

E-Filing

A step-by-step approach



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Introduction

The OSB's e-filing system

E-filing, a service from the Office of the Superintendent of Bankruptcy, offers trustees and proposal administrators a quick, easy and secure alternative to paper filing.

- **Quick.** Each transaction can take as little as 15 to 20 seconds once you get to know the system.
- **Easy.** The Web screens are intuitive and easy to follow.
- **Secure.** The system uses industry-standard 128-bit secure-socket layer, or SSL, technology—the dominant security protocol for Internet monetary transactions and communications.

E-filing brings many other benefits:

- You'll know immediately if a submission doesn't meet the requirements (business rules) of the *Bankruptcy and Insolvency Act* (BIA).
- For both Summary Administrations and Division II Proposals, you'll receive certificates of appointment or certificates of filing 24 hours a day, 7 days a week. These certificates are generally issued automatically.
- Reference numbers will help you track every electronic submission.
- You'll receive responses to submissions more quickly.

How to use this manual

This guide follows the steps you'll take as you use the e-filing system. Start with the "Getting Started" section to find out how to register to use the e-filing system, log in, and set up a list of people authorized to use the system on your behalf. Then move to the section specific to the type of filing you want to do.

You may want to follow each step in the manual until you're comfortable with e-filing. Once you've mastered the basics, use the quick reference guide to refresh your memory and the table of contents to find answers to specific questions. You may also want to refer to the glossary of technical terms used throughout this manual.

The next section tells you how to get started with e-filing.

What you'll need

In addition to an email account and access to the Internet (as a minimum, Internet Explorer 5 or Netscape Communicator 4.7), to use the e-filing system you'll need:

- off-the-shelf or proprietary insolvency software with an e-filing module;
- Windows 98 (or a more recent version);
- the latest version of Adobe Acrobat Reader® (free from the Adobe Web site at **www.adobe.com**) to view and print certificates of appointment and certificates of filing;
- a Strategis username and password; and
- for trustees/proposal administrators only, a valid licence and OSB confirmation that you are registered to use the e-filing system.

Trustees/proposal administrators also need to register staff members who will use the e-filing system (see "Creating and managing your user list," page 1.7).

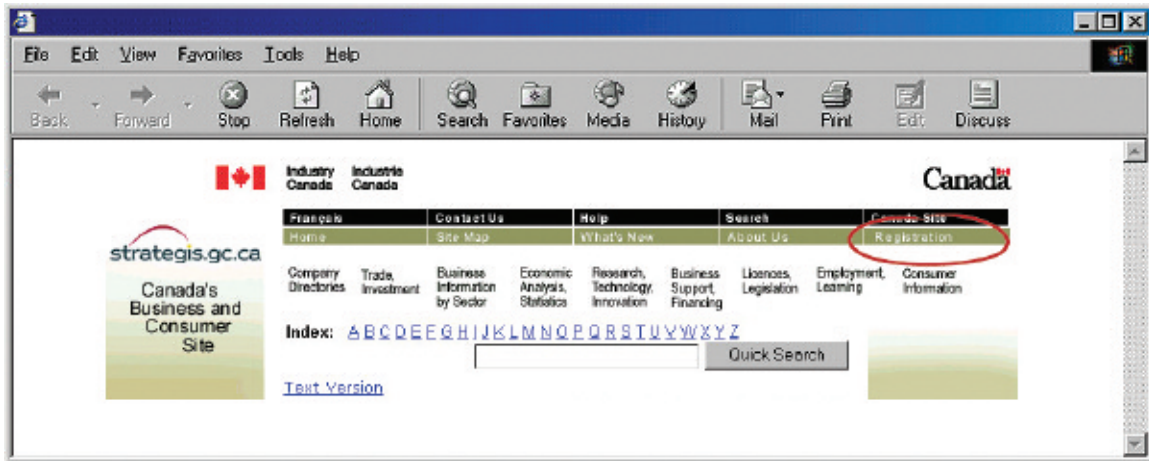
Registering for a Strategis username and password

To register for a Strategis username and password (or to change your password):

- 1.** Launch an Internet browser (e.g., Netscape, Internet Explorer) and go to the Strategis Web site at www.strategis.gc.ca.
- 2.** Click "English" to enter the site.
- 3.** Click the "Registration" button on the menu bar at the top of the screen and follow the directions provided.

TIP

You'll use your Strategis username and password to log in to the e-filing system.



Registering to use the e-filing system (trustees/proposal administrators only)

Registering is easy—simply print out the user agreement on the OSB Web site at www.osb-bsf.gc.ca (click “Trustees in Bankruptcy” and then “E-Filing”), fill it out, and mail or fax it to your Division Assistant Superintendent (DAS). You’ll need to provide such information as your Strategis username, your email address and your licence number. The OSB will contact you to confirm that you can access the e-filing system.

The user agreement may change as the e-filing system evolves. Once you are a registered user, each new agreement will appear when you log in to the system; you can either click “Accept” on the screen or print out the document and mail or fax it to your DAS.

The next section tells you how to log in to the e-filing system.

TIP

A company with a corporate licence can’t use that licence number to register to use the e-filing system. Each trustee/proposal administrator working for the company must register using his or her individual licence number.

Logging in to the e-filing system

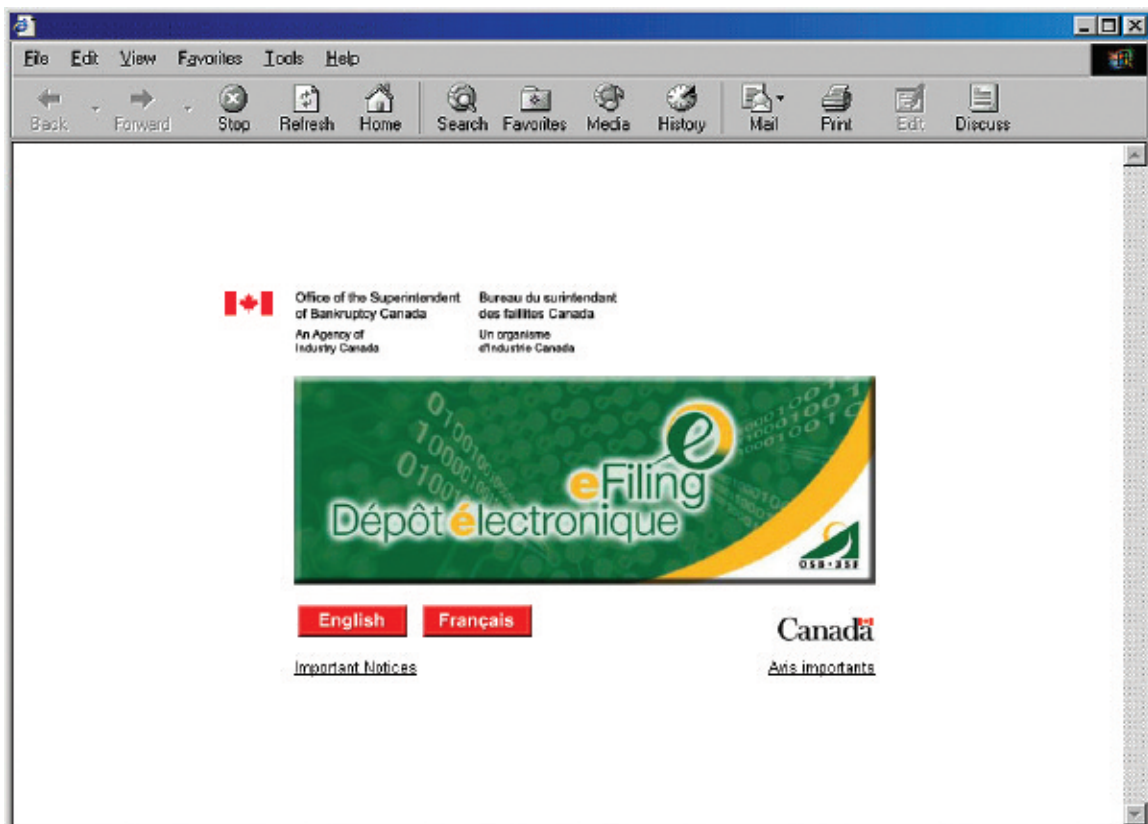
You've got the right software and a Strategis username and password, and you have been authorized by the OSB to use the e-filing system (if you haven't, see "What you'll need" on page 1.1).

Now you're ready to log in to the system. Simply follow these steps:

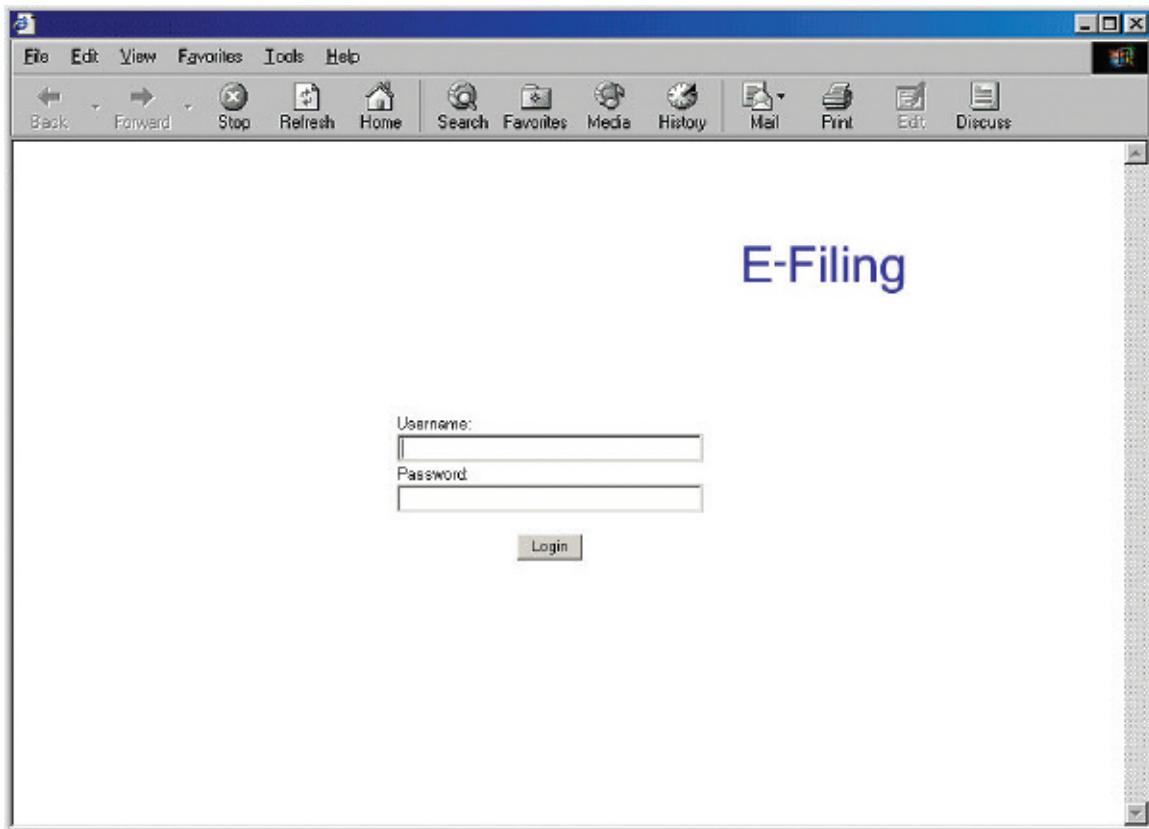
1. Launch an Internet browser (e.g., Netscape, Internet Explorer) and go to <http://osb-bsf.ic.gc.ca/e-filing>.
2. Click "English" to enter the site.

TIP

For easy access to the e-filing system, use your browser functions to add its Web address to your bookmarks or favourites.



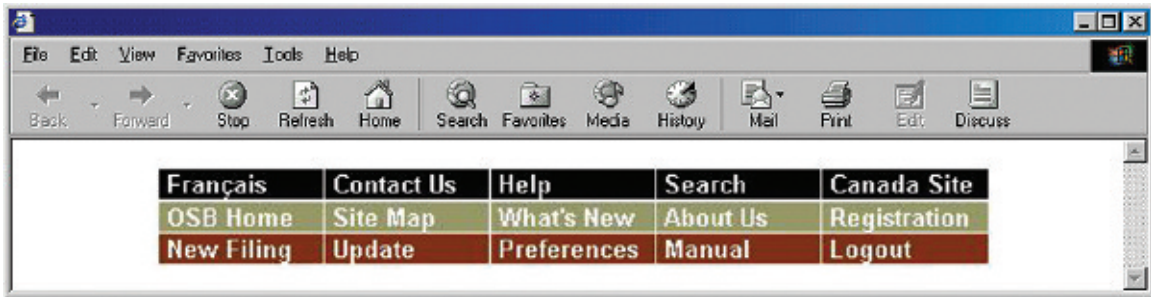
3. Enter your Strategis username and password and click the “Login” button.



Welcome to e-filing!

TIP

Don't forget that Strategis usernames and passwords are case-sensitive!



TIP

Notice the menu bar at the top of the screen. You'll use this bar to navigate through the e-filing system.

The first thing you may want to do after logging in is to create a list of staff members who can e-file on your behalf. The next section takes you through this process.

If you're ready to start e-filing, check the table of contents of this manual to find the appropriate section for the type of filing you'd like to do.

TROUBLESHOOTING

Crashes

If the system crashes in the middle of an e-filing (i.e., before you get a reference number) you'll have to start again from the beginning.

Going back

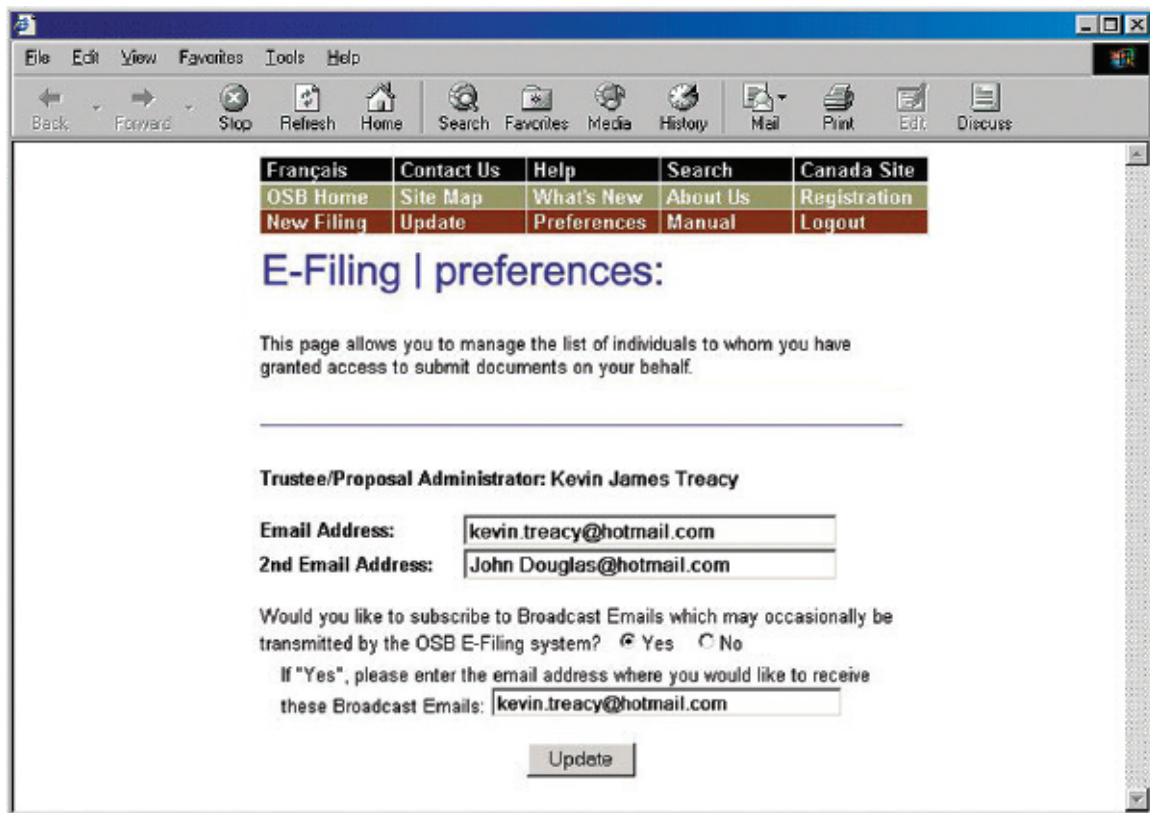
Don't use the "Back" button of your Internet browser to go back to a previous screen—you could unknowingly create a corrupted transaction. If you need to change something on a previous screen, it's safer to start again from the beginning by clicking "New Filing" (if you're trying to submit a new filing) or "Update" (if you're updating an estate) on the menu bar.

Creating and managing your user list

(trustees/proposal administrators only)

Your “user list” is a list of people (“users”) you have authorized to use the e-filing system on your behalf. To create a user list, or make changes to your user list, follow these steps:

1. Make sure you are logged in to the e-filing system (see “Logging in to the e-filing system,” page 1.3).
2. Click “Preferences” on the menu bar at the top of the screen.



The screenshot shows a web browser window displaying the OSB E-Filing preferences page. The browser's address bar is empty, and the menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains icons for Back, Forward, Stop, Refresh, Home, Search, Favorites, Media, History, Mail, Print, Edit, and Discuss. The page content includes a navigation menu with links for Français, Contact Us, Help, Search, and Canada Site. Below the menu, there are links for OSB Home, Site Map, What's New, About Us, Registration, New Filing, Update, Preferences, Manual, and Logout. The main heading is "E-Filing | preferences:". The text below the heading states: "This page allows you to manage the list of individuals to whom you have granted access to submit documents on your behalf." Below this text is a horizontal line. The "Trustee/Proposal Administrator" is identified as Kevin James Treacy. The "Email Address" field contains "kevin.treacy@hotmail.com" and the "2nd Email Address" field contains "John Douglas@hotmail.com". There is a section for "Would you like to subscribe to Broadcast Emails which may occasionally be transmitted by the OSB E-Filing system?" with radio buttons for "Yes" (selected) and "No". Below this, it says "If 'Yes', please enter the email address where you would like to receive these Broadcast Emails:" followed by a text input field containing "kevin.treacy@hotmail.com". An "Update" button is located at the bottom of the form.

Français	Contact Us	Help	Search	Canada Site
OSB Home	Site Map	What's New	About Us	Registration
New Filing	Update	Preferences	Manual	Logout

E-Filing | preferences:

This page allows you to manage the list of individuals to whom you have granted access to submit documents on your behalf.

Trustee/Proposal Administrator: Kevin James Treacy

Email Address:

2nd Email Address:

Would you like to subscribe to Broadcast Emails which may occasionally be transmitted by the OSB E-Filing system? Yes No

If "Yes", please enter the email address where you would like to receive these Broadcast Emails:

3. You'll see your name and email address near the top of the page.

There is also space to **enter a second email address**. You may want this second email address to be that of one of your employees, for example, so that both you and the employee have copies of all messages generated by the e-filing system.

You can change either address by typing a different address in the text field and clicking "Update."

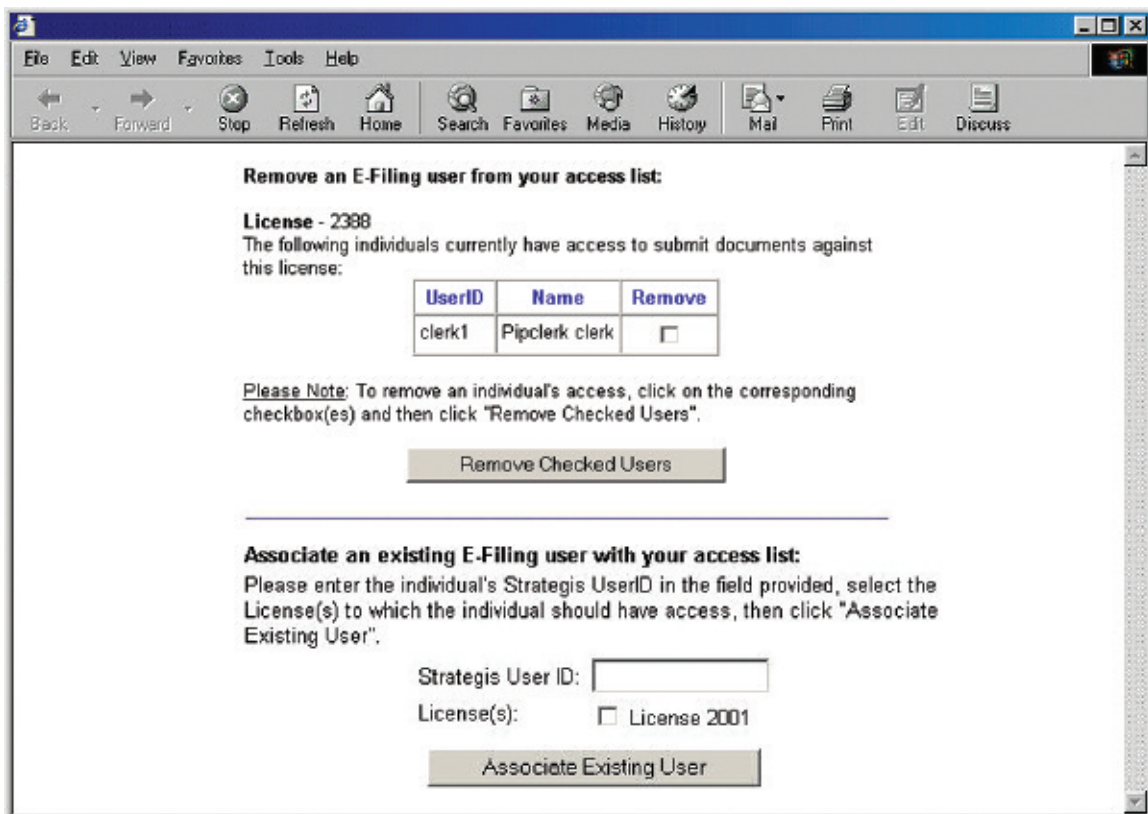
You can also subscribe and unsubscribe to OSB email broadcasts. These will include notices of both planned outages and, when possible, of unscheduled shutdowns of the e-filing system. The system can accommodate one email address. While it may be your email address, it could also be a designated employee's email address.

To **remove a user**, click the box to the right of the user's name and Strategis username (a checkmark will appear). Click this box for all of the users you would like to remove. To finish, click the "Remove Checked Users" button.

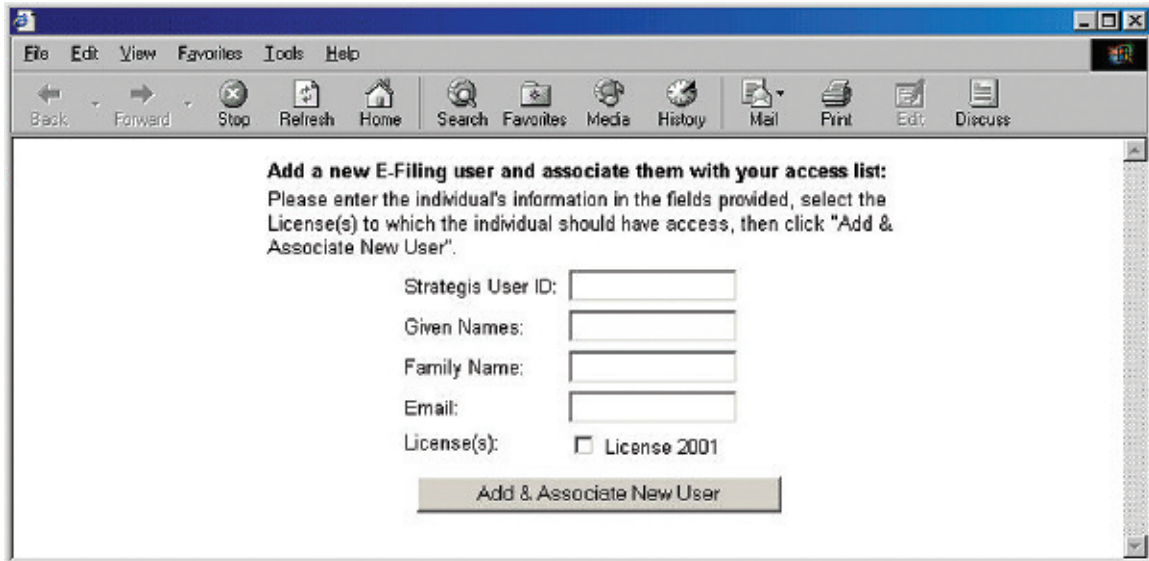
To **add an existing user** of the e-filing system (i.e., someone who is already e-filing on behalf of another trustee/proposal administrator) to your list, type the user's Strategis username in the text field, click the box to the left of the licence(s) to which the user should have access, and then click "Associate Existing User."

TIP

Keep all email addresses up to date so the system knows where to send important documents or messages.



To **add a new user**, type the user's Strategis username, given names, family name and email address in the text fields, click the box to the left of the licence(s) to which the user should have access, and then click "Add & Associate New User."



The screenshot shows a web browser window with a menu bar (File, Edit, View, Favorites, Tools, Help) and a toolbar (Back, Forward, Stop, Refresh, Home, Search, Favorites, Media, History, Mail, Print, Edit, Discuss). The main content area contains the following text and form fields:

Add a new E-Filing user and associate them with your access list:
Please enter the individual's information in the fields provided, select the License(s) to which the individual should have access, then click "Add & Associate New User".

Strategis User ID:
Given Names:
Family Name:
Email:
License(s): License 2001

You'll receive confirmation by email that the changes have been made. This confirmation is sent only to your email address, even if you've added additional email addresses.

For security reasons, you cannot access the user lists of other trustees/proposal administrators (and vice-versa), and users who are not trustees/administrators cannot access any user list.

Submitting a new filing

This section describes how to submit a new **summary administration**—both single bankruptcies and joint filings.

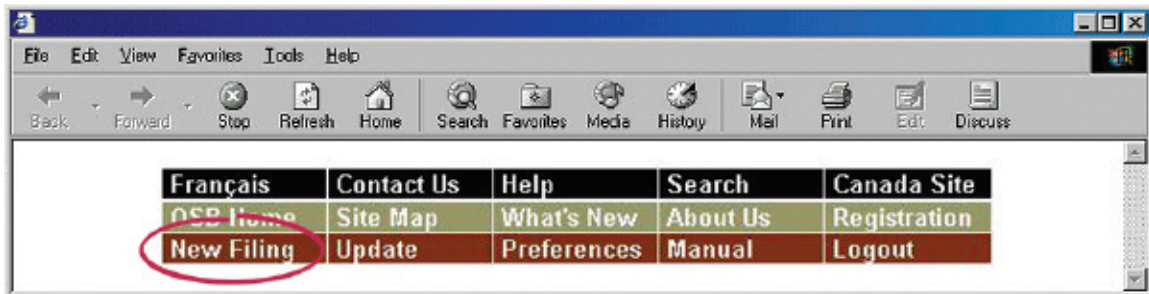
The basics

1. Log in to the e-filing system and click “New Filing” on the menu bar.
2. Click “Name Search” (if you haven’t done one already).
3. For trustee staff, select the responsible trustee.
4. Click “Browse” to select the file you want to e-file.
5. Answer a few questions about the filing.
6. Verify which OSB Division Office will receive the filing. Verify in which court the trustee would open an estate file.
7. Click “Submit this new filing.”
8. If your filing is accepted, record the reference number and print and/or save the certificate of appointment.

If your filing needs to be manually reviewed, record the reference number and the temporary ID number.

To reach the help desk, click “Help” on the menu bar or call 1-877-227-3672. The help desk is open from 8:30 am to 5 pm (Eastern Standard Time), Monday to Friday.

1. Log in to the e-filing system (see “Logging in to the e-filing system,” page 1.3) and click the “New Filing” button on the menu bar at the top of the screen.



A new screen will open. Near the top of this screen you'll see a reminder of new filings the system will not accept.

