The Docket Text: Final Text displays the selected text event. Review it carefully for accuracy before you commit the text to the docket.</p> 


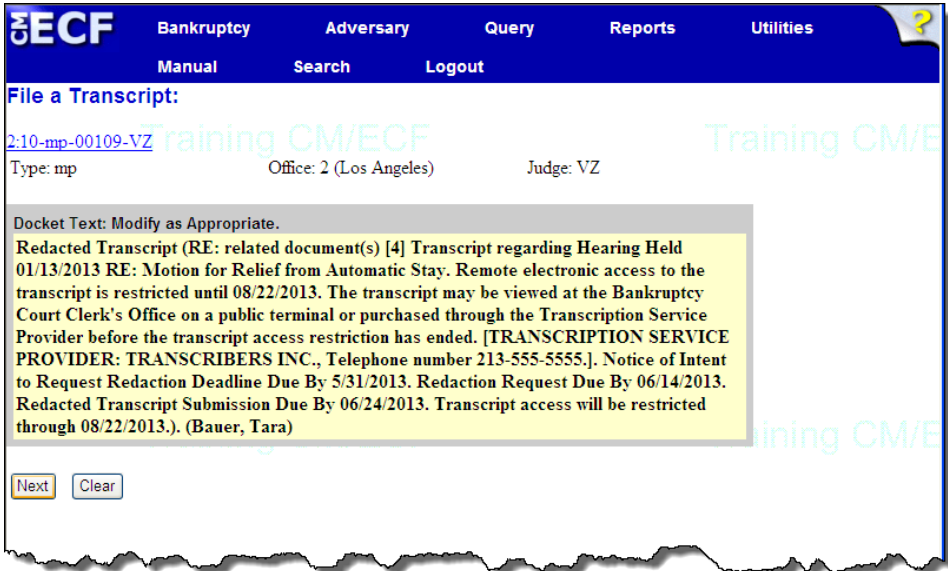
Step	Action – Adversary Proceeding Case Docket
NOTE	If you realize at this point that you have made a typo, entered the incorrect hearing date, selected the wrong case number or docket event or uploaded the wrong PDF, select Utilities from the blue Main Menu bar and start the process again at step 4.
19	If the Final Text is correct, to submit this transaction, click Next .
20	<p>The <i>Notice of Electronic Filing</i> (NEF) is automatically generated and will display. Included in this notice are the date and time the document was filed, the case number and document number issued and electronic service information.</p> <p>Print this notice or save it in your computer for future reference.</p>  <p>The following transaction was received from Bauer, Tara entered on 11/13/2013 at 2:54 PM PST and filed on 11/13/2013</p> <p>Case Name: Creditor LLC v. DOE Case Number: <u>2:13-ap-01520-VZ</u> Document Number: <u>2</u></p> <p>Docket Text: Transcript regarding Hearing Held 11/13/2013 RE: Motion to Dismiss Adversary. Remote electronic access to the transcript is restricted until 02/11/2014. The transcript may be viewed at the Bankruptcy Court Clerk's Office on a public terminal or purchased through the Transcription Service Provider before the transcript access restriction has ended. [TRANSCRIPTION SERVICE PROVIDER: Transcribers R Us, Telephone number 213-555-5555.] (RE: related document(s) [5] Transcript Order Form, regarding Hearing Date 11/13/2013 Filed by Defendant JOHN DOE (RE: related document(s)[3] Motion to Dismiss Debtor)). (Attachments: # (1) Part 2 of Transcript) Notice of Intent to Request Redaction Deadline Due By 11/20/2013. Redaction Request Due By 12/4/2013. Redacted Transcript Submission Due By 12/16/2013. Transcript access will be restricted through 02/11/2014. (Bauer, Tara)</p> <p>The following document(s) are associated with this transaction:</p> <p>Document description:Main Document Original filename:C:\Documents and Settings\le\Desktop\Transcript Project\TEST PDF.pdf Electronic document Stamp: [STAMP bkectStamp_ID=1106918562 [Date=11/13/2013] [FileNumber=639495-0] [8280f3d832c03fladea0f081cedc12b2e1a3ba6e354dd51b89641d9fa717bdb9f85 ac51024d97ff6bf4988cf9765e447cdd04050fa2a537455f8c2a8c98a3c25]]</p> <p>Document description: Part 2 of Transcript Original filename:C:\Documents and Settings\le\Desktop\Transcript Project\TEST PDF.pdf Electronic document Stamp: [STAMP bkectStamp_ID=1106918562 [Date=11/13/2013] [FileNumber=639495-1] [75d8d774c07e7abe7d4bc8950d9ff676793bee3e1349659e82c018f3d222cfbdc0 b1f7be5d2768395d004f14dde04e1e8fafa306296a84411abcd2141d83b7]]</p> <p>2:13-ap-01520-VZ Notice will be electronically mailed to:</p>


