

**United States Bankruptcy Court
District of New Mexico
*Office of the Clerk***

Federal Building and United States Courthouse
421 Gold Avenue SW, Third Floor
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Albuquerque, New Mexico 87103-0546

NORMAN H. MEYER, JR.
Clerk of Court

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March 13, 2002



Notice to Practitioners

- (1) New Electronic Noticing Options**
- (2) Clerk's Office Outreach Efforts**



New Electronic Noticing Options

Practitioners have been able to receive court generated notices via fax or ACE mailbox for some time. Until now, notices which were mailed by the Bankruptcy Noticing Center (BNC) (e.g., §341 notices, notices of discharge) could only be provided in paper format. You may now elect to receive notices from the BNC via fax or have them sent to your email account. This is part of the BNC's Electronic Bankruptcy Noticing (EBN) program. Program information is available on the Internet at www.EBNuscourts.com. The BNC website contains two links - [How to Become an Internet E-Mail Noticing Partner](#) and [How to Become a Fax Noticing Partner](#). These links provide detailed information on program requirements as well as sign up forms. Program support is available to you toll free at 877-837-3424.

Enrollment in the BNC program does not affect the method used to transmit other court generated notices to you. These notices (e.g., notices of hearing, orders) will continue to be transmitted through whatever method you have previously selected (paper, fax or ACE mailbox). The court and BNC noticing programs are managed independently.

We urge you to take advantage of both of these noticing programs in order to receive your notices more quickly and save the court the cost of sending notices in paper form. Thank you for your consideration of and help as we continue to provide excellent service to the public.

 **Outreach memo on reverse side of this page!**



UNITED STATES BANKRUPTCY COURT
District of New Mexico
Office of the Clerk
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MEMORANDUM

TO: Members of the Bankruptcy Bar
FROM: Norman Meyer, Clerk of Court
DATE: March 13, 2002
SUBJECT: Clerk's Office Outreach

Last Friday the Bar held its annual "Year in Review" seminar in Albuquerque. I was fortunate to be able to speak to the group, in part, about efforts to redefine our office's strategic plan in light of our overall vision of *fulfilling the public's trust by providing excellent customer service*. In these times of rapidly rising workloads and limited resources, it is a real challenge to not only maintain, but improve, our service to you and our other customers.

One way we hope to do this is to do a better job of outreach to you. As a first step in this effort, at the seminar I made available two questionnaires. The first is aimed at finding out how well you think we are doing. The second proposes the creation of a virtual Clerk's advisory group that will communicate via e-mail about any ideas, concerns, or issues that either you or we want to raise. If you have already filled out one or both of these questionnaires, thanks for your help. If not, copies of both accompany this memo. Please take the time to fill the questionnaires out and send them in, and share them with others in your offices, as appropriate. Replies by April 5 are appreciated.

The Clerk's Office does a very good job and intends to get even better in the future. With your help we will achieve this goal. Thanks in advance for your participation in our outreach efforts, and feel free at any time to give me a call or send me an e-mail about this or any other matter.

Enclosures

The Bankruptcy Clerk's Office Needs Your Help!

We are creating an advisory group to facilitate our responsiveness to our customers' needs. The goal is to provide a forum for you to interact with us to pose questions, share information, etc. We will primarily communicate via e-mail (who needs more meetings?!). If this interests you, please volunteer below and return this form to Norman Meyer, Clerk of Court.

Yes, I'd like to help improve the communication between the bar and the Clerk's Office by being included in the Clerk's advisory group, as follows:

- In a general forum where all topics are addressed
- In one or more specific topical categories; if so, I am interested in the creation of the following topic(s) groups:

Topical categories might include: automation issues, Chapter 13, creditors attorneys, case trustees, etc.

Important! Please provide us with your name and e-mail address so we can start the groups:

Name _____ E-Mail _____
(please print) (please print)

Feel free to pass this on to others you may think would be interested. Responses with the above information may also be sent to Norman Meyer via e-mail at <norman_meyer@nmcourt.fed.us> Comments or suggestions on how this advisory process may work, or how the Clerk's Office can better stay in touch with its stakeholders, would also be appreciated.

Thank you very much for your help--we really appreciate it!