REMINDER

The e-filing system **will accept** summary administrations for:

- individuals
- joint estates
- deceased debtors (court order obtained)
- repeat debtors
- debtors residing outside of Canada

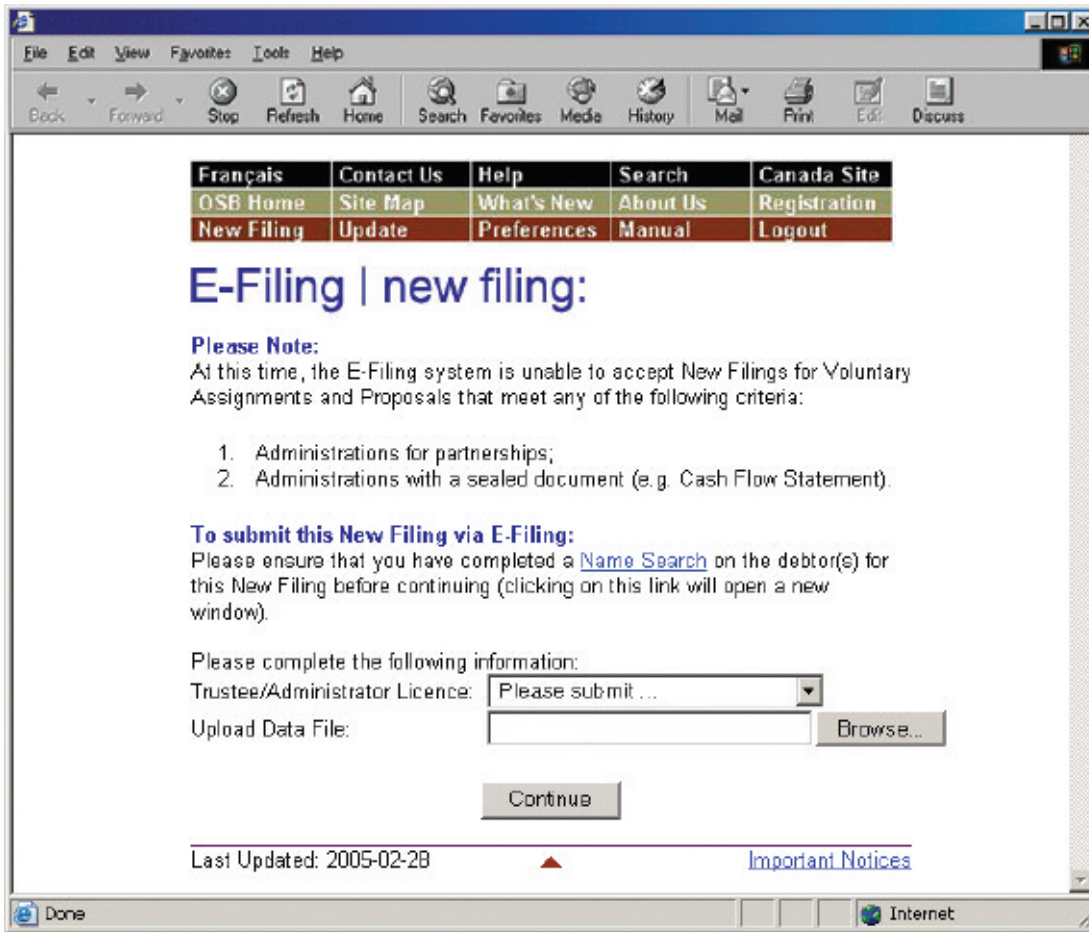
The e-filing system **will not accept** summary administrations:

- for partnerships

In addition, in rare cases the system is not able to process summary administrations for estates with previous proceedings and will ask you to file those administrations in paper.

TIP

When you are filing a change of administration type (bankruptcy to proposal, for example), you should use the “New filing” button to file the initial document package.



2. Click “Name Search” (if you haven’t done one already).

This will bring you to the OSB Web site, where you can search a database containing information about bankruptcies, proposals and petitions registered in Canada since 1978. You need to search this database to find out whether the debtor you are filing on behalf of has previously been bankrupt, filed a proposal or is subject to a petition. If the debtor has, include this information in the Statement of Affairs and in the Estate Information Summary.

Clicking “Name Search” will open a new window on your screen. To return to the e-filing system, simply close this window.

JOINT FILING

Be sure to do a name search for all debtors involved in a joint filing.

TIP

You can also get to the name search function by going to www.strategis.gc.ca, clicking “English” to enter the site and clicking “Bankruptcy Search” or by going to the OSB Web site at www.osb-bsf.gc.ca, clicking “English” to enter the site and clicking “Insolvency Name Search.”

3. For trustee staff, select the responsible trustee from the drop-down list.

Only trustee staff who e-file on behalf of more than one trustee, or on behalf of a trustee with multiple licences, need to do this.

Simply click the arrow to the right of the drop-down list to see a list of the trustees you can e-file on behalf of, and click on the appropriate trustee.

TROUBLESHOOTING

If the appropriate trustee isn't on the list ...

... it's likely that the trustee hasn't added you to his or her user list. The trustee will need to do this by following the directions on page 1.7 ("Creating and managing your user list").

4. Click "Browse" to select the file you want to e-file.

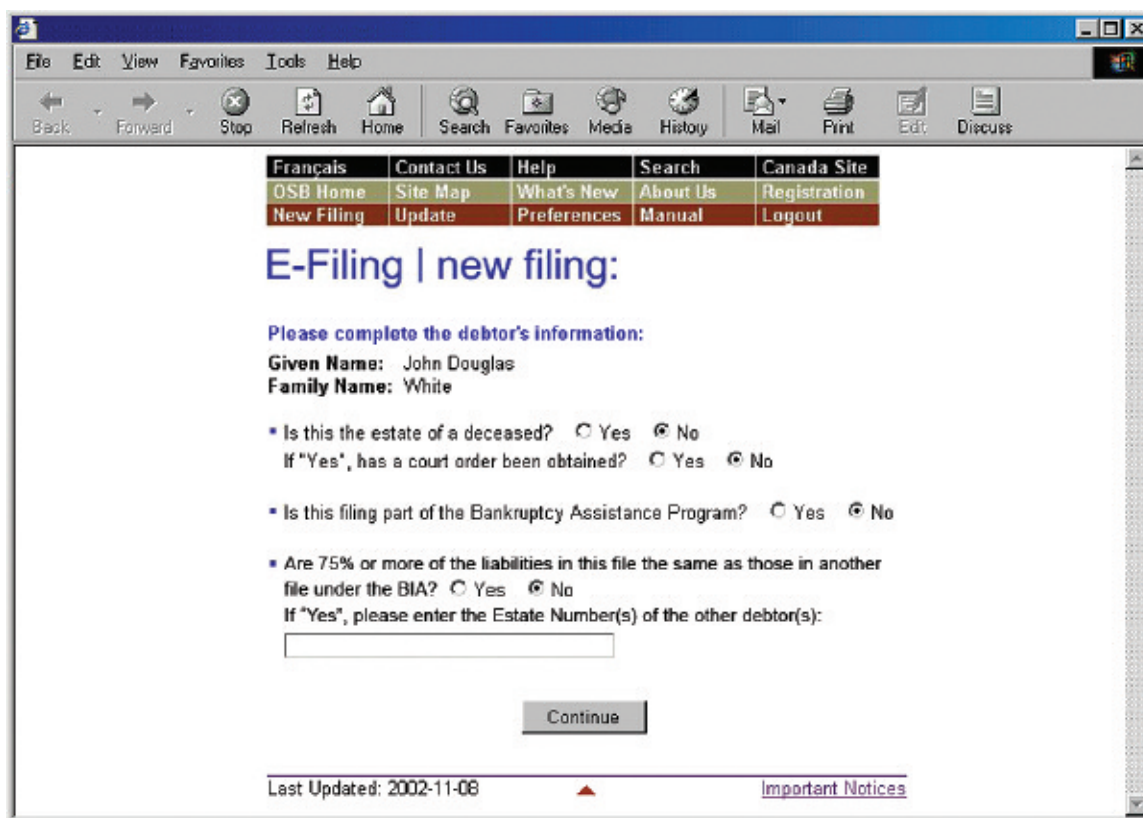
Once you've chosen the file, click "Continue" to go to the next screen.

5. Answer a few questions about the filing.

You'll see the name of the debtor and a few questions, which you can answer by clicking the "Yes" and "No" buttons and, if required, entering information in the text field.

JOINT FILING

For joint filings, the e-filing system automatically asks these questions for each debtor. Simply click on the hyperlink at the bottom of each screen to move to the next debtor.



Click “Continue” to go to the next screen.

6. Verify which OSB Division Office will receive the filing. Verify in which court the trustee would open an estate file.

The system automatically chooses a Division Office and court based on the debtor’s postal code. If both are **correct**, move on to step 7.

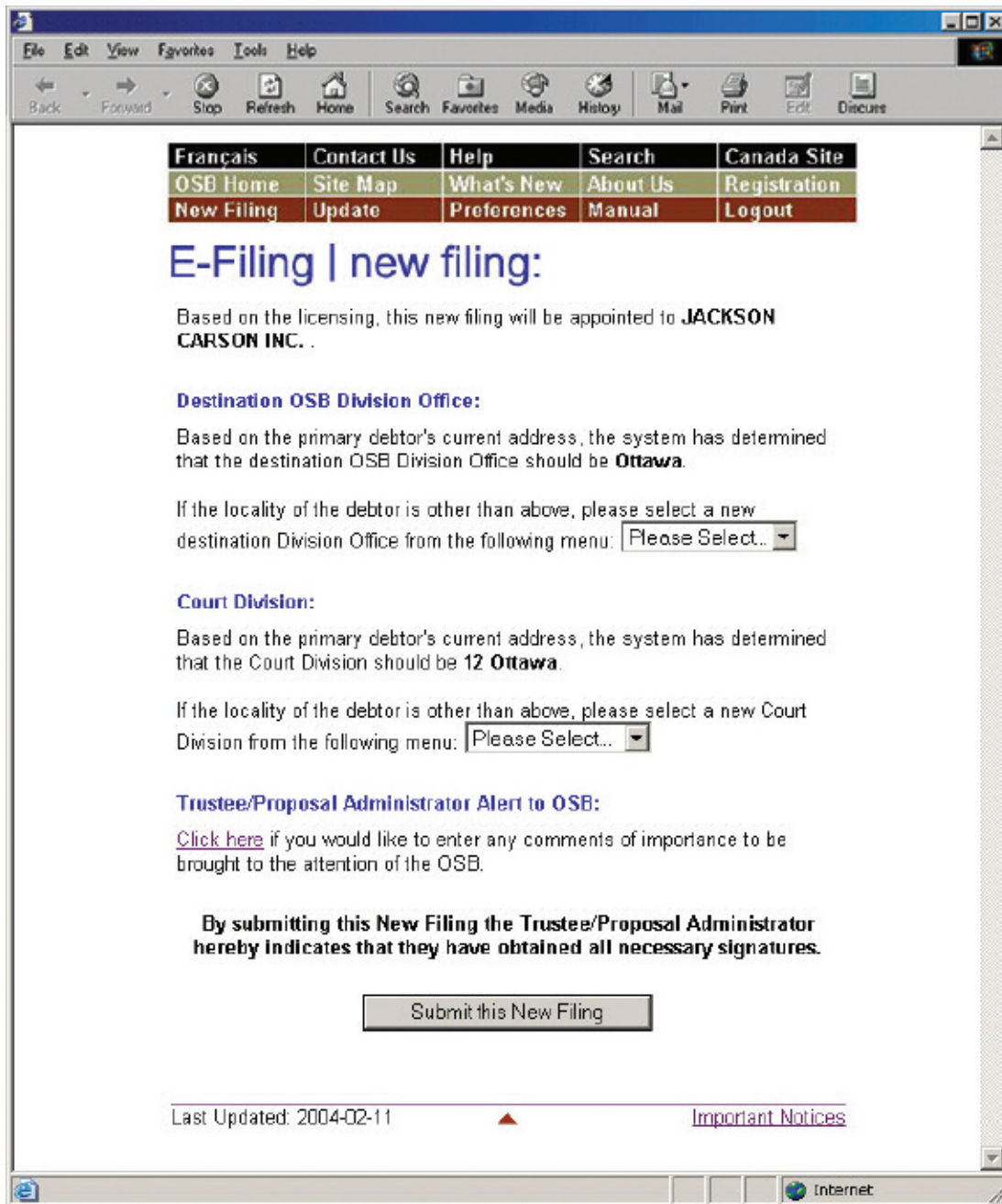
If the system displays an **incorrect** Division Office or court, select the appropriate one(s) from the drop-down list(s).

TIP

The Division Office and court must be in the locality of the debtor. If you’re in doubt about which Division Office or court to select, contact your local OSB office.

TROUBLESHOOTING

If the appropriate Division Office or court isn’t on the list, and you’re not a trustee ...
 ... you may have selected the wrong responsible trustee on the first screen. You’ll have to redo the process from the beginning by clicking “New Filing” on the menu bar. **Don’t use the “Back” button of your Internet browser—you could unknowingly create a corrupted transaction.**



7. Click “Submit this new filing” to send the file to the OSB.

Don’t forget to include an alert (*see* box) if necessary before you submit the file.

ALERT

Add an alert in exceptional circumstances. You may want to alert the OSB about a debtor’s history of violence, for example, or that a debtor’s address should not be added to the name search database for security reasons.

If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of using the link “Click here.”

8. If your filing is accepted, record the reference number and print and/or save the certificate of appointment.

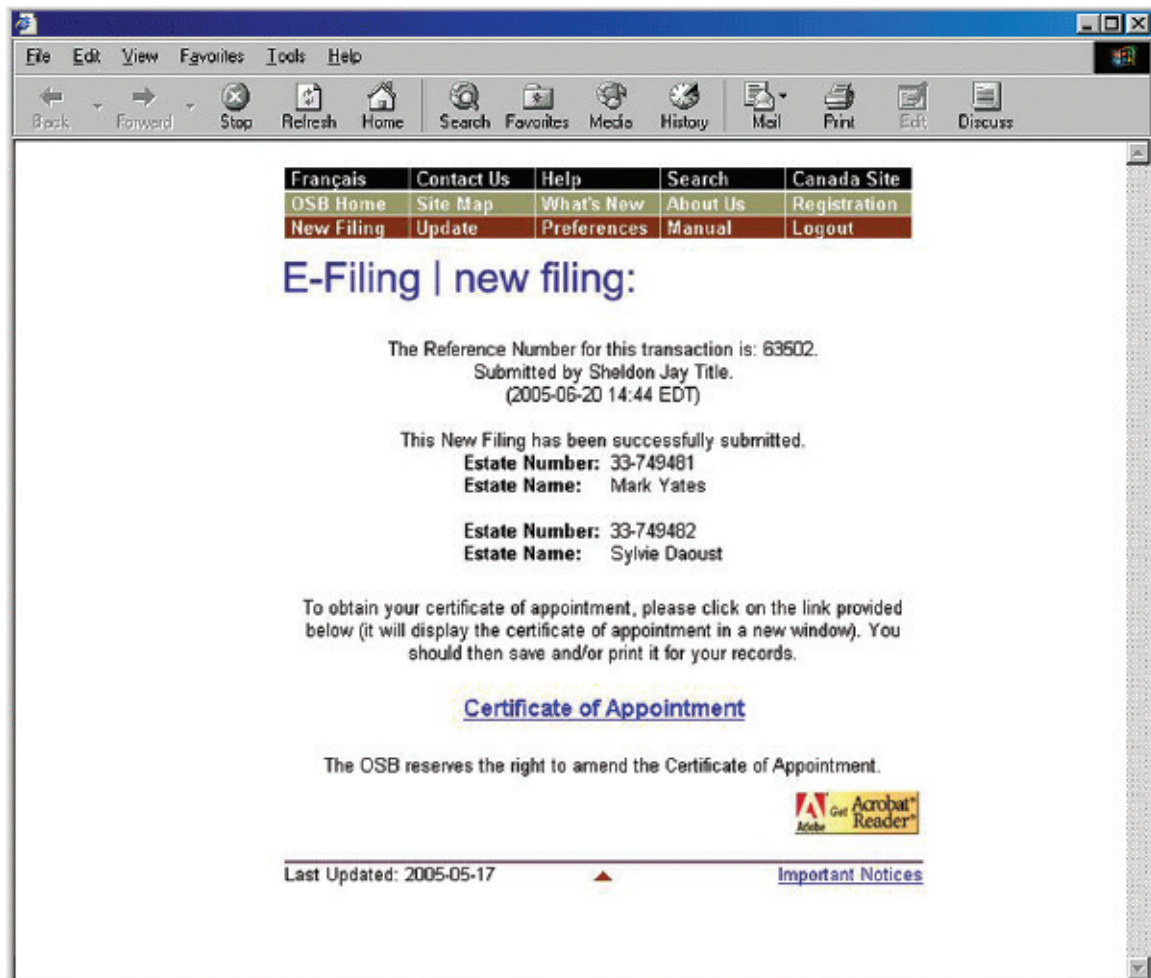
If your filing needs to be manually reviewed, record the reference number and the temporary ID number.

Unless there are errors in the filing (see “Troubleshooting,” page 2.10), you will see one of two screens.

If your filing is accepted, you’ll see the screen below. Simply record the reference number and click on the hyperlink to view the certificate of appointment (if the language of the estate differs from the language of the trustee, the certificate will be provided in both languages). The certificate of appointment will appear on a new screen in PDF format. Print the certificate and/or save an electronic copy to your computer (to print later).

REMINDER

Don’t forget to save and/or print the certificate of appointment—the system won’t save it for you.



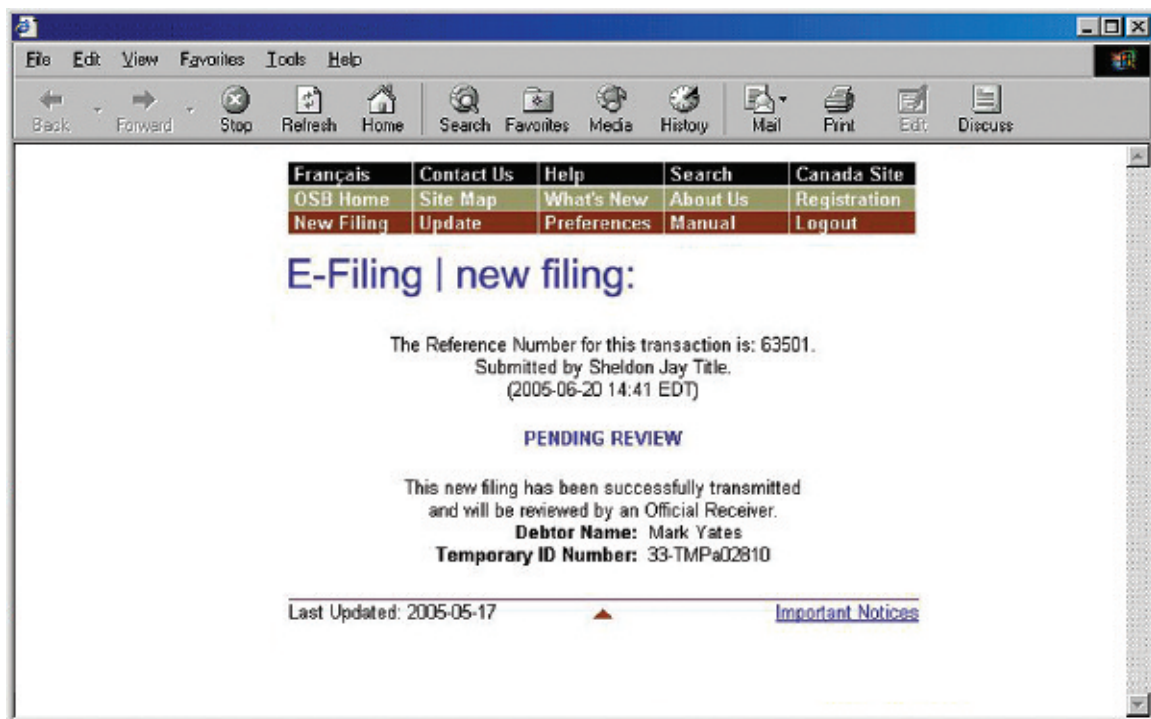
If your filing needs to be manually reviewed by an Official Receiver to determine whether it can be accepted, you'll see the screen below. Be sure to record the reference number for the transaction, as well as the temporary ID number(s). You can use the temporary ID number(s) to update the estate(s) while you're waiting to find out whether the filing has been accepted.

The most common reasons why a filing may need to be manually reviewed are:

- you selected a new Division Office;
- the debtor resides outside of Canada; or
- there is a previous proceeding that makes it necessary for the Official Receiver to manually check some information (e.g., the date of the initial bankruptcy event).

The OSB may also decide to manually review the filings of certain trustees (e.g., where it has been determined that a trustee has not been obtaining approval from the OSB to conduct assessments by telephone).

Within two business days, you'll receive an email from the OSB telling you whether the filing has been accepted or rejected. If the filing is accepted, the certificate of appointment will be attached to the email. If the filing is rejected, you can find out why by contacting your Division Office.

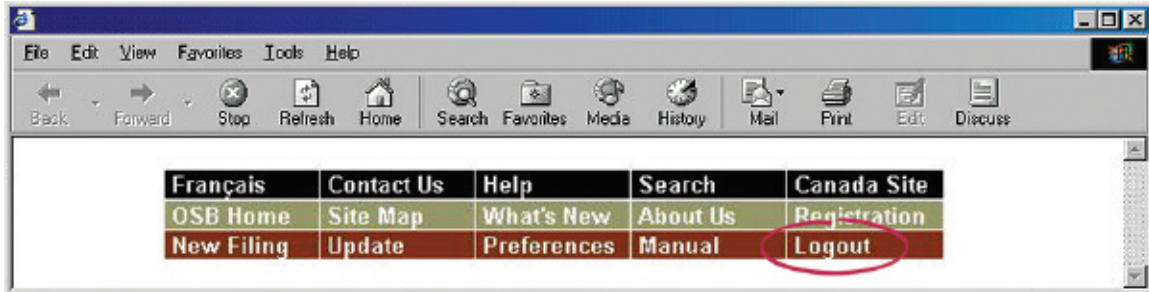


TIP

Keep your email addresses up to date so that the system knows where to send certificates of appointment and other important documents. For help updating email addresses, see page 1.8.

REMINDER

Don't forget to log out once you've finished using the e-filing system. Just close your browser or click "Logout" on the menu bar and follow the instructions.



TROUBLESHOOTING

If there is a problem with the filing...

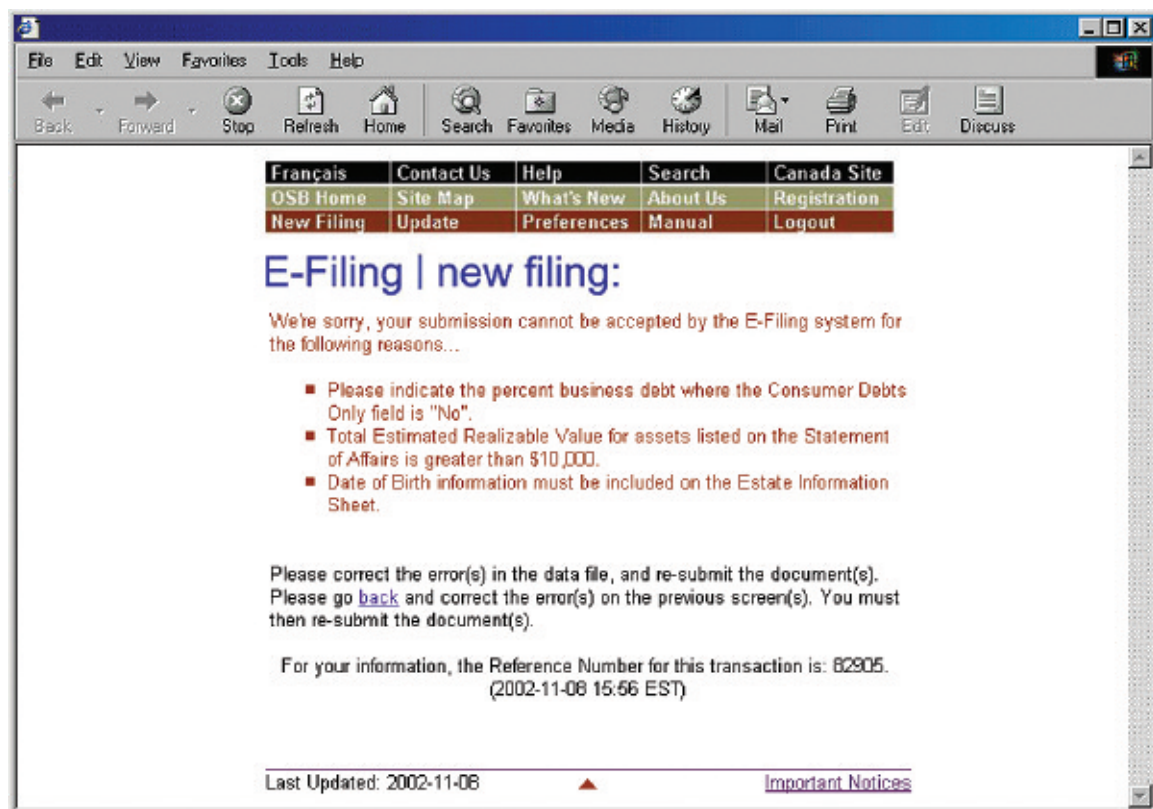
...the e-filing system will let you know. The problem may be with the file(s) you submitted and/or with the information you provided on the previous screens. In either case, you'll have to start over from the beginning. You may see a "back" hyperlink that you can click to return to the first screen, or you can simply click "New Filing" from the menu bar.

If the problem is more technical, the e-filing system will suggest that you contact your software vendor. The error message will be very clear about what the problems are and what to do about them.

For additional help, contact the help desk by clicking "Help" on the menu bar or calling 1-877-227-3672. The help desk is open from 8:30 am to 5 pm (Eastern Standard Time), Monday to Friday.

Clicking "Help" on the menu bar will also give you access to the e-filing tips page on the OSB Web site.

Clicking "Manual" on the menu bar will give you access to the online version of this manual.



In the next section, you'll learn how to update estates that are already in the OSB's e-filing system.

Updating an estate

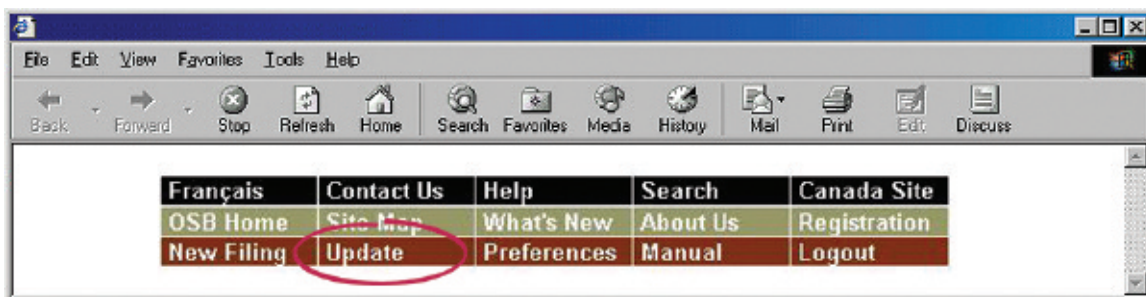
This section describes how to e-file new or updated documents related to an estate already in the e-filing system. To e-file to an estate currently in paper format, you first need to change the estate from paper to electronic format (see page 2.21).

The basics

1. Log in to the e-filing system and click “Update” on the menu bar.
2. Enter the estate number.
3. Verify that the estate name and number are correct.
4. Indicate whether you want to e-file a prescribed form or a softcopy document.
5. Upload the form or document.
6. Record the reference number.

- 1. Log in to the e-filing system (see “Logging in to the e-filing system,” page 1.3) and click the “Update” button on the menu bar at the top of the screen.**

To reach the help desk, click “Help” on the menu bar or call 1-877-227-3672. The help desk is open from 8:30 am to 5 pm (Eastern Standard Time), Monday to Friday.



TIP

When you are filing a change of administration type (bankruptcy to proposal, for example), you should use the “New filing” button to file the initial document package.

2. Enter the estate number in the text field.

Click “Continue” to go to the next screen.

REMINDER

You can enter a temporary estate number until the filing is either accepted or rejected by the OSB.