10.3.3 REDACTED TRANSCRIPT PROCEDURES

Step	Action – Redacted Transcript
1 to 7	Steps are the same as for the either Main Bankruptcy Case or Adversary Proceeding procedures.
8	<p>Under <i>Available Events</i>, select the Redacted Transcript event and click Next.</p> 
9	<p>Click Browse to upload the PDF of the transcript.</p> 

Step	Action – Redacted Transcript
10	<p>The system will automatically launch the Choose File to Upload dialog box. Navigate to your computer drive folder to choose the desired PDF file.</p> <ol style="list-style-type: none"> Check the file size. It cannot exceed 5MB (see NOTE below). Right-click on the document file name and click Open to preview it. This will ensure you are uploading the correct file. To upload the file, in the lower right corner of the Choose File to Upload dialog box, click Open. 
11	<p>Once the file is loaded into the <i>Filename</i> box, either:</p> <ol style="list-style-type: none"> If there is one PDF file (file size must not exceed 5MB): <ol style="list-style-type: none"> For <i>Attachments to Document</i>, accept the No default. Click Next.  <p>OR</p>

Step	Action – Redacted Transcript
<p>11 (cont'd)</p>	<p>b) If the transcript was broken up into multiple files (because one file would have exceeded 5MB):</p> <ol style="list-style-type: none"> 1) For <i>Attachments to Document</i>, select Yes. 2) Click Next. 3) Follow the prompts. 4) Click Add to List 
<p>12</p>	<p>When finished attaching files, click Next.</p> 

Step	Action – Redacted Transcript
13	<p>Under “<i>Select the appropriate event(s) to which your event relates,</i>” click the box next to the related transcript for which you are now filing a redacted version and click Next.</p> 
14	<p>The Docket Text: Final Text displays the selected text event. Review it carefully for accuracy before you commit the text to the docket.</p> 

Step	Action – Redacted Transcript
NOTE	If you realize at this point that you have made a typo, entered the incorrect hearing date, selected the wrong case number or docket event or uploaded the wrong PDF, select Utilities from the blue Main Menu bar and start the process again at step 4.
15	If the Final Text is correct, to submit this transaction, click Next .
16	<p>The <i>Notice of Electronic Filing</i> (NEF) is automatically generated and will display. Included in this notice are the date and time the document was filed, the case number and document number issued and electronic service information.</p> <p>Print this notice or save it in your computer for future reference.</p>  <p>The screenshot shows the ECF system interface with a blue header bar containing navigation links: Bankruptcy, Adversary, Query, Reports, Utilities, Manual, Search, and Logout. The main content area displays a 'Notice of Electronic Filing' for Case 1:08-bk-10029. It states that the transcript was received from Testing, entered on 10/15/2008 at 1:46 PM PDT, and filed on 10/15/2008. The case name is Mary Ogier Matlin. The docket text mentions a transcript regarding a hearing held on 7/18/08 and provides information about electronic access restrictions until 01/13/2009. It also lists associated documents and provides a long alphanumeric stamp for tracking.</p>

10.3.4 FILING AMENDED OR CORRECTED TRANSCRIPTS

The following instruction relates to a previously filed transcript that you wish to re-file after an amendment or correction has been made.

Step	Action – Amended Transcript
1-18	To file a corrected or amended transcript, see steps 1-18 for Transcript Main Bankruptcy Case or Adversary Proceeding.
19	Type AMENDED TRANSCRIPT in the text box titled, <i>Enter the Matter Being Heard</i> , and the title of the matter being heard. Example: AMENDED TRANSCRIPT: Motion to Dismiss Adversary case
20	Relate the amended transcript to the transcript order form.
21	Email TranscriptsTech@cacb.uscourts.gov , to inform the Clerk's Office that you filed a corrected/amended transcript. Include: <ul style="list-style-type: none">• case #• docket # of the amended transcript,• docket # of the previously filed transcript
22	The Clerk's Office will permanently restrict the 1st transcript filed from public viewing (this last step can only be done by the clerk's office).

10.4 Correcting Errors on the Docket

If after filing a transcript you realize that it was filed on the incorrect case docket, contact the ECF Help Desk immediately at:

- Phone: (213) 894-2365, or
- Email: ECF_support@cacb.uscourts.gov
- Hours: Monday through Friday, 9:00 a.m. to 4:00 p.m. (except federal holidays)

Although the CM/ECF system is available for your convenience 24 hours/7 days per week, the Clerk's Office staff are only available from 9:00 a.m. to 4:00 p.m., Monday through Friday (except federal holidays), to assist you.

Docket entries cannot be deleted; by notifying the ECF Help Desk timely, the Clerk's Office can ensure that any and all **corrections** are made timely. The Court will inform you of any corrective action to be taken on your behalf.

