



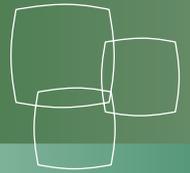
Innovation, Science and  
Economic Development Canada

Office of the Superintendent  
of Bankruptcy Canada

Innovation, Sciences et  
Développement économique Canada

Bureau du surintendant  
des faillites Canada

# E-Filing



## *A Guide for Insolvency Professionals*

Canada 



Protecting the  
Integrity of the  
Insolvency System

Protéger l'intégrité  
du système  
d'insolvabilité

This publication is available upon request in accessible formats (braille and large print).

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Cat. No. Iu188-108/2013E-PDF  
ISBN 978-1-100-21523-5

Aussi offert en français sous le titre *Dépôt électronique – Guide à l'intention des professionnels de l'insolvabilité*

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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 — a security protocol used 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 automatically emailed to you.
- 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. Begin 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.

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

# Getting started

## What you'll need

In addition to an email account and access to the Internet, to use the e-filing system you'll need:

- off-the-shelf or proprietary insolvency software with an e-filing module;
- a PC or Mac operating system;
- the latest version of Adobe Acrobat Reader® (free) to view and print certificates of appointment and certificates of filing, which will be emailed to you;
- an Industry Canada 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 create a list in the e-filing system of staff members who will e-file on their behalf (*see Creating and managing your user list*).

## Registering for an Industry Canada username and password

All users must have an Industry Canada username and password. To register for a username and obtain — or change — your password:

- 1.** Launch a web browser and go to the [registration page](#) on the Industry Canada website.
- 2.** Follow the directions provided.

### Tip

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

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

Registering to use the e-filing system is easy — simply print out the user agreement (terms of use), fill it out, and mail or fax it to your Division Assistant Superintendent (DAS). You'll need to provide such information as your Industry Canada 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, you will be notified of changes when you log in to the system. You will have the option of clicking "Accept" on the screen or printing out the updated user agreement, signing it, and mailing or faxing it to your DAS.



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

**Tip**

A firm 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 an Industry Canada 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*).

You're now ready to log in to the system. Simply follow these steps:

- 1.** Launch a web browser and go to <http://osb-bsf.ic.gc.ca/e-filing>.
- 2.** Click "English" to enter the site.
- 3.** Enter your Industry Canada username and password when prompted and click the "OK" button.

**Tip**

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

# Getting to know the e-filing home screen

When you log in, you arrive at the e-filing home screen. When you are on this page, you'll see messages from the OSB on planned outages and other topics.

The screenshot shows the e-filing home screen for the Office of the Superintendent of Bankruptcy Canada. The page features a top navigation bar with the Government of Canada logo, the text 'Government of Canada / Gouvernement du Canada', and links for 'Canada.gc.ca', 'Services', 'Departments', and 'Français'. Below this is the 'Industry Canada' banner with a red maple leaf and the 'Canada' logo. A search bar is located on the right. A horizontal menu contains 'All topics', 'Just for businesses', 'Just for consumers', and 'Forms, reports, guides ...'. The breadcrumb trail reads 'Home > Bankruptcy > Office of the Superintendent of Bankruptcy Canada > E-Filing'. The main heading is 'Office of the Superintendent of Bankruptcy Canada', followed by a welcome message 'Welcome, Sheldon Jay' and a horizontal menu with 'Preferences', 'E-Filing helpdesk', 'Instructions', and 'Logout'. The main content area is titled 'E-Filing - messages' and contains a message about a new look for E-Filing, with two options for viewing the page. A left menu is visible on the left side, listing 'Messages', 'New Filing', 'Update', 'Upload Remittance Advice', 'Statement of Outstanding Balances', and 'Upload Annual Banking Report'. The footer contains links for 'Terms and conditions' and 'Transparency', and a grid of links for 'About us', 'News', 'Contact us', and 'Stay connected'. The bottom of the page features a dark bar with links for 'HEALTH', 'TRAVEL', 'SERVICE CANADA', 'JOBS', 'ECONOMY', and 'Canada.gc.ca'.

Government of Canada / Gouvernement du Canada | Canada.gc.ca | Services | Departments | Français

Industry Canada | Canada

All topics | Just for businesses | Just for consumers | Forms, reports, guides ...

Home > Bankruptcy > Office of the Superintendent of Bankruptcy Canada > E-Filing

Office of the Superintendent of Bankruptcy Canada

Welcome, Sheldon Jay | Preferences | E-Filing helpdesk | Instructions | Logout

**Horizontal menu**

### E-Filing - messages

E-Filing has a new look. Read the [Notice to Trustees](#) to see what's new.

Because the top banner is wider, depending on the size of your monitor, some of the content at the bottom of the page may not be immediately visible. Here are two solutions to avoid having to scroll down to view the entire page