Français	Contact Us	Help	Search	Canada Site
OSB Home	Site Map	What's New	About Us	Registration
New Filing	Update	Preferences	Manual	Logout

E-Filing | update an estate:

Please enter the Estate Number for the estate that you would like to update:

Estate Number:

Last Updated: 2002-11-08 [Important Notices](#)

3. Verify that the estate name and number are correct.

If the estate name and number are **correct**, click “Continue” to go to the next screen.

REMINDER

Don't use the “Back” button of your Internet browser—you could unknowingly create a corrupted transaction.

TIP

For estates with more than one administration type (e.g., when a bankrupt makes a proposal), the e-filing system may ask you to specify in which administration you would like to submit the document.

If the estate name and number are **incorrect**, simply click “Go Back” to return to the previous screen and enter the correct estate number. Click “Continue” to go to the next screen.

JOINT FILING

If the estate you entered is part of a joint filing, all of the other estates that are part of the filing will be listed on the screen.

4. Select the type of document you would like to e-file.

Choose “**Prescribed form(s)**” to e-file forms (as defined by the BIA) generated by your insolvency software. The file must be in XML format.

TIP

If you don't have a scanner, just fax or mail a copy to the OSB Division Office that holds the electronic estate file.

Choose “**Softcopy document**” to e-file a document that is not a prescribed form (e.g., minutes of first meeting of creditors, financial statements, court documents). This includes documents created using software such as Corel WordPerfect or Microsoft Excel, as well as documents created by scanning a paper document.

Click “Continue” to go to the next screen.

The screenshot shows a web browser window with the following content:

- Navigation menu: Français, Contact Us, Help, Search, Canada Site, OSB Home, Site Map, What's New, About Us, Registration, New Filing, Update, Preferences, Manual, Logout.
- Title: E-Filing | update an estate:
- Text: Please select the type of document you would like to submit against this estate:
- Form fields:
 - Estate Number: 32-700251 (Primary Estate)
 - Estate Name: Doe, Janet
 - Radio buttons:
 - Prescribed form(s) - must be in .xml format
 - Softcopy document - e.g. WordPerfect®, Microsoft® Word, scanned document, etc.
- Text: Please Note: This Estate has been filed jointly with the following estate(s):
 - Estate Number: 32-700253, Estate Name: Damask, Janet
 - Estate Number: 32-700252, Estate Name: Doherty, Janice
- Buttons: Cancel, Continue
- Footer: Last Updated: 2002-11-08, [Important Notices](#)

5. Upload the prescribed form or softcopy document.

To upload a **prescribed form**, click “Browse” to select the XML file. Add an alert (*see* box on page 2.15) if necessary and click “Submit File.”

JOINT FILING

The e-filing system will read the form and decide whether it should be added to the electronic files of the other estates.

The screenshot shows a web browser window with the following content:

- Navigation Menu:**

Français	Contact Us	Help	Search	Canada Site
OSB Home	Site Map	What's New	About Us	Registration
New Filing	Update	Preferences	Manual	Logout
- Section Header:** E-Filing | update an estate:
- Text:** Please complete the following information:
- Form Fields:**
 - Estate Number: 33-701135 (Primary Estate)
 - Estate Name: Piché, René Mario
- Text:** Please upload the file:
- Form:**
- Text:** Trustee/Proposal Administrator Alert to OSB:
[Click here](#) if you would like to enter any comments of importance to be brought to the attention of the OSB.
- Buttons:**
- Page Footer:** Last Updated: 2004-02-11 [Important Notices](#)

Prescribed Forms

There are a few points to keep in mind when submitting certain prescribed forms.

Statement of Receipts and Disbursements (form 13)

If there are dividends, you need to submit a dividend sheet with the SRD. You can do this in one of two ways: (1) if your software allows, you can submit the dividend sheet and the SRD together in one XML file; or (2) you can submit the SRD by itself and then upload the dividend sheet as a separate file.

In both cases, you will be asked to indicate whether inspectors were appointed and whether they approved the SRD.

170 Report (form 82)

You'll see a list of possible causes of bankruptcy, each with a box beside it. Click in the box(es) beside the cause(s) that apply in this case (a checkmark will appear). If a cause isn't listed, you can type it in the text field.

Notice of Bankruptcy and First Meeting of Creditors (form 67)

Notice of Impending Automatic Discharge of First-time Bankrupt (form 68)

Notice of Bankruptcy and of Impending Automatic Discharge of First-time Bankrupt, and Request of a First Meeting of Creditors (form 69)

Notice of Bankruptcy and Request of a First Meeting of Creditors (form 70)

Certificate of Discharge (form 84)

Certificate of Discharge (Conditions Met) (form 85)

These forms *must* be submitted as softcopy documents in a joint filing if one of the debtors has been bankrupt on a previous occasion.

To upload a **softcopy document**, select a document title from the first drop-down list. If the title is not on the list, select "Other," type the document title (as descriptive as possible) in the text field and select a document category (i.e., initial filing, estate administration, bankrupt discharge or trustee discharge) from the second drop-down list.

Then click "Browse" to select the file you want to e-file. Add an alert (*see* box) if necessary and click "Continue." You'll see a screen with the estate name and number and the form(s) or document(s) to be submitted. You will also see a note stating that by submitting the file, you are confirming that you have collected all necessary signatures. If everything is correct, complete the submission by clicking the "Submit" button.

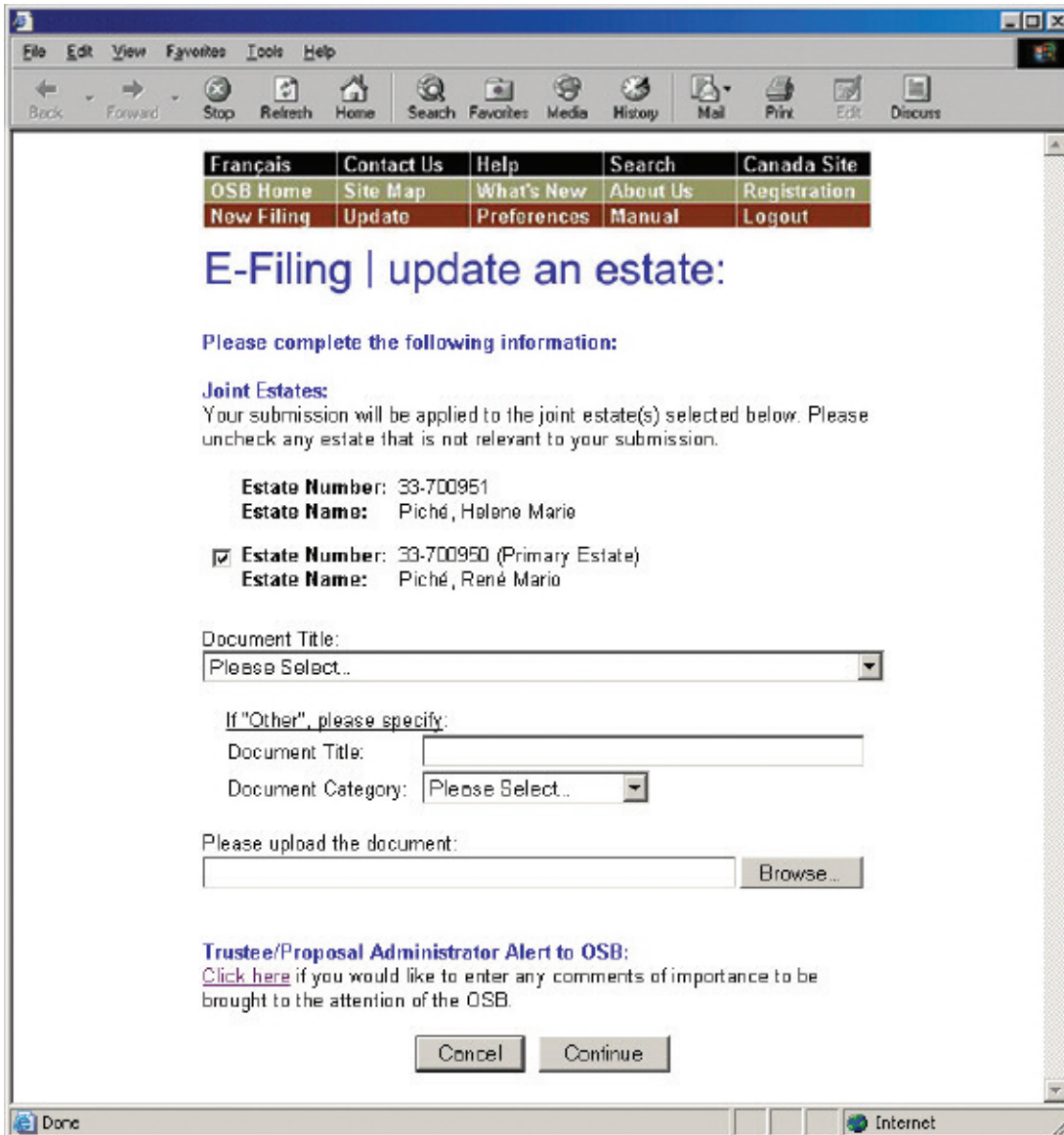
JOINT FILING

In a joint filing, the system will also automatically add the document to the electronic files of the other estates, as shown by a checkmark in the box to the left of the estate number. If you do not want to add the document to these estates, you must remove the checkmark(s) by clicking in the box(es).

ALERT

Add an alert in exceptional circumstances. You may want to alert the OSB about a debtor's history of violence, for example, or that a debtor's address should be removed from the name search database for security reasons.

If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of using the link "Click here."



6. Record the reference number.

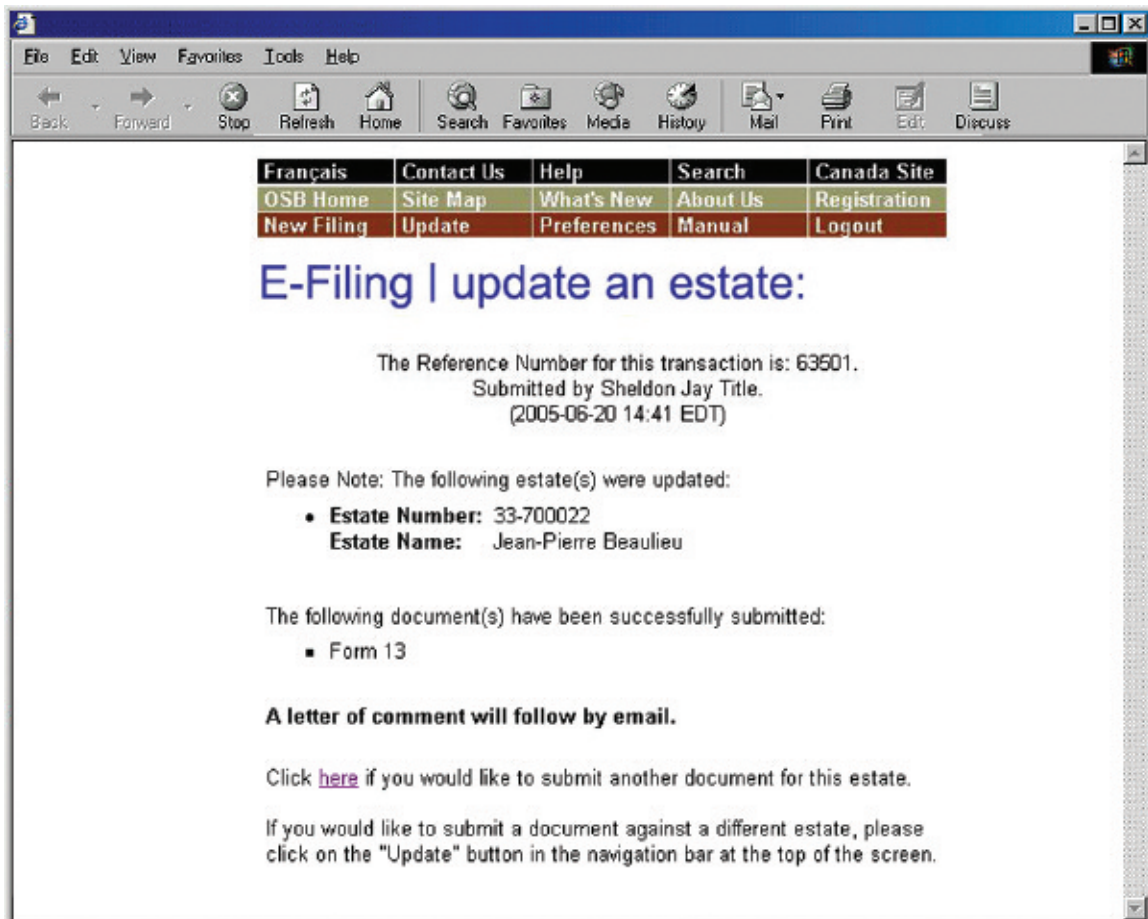
You'll see a new screen with a reference number for your records, as well as the number and name of the estate(s) that were updated. There is also a hyperlink to follow if you would like to submit additional forms or documents to these estate(s).

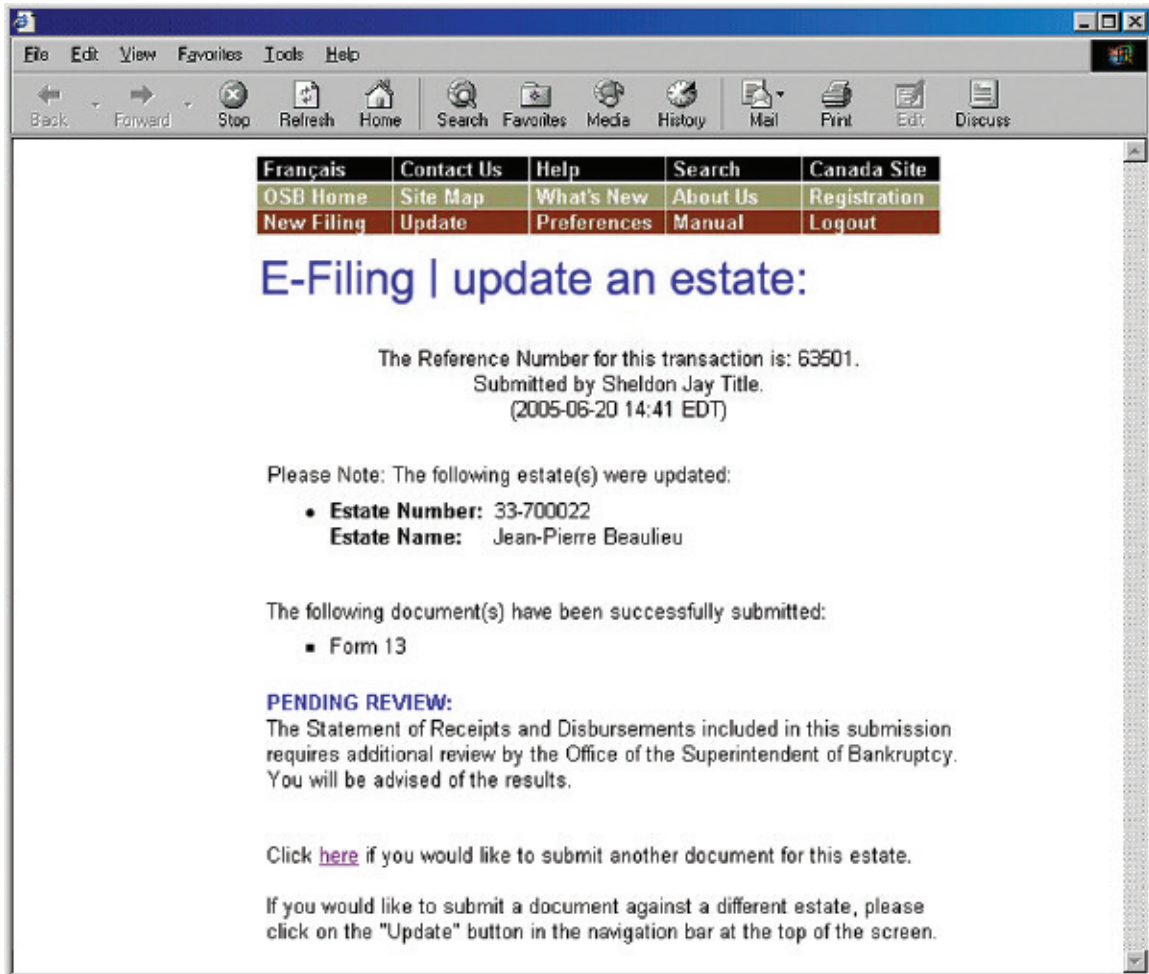
TIP

Keep your email addresses up to date so that the system knows where to send automatic letters of comment and other important documents. For help updating email addresses, see page 1.8.

Letter of Comment

If you've submitted an SRD, the system will tell you whether it is eligible for an automatic letter of comment (see screen below). If it is, the letter will follow by email. If the SRD is not eligible, it will be reviewed by the OSB and you will be notified of the results (see screen on page 2.18).





REMINDER

Don't forget to log out once you've finished using the e-filing system. Click "Logout" on the menu bar and follow the instructions or just close your browser.

TROUBLESHOOTING

If the document or form isn't accepted ...

... the e-filing system will list the reasons why. There may be errors in the file you tried to submit, for example, in which case you'll need to correct the errors and redo the updating process from the beginning. If the problem is more technical, the e-filing system will suggest that you contact your software vendor. The error message will be very clear about what the problems are and what to do about them.

If you submit a document or form to the wrong estate ...

... immediately phone the OSB Division Office that holds the electronic estate file and report the error. Because documents and forms can't be moved from one estate file to another, you'll have to resubmit the document or form to the correct estate. The OSB will remove the incorrectly filed form or document from its database.

For additional help, contact the help desk by clicking "Help" on the menu bar or calling 1-877-227-3672. The help desk is open from 8:30 am to 5 pm (Eastern Standard Time), Monday to Friday.

Clicking "Help" on the menu bar will also give you access to the e-filing tips page on the OSB Web site.

Clicking "Manual" on the menu bar will give you access to the online version of this manual.

Switching from paper to e-filing

This section describes how to switch an estate file from paper to e-filing. You need to follow this process only once for the estate to be recognized by the e-filing system. To update an estate already in the system, go to page 2.11.

- 1.** Log in to the e-filing system (see “Logging in to the e-filing system,” page 1.3) and click “Update” on the menu bar at the top of the screen.
- 2.** Enter the estate number (as it appears on the certificate of appointment) in the text field.

Click “Continue” to go to the next screen.

TIP

Once an estate has been switched from paper to electronic format, all filings to the estate must be done through the e-filing system.

Français	Contact Us	Help	Search	Canada Site
OSB Home	Site Map	What's New	About Us	Registration
New Filing	Update	Preferences	Manual	Logout

E-Filing | update an estate:

Please enter the Estate Number for the estate that you would like to update:

Estate Number:

Last Updated: 2002-11-08 [Important Notices](#)

3. Verify that the estate name and number are correct.

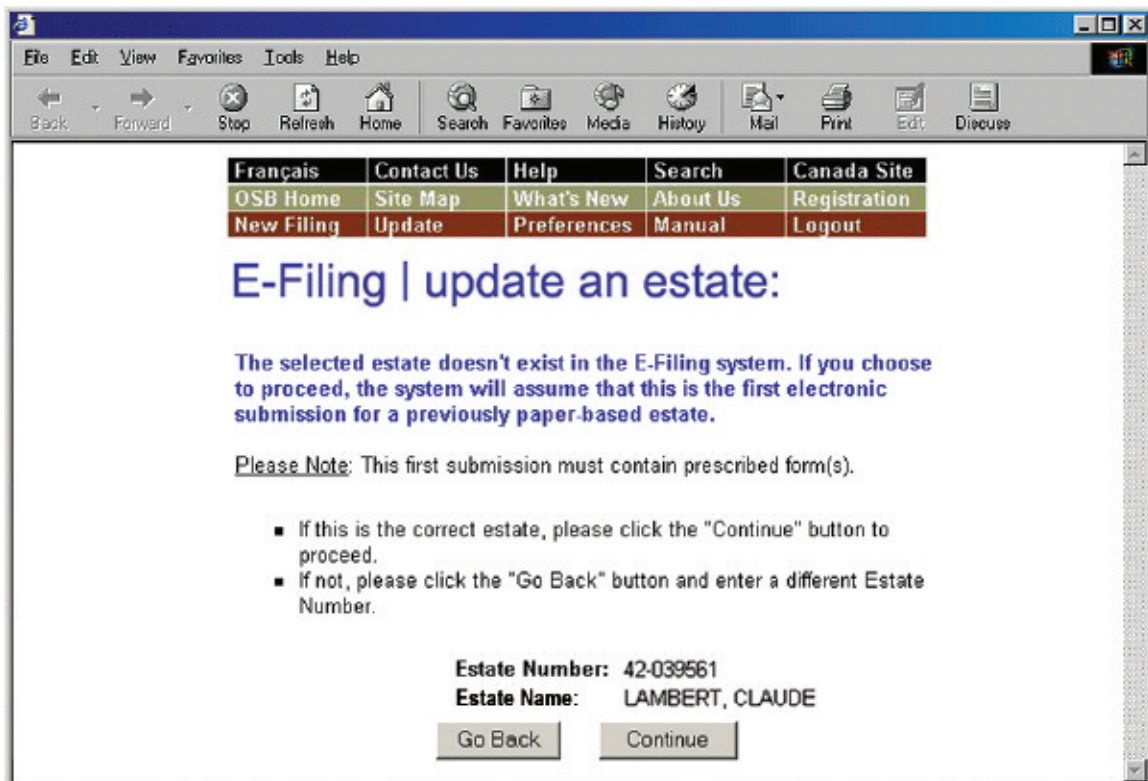
The system will realize that the number isn't in the e-filing system and assume that you're changing a paper-based estate file to electronic format.

If the estate name and number are **correct**, click "Continue" to move to the next screen.

If the estate name and number are **incorrect**, simply click "Go Back" to return to the previous screen and enter the correct estate number.

REMINDER

Don't use the "Back" button of your Internet browser—you could unknowingly create a corrupted transaction.



4. Upload a prescribed form.

The first electronic submission to a previously paper-based estate file must be a prescribed form. Prescribed forms contain information required to register the estate in the e-filing system.

Click “Browse” to select the XML file. Add an alert (*see* box) if necessary and click “Submit File.”

TIP

Don't e-file anything that you've already filed in paper format.

ALERT

Add an alert in exceptional circumstances. You may want to alert the OSB about a debtor's history of violence, for example, or that a debtor's address should be removed from the name search database for security reasons.

If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of using the link “Click here.”

Prescribed Forms

There are a few points to keep in mind when submitting certain prescribed forms.

Statement of Receipts and Disbursements (form 13)

If there are dividends, you need to submit a dividend sheet with the SRD. You can do this in one of two ways: (1) if your software allows, you can submit the dividend sheet and the SRD together in one XML file; or (2) you can submit the SRD by itself and then upload the dividend sheet as a separate file.

In both cases, you will be asked to indicate whether inspectors were appointed and whether they approved the SRD.

170 Report (form 82)

You'll see a list of possible causes of bankruptcy, each with a box beside it. Click in the box(es) beside the cause(s) that apply in this case (a checkmark will appear). If a cause isn't listed, you can type it in the text field.

Notice of Bankruptcy and First Meeting of Creditors (form 67)

Notice of Impending Automatic Discharge of First-time Bankrupt (form 68)

Notice of Bankruptcy and of Impending Automatic Discharge of First-time Bankrupt, and Request of a First Meeting of Creditors (form 69)

Notice of Bankruptcy and Request of a First Meeting of Creditors (form 70)

Certificate of Discharge (form 84)

Certificate of Discharge (Conditions Met) (form 85)

These forms *must* be submitted as softcopy documents in a joint filing if one of the debtors has been bankrupt on a previous occasion.

5. Record the reference number.

You'll see a new screen with a reference number for your records, as well as the number and name of the estate(s) that were updated. There is also a hyperlink to follow if you would like to submit additional forms or softcopy documents to the estate.

TIP

You won't receive an automatic letter of comment for an estate file that was previously paper-based.

TROUBLESHOOTING

If the document or form isn't accepted...

... the e-filing system will list the reasons why. There may be errors in the file you tried to submit, for example, in which case you'll need to correct the errors and redo the process from the beginning. If the problem is more technical, the e-filing system will suggest that you contact your software vendor. The error message will be very clear about what the problems are and what to do about them.

If you submit a document or form to the wrong estate...

... immediately phone the OSB Division Office that holds the electronic estate file and report the error. Because documents and forms can't be moved from one estate file to another, you'll have to resubmit the document or form to the correct estate. The OSB will remove the incorrectly filed form or document from its database.

For additional help, contact the help desk by clicking "Help" on the menu bar or calling 1-877-227-3672. The help desk is open from 8:30 am to 5 pm (Eastern Standard Time), Monday to Friday.

Clicking "Help" on the menu bar will also give you access to the e-filing tips page on the OSB Web site.

Clicking "Manual" on the menu bar will give you access to the online version of this manual.

REMINDER

Don't forget to log out once you've finished using the e-filing system. Just close your browser or click "Logout" on the menu bar and follow the instructions.

Submitting a new filing

This section describes how to e-file a new **Division II proposal**.

The basics

1. Log in to the e-filing system and click “New Filing” on the menu bar.
2. Click “Name Search” (if you haven’t done one already).
3. If necessary, select the responsible proposal administrator.
4. Click “Browse” to select the file you want to e-file.
5. Submit any additional documents the system asks for.
6. Answer some questions about the filing.
7. Verify which OSB Division Office will receive the filing. Verify in which court the proposal administrator would open an estate file.
8. Click “Submit this new filing.”
9. If your filing is accepted, record the reference number and print and/or save the certificate of filing.

If your filing needs to be manually reviewed, record the reference number and the temporary ID number.

To reach the help desk, click “Help” on the menu bar or call 1-877-227-3672. The help desk is open from 8:30 am to 5 pm (Eastern Standard Time), Monday to Friday.

1. Log in to the e-filing system (see “Logging in to the e-filing system,” page 1.3) and click the “New Filing” button on the menu bar at the top of the screen.

A new screen will open. Near the top of this screen you’ll see a reminder of new filings the system will not accept.



REMINDER

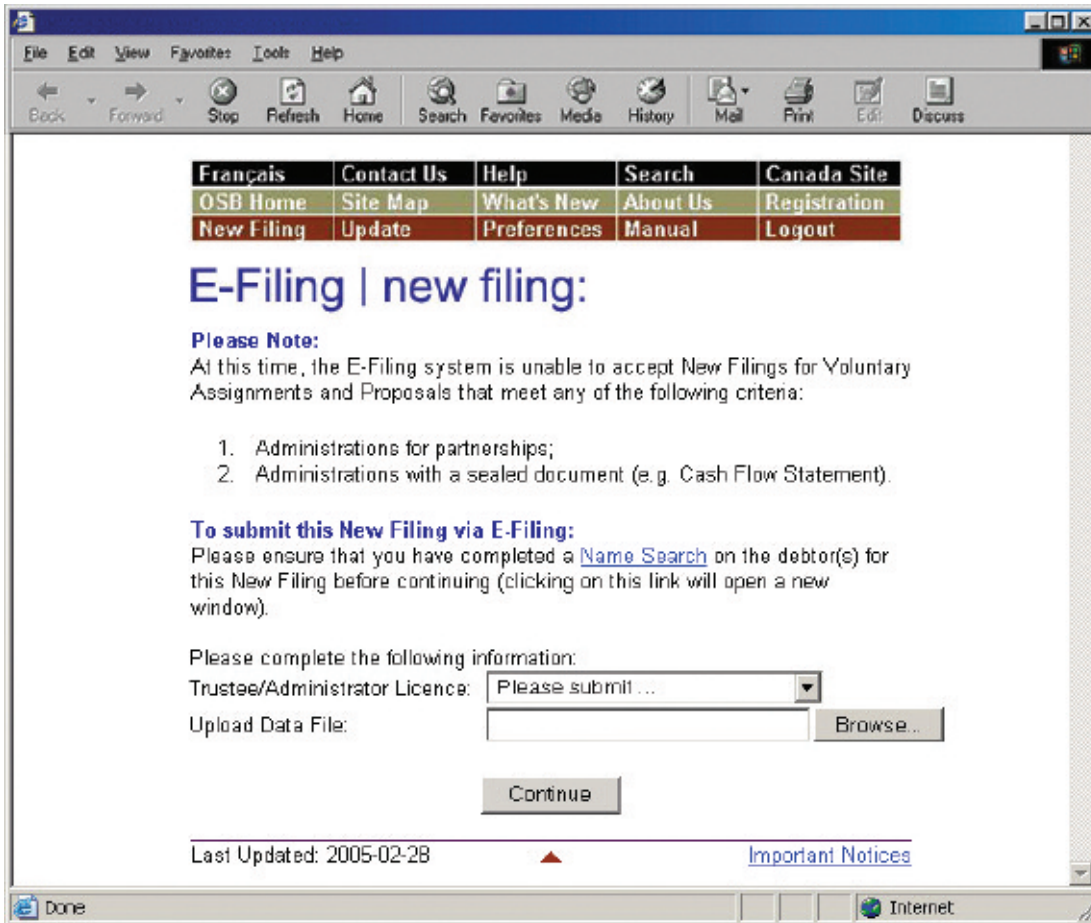
The e-filing system **will accept** consumer proposals for:

- individuals
- joint estates
- repeat debtors
- debtors residing outside of Canada

The e-filing system **will not accept** consumer proposals:

- for partnerships

In addition, in rare cases the system is not able to process consumer proposals for estates with previous proceedings and will ask you to file those proposals in paper.