10.5 Appeals Procedures

Transcribers are required as of 2/4/15 to docket the **Acknowledgement of Request for Transcript (RE: Appeal)** docket event in CM/ECF upon receiving a transcript request related to an appeal and verifying the turnaround time with the customer/requester. Relate this event to the Transcript Order Form. (See example at figure 2)

The **Acknowledgement of Request for Transcript (RE: Appeal)** docket event complies with Federal Rule of Bankruptcy Procedure 8010(a)(2)(A): "Upon receiving an order for a transcript in accordance with Rule 8009(b), the reporter must file in the bankruptcy court an acknowledgment of the request that shows when it was received, and when the reporter expects to have the transcript completed."

02/02/2015	18 (1 pg)	Transcript Order Form related to an Appeal, regarding Hearing Date 1/15/2015 Filed by Debtor Jasmine Silvertan (RE: related document(s) 16 Notice of Appeal and Statement of Election (Official Form 17A)). (Fleming, LaChelle) (Entered: 02/02/2015)
02/02/2015	19 Docket Entry by Transcriber	Acknowledgement of Request for Transcript (RE: Appeal) Received on 2/2/2015. The Reporter Expects to Have the Transcript Completed by 2/6/2015. (RE: related document(s) 17 Transcript Order Form related to an Appeal, regarding Hearing Date 1/15/2015 Filed by Debtor Jasmine Silvertan (RE: related document(s) 16 Notice of Appeal and Statement of Election (Official Form 17A))). (LachelleTranscriber, Tester) (Entered: 02/02/2015)

Figure 2

It is a straightforward event that will prompt you to enter 2 dates:

- The date the transcript request related to an appeal was received.
- The date the transcriber estimates the transcript related to an appeal will be completed.

10.5.1 HOW WILL A TRANSCRIBER KNOW THERE IS AN APPEAL?

There are 3 ways that you can determine that a transcript request is related to an appeal:

- 1) **Transcript Order Form:** The box "Yes" is checked next to "Appeal?" (See example at figure 3)

UNITED STATES BANKRUPTCY COURT
CENTRAL DISTRICT OF CALIFORNIA

TRANSCRIPT ORDER FORM

ORDER No. _____
CHAPTER 7
APPEAL? ☒ Yes ☐ No
APPEAL No. 15-1005
(if known)

ated case docket)
A. David Youssefyeh Attorney Bar# 185994

Figure 3

- 2) **The File Download Site (FDS):** If Clerk's Office clerk selects "Yes" next to Appeal on the upload page, it will be reflected on the Transcriber's webpage. (See example at figure 4)

FDS: What the Transcriber sees

NEW! as of 1/16/15

TRANSCRIPTION MATERIALS - .zip

<< Back Page Up v Page Down + Expand All - Collapse All Close Window

File Name	Order #	Judge	Trans Type	Appeal	Hearing Date	Debtor	Posted Date & Time	Expiry Date	Note To Transcriber	Attachment Size
LA1475_12-17-14_12-12_01d019f2c38074a0.zip	01	TestJudge	Ordinary (30 days)	Yes	01/13/2015	Some Debtor	01/13/2015 03:01:14 PM	01/16/2015	Repeat upload per transcriber request	13.2 M
	205	TestJudge	14 Days	No	06/07/2013	Robin Test5	09/26/2014 07:25:53 PM	09/29/2014		Attachment Removed
	202	TestJudge	Expedited (7 days)	No	09/09/2014	Robin Test4	09/26/2014 07:12:24 PM	09/29/2014	Repeat upload to include	Attachment Removed

Figure 4

- 3) **The docket:** The Transcript Order Form docket events were updated 2/4/15 for the filer to clearly reflect on the docket for staff, appellate court, transcriber and the public when a transcript requested is related to an appeal.

11 Monitoring Filed Transcripts

11.1 Deadlines

There are four deadlines in the CM/ECF system for monitoring filed transcripts. In order to meet these strict deadlines, transcribers are required to file **Transcripts** and **Redacted Transcripts** electronically.

Deadline	Number of Days From Transcript Filing
Notice of Intent to Request Redaction	7
Redaction Request	21
Redacted Transcript Submission	31
Release Transcript	90

- Seven (7) days after the transcript is filed, the attorney or pro se party may file a *Notice of Intent to Request Redaction* of the transcript.
- Twenty-one (21) days after the *Notice of Intent to Request Redaction* is filed, the attorney or pro se party may file a Redaction Request.
- The transcriber shall file the Redacted Transcript within thirty-one (31) days of the filing of the transcript.

11.2 Responsibility of Attorneys and Transcribers

Both attorneys and transcribers are responsible for adhering to the four deadlines in the CM/ECF system for monitoring transcripts (listed above).

A. It is the filer's responsibility to:

- 1) Notify the transcriber of the Redaction Request; and
- 2) Provide the transcriber with the items to be redacted.