TIP

When you are filing a change of administration type (bankruptcy to proposal, for example), you should use the “New filing” button to file the initial document package.

2. Click “Name Search” (if you haven’t done one already).

This will bring you to the OSB Web site, where you can search a database containing information about bankruptcies, proposals and petitions registered in Canada since 1978. You need to search this database to find out whether the debtor you are filing on behalf of has previously been bankrupt, filed a proposal or is subject to a petition. If the debtor has, include this information in the Statement of Affairs and in the Estate Information Summary.

Clicking “Name Search” will open a new window on your screen. To return to the e-filing system, simply close this window.

JOINT FILING

Be sure to do a name search for all debtors involved in a joint filing.

TIP

You can also get to the name search function by going to www.strategis.gc.ca, clicking “English” to enter the site and clicking “Bankruptcy Search” or by going to the OSB Web site at www.osb-bsf.gc.ca, clicking “English” to enter the site and clicking “Insolvency Name Search.”

3. If necessary, select the responsible proposal administrator from the drop-down list.

Only staff who e-file on behalf of more than one administrator, or on behalf of an administrator with multiple licences, need to do this.

Simply click the arrow to the right of the drop-down list to see a list of the administrators you can e-file on behalf of, and click on the appropriate name.

TROUBLESHOOTING

If the appropriate proposal administrator isn’t on the list...

... it’s likely that the administrator hasn’t added you to his or her user list. The administrator will need to do this by following the directions on page 1.7 (“Creating and managing your user list”).

4. Click “Browse” to select the file you want to e-file.

Once you’ve chosen the file, click “Continue” to go to the next screen.

5. Submit any additional documents the system asks for.

If you can’t submit all of the initial filing documents in XML format, the e-filing system will ask you to upload the missing documents. The e-filing system will tell you which documents **must** be uploaded immediately in softcopy format and which documents **may** be either uploaded in softcopy format or mailed or faxed to the Division Office at a later date.

If the debtor has a previous proceeding, you may also need to submit additional documents (see box on page 3.6).

Français	Contact Us	Help	Search	Canada Site
OSB Home	Site Map	What's New	About Us	Registration
New Filing	Update	Preferences	Manual	Logout

E-Filing | new filing:

Please upload the following document in **softcopy** format:
Consumer Proposal - Form 47:

You are also required to submit the following document; if you wish you may upload it in **softcopy** format now:
Report of the Administrator on the Consumer Proposal - Form 48:

Previous Proceedings

If the debtor has a previous proceeding, the e-filing system will ask you some additional questions, and you may need to upload some additional documents:

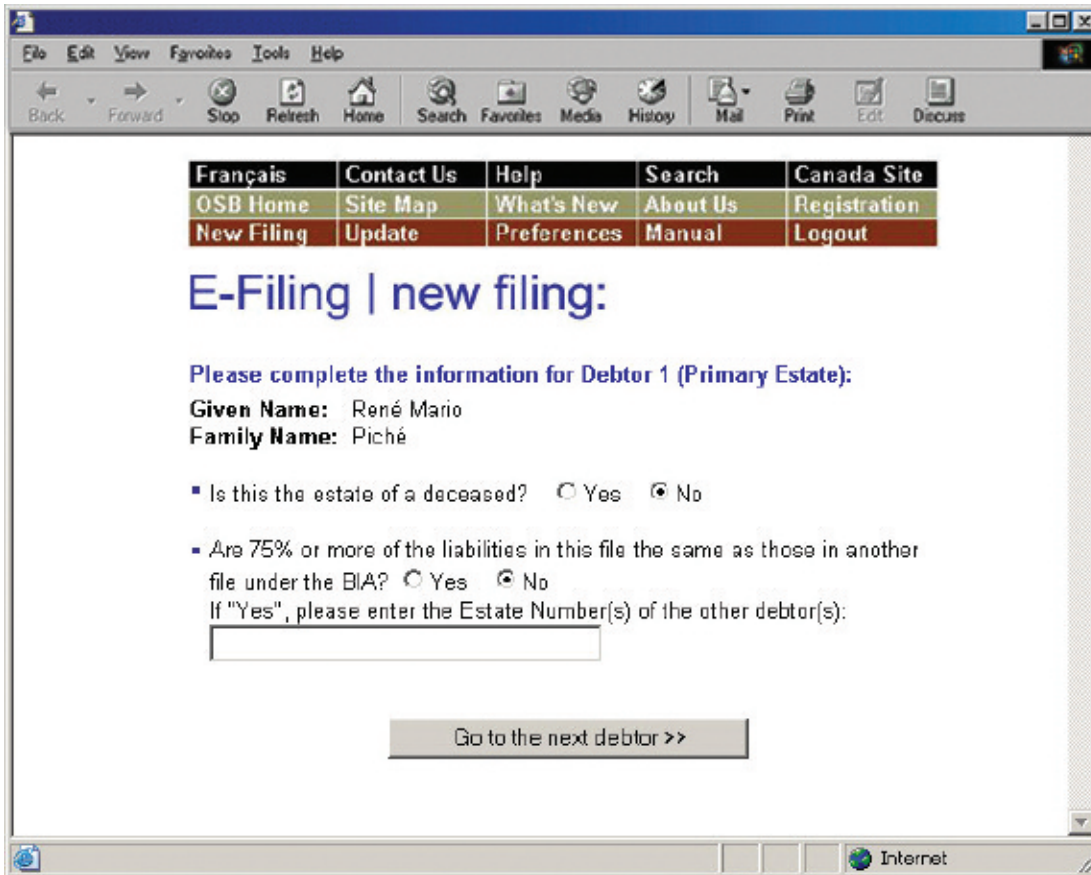
- you will need to confirm that the estate number, estate name and debtor's date of birth for the previous proceeding(s) are correct
- if any debtor in the filing has a previous proposal that was annulled or deemed annulled, and all debts have not been paid off, you'll need to submit a court order (electronically or by mail or fax)
- if any debtor in the filing is an undischarged bankrupt, and inspectors were appointed during the bankruptcy and approved of the filing of the proposal, you'll need to submit the Inspectors' Resolution if you have it (this can be done electronically or by mail or fax)

6. Answer some questions about the filing.

You'll see the name of the debtor and a few questions which you can answer by clicking the "Yes" and "No" buttons and, if required, entering information in the text field.

JOINT FILING

For joint filings, the e-filing system automatically asks these questions for each debtor. Simply click on the button at the bottom of each screen to move to the next debtor.



Click "Continue" to go to the next screen.

7. Verify which OSB Division Office will receive the filing. Verify in which court the proposal administrator would open an estate file.

The system automatically chooses a Division Office and court based on the debtor's postal code. If both are **correct**, move on to step 8.

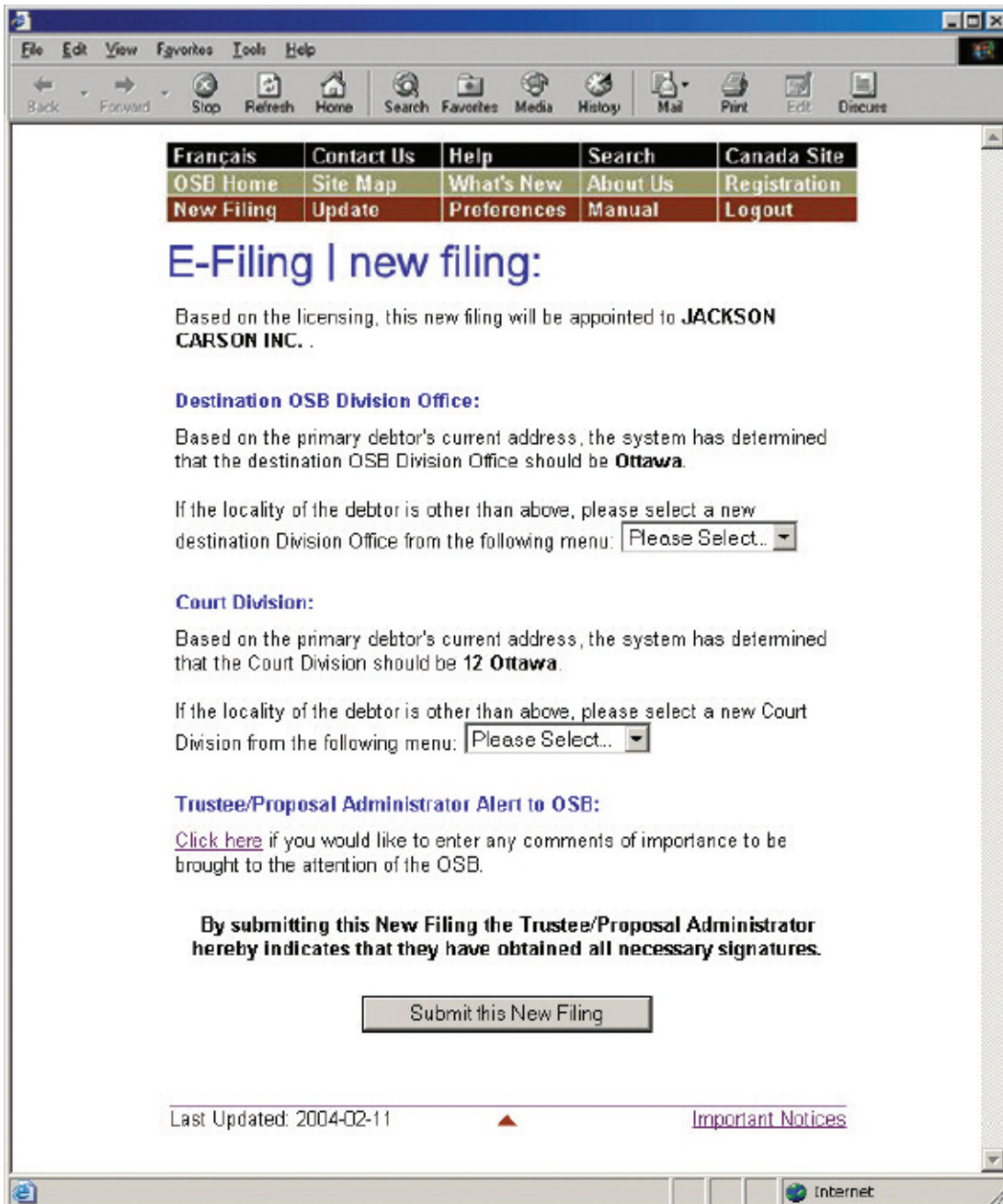
If the system displays an **incorrect** Division Office or court, select the appropriate one(s) from the drop-down list(s).

TIP

The Division Office and court must be in the locality of the debtor. If you're in doubt about which Division Office or court to select, contact your local OSB office.

TROUBLESHOOTING

If the appropriate Division Office or court isn't on the list, and you're not a proposal administrator ... you may have selected the wrong responsible administrator, or the wrong licence number, on the first screen. You'll have to redo the process from the beginning by clicking "New Filing" on the menu bar. Don't use the "Back" button of your Internet browser—you could unknowingly create a corrupted transaction.



8. Click “Submit this new filing” to send the file to the OSB.

Don’t forget to include an alert (*see* box) if necessary before you submit the file.

ALERT

Add an alert in exceptional circumstances. You may want to alert the OSB about a debtor’s history of violence, for example, or that a debtor’s address should not be added to the name search database for security reasons.

If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of using the link “Click here.”

9. If your filing is accepted, record the reference number and print and/or save the certificate of filing.

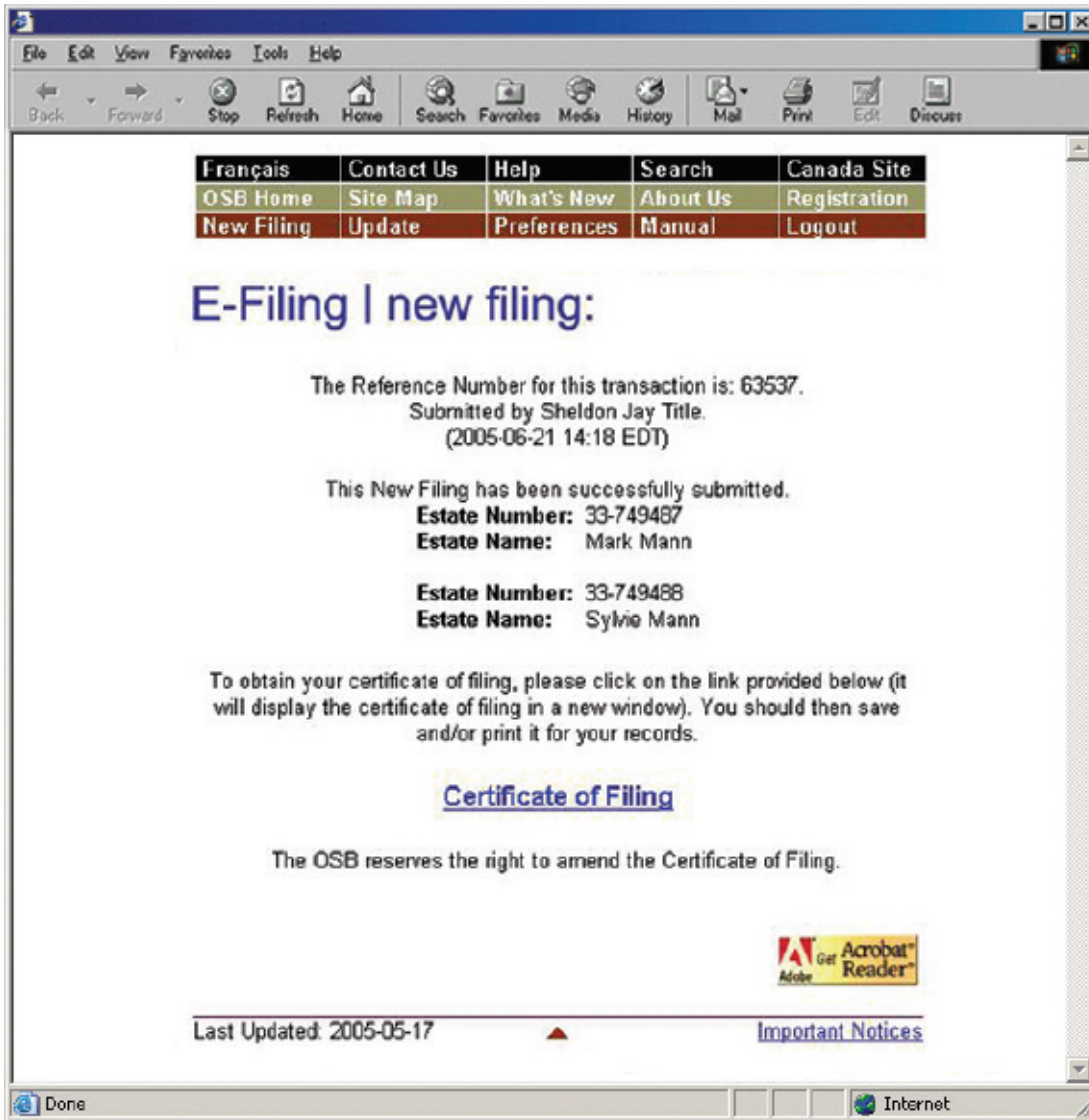
If your filing needs to be manually reviewed, record the reference number and the temporary ID number.

Unless there are errors in the filing (see “Troubleshooting” on page 3.13), you will see one of two screens.

If your filing is accepted, you’ll see the screen on the following page. Simply record the reference number and click on the hyperlink to view the certificate of filing (if the language of the estate differs from the language of the proposal administrator, the certificate will be provided in both languages). The certificate of filing will appear on a new screen in PDF format. Print the certificate and/or save an electronic copy to your computer (to print later).

REMINDER

Don’t forget to save and/or print the certificate of filing—the system won’t save it for you.



If your filing needs to be manually reviewed by an Official Receiver to determine whether it can be accepted, you'll see the screen on the following page. Be sure to record the reference number for the transaction, as well as the temporary ID number(s). You can use the temporary ID number(s) to update the estate(s) while you're waiting to find out whether the filing has been accepted.

TIP

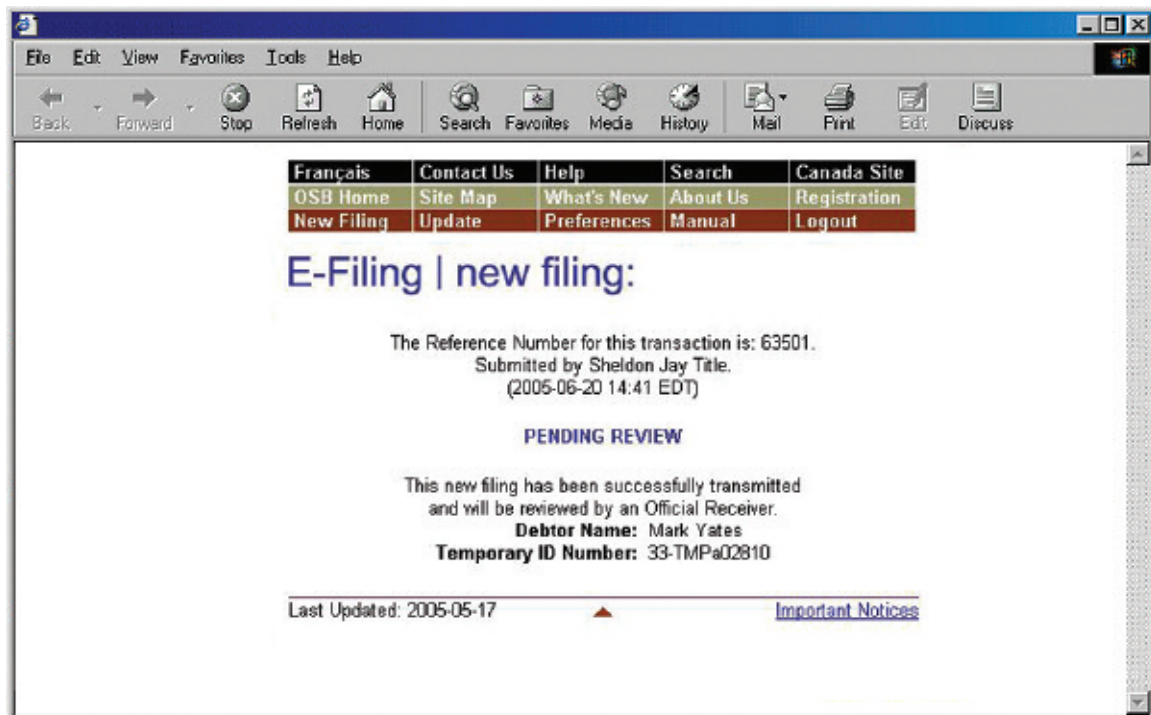
If a consumer proposal in manual review is for a debtor who is bankrupt, the proposal will be given the same estate number as the bankruptcy.

The most common reasons why a filing may need to be manually reviewed are:

- you selected a new Division Office
- the debtor resides outside of Canada
- a joint filing has three or more debtors
- there is a previous proceeding that makes it necessary for the Official Receiver to manually check some information.

The OSB may also decide to manually review the filings of certain proposal administrators (e.g., where it has been determined that an administrator has not been obtaining approval from the OSB to conduct assessments by telephone).

Within two business days, you'll receive an email from the OSB telling you whether the filing has been accepted or rejected. If the filing is accepted, the certificate of filing will be attached to the email. If the filing is rejected, you can find out why by contacting your Division Office.

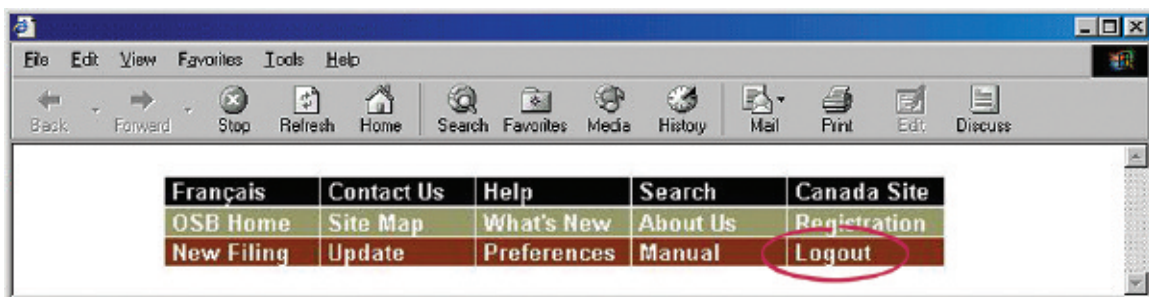


TIP

Keep your email addresses up to date so that the system knows where to send certificates of filing and other important documents. For help updating email addresses, see page 1.8.

REMINDER

Don't forget to log out once you've finished using the e-filing system. Just close your browser or click "Logout" on the menu bar and follow the instructions.



TROUBLESHOOTING

If there is a problem with the filing...

... the e-filing system will let you know. The problem may be with the file(s) you submitted and/or with the information you provided on the previous screens. In either case, you'll have to start over from the beginning. You may see a "back" hyperlink that you can click to return to the first screen, or you can simply click "New Filing" from the menu bar.

If the problem is more technical, the e-filing system will suggest that you contact your software vendor. The error message will be very clear about what the problems are and what to do about them.

For additional help, contact the help desk by clicking "Help" on the menu bar or calling 1-877-227-3672. The help desk is open from 8:30 am to 5 pm (Eastern Standard Time), Monday to Friday.

Clicking "Help" on the menu bar will also give you access to the e-filing tips page on the OSB Web site.

Clicking "Manual" on the menu bar will give you access to the online version of this manual.



In the next section, you'll learn how to update estates that are already in the OSB's e-filing system.

Updating an estate

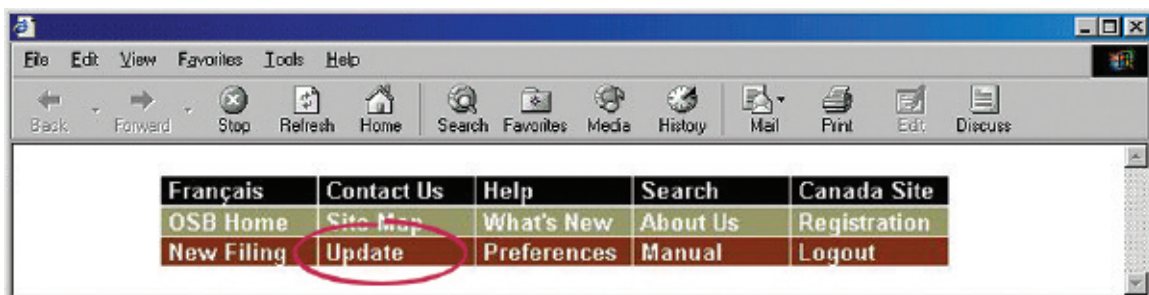
This section describes how to e-file new or updated documents related to an estate already in the e-filing system. To e-file to an estate currently in paper format, you first need to change the estate from paper to electronic format (*see* page 3.25).

The basics

1. Log in to the e-filing system and click “Update” on the menu bar.
2. Enter the estate number.
3. Verify that the estate name and number are correct.
4. Indicate whether you want to e-file a prescribed form or a softcopy document.
5. Upload the form or document.
6. Submit any additional documents the system asks for.
7. Record the reference number.

- 1.** Log in to the e-filing system (see “Logging in to the e-filing system,” page 1.3) and click the “Update” button on the menu bar at the top of the screen.

To reach the help desk, click “Help” on the menu bar or call 1-877-227-3672. The help desk is open from 8:30 am to 5 pm (Eastern Standard Time), Monday to Friday.



TIP

When you are filing a change of administration type (bankruptcy to proposal, for example), you should use the “New filing” button to file the initial document package.

2. Enter the estate number in the text field.

Click “Continue” to go to the next screen.

REMINDER

You can enter the temporary estate number until the filing is either accepted or rejected by the OSB.

Français	Contact Us	Help	Search	Canada Site
OSB Home	Site Map	What's New	About Us	Registration
New Filing	Update	Preferences	Manual	Logout

E-Filing | update an estate:

Please enter the Estate Number for the estate that you would like to update:

Estate Number:

3. Verify that the estate name and number are correct.

If the estate name and number are **correct**, click “Continue” to go to the next screen.

If the estate name and number are **incorrect**, simply click “Go Back” to return to the previous screen and enter the correct estate number. Click “Continue” to go to the next screen.

REMINDER

Don't use the “Back” button of your Internet browser—you could unknowingly create a corrupted transaction.

JOINT FILING

If the estate you entered is part of a joint filing, all of the other estates that are part of the filing will be listed on the screen.

TIP

For estates with more than one administration type (e.g., when a bankrupt makes a proposal), the e-filing system may ask you to specify in which administration you would like to submit the document.

4. Select the type of document you would like to e-file.

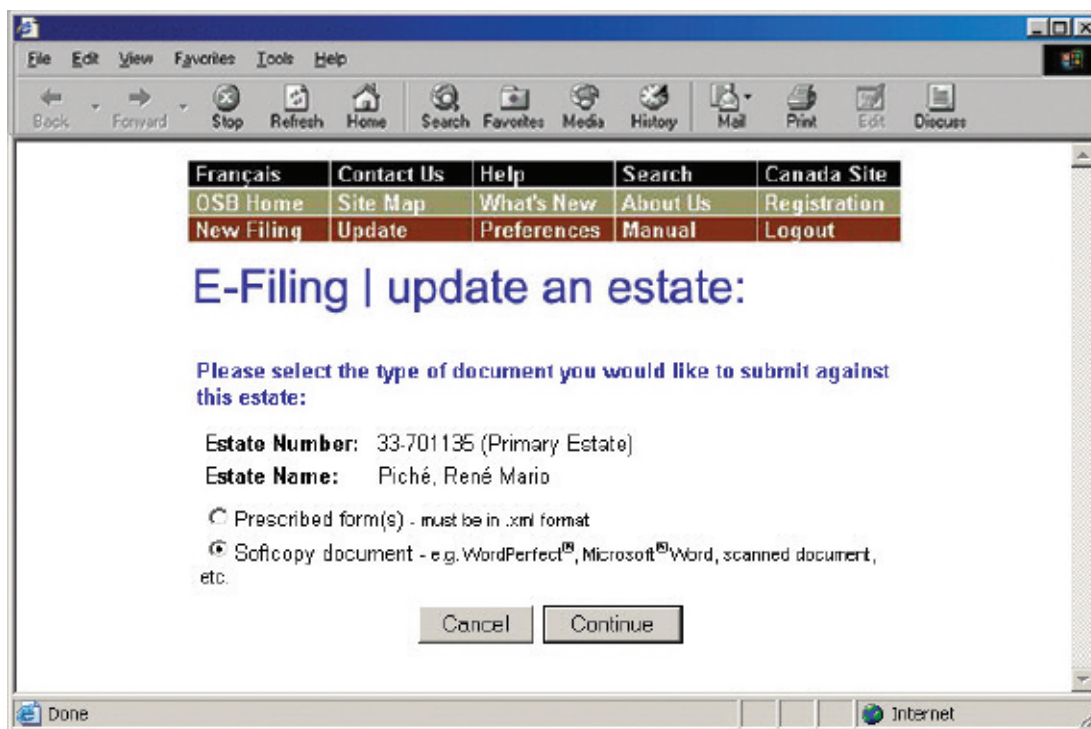
Choose “**Prescribed form(s)**” to e-file forms (as defined by the BIA) generated by your insolvency software. The file must be in XML format.

Choose “**Softcopy document**” to e-file a document that is not a prescribed form (e.g., minutes of first meeting of creditors, financial statements, court documents). This includes documents created using software such as Corel WordPerfect or Microsoft Excel, as well as documents created by scanning a paper document.

Click “Continue” to go to the next screen.

TIP

If you don't have a scanner, just fax or mail a copy to the OSB Division Office that holds the electronic estate file.



5. Upload the prescribed form or softcopy document.

To upload a **prescribed form**, click “Browse” to select the XML file. Add an alert (*see box*) if necessary and click “Continue.”

JOINT FILING

The e-filing system will read the form(s) and decide whether they should be added to the electronic files of the other estates.

The screenshot shows a web browser window with the following content:

- Navigation menu:

Français	Contact Us	Help	Search	Canada Site
OSB Home	Site Map	What's New	About Us	Registration
New Filing	Update	Preferences	Manual	Logout
- Section: **E-Filing | update an estate:**
- Text: **Please complete the following information:**
- Form fields:
 - Estate Number:** 33-701135 (Primary Estate)
 - Estate Name:** Piché, René Mario
- Text: Please upload the file:
- Form:
- Section: **Trustee/Proposal Administrator Alert to OSB:**
- Text: [Click here](#) if you would like to enter any comments of importance to be brought to the attention of the OSB.
- Buttons:
- Footer: Last Updated: 2004-02-11 [Important Notices](#)

ALERT

Add an alert in exceptional circumstances. You may want to alert the OSB about a debtor’s history of violence, for example, or that a debtor’s address should be removed from the name search database for security reasons.

If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of using the link “Click here.”

Prescribed Forms and Softcopy Documents

There are a few points to keep in mind when submitting certain prescribed forms and softcopy documents.

Minutes of First/Subsequent Meeting of Creditors

When you submit minutes from a meeting of creditors, the e-filing system will ask you to select the status of the proposal as a result of the meeting. You will have one of the following choices:

- the proposal was accepted and the terms of the proposal were not altered;
- the proposal was accepted and the terms of the proposal were altered; or
- the proposal was rejected.

If the proposal was accepted and the terms were altered, you will need to submit a new EIS.

Statement of Receipts and Disbursements (form 14)

If there are dividends, you need to submit a dividend sheet with the SRD. You can do this in one of two ways: (1) if your software allows, you can submit the dividend sheet and the SRD together in one XML file; or (2) you can submit the SRD by itself and then upload the dividend sheet as a separate file.

In both cases, you will be asked to indicate whether inspectors were appointed and whether they approved the SRD.

Subsequent Consumer Proposal (form 47)

When you submit a subsequent Consumer Proposal (select “Consumer Proposal - Form 47” from the drop-down list if you upload the form in softcopy format), the e-filing system will ask you to indicate whether the subsequent form 47 is:

- a correction (either the terms of the proposal have not changed or the terms have changed but the creditors have not seen the original proposal); or
- an amendment.

If the form is an amendment, you will also need to indicate whether the terms have already been accepted by the creditors.

Report of Administrator on Consumer Proposal and Conduct of Consumer Debtor (form 51)

When you submit form 51, you may also need to submit the following:

- Minutes of Meeting of Creditors
- Consumer Proposal (form 47)
- Report of Administrator on Consumer Proposal (form 48)

If you can't submit the required form(s) with form 51 in XML format, the e-filing system will ask you to submit them either electronically or by mail/fax. If you don't submit the form(s) immediately, the e-filing system will remind you that they must be submitted promptly.

To upload a **softcopy document**, select a document title from the first drop-down list. If the title is not on the list, select “Other,” type the document title (as descriptive as possible) in the text field and select a document category (i.e., initial filing, estate administration or closing process) from the second drop-down list. Then click “Browse” to select the file you want to e-file. Add an alert (see box on page 3.19) if necessary and click “Continue.”

You'll see a screen with the estate name and number and the form(s) or document(s) to be submitted. You will also see a note stating that by submitting the file, you are confirming that you have collected all necessary signatures. If everything is correct, complete the submission by clicking the “Submit” button.

JOINT FILING

In a joint filing, the system will automatically add the document to the other estates, as shown by a checkmark in the box to the left of the estate number. If you do not want to add the document to these estates, you must remove the checkmark(s) by clicking in the box(es).

The screenshot shows a web browser window with the following content:

- Navigation Menu:** A table with five columns: Français, Contact Us, Help, Search, Canada Site; OSB Home, Site Map, What's New, About Us, Registration; New Filing, Update, Preferences, Manual, Logout.
- Section Header:** E-Filing | update an estate:
- Text:** Please complete the following information:
- Joint Estates:** Your submission will be applied to the joint estate(s) selected below. Please uncheck any estate that is not relevant to your submission.
- Estate Selection:**
 - Estate Number: 33-700951, Estate Name: Piché, Helene Marie
 - Estate Number: 33-700950 (Primary Estate), Estate Name: Piché, René Mario
- Document Title:** A dropdown menu with "Please Select..".
- If "Other", please specify:**
 - Document Title: [Text input field]
 - Document Category: [Please Select.. dropdown]
- Please upload the document:** [Text input field] [Browse... button]
- Trustee/Proposal Administrator Alert to OSB:** Click [here](#) if you would like to enter any comments of importance to be brought to the attention of the OSB.
- Buttons:** Cancel, Continue

The browser's status bar at the bottom shows "Done" and "Internet".

6. Submit any additional documents the system asks for.

The e-filing system may ask you to upload additional documents. The e-filing system will tell you which documents **must** be uploaded immediately in softcopy format and which documents **may** be either uploaded in softcopy format or mailed or faxed to the Division Office at a later date.

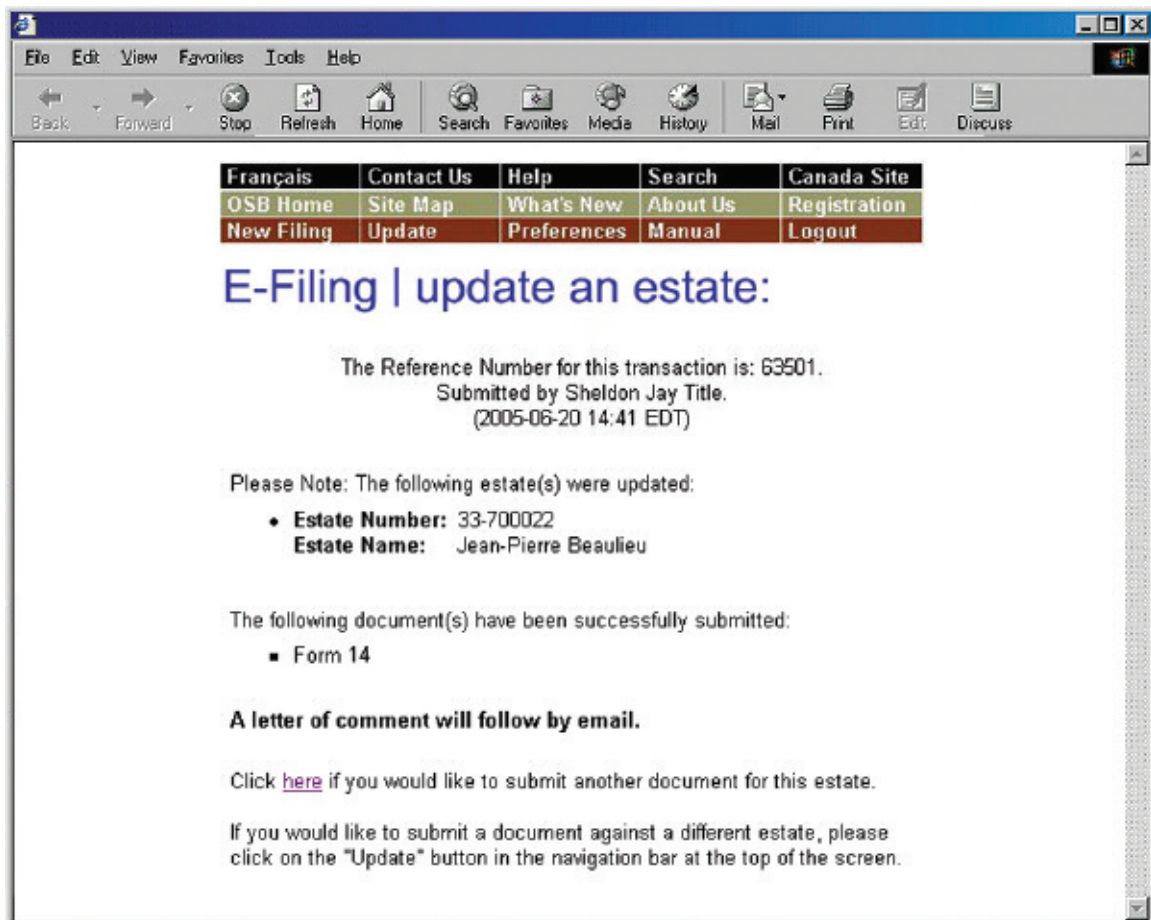
7. Record the reference number.

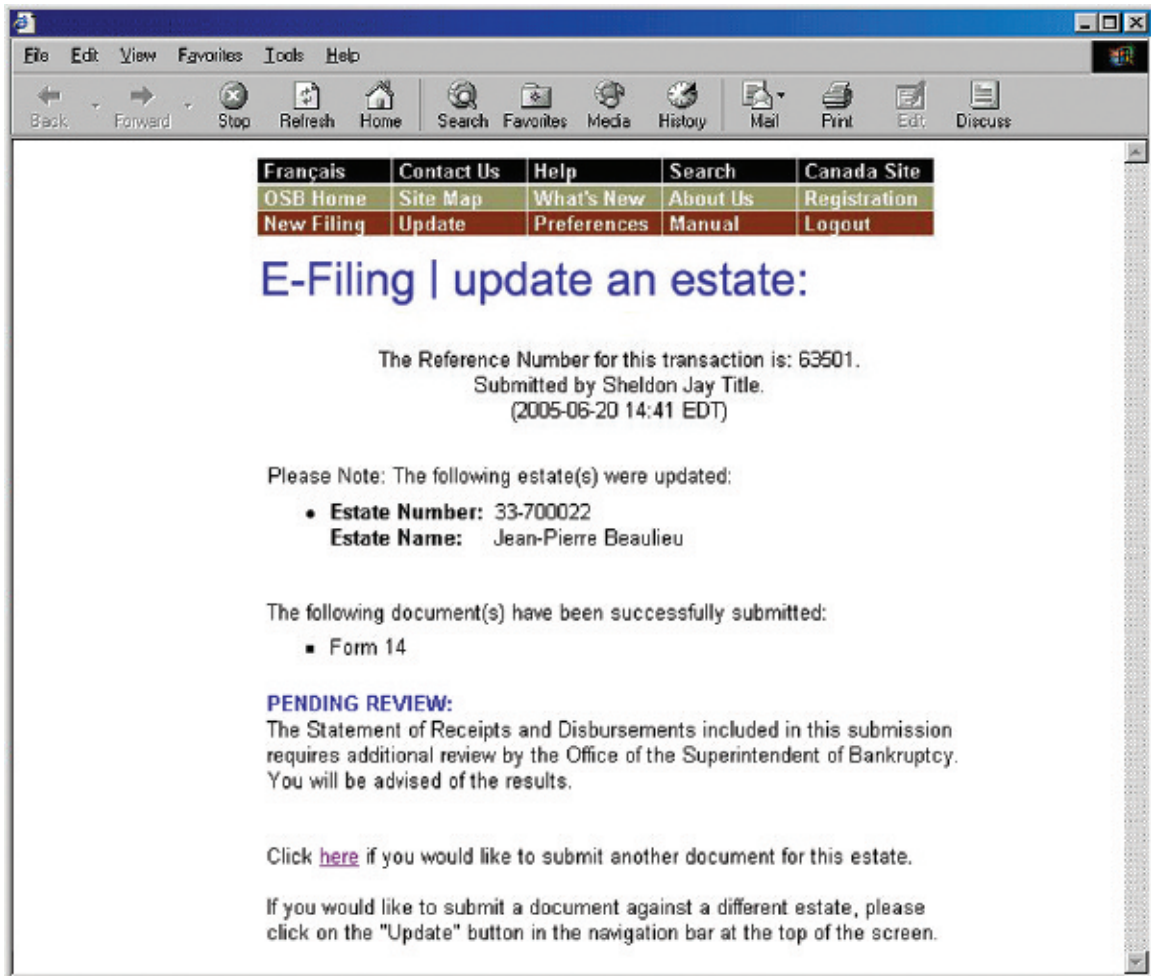
You'll see a new screen with a reference number for your records, as well as the name and number of the estate(s) that were updated. This screen will also list any forms or documents that were not submitted with this filing but must be submitted within the required time periods.

There is also a hyperlink to follow if you would like to submit additional forms or documents to the estate(s).

Letter of Comment

If you've submitted an SRD, the system will tell you whether it is eligible for an automatic letter of comment (*see* screen below). If it is, the letter will follow by email. If the SRD is not eligible, it will be reviewed by the OSB and you will be notified of the results (*see* screen on page 3.23).





REMINDER

Don't forget to log out once you've finished using the e-filing system. Just close your browser or click "Logout" on the menu bar and follow the instructions.

TROUBLESHOOTING

If the document or form isn't accepted...

... the e-filing system will list the reasons why. There may be errors in the file you tried to submit, for example, in which case you'll need to correct the errors and redo the updating process from the beginning. If the problem is more technical, the e-filing system will suggest that you contact your software vendor. The error message will be very clear about what the problems are and what to do about them.

If you submit a document or form to the wrong estate...

... immediately phone the OSB Division Office that holds the electronic estate file and report the error. Because documents and forms can't be moved from one estate file to another, you'll have to resubmit the document or form to the correct estate. The OSB will remove the incorrectly filed form or document from its database.

For additional help, contact the help desk by clicking "Help" on the menu bar or calling 1-877-227-3672. The help desk is open from 8:30 am to 5 pm (Eastern Standard Time), Monday to Friday.

Clicking "Help" on the menu bar will also give you access to the e-filing tips page on the OSB Web site.

Clicking "Manual" on the menu bar will give you access to the online version of this manual.

Switching from paper to e-filing

This section describes how to switch an estate file from paper to e-filing. You need to follow this process only once for the estate to be recognized by the e-filing system. To update an estate already in the system, go to page 3.15.

- 1.** Log in to the e-filing system (see “Logging in to the e-filing system,” page 1.3) and click “Update” on the menu bar at the top of the screen.

TIP

Once an estate has been switched from paper to electronic format, all filing to the estate must be done through the e-filing system.

- 2.** Enter the estate number (as it appears on the certificate of filing) in the text field.

Click “Continue” to go to the next screen.

Français	Contact Us	Help	Search	Canada Site
OSB Home	Site Map	What's New	About Us	Registration
New Filing	Update	Preferences	Manual	Logout

E-Filing | update an estate:

Please enter the Estate Number for the estate that you would like to update:

Estate Number:

Last Updated: 2002-11-08 [Important Notices](#)

3. Verify that the estate name and number are correct.

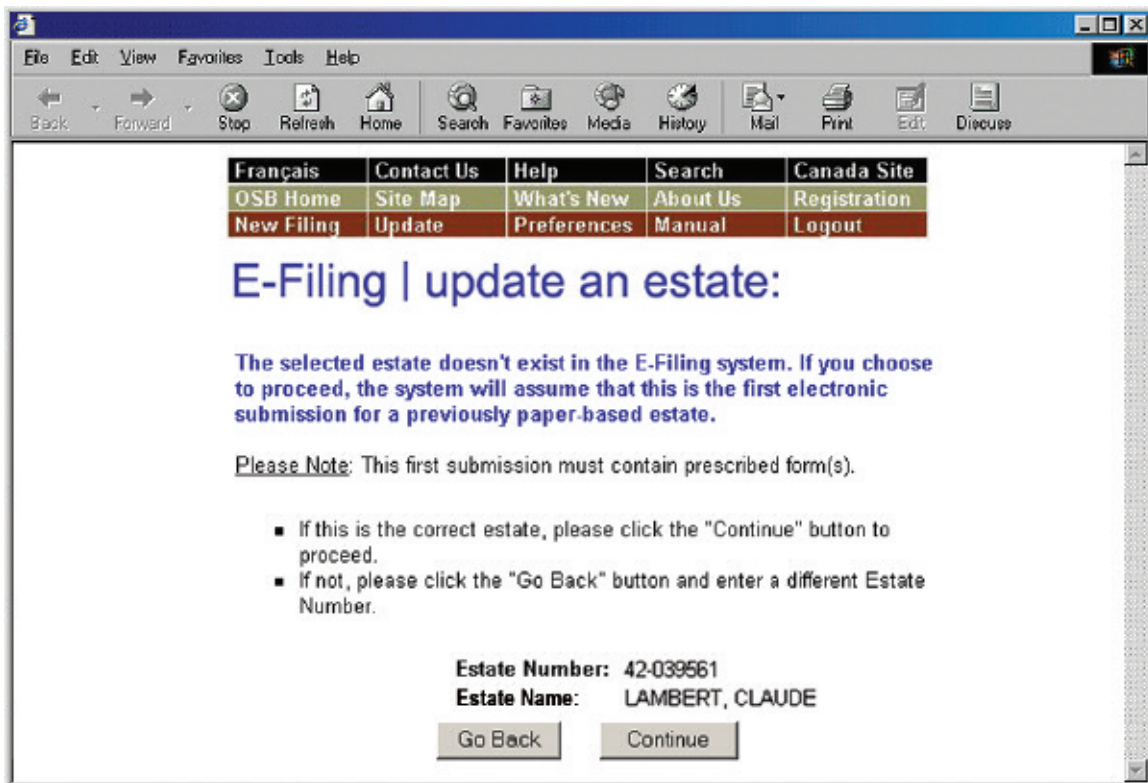
The system will realize that the number isn't in the e-filing system and assume that you're changing a paper estate file to electronic format.

If the estate name and number are **correct**, click "Continue" to go to the next screen.

If the estate name and number are **incorrect**, simply click "Go Back" to return to the previous screen and enter the correct estate number.

REMINDER

Don't use the "Back" button of your Internet browser—you could unknowingly create a corrupted transaction.



4. Upload a prescribed form.

The first electronic submission to a previously paper estate file must be a prescribed form. Prescribed forms contain information required to register the estate in the e-filing system.

Click “Browse” to select the XML file. Add an alert (*see box*) if necessary and click “Submit File.”

TIP

Don't e-file anything that you've already filed in paper format.

ALERT

Add an alert in exceptional circumstances. You may want to alert the OSB about a debtor's history of violence, for example, or that a debtor's address should be removed from the name search database for security reasons.

If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of using the link “Click here.”

Prescribed Forms

There are a few points to keep in mind when submitting certain prescribed forms.

Statement of Receipts and Disbursements (form 14)

If there are dividends, you need to submit a dividend sheet with the SRD. You can do this in one of two ways: (1) if your software allows, you can submit the dividend sheet and the SRD together in one XML file; or (2) you can submit the SRD by itself and then upload the dividend sheet as a separate file.

In both cases, you will be asked to indicate whether inspectors were appointed and whether they approved the SRD.

Subsequent Consumer Proposal (form 47)

When you submit a subsequent Consumer Proposal (form 47), the e-filing system will ask you to indicate whether the subsequent form 47 is:

- a correction (either the terms of the proposal have not changed or the terms have changed but the creditors have not seen the original proposal); or
- an amendment.

If the form is an amendment, you will also need to indicate whether the terms have already been accepted by the creditors.

Report of Administrator on Consumer Proposal and Conduct of Consumer Debtor (form 51)

When you submit form 51, you may also need to submit the following:

- Minutes of Meeting of Creditors
- Consumer Proposal (form 47)
- Report of Administrator on Consumer Proposal (form 48)

If you can't submit the required form(s) with form 51 in XML format, the e-filing system will ask you to submit them either electronically or by mail/fax. If you don't submit the form(s) immediately, the e-filing system will remind you that they must be submitted promptly.

5. Record the reference number.

You'll see a new screen with a reference number for your records, as well as the number and name of the estate(s) that were updated. There is also a hyperlink to follow if you would like to submit additional forms or softcopy documents to the estate.

TROUBLESHOOTING

If the form isn't accepted...

... the e-filing system will list the reasons why. There may be errors in the file you tried to submit, for example, in which case you'll need to correct the errors and redo the updating process from the beginning. If the problem is more technical, the e-filing system will suggest that you contact your software vendor. The error message will be very clear about what the problems are and what to do about them.

If you submitted the form to the wrong estate...

... immediately phone the OSB Division Office that holds the electronic estate file and report the error. Because forms can't be moved from one estate file to another, you'll have to resubmit the form to the correct estate. The OSB will remove the incorrectly filed form from its database.

If you need additional help, contact the help desk by clicking "Help" on the menu bar or calling 1-877-227-3672. The help desk is open from 8:30 am to 5 pm (Eastern Standard Time), Monday to Friday.

Clicking "Help" on the menu bar will also give you access to the e-filing tips page on the OSB Web site.

Clicking "Manual" on the menu bar will give you access to the online version of this manual.

REMINDER

Don't forget to log out once you've finished using the e-filing system. Just close your browser or click "Logout" on the menu bar and follow the instructions.

Submitting a new filing

This section describes how to e-file a new **ordinary administration** for either a corporation or an individual.

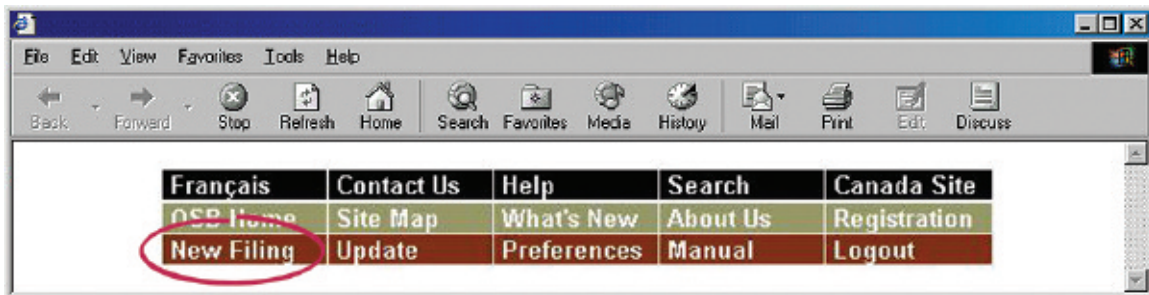
The basics

1. Log in to the e-filing system and click “New Filing” on the menu bar.
2. Click “Name Search” (if you haven’t done one already).
3. If necessary, select the responsible trustee.
4. Click “Browse” to select the file you want to e-file.
5. Submit any additional documents the system asks for.
6. Answer some questions about the filing.
7. Verify which OSB Division Office will receive the filing. Verify in which court the trustee would open an estate file.
8. Click “Submit this new filing.”
9. Record the reference number and the temporary ID number.

To reach the help desk, click “Help” on the menu bar or call 1-877-227-3672. The help desk is open from 8:30 am to 5 pm (Eastern Standard Time), Monday to Friday.

1. Log in to the e-filing system (see “Logging in to the e-filing system,” page 1.3) and click the “New Filing” button on the menu bar at the top of the screen.

A new screen will open. Near the top of this screen you’ll see a reminder of new filings the system will not accept.



REMINDER

The e-filing system **will accept** ordinary administrations for:

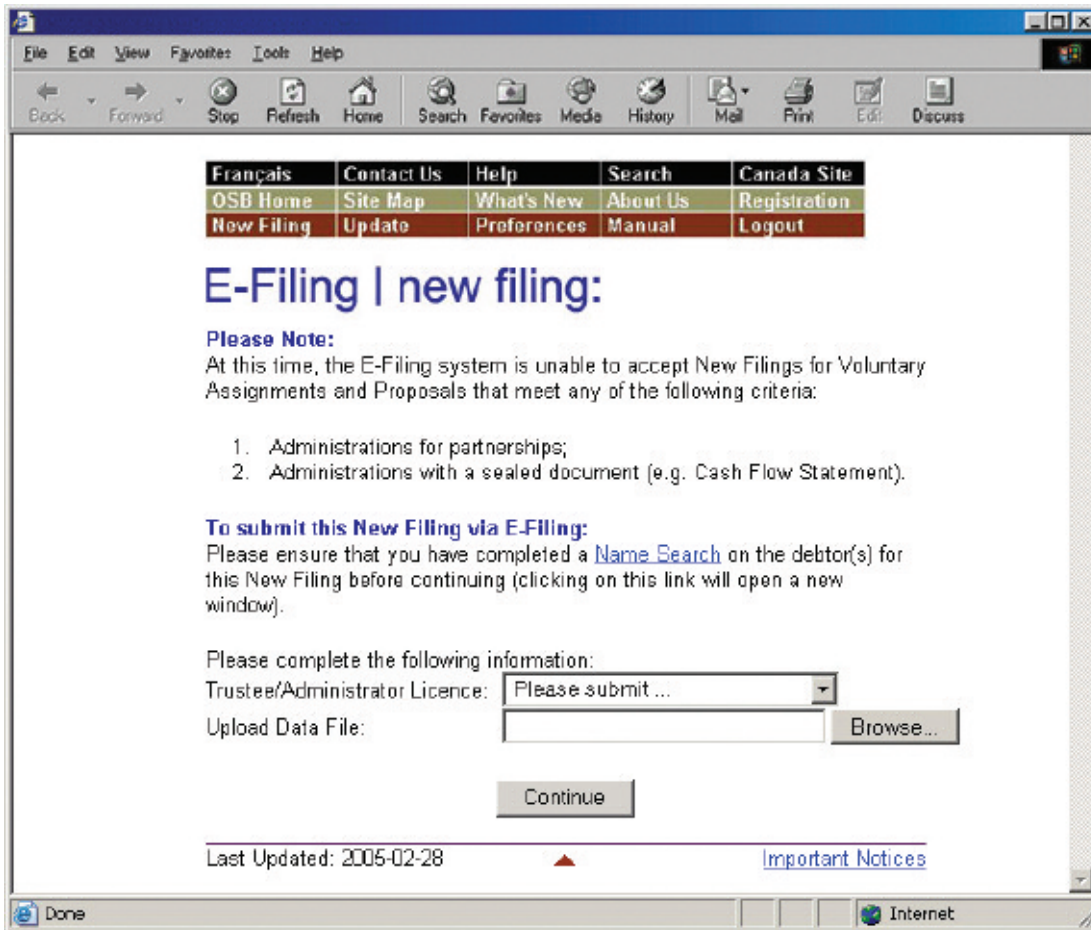
- individuals
- repeat debtors
- debtors residing outside of Canada
- corporations

The e-filing system **will not accept** ordinary administrations:

- for partnerships

TIP

When you are filing a change of administration type (bankruptcy to proposal, for example), you should use the “New filing” button to file the initial document package.



2. Click “Name Search” (if you haven’t done one already).

This will bring you to the OSB Web site, where you can search a database containing information about bankruptcies, proposals and petitions registered in Canada since 1978. You need to search this database to find out whether the debtor you are filing on behalf of has previously been bankrupt, filed a proposal or is subject to a petition. If the debtor has, include this information in the Statement of Affairs and in the Estate Information Summary.

Clicking “Name Search” will open a new window on your screen. To return to the e-filing system, simply close this window.

TIP

You can also get to the name search function by going to www.strategis.gc.ca, clicking “English” to enter the site and clicking “Bankruptcy Search” or by going to the OSB Web site at www.osb-bsf.gc.ca, clicking “English” to enter the site and clicking “Insolvency Name Search.”

3. If necessary, select the responsible trustee from the drop-down list.

Only staff who e-file on behalf of more than one trustee, or on behalf of a trustee with multiple licences, need to do this.

Simply click the arrow to the right of the drop-down list to see a list of the trustees you can e-file on behalf of, and click on the appropriate name.

TROUBLESHOOTING

If the appropriate trustees isn’t on the list...