NOTE: Beginning May 1, 2013, Transcriber company name and phone number became part of the transcript docket entry text.

Beginning July 1, 2013, Transcriber contact information was posted at www.cacb.uscourts.gov/Transcripts.)

B. The following table lists the **Event**, the responsible party **Filer** and the **Deadlines** within which the documents need to be filed with the court.

Event	Filer	Deadlines
Transcript	Transcriber	PDF restricted to court and public terminal viewing for 90 days
Notice of Intent to Request Redaction	Attorney or Pro Se Party	Must be filed no later than 7 days after the filing of transcript
Redaction Request	Attorney or Pro Se Party	Must be filed within 21 days of the filing of the transcript after filing the notice of the intent to request redaction. PDF of the transcript is restricted to the court and public viewing terminals
Redacted Transcript	Transcriber	Must be filed within 31 days after the filing of the transcript. PDF restricted to the court and public viewing terminals for 90 days

11.3 Redaction Requests - What is Allowed

Federal Rule of Bankruptcy Procedure 9037(a) dictates the following redactions in transcripts of federal court hearings unless the Court orders otherwise:

Item to be Partially Redacted	What is Allowed
▪ SSN or Taxpayer ID:	Last 4 digits
▪ Minor's names:	Minor's initials
▪ Dates of Birth:	Year of birth
▪ Financial Account Numbers:	Last 4 digits

Requests for redaction of additional items not listed above must be made by filing a motion. If granted, a copy of the order, or list of additional items to be redacted, will be forwarded by the requesting party to the transcriber to make the necessary redactions to the transcript.

12 Access to Restricted Transcripts

Once filed, access to the transcript is automatically restricted and cannot be viewed except at the Court's public computer terminals and by court staff for 90 days. The 90-day restriction is intended to preserve:

- Privacy
- Opportunity for redaction

Attorneys or pro se parties are responsible for reviewing the transcript and requesting applicable redactions.

If no redacted transcript is filed, restriction of the original transcript will be lifted after the 90 days.

If a redacted transcript is filed:

- The original transcript will remain restricted.
- Only the restriction placed on the redacted version of the transcript will be lifted after 90 days.

13 CANCELLED TRANSCRIPT REQUESTS

Notify the court by email whenever a transcript request is cancelled. **In the subject line include the court's order number (e.g. 14RN21 CANCELLED) and attach a PDF of the transcript order form.** Email to TranscriptsTech@cacb.uscourts.gov.

14 EVALUATIONS

Complete and send via email the form titled, ***Evaluation of Court Materials Provided to Create a Transcript***, only when there is an issue with the transcription materials you received from the court. If we do not receive an evaluation, we must assume there were no problems with the materials you received from the Court. Your evaluations are important to us; they help us identify clerical issues or training issues which we then can address. Click here to access the [Evaluation Form](#).

15 Notifying the Court of a Purchased Copy of a Restricted Transcript

Attorneys and appellate judges who purchase a copy of the transcript during the 90-day restriction period will be given remote electronic access to the transcript and any redacted version filed with the Court.

Members of the general public, including pro se parties who purchased the transcript, will not be given electronic access to the transcript and any redacted version filed with the Court during the 90-day period. (It will only be viewable at the Court's public terminals.)

The transcriber will notify the Court (via email) of the purchase of a copy of a filed transcript during the 90-day restriction period so that the purchaser may also be given electronic access to the transcript on the docket. The email to the Court must contain:

- Case name
- Case number
- Full name of the person purchasing the transcript copy
- Confirmation by transcriber of receipt of payment for the transcript copy

Email the division where the case is pending. Below is a list of email addresses and contact information for the divisions

Division Code	Division	Email Address To:	Copy of Email – cc:	Phone No.
1	San Fernando Valley	SV_NtcDocActivity@cacb.uscourts.gov	TranscriptsSV@cacb.uscourts.gov	855-460-9641
2	Los Angeles	LA_NtcDocActivity@cacb.uscourts.gov	TranscriptsLA@cacb.uscourts.gov	855-460-9641
6	Riverside	RS_NtcDocActivity@cacb.uscourts.gov	TranscriptsRS@cacb.uscourts.gov	855-460-9641
8	Santa Ana	SA_NtcDocActivity@cacb.uscourts.gov	TranscriptsSA@cacb.uscourts.gov	855-460-9641
9	Northern	ND_NtcDocActivity@cacb.uscourts.gov	TranscriptsND@cacb.uscourts.gov	855-460-9641

16 Contacting the ECF Help Desk

Contact ECF support for any CM/ECF issues including filing the transcript.

- Phone: (213) 894-2365,
- Email: ECF_support@cacb.uscourts.gov
- Hours: Monday through Friday, 9:00 a.m. to 4:00 p.m.
- Closed on all Federal Holidays

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