... it’s likely that the trustee hasn’t added you to his or her user list. The trustee will need to do this by following the directions on page 1.7 (“Creating and managing your user list”).

4. Click “Browse” to select the file you want to e-file.

Once you’ve chosen the file, click “Continue” to go to the next screen.

5. Submit any additional documents the system asks for (for corporations only).

The e-filing may ask you to upload additional documents. The e-filing system will specify that these documents must be uploaded immediately in softcopy format.

Français Contact Us Help Search Canada Site
OSB Home Site Map What's New About Us Registration
New Filing Update Preferences Manual Logout

E-Filing | new filing:

Please complete the debtor's information:
Company Name: Green's Greenhouse Ltd-Ltée

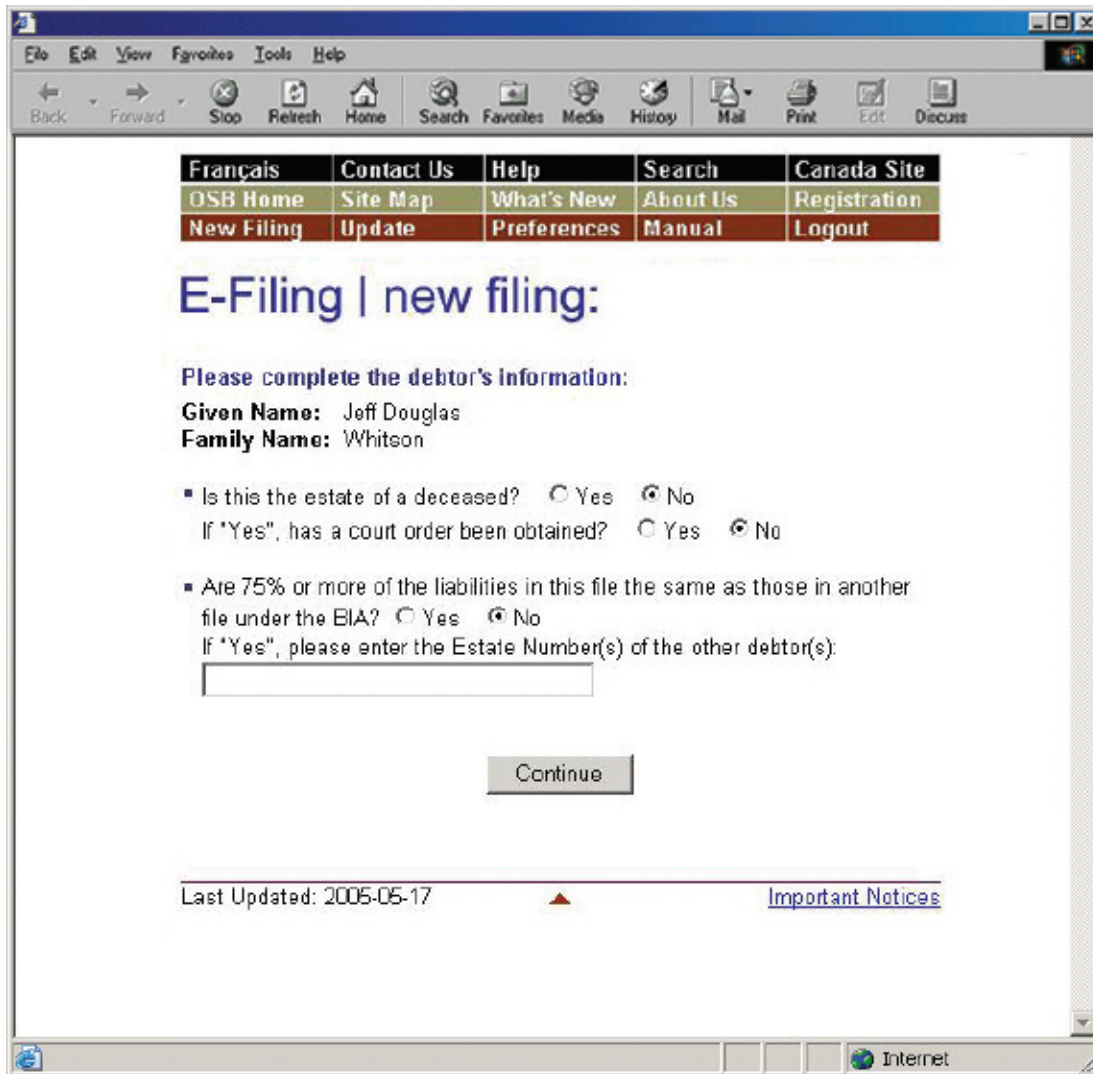
- Please upload one of the following documents in **softcopy** format:
Directors' Resolution:

Court Order Authorising Assignment:
- Are 75% or more of the liabilities in this file the same as those in another file under the BIA? Yes No
If "Yes", please enter the Estate Number(s) of the other debtor(s):

Last Updated: 2005-05-17 [Important Notices](#)

6. Answer some questions about the filing.

You'll see the name of the debtor and a few questions that you can answer by clicking the "Yes" and "No" buttons and, if required, entering information in the text field.



The screenshot shows an Internet Explorer browser window with the following elements:

- Navigation Bar:** Back, Forward, Stop, Refresh, Home, Search, Favorites, Media, History, Mail, Print, Edit, Discuss.
- Menu Bar:** Français, Contact Us, Help, Search, Canada Site, OSB Home, Site Map, What's New, About Us, Registration, New Filing, Update, Preferences, Manual, Logout.
- Section Header:** E-Filing | new filing:
- Form Content:**
 - Please complete the debtor's information:**
 - Given Name:** Jeff Douglas
 - Family Name:** Whitson
 - Question 1:** Is this the estate of a deceased? Yes No. If "Yes", has a court order been obtained? Yes No.
 - Question 2:** Are 75% or more of the liabilities in this file the same as those in another file under the BIA? Yes No. If "Yes", please enter the Estate Number(s) of the other debtor(s): [Text Field]
- Buttons:** Continue
- Footer:** Last Updated: 2005-05-17, [Important Notices](#)

Click "Continue" to go to the next screen.

7. Verify which OSB Division Office will receive the filing. Verify in which court the trustee would open an estate file.

The system automatically chooses a Division Office and court based on the debtor's postal code. If both are **correct**, move on to step 8.

If the system displays an **incorrect** Division Office or court, select the appropriate one(s) from the drop-down list(s).

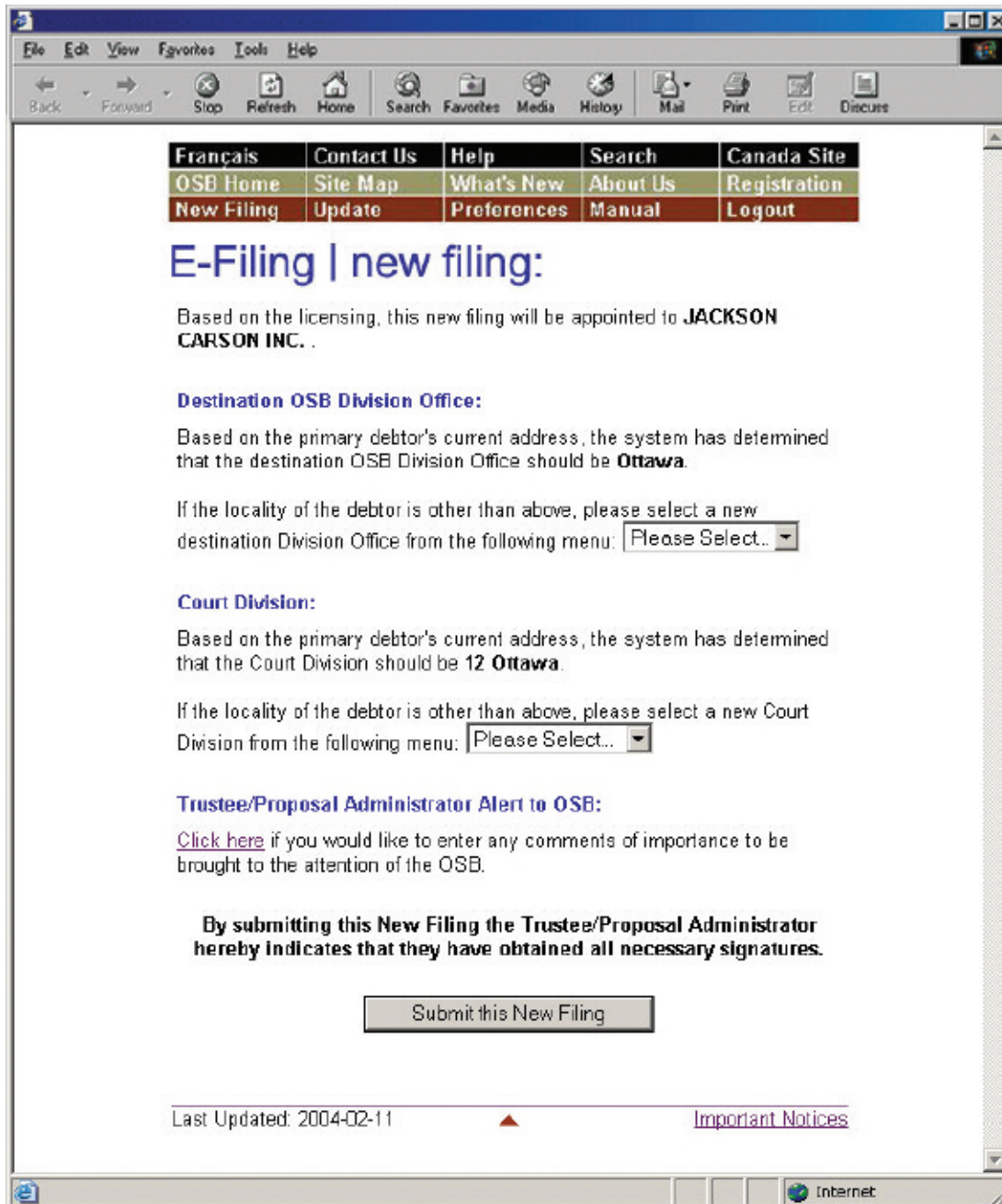
TIP

The Division Office and court must be in the locality of the debtor. If you're in doubt about which Division Office or court to select, contact your local OSB office.

TROUBLESHOOTING

If the appropriate Division Office or court isn't on the list, and you're not a trustee ...

... you may have selected the wrong responsible trustee, or the wrong licence number, on the first screen. You'll have to redo the process from the beginning by clicking "New Filing" on the menu bar. **Don't use the "Back" button of your Internet browser—you could unknowingly create a corrupted transaction.**



8. Click “Submit this new filing” to send the file to the OSB.

Don’t forget to include an alert (*see* box) if necessary before you submit the file.

ALERT

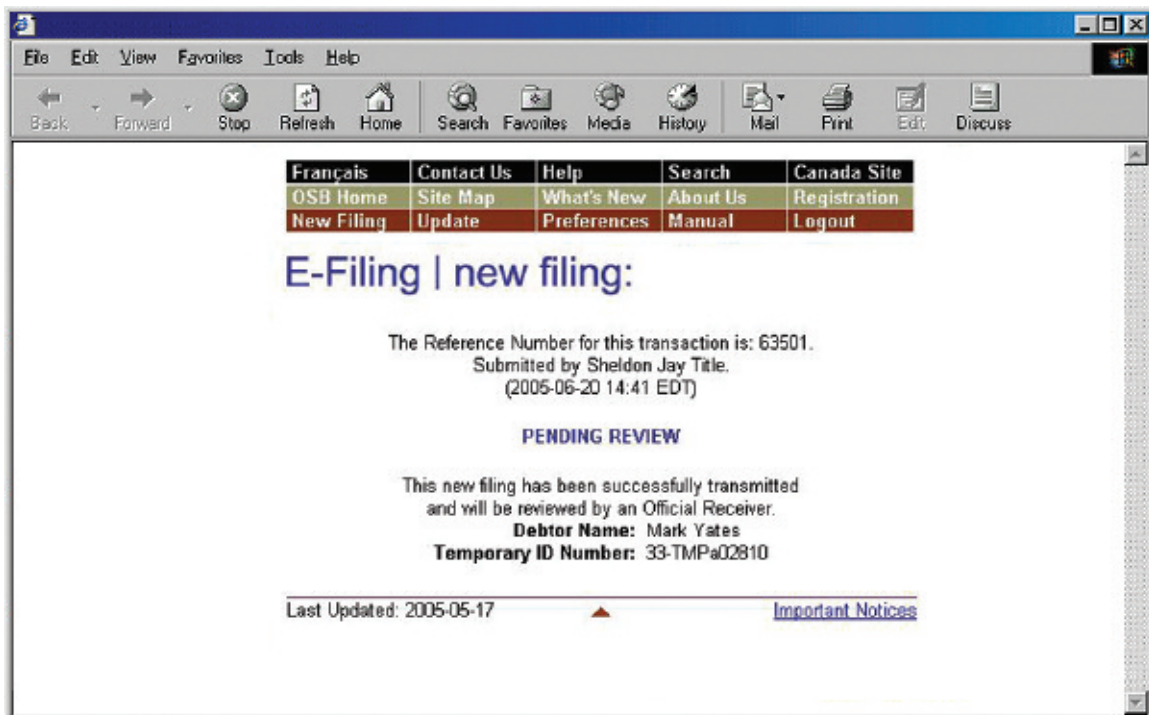
Add an alert in exceptional circumstances. You may want to alert the OSB about a debtor’s history of violence, for example, or that a debtor’s address should not be added to the name search database for security reasons.

If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of using the link “Click here.”

9. Record the reference number and the temporary ID number.

Unless there are errors in the filing (*see* “Troubleshooting” on page 4.11), you will see the following screen.

Your filing will be manually reviewed by an Official Receiver to determine whether it can be accepted. Be sure to record the reference number for the transaction, as well as the temporary ID number. You can use the temporary ID number to update the estate while you’re waiting to find out whether the filing has been accepted.



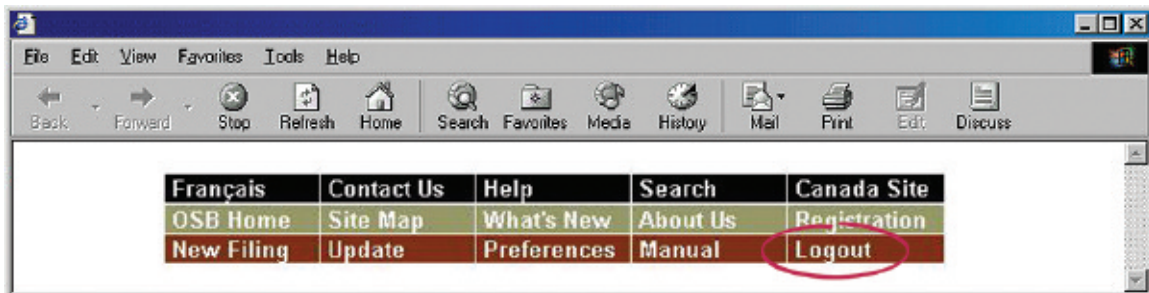
Within two business days, you'll receive an email from the OSB telling you whether the filing has been accepted or rejected. If the filing is accepted, the certificate of appointment will be attached to the email. If the filing is rejected, you can find out why by contacting your Division Office.

TIP

Keep your email addresses up to date so that the system knows where to send certificates of appointment and other important documents. For help updating email addresses, see page 1.8.

REMINDER

Don't forget to log out once you've finished using the e-filing system. Just close your browser or click "Logout" on the menu bar and follow the instructions.



TROUBLESHOOTING

If there is a problem with the filing...

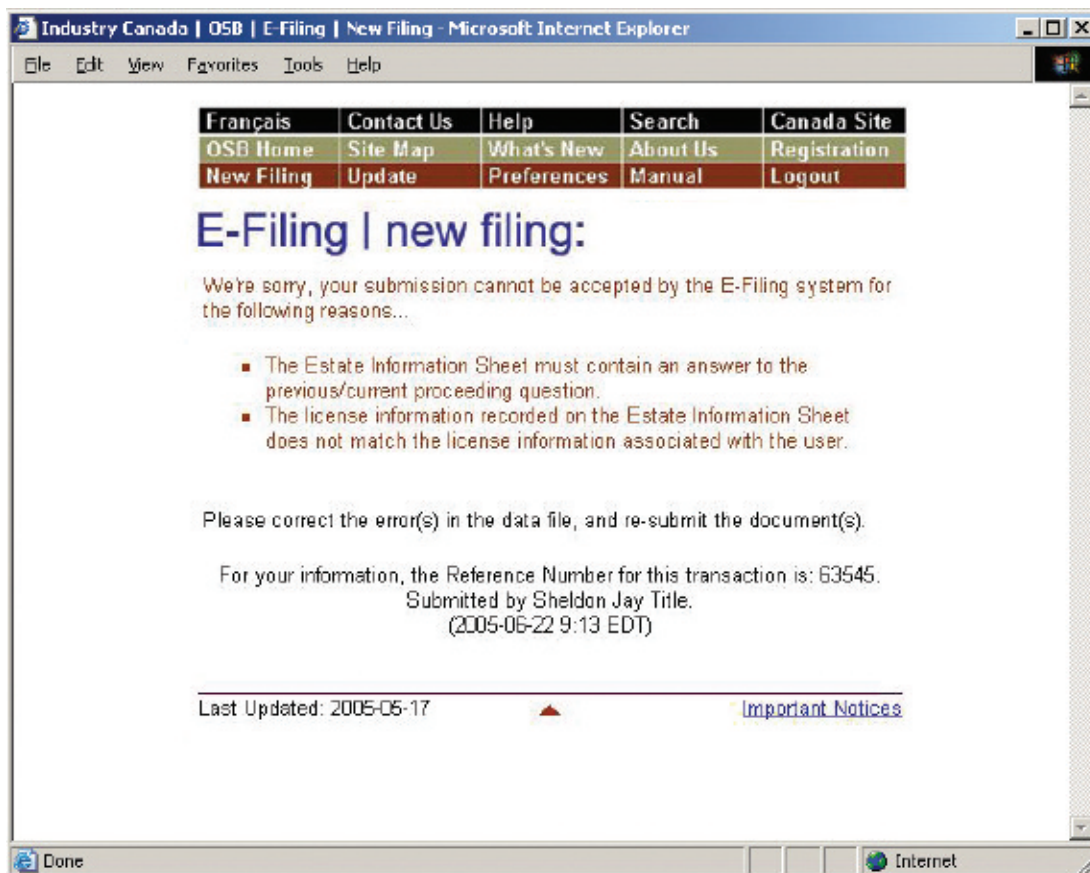
... the e-filing system will let you know. The problem may be with the file you submitted and/or with the information you provided on the previous screens. In either case, you'll have to start over from the beginning. You may see a "back" hyperlink that you can click to return to the first screen, or you can simply click "New Filing" from the menu bar.

If the problem is more technical, the e-filing system will suggest that you contact your software vendor. The error message will be very clear about what the problems are and what to do about them.

For additional help, contact the help desk by clicking "Help" on the menu bar or calling 1-877-227-3672. The help desk is open from 8:30 am to 5 pm (Eastern Standard Time), Monday to Friday.

Clicking "Help" on the menu bar will also give you access to the e-filing tips page on the OSB Web site.

Clicking "Manual" on the menu bar will give you access to the online version of this manual.



In the next section, you'll learn how to update estates that are already in the OSB's e-filing system.

Updating an estate

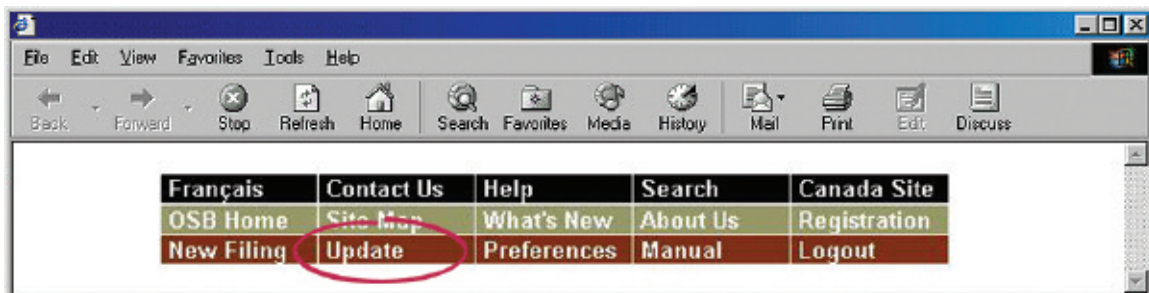
This section describes how to e-file new or updated documents related to an estate already in the e-filing system. To e-file to an estate currently in paper format, you first need to change the estate from paper to electronic format (see page 4.21).

The basics

1. Log in to the e-filing system and click “Update” on the menu bar.
2. Enter the estate number.
3. Verify that the estate name and number are correct.
4. Indicate whether you want to e-file a prescribed form or a softcopy document.
5. Upload the form or document.
6. Record the reference number.

- 1.** Log in to the e-filing system (see “Logging in to the e-filing system,” page 1.3) and click the “Update” button on the menu bar at the top of the screen.

To reach the help desk, click “Help” on the menu bar or call 1-877-227-3672. The help desk is open from 8:30 am to 5 pm (Eastern Standard Time), Monday to Friday.



TIP

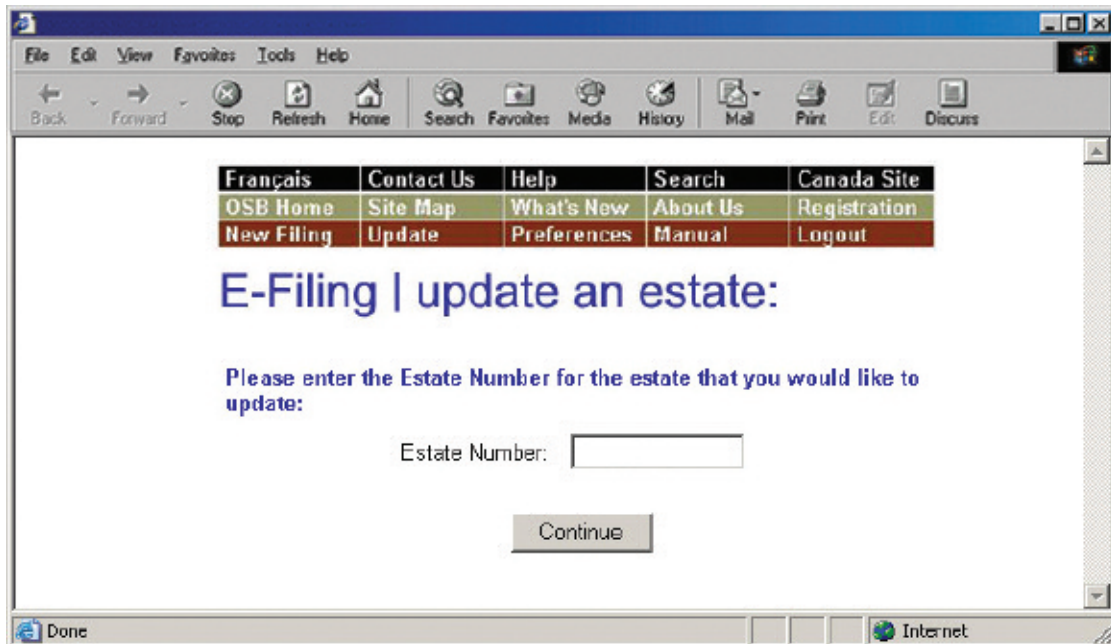
When you are filing a change of administration type (bankruptcy to proposal, for example), you should use the “New filing” button to file the initial document package.

2. Enter the estate number in the text field.

Click “Continue” to go to the next screen.

REMINDER

You can enter the temporary estate number until the filing is either accepted or rejected by the OSB.



3. Verify that the estate name and number are correct.

If the estate name and number are **correct**, click “Continue” to go to the next screen.

If the estate name and number are **incorrect**, simply click “Go Back” to return to the previous screen and enter the correct estate number. Click “Continue” to go to the next screen.

REMINDER

Don't use the “Back” button of your Internet browser—you could unknowingly create a corrupted transaction.

TIP

For estates with more than one administration type (e.g., when a bankrupt makes a proposal), the e-filing system may ask you to specify in which administration you would like to submit the document.

4. Select the type of document you would like to e-file.

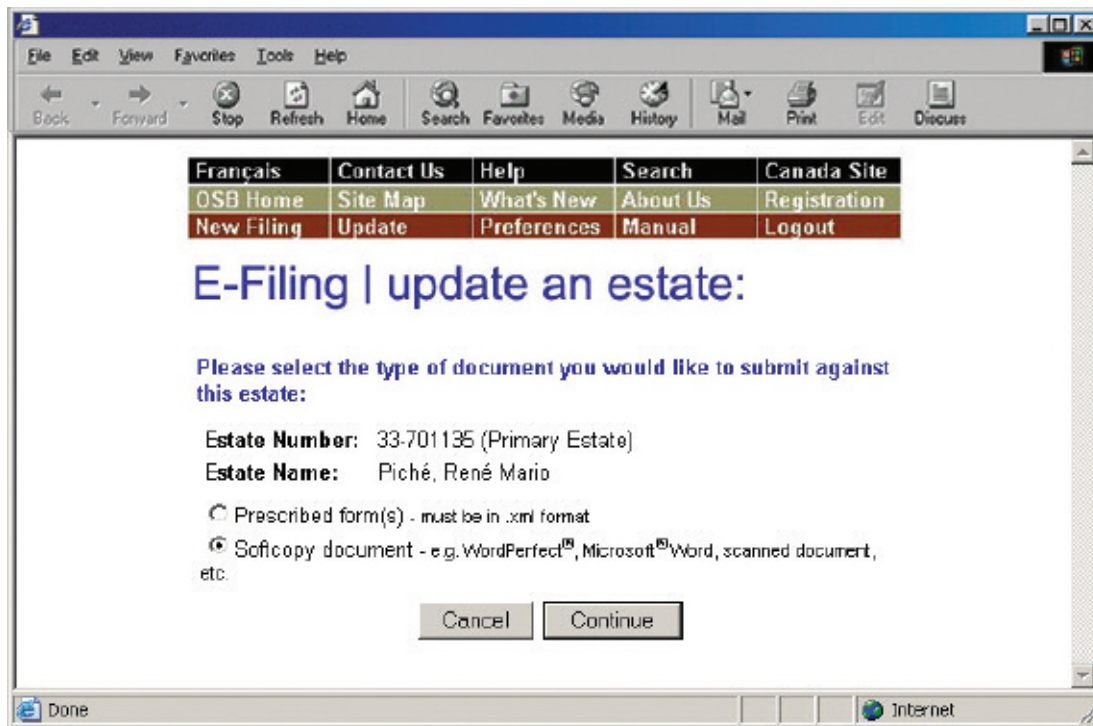
Choose “**Prescribed form(s)**” to e-file forms (as defined by the BIA) generated by your insolvency software. The file must be in XML format.

Choose “**Softcopy document**” to e-file a document that is not a prescribed form (e.g., minutes of first meeting of creditors, financial statements, court documents). This includes documents created using software such as Corel WordPerfect or Microsoft Excel, as well as documents created by scanning a paper document.

Click “Continue” to go to the next screen.

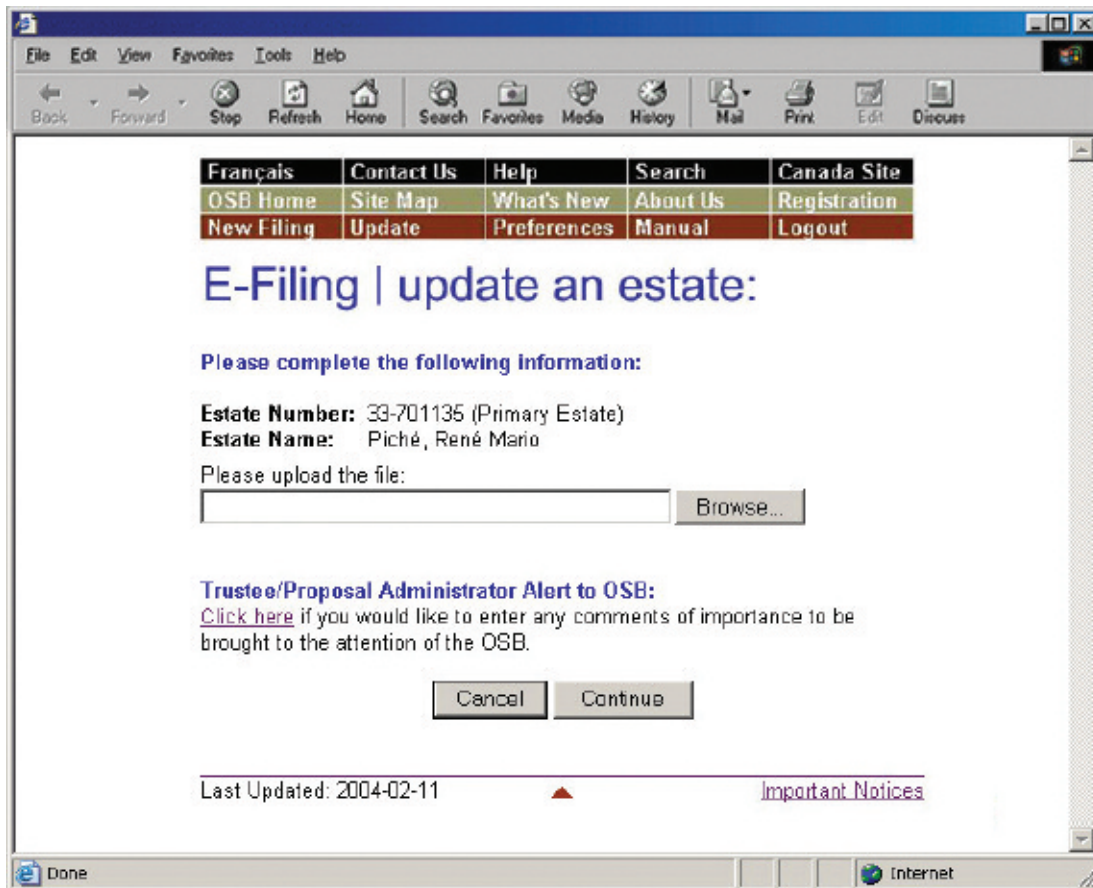
TIP

If you don't have a scanner, just fax or mail a copy to the OSB Division Office that holds the electronic estate file.



5. Upload the prescribed form or softcopy document.

To upload a **prescribed form**, click “Browse” to select the XML file. Add an alert (see box on page 4.18) if necessary and click “Continue.”



The screenshot shows a web browser window with the following content:

Français	Contact Us	Help	Search	Canada Site
OSB Home	Site Map	What's New	About Us	Registration
New Filing	Update	Preferences	Manual	Logout

E-Filing | update an estate:

Please complete the following information:

Estate Number: 33-701135 (Primary Estate)
Estate Name: Piché, René Mario

Please upload the file:

Trustee/Proposal Administrator Alert to OSB:
[Click here](#) if you would like to enter any comments of importance to be brought to the attention of the OSB.

Last Updated: 2004-02-11 [Important Notices](#)

Prescribed Form

There are a few points to keep in mind when submitting certain prescribed forms.

Statement of Receipts and Disbursements (form 12)

If there are dividends, you need to submit a dividend sheet with the SRD. You can do this in one of two ways: (1) if your software allows, you can submit the dividend sheet and the SRD together in one XML file; or (2) you can submit the SRD by itself and then upload the dividend sheet as a separate file.

In both cases, you will be asked to indicate whether inspectors were appointed and whether they approved the SRD.

ALERT

Add an alert in exceptional circumstances. You may want to alert the OSB about a debtor's history of violence, for example, or that a debtor's address should be removed from the name search database for security reasons.

If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of using the link "Click here."

To upload a **softcopy document**, select a document title from the first drop-down list. If the title is not on the list, select “Other,” type the document title (as descriptive as possible) in the text field and select a document category (i.e., initial filing, estate administration, bankrupt discharge or trustee discharge) from the second drop-down list. Then click “Browse” to select the file you want to e-file. Add an alert (*see* box on page 4.18) if necessary and click “Continue.”

You’ll see a screen with the estate name and number and the form(s) or document(s) to be submitted. You will also see a note stating that by submitting the file, you are confirming that you have collected all necessary signatures. If everything is correct, complete the submission by clicking the “Submit” button.

Français | **Contact Us** | **Help** | **Search** | **Canada Site**
OSB Home | **Site Map** | **What's New** | **About Us** | **Registration**
New Filing | **Update** | **Preferences** | **Manual** | **Logout**

E-Filing | update an estate:

Please complete the following information:

Estate Number: 33-700950 (Primary Estate)
Estate Name: Piché, René Mario

Document Title:
Please Select...

If "Other", please specify:
Document Title:
Document Category: Please Select..

Please upload the document:

Trustee/Proposal Administrator Alert to OSB:
[Click here](#) if you would like to enter any comments of importance to be brought to the attention of the OSB.

Done Internet

6. Record the reference number.

You'll see a new screen with a reference number for your records, as well as the number and name of the estate that was updated.

There is also a hyperlink to follow if you would like to submit additional forms or documents to the estate.

REMINDER

Don't forget to log out once you've finished using the e-filing system. Just close your browser or click "Logout" on the menu bar and follow the instructions.

TROUBLESHOOTING

If the document or form isn't accepted...

... the e-filing system will list the reasons why. There may be errors in the file you tried to submit, for example, in which case you'll need to correct the errors and redo the updating process from the beginning. If the problem is more technical, the e-filing system will suggest that you contact your software vendor. The error message will be very clear about what the problems are and what to do about them.

If you submit a document or form to the wrong estate...

... immediately phone the OSB Division Office that holds the electronic estate file and report the error. Because documents and forms can't be moved from one estate file to another, you'll have to resubmit the document or form to the correct estate. The OSB will remove the incorrectly filed form or document from its database.

For additional help, contact the help desk by clicking "Help" on the menu bar or calling 1-877-227-3672. The help desk is open from 8:30 am to 5 pm (Eastern Standard Time), Monday to Friday.

Clicking "Help" on the menu bar will also give you access to the e-filing tips page on the OSB Web site.

Clicking "Manual" on the menu bar will give you access to the online version of this manual.

Switching from paper to e-filing

This section describes how to switch an estate file from paper to e-filing. You need to follow this process only once for the estate to be recognized by the e-filing system. To update an estate already in the system, go to page 4.13.

- 1.** Log in to the e-filing system (see “Logging in to the e-filing system,” page 1.3) and click “Update” on the menu bar at the top of the screen.

TIP

Once an estate has been switched from paper to electronic format, all filing to the estate must be done through the e-filing system.

- 2.** Enter the estate number (as it appears on the certificate of appointment) in the text field.

Click “Continue” to go to the next screen.

Français	Contact Us	Help	Search	Canada Site
OSB Home	Site Map	What's New	About Us	Registration
New Filing	Update	Preferences	Manual	Logout

E-Filing | update an estate:

Please enter the Estate Number for the estate that you would like to update:

Estate Number:

Last Updated: 2002-11-08 [Important Notices](#)

3. Verify that the estate name and number are correct.

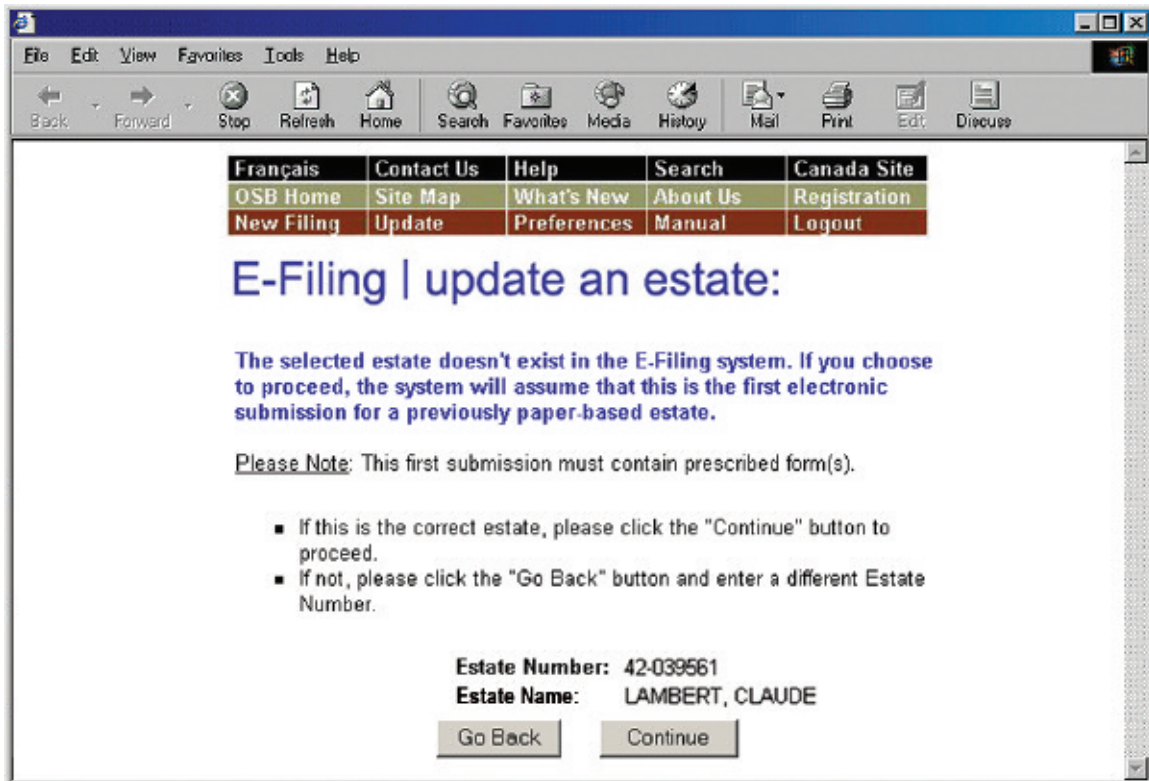
The system will realize that the number isn't in the e-filing system and assume that you're changing a paper estate file to electronic format.

If the estate name and number are **correct**, click "Continue" to go to the next screen.

If the estate name and number are **incorrect**, simply click "Go Back" to return to the previous screen and enter the correct estate number.

REMINDER

Don't use the "Back" button of your Internet browser—you could unknowingly create a corrupted transaction.



4. Upload a prescribed form.

The first electronic submission to a previously paper estate file must be a prescribed form. Prescribed forms contain information required to register the estate in the e-filing system.

Click “Browse” to select the XML file. Add an alert (*see box*) if necessary and click “Submit File.”

TIP

Don't e-file anything that you've already filed in paper format.

ALERT

Add an alert in exceptional circumstances. You may want to alert the OSB about a debtor's history of violence, for example, or that a debtor's address should be removed from the name search database for security reasons.

If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of using the link “Click here.”

Prescribed Form

There are a few points to keep in mind when submitting certain prescribed forms.

Statement of Receipts and Disbursements (form 12)

If there are dividends, you need to submit a dividend sheet with the SRD. You can do this in one of two ways: (1) if your software allows, you can submit the dividend sheet and the SRD together in one XML file; or (2) you can submit the SRD by itself and then upload the dividend sheet as a separate file.

In both cases, you will be asked to indicate whether inspectors were appointed and whether they approved the SRD.

5. Record the reference number.

You'll see a new screen with a reference number for your records, as well as the number and name of the estate that was updated. There is also a hyperlink to follow if you would like to submit additional forms or softcopy documents to the estate.

TROUBLESHOOTING

If the form isn't accepted...

... the e-filing system will list the reasons why. There may be errors in the file you tried to submit, for example, in which case you'll need to correct the errors and redo the updating process from the beginning. If the problem is more technical, the e-filing system will suggest that you contact your software vendor. The error message will be very clear about what the problems are and what to do about them.

If you submitted the form to the wrong estate...

... immediately phone the OSB Division Office that holds the electronic estate file and report the error. Because forms can't be moved from one estate file to another, you'll have to resubmit the form to the correct estate. The OSB will remove the incorrectly filed form from its database.

If you need additional help, contact the help desk by clicking "Help" on the menu bar or calling 1-877-227-3672. The help desk is open from 8:30 am to 5 pm (Eastern Standard Time), Monday to Friday.

Clicking "Help" on the menu bar will also give you access to the e-filing tips page on the OSB Web site.

Clicking "Manual" on the menu bar will give you access to the online version of this manual.

REMINDER

Don't forget to log out once you've finished using the e-filing system. Just close your browser or click "Logout" on the menu bar and follow the instructions.

Submitting a new filing

This section describes how to e-file a new **Division I proposal** or **notice of intention** for either a corporation or an individual.

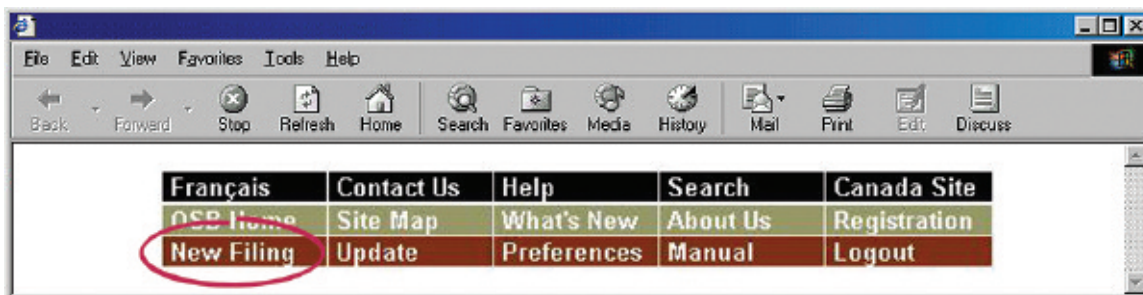
The basics

1. Log in to the e-filing system and click “New Filing” on the menu bar.
2. Click “Name Search” (if you haven’t done one already).
3. If necessary, select the responsible trustee.
4. Click “Browse” to select the file you want to e-file.
5. Submit any additional documents the system asks for.
6. Answer some questions about the filing.
7. Verify which OSB Division Office will receive the filing. Verify in which court the trustee would open an estate file.
8. Click “Submit this new filing.”
9. Record the reference number and the temporary ID number.

To reach the help desk, click “Help” on the menu bar or call 1-877-227-3672. The help desk is open from 8:30 am to 5 pm (Eastern Standard Time), Monday to Friday.

1. Log in to the e-filing system (see “Logging in to the e-filing system,” page 1.3) and click the “New Filing” button on the menu bar at the top of the screen.

A new screen will open. Near the top of this screen you’ll see a reminder of new filings the system will not accept.



REMINDER

The e-filing system **will accept** Division I proposals, including notices of intention for:

- individuals
- repeat debtors
- debtors residing outside of Canada
- corporations

The e-filing system will **not accept** Division I proposals and notices of intention:

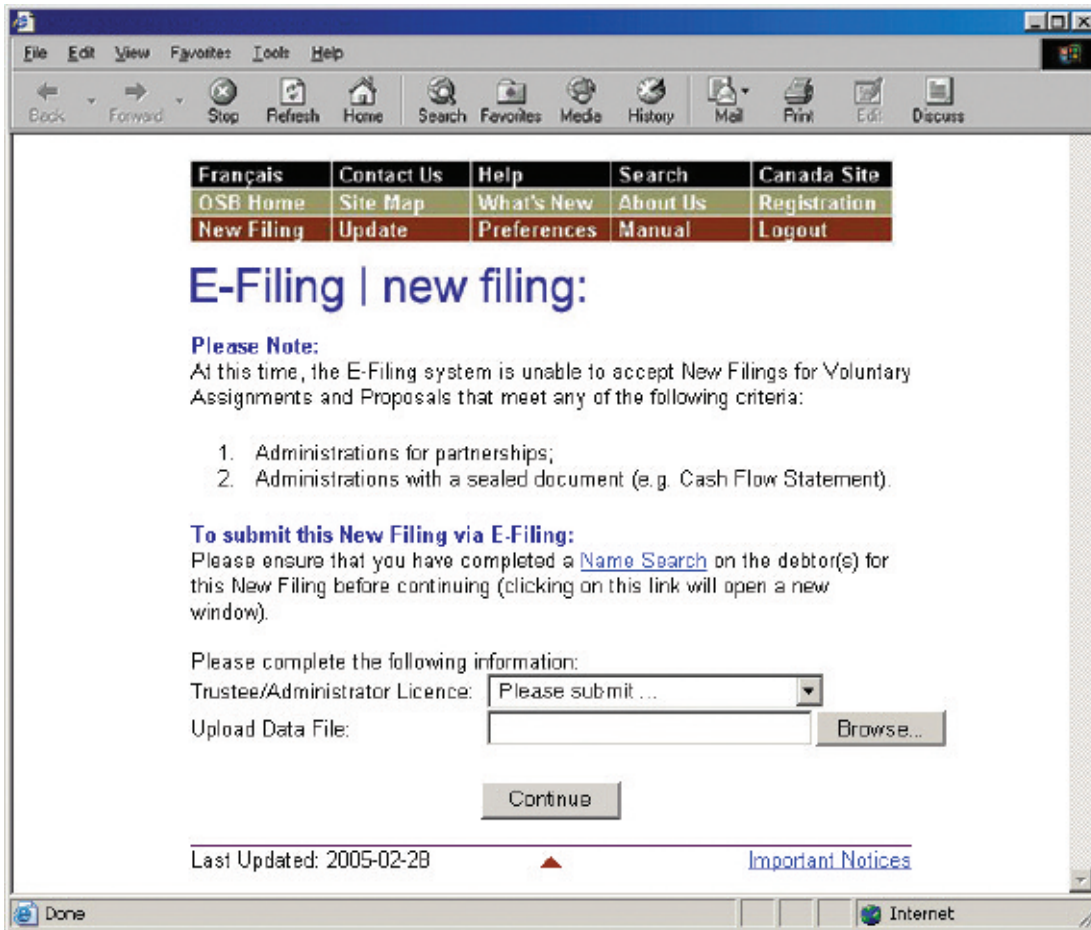
- for partnerships
- joint estates
- for administrations with a sealed document

TIP

When you are filing a change of administration type (bankruptcy to proposal, for example), you should use the “New filing” button to file the initial document package.

TIP

For all notices of intention, subsequent documents, including the Division I proposal, should be filed as updates (see “Updating an estate,” page 5.13).



2. Click “Name Search” (if you haven’t done one already).

This will bring you to the OSB Web site, where you can search a database containing information about bankruptcies, proposals and petitions registered in Canada since 1978. You need to search this database to find out whether the debtor you are filing on behalf of has previously been bankrupt, filed a proposal or is subject to a petition. If the debtor has, include this information in the Statement of Affairs and in the Estate Information Summary.

Clicking “Name Search” will open a new window on your screen. To return to the e-filing system, simply close this window.

TIP

You can also get to the name search function by going to www.strategis.gc.ca, clicking “English” to enter the site and clicking “Bankruptcy Search” or by going to the OSB Web site at www.osb-bsf.gc.ca, clicking “English” to enter the site and clicking “Insolvency Name Search.”

3. If necessary, select the trustee from the drop-down list.

Only staff who e-file on behalf of more than one trustee, or on behalf of a trustee with multiple licences, need to do this.

Simply click the arrow to the right of the drop-down list to see a list of the trustees you can e-file on behalf of, and click on the appropriate name.

TROUBLESHOOTING

If the appropriate trustee isn’t on the list...

... it’s likely that the trustee hasn’t added you to his or her user list. The trustee will need to do this by following the directions on page 1.7 (“Creating and managing your user list”).

4. Click “Browse” to select the file you want to e-file.

Once you’ve chosen the file, click “Continue” to go to the next screen.

5. Submit any additional documents the system asks for.

If you can’t submit all of the initial filing documents in XML format, the e-filing system will ask you to upload the missing documents. The e-filing system will tell you which documents **must** be uploaded immediately in softcopy format and which documents **may** be either uploaded in softcopy format or mailed or faxed to the Division Office at a later date.

The screenshot shows a web browser window with the following content:

Français	Contact Us	Help	Search	Canada Site
OSB Home	Site Map	What's New	About Us	Registration
New Filing	Update	Preferences	Manual	Logout

E-Filing | new filing:

Please upload the following document(s) in softcopy format:

- Consent of Trustee to Act:
- List of Creditors:

You are also required to submit the following document(s); if you wish you may upload them in softcopy format now:

- Cash Flow Statement:

Last Updated: 2005-05-17 [Important Notices](#)

6. Answer some questions about the filing.

You'll see the name of the debtor and a few questions which you will answer by clicking the "Yes" and "No" buttons and, if required, entering information in the text field.

Français | **Contact Us** | **Help** | **Search** | **Canada Site**
OSB Home | **Site Map** | **What's New** | **About Us** | **Registration**
New Filing | **Update** | **Preferences** | **Manual** | **Logout**

E-Filing | new filing:

Please complete the debtor's information:
Given Name: Jeff Douglas
Family Name: Whitson

- Is this the estate of a deceased? Yes No
If "Yes", has a court order been obtained? Yes No
- Are 75% or more of the liabilities in this file the same as those in another file under the BIA? Yes No
If "Yes", please enter the Estate Number(s) of the other debtor(s):

Last Updated: 2005-05-17 [Important Notices](#)

Click "Continue" to go to the next screen.

7. Verify which OSB Division Office will receive the filing. Verify in which court the trustee would open an estate file.

The system automatically chooses a Division Office and court based on the debtor's postal code. If both are **correct**, move on to step 8.

If the system displays an **incorrect** Division Office or court, select the appropriate one(s) from the drop-down list(s).

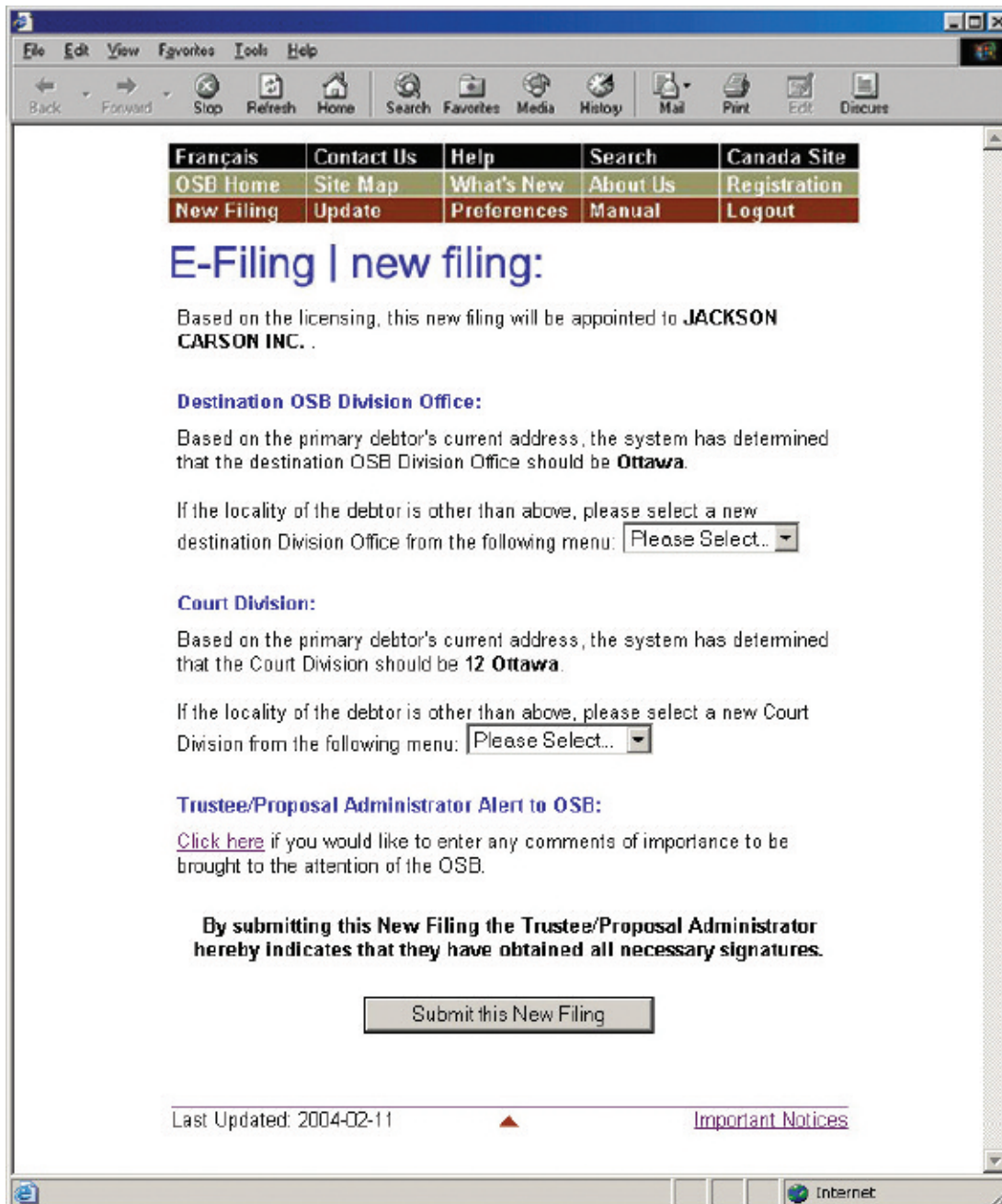
TIP

The Division Office and court must be in the locality of the debtor. If you're in doubt about which Division Office or court to select, contact your local OSB office.

TROUBLESHOOTING

If the appropriate Division Office or court isn't on the list, and you're not a trustee ...

... you may have selected the wrong responsible trustee, or the wrong licence number, on the first screen. You'll have to redo the process from the beginning by clicking "New Filing" on the menu bar. **Don't use the "Back" button of your Internet browser—you could unknowingly create a corrupted transaction.**



8. Click “Submit this new filing” to send the file to the OSB.

Don’t forget to include an alert (*see* box) if necessary before you submit the file.

ALERT

Add an alert in exceptional circumstances. You may want to alert the OSB about a debtor’s history of violence, for example, or that a debtor’s address should not be added to the name search database for security reasons.

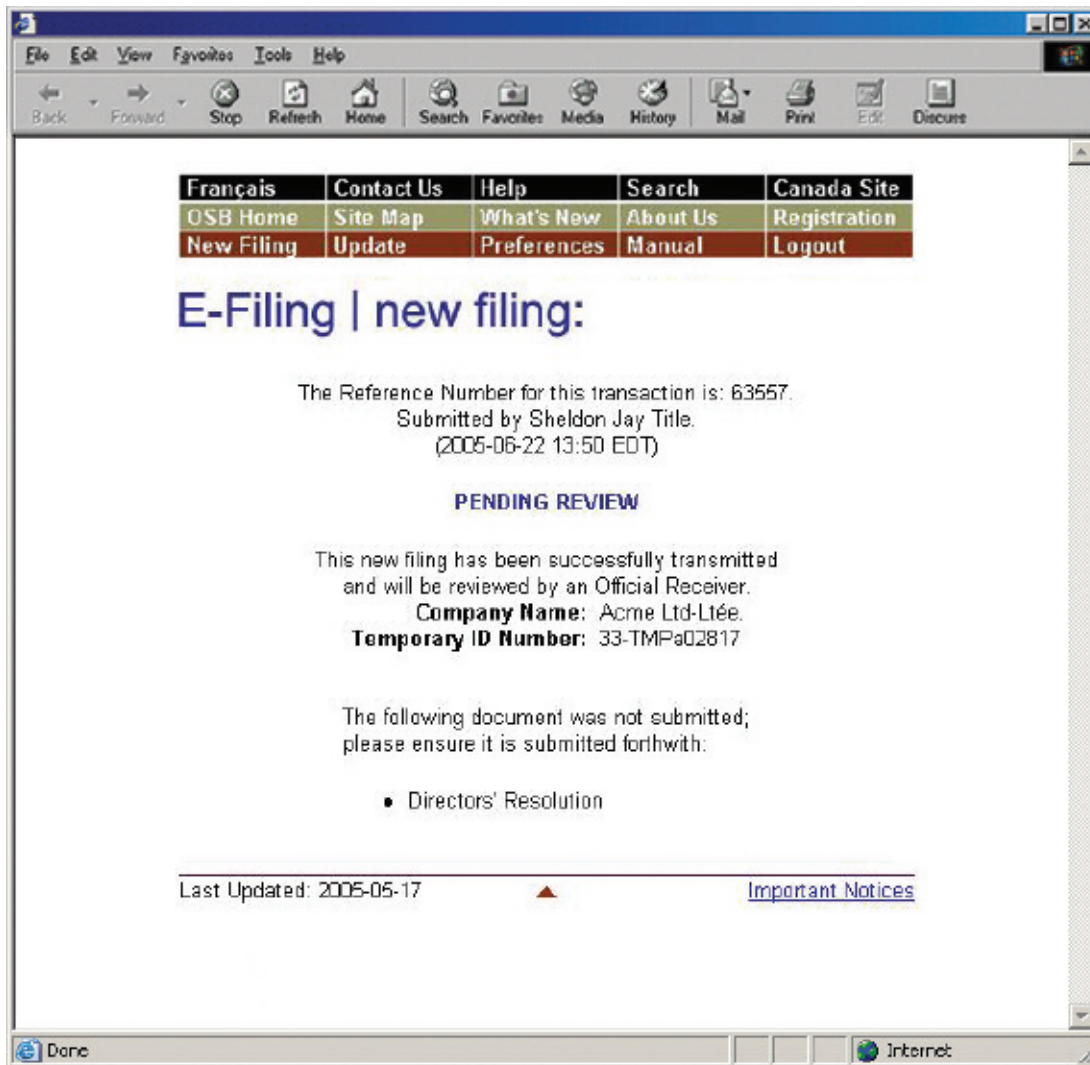
If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of using the link “Click here.”

9. Record the reference number and the temporary ID number.

Unless there are errors in the filing (*see* “Troubleshooting” on page 5.11), you will see the following screen.

Your filing will be manually reviewed by an Official Receiver to determine whether it can be accepted. Be sure to record the reference number for the transaction, as well as the temporary ID number. You can use the temporary ID number to update the estate while you’re waiting to find out whether the filing has been accepted.

For corporations only: If you did not submit the Directors’ Resolution, you will be reminded to submit it as soon as possible (*see* screen on page 5.10).



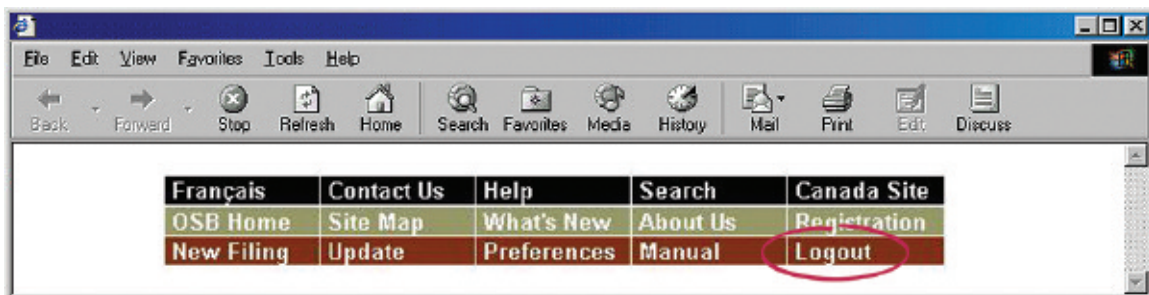
Within two business days, you'll receive an email from the OSB telling you whether the filing has been accepted or rejected. If the filing is accepted, the certificate of filing will be attached to the email. If the filing is rejected, you can find out why by contacting your Division Office.

TIP

Keep your email addresses up to date so that the system knows where to send certificates of filing and other important documents. For help updating email addresses, see page 1.8.

REMINDER

Don't forget to log out once you've finished using the e-filing system. Just close your browser or click "Logout" on the menu bar and follow the instructions.



TROUBLESHOOTING

If there is a problem with the filing...

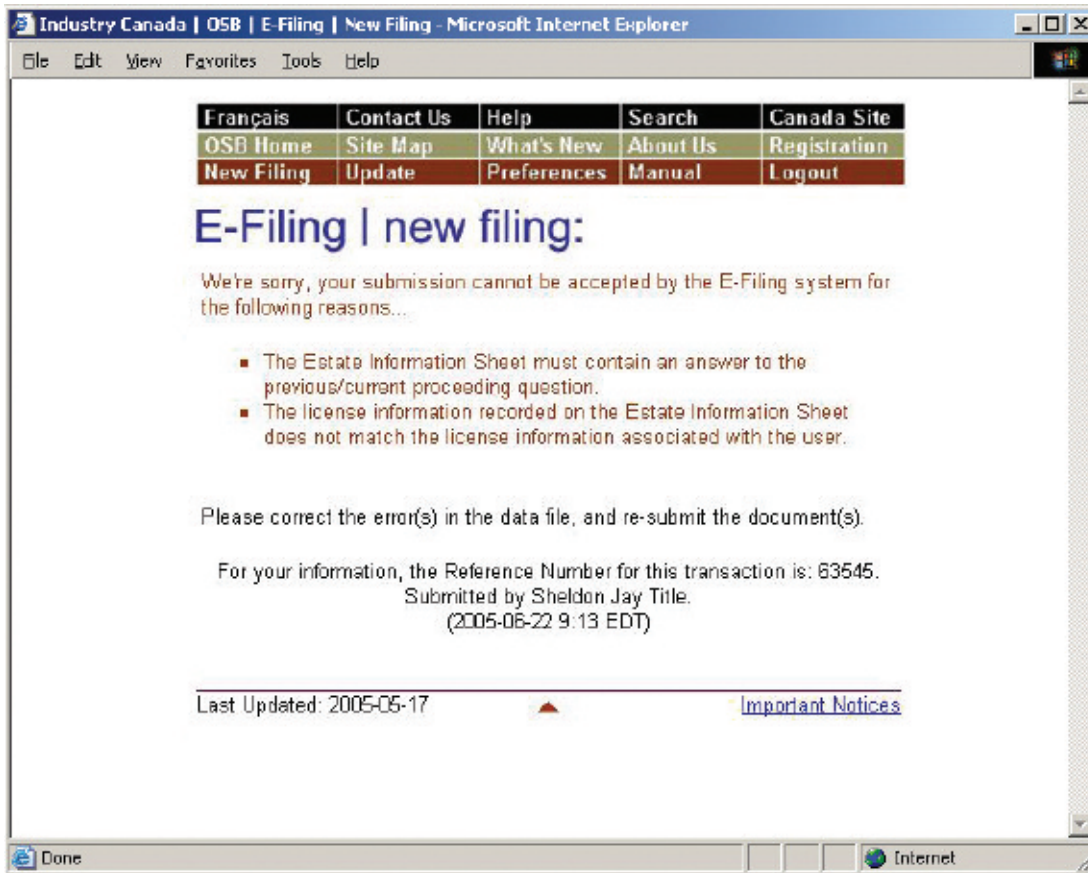
... the e-filing system will let you know. The problem may be with the file you submitted and/or with the information you provided on the previous screens. In either case, you'll have to start over from the beginning. You may see a "back" hyperlink that you can click to return to the first screen, or you can simply click "New Filing" from the menu bar.

If the problem is more technical, the e-filing system will suggest that you contact your software vendor. The error message will be very clear about what the problems are and what to do about them.

For additional help, contact the help desk by clicking "Help" on the menu bar or calling 1-877-227-3672. The help desk is open from 8:30 am to 5 pm (Eastern Standard Time), Monday to Friday.

Clicking "Help" on the menu bar will also give you access to the e-filing tips page on the OSB Web site.

Clicking "Manual" on the menu bar will give you access to the online version of this manual.



In the next section, you'll learn how to update estates that are already in the OSB's e-filing system.

Updating an estate

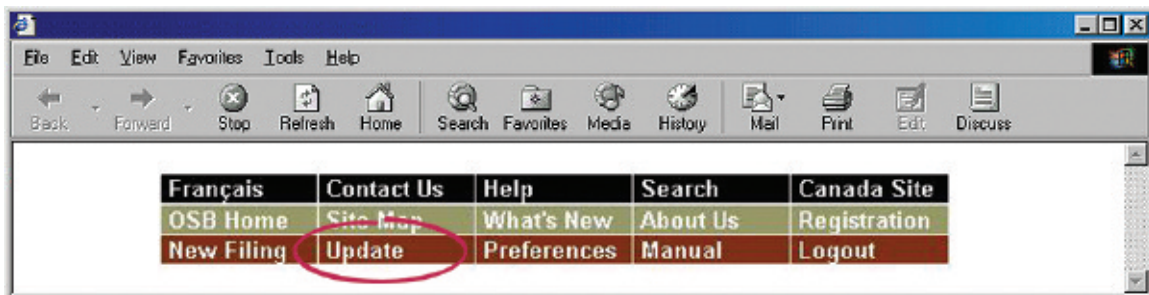
This section describes how to e-file new or updated documents related to an estate already in the e-filing system. To e-file to an estate currently in paper format, you first need to change the estate from paper to electronic format (see page 5.21).

The basics

1. Log in to the e-filing system and click “Update” on the menu bar.
2. Enter the estate number.
3. Verify that the estate name and number are correct.
4. Indicate whether you want to e-file a prescribed form or a softcopy document.
5. Upload the form or document.
6. Record the reference number.

- 1.** Log in to the e-filing system (see “Logging in to the e-filing system,” page 1.3) and click the “Update” button on the menu bar at the top of the screen.

To reach the help desk, click “Help” on the menu bar or call 1-877-227-3672. The help desk is open from 8:30 am to 5 pm (Eastern Standard Time), Monday to Friday.



TIP

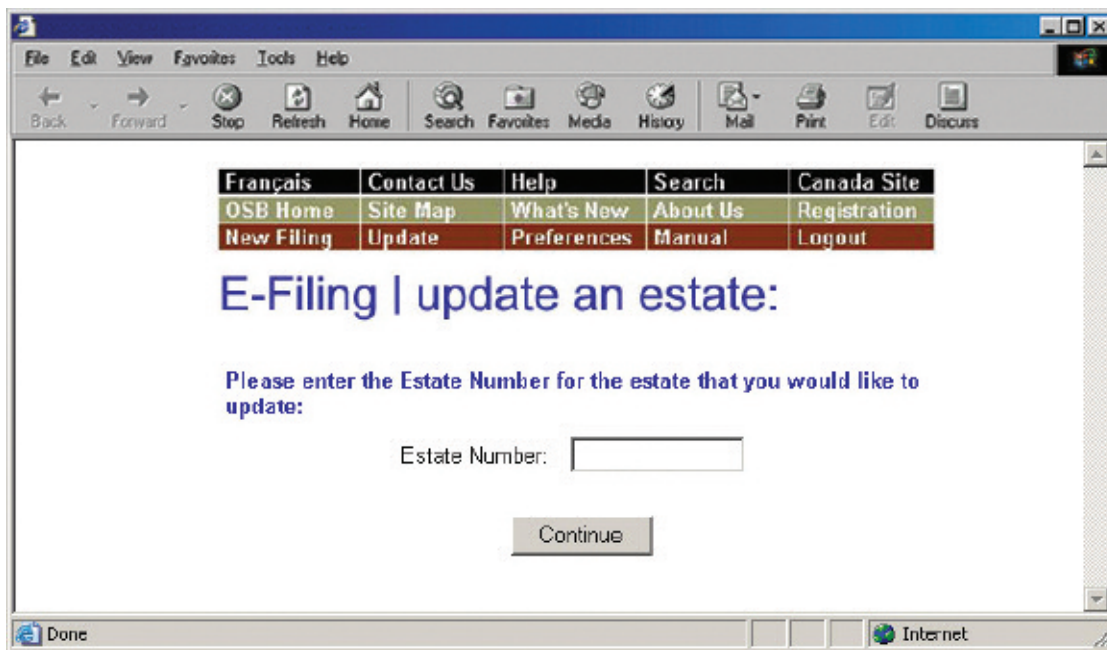
When you are filing a change of administration type (bankruptcy to proposal, for example), you should use the “New filing” button to file the initial document package.

2. Enter the estate number in the text field.

Click “Continue” to go to the next screen.

REMINDER

You can enter the temporary estate number until the filing is either accepted or rejected by the OSB.



Français	Contact Us	Help	Search	Canada Site
OSB Home	Site Map	What's New	About Us	Registration
New Filing	Update	Preferences	Manual	Logout

E-Filing | update an estate:

Please enter the Estate Number for the estate that you would like to update:

Estate Number:

3. Verify that the estate name and number are correct.

If the estate name and number are **correct**, click “Continue” to go to the next screen.

If the estate name and number are **incorrect**, simply click “Go Back” to return to the previous screen and enter the correct estate number. Click “Continue” to go to the next screen.

REMINDER

Don't use the “Back” button of your Internet browser—you could unknowingly create a corrupted transaction.

TIP

For estates with more than one administration type (e.g., when a bankrupt makes a proposal), the e-filing system may ask you to specify in which administration you would like to submit the document.

4. Select the type of document you would like to e-file.

Choose “**Prescribed form(s)**” to e-file forms (as defined by the BIA) generated by your insolvency software. The file must be in XML format.

Choose “**Softcopy document**” to e-file a document that is not a prescribed form (e.g., minutes of first meeting of creditors, financial statements, court documents). This includes documents created using software such as Corel WordPerfect or Microsoft Excel, as well as documents created by scanning a paper document.

Click “Continue” to go to the next screen.

TIP

If you don't have a scanner, just fax or mail a copy to the OSB Division Office that holds the electronic estate file.

TIP

For all notices of intention, subsequent documents, including the Division I proposal, should be filed as updates.

Français	Contact Us	Help	Search	Canada Site
OSB Home	Site Map	What's New	About Us	Registration
New Filing	Update	Preferences	Manual	Logout

E-Filing | update an estate:

Please select the type of document you would like to submit against this estate:

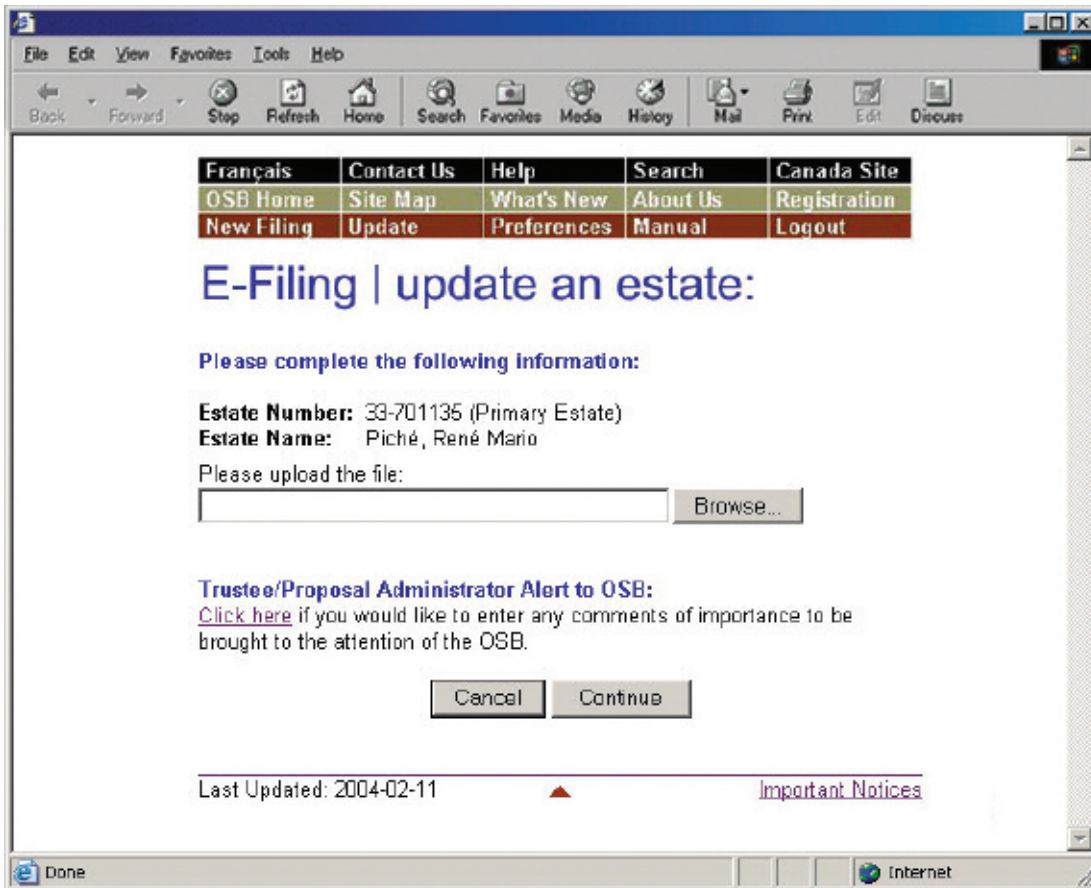
Estate Number: 33-701135 (Primary Estate)
Estate Name: Piché, René Mario

Prescribed form(s) - must be in .xml format
 Softcopy document - e.g. WordPerfect®, Microsoft® Word, scanned document, etc.

5. Upload the prescribed form or softcopy document.

To upload a **prescribed form**, click “Browse” to select the XML file.

Add an alert (*see* box on page 5.18) if necessary and click “Continue.”



The screenshot shows a web browser window with the following content:

- Navigation Menu:**

Français	Contact Us	Help	Search	Canada Site
OSB Home	Site Map	What's New	About Us	Registration
New Filing	Update	Preferences	Manual	Logout
- Section Header:** E-Filing | update an estate:
- Text:** Please complete the following information:
- Form Fields:**
 - Estate Number:** 33-701135 (Primary Estate)
 - Estate Name:** Piché, René Mario
- Text:** Please upload the file:
- Form:** An empty text input field followed by a "Browse..." button.
- Text:** **Trustee/Proposal Administrator Alert to OSB:**
[Click here](#) if you would like to enter any comments of importance to be brought to the attention of the OSB.
- Buttons:** "Cancel" and "Continue" buttons.
- Page Footer:** Last Updated: 2004-02-11 and [Important Notices](#)

Prescribed Form

There are a few points to keep in mind when submitting certain prescribed forms.

Statement of Receipts and Disbursements (form 12)

If there are dividends, you need to submit a dividend sheet with the SRD. You can do this in one of two ways: (1) if your software allows, you can submit the dividend sheet and the SRD together in one XML file; or (2) you can submit the SRD by itself and then upload the dividend sheet as a separate file.

In both cases, you will be asked to indicate whether inspectors were appointed and whether they approved the SRD.

ALERT

Add an alert in exceptional circumstances. You may want to alert the OSB about a debtor's history of violence, for example, or that a debtor's address should be removed from the name search database for security reasons.

If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of using the link "Click here."

To upload a **softcopy document**, select a document title from the first drop-down list. If the title is not on the list, select "Other," type the document title (as descriptive as possible) in the text field and select a document category (i.e., initial filing, estate administration or closing process) from the second drop-down list. Then click "Browse" to select the file you want to e-file. Add an alert (see box on page 5.18) if necessary and click "Continue."

You'll see a screen with the estate name and number and the form(s) or document(s) to be submitted. You will also see a note stating that by submitting the file, you are confirming that you have collected all necessary signatures. If everything is correct, complete the submission by clicking the "Submit" button.

Fransais Contact Us Help Search Canada Site
OSB Home Site Map What's New About Us Registration
New Filing Update Preferences Manual Logout

E-Filing | update an estate:

Please complete the following information:

Estate Number: 33-700950 (Primary Estate)
Estate Name: Piché, René Mario

Document Title:
Please Select...

If "Other", please specify:
Document Title:
Document Category: Please Select...

Please upload the document:
 Browse...

Trustee/Proposal Administrator Alert to OSB:
[Click here](#) if you would like to enter any comments of importance to be brought to the attention of the OSB.

Cancel Continue

Done Internet

6. Record the reference number.

You'll see a new screen with a reference number for your records, as well as the number and name of the estate that was updated.

There is also a hyperlink to follow if you would like to submit additional forms or documents to the estate.

REMINDER

Don't forget to log out once you've finished using the e-filing system. Just close your browser or click "Logout" on the menu bar and follow the instructions.

TROUBLESHOOTING

If the document or form isn't accepted...

... the e-filing system will list the reasons why. There may be errors in the file you tried to submit, for example, in which case you'll need to correct the errors and redo the updating process from the beginning. If the problem is more technical, the e-filing system will suggest that you contact your software vendor. The error message will be very clear about what the problems are and what to do about them.

If you submit a document or form to the wrong estate...

... immediately phone the OSB Division Office that holds the electronic estate file and report the error. Because documents and forms can't be moved from one estate file to another, you'll have to resubmit the document or form to the correct estate. The OSB will remove the incorrectly filed form or document from its database.

For additional help, contact the help desk by clicking "Help" on the menu bar or calling 1-877-227-3672. The help desk is open from 8:30 am to 5 pm (Eastern Standard Time), Monday to Friday.

Clicking "Help" on the menu bar will also give you access to the e-filing tips page on the OSB Web site.

Clicking "Manual" on the menu bar will give you access to the online version of this manual.

Switching from paper to e-filing

This section describes how to switch an estate file from paper to e-filing. You need to follow this process only once for the estate to be recognized by the e-filing system. To update an estate already in the system, go to page 5.13.

- 1. Log in to the e-filing system (see “Logging in to the e-filing system,” page 1.3) and click “Update” on the menu bar at the top of the screen.**

TIP

Once an estate has been switched from paper to electronic format, all filing to the estate must be done through the e-filing system.

- 2. Enter the estate number (as it appears on the certificate of filing) in the text field.**

Click “Continue” to go to the next screen.

Français	Contact Us	Help	Search	Canada Site
OSB Home	Site Map	What's New	About Us	Registration
New Filing	Update	Preferences	Manual	Logout

E-Filing | update an estate:

Please enter the Estate Number for the estate that you would like to update:

Estate Number:

Last Updated: 2002-11-08 [Important Notices](#)

TIP

For all notices of intention, subsequent documents, including the Division I proposal, should be filed as updates.

3. Verify that the estate name and number are correct.

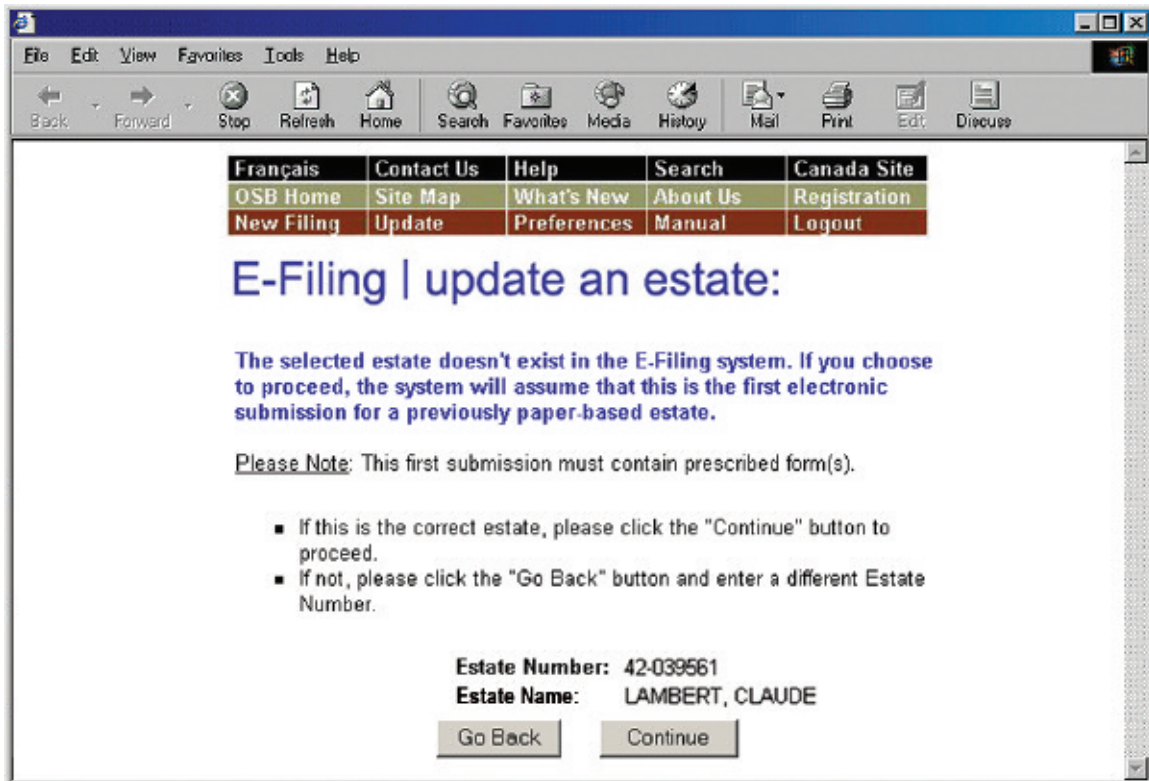
The system will realize that the number isn't in the e-filing system and assume that you're changing a paper estate file to electronic format.

If the estate name and number are **correct**, click "Continue" to go to the next screen.

If the estate name and number are **incorrect**, simply click "Go Back" to return to the previous screen and enter the correct estate number.

REMINDER

Don't use the "Back" button of your Internet browser—you could unknowingly create a corrupted transaction.



4. Upload a prescribed form.

The first electronic submission to a previously paper estate file must be a prescribed form. Prescribed forms contain information required to register the estate in the e-filing system.

Click “Browse” to select the XML file. Add an alert (*see box*) if necessary and click “Submit File.”

TIP

Don't e-file anything that you've already filed in paper format.

Prescribed Form

There are a few points to keep in mind when submitting certain prescribed forms.

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In both cases, you will be asked to indicate whether inspectors were appointed and whether they approved the SRD.

ALERT

Add an alert in exceptional circumstances. You may want to alert the OSB about a debtor's history of violence, for example, or that a debtor's address should be removed from the name search database for security reasons.

If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of using the link “Click here.”

5. Record the reference number.

You'll see a new screen with a reference number for your records, as well as the number and name of the estate that was updated. There is also a hyperlink to follow if you would like to submit additional forms or softcopy documents to the estate.

TROUBLESHOOTING

If the form isn't accepted...

... the e-filing system will list the reasons why. There may be errors in the file you tried to submit, for example, in which case you'll need to correct the errors and redo the updating process from the beginning. If the problem is more technical, the e-filing system will suggest that you contact your software vendor. The error message will be very clear about what the problems are and what to do about them.

If you submitted the form to the wrong estate...

... immediately phone the OSB Division Office that holds the electronic estate file and report the error. Because forms can't be moved from one estate file to another, you'll have to resubmit the form to the correct estate. The OSB will remove the incorrectly filed form from its database.

If you need additional help, contact the help desk by clicking "Help" on the menu bar or calling 1-877-227-3672. The help desk is open from 8:30 am to 5 pm (Eastern Standard Time), Monday to Friday.

Clicking "Help" on the menu bar will also give you access to the e-filing tips page on the OSB Web site.

Clicking "Manual" on the menu bar will give you access to the online version of this manual.

REMINDER

Don't forget to log out once you've finished using the e-filing system. Just close your browser or click "Logout" on the menu bar and follow the instructions.

Glossary

browse button

When you click “browse” a new window will open and you’ll be able to choose a file on your computer system to send to the OSB.



download (see upload)

This means copying a file from another computer to your computer through the Internet.

drop-down list

To see the items in a drop-down list, simply click on the arrow to the right. To select an item, move the cursor along the list until the item you want is highlighted and click the left mouse button.



hyperlink

Text (usually underlined) that you can click on to move to another screen in the e-filing system, or to another Web page.

[Name Search](#)

PDF

A PDF (Portable Document Format) is a type of file produced using Adobe Acrobat® software. To read a PDF, you need to download Adobe’s Acrobat Reader® (free from the Adobe Web site at www.adobe.com).

softcopy document

A document that is not a prescribed form (e.g., minutes of first meeting of creditors, financial statements, court documents). This includes documents created using software such as Corel WordPerfect or Microsoft Excel, as well as documents created by scanning a paper document.

text field

A blank rectangle in which you can type information. You need to click in the text field (and see the cursor blinking) before you can start typing.



upload (*see* download)

This means sending a file from your computer to another computer through the Internet.

XML

Many of the files you electronically submit to the OSB must be in XML (Extensible Markup Language) format for the e-filing system to read them. Your insolvency software will produce these files for you. You'll be able to tell whether a file is in XML format by taking a look at the file's 3-letter extension (e.g., insolvency.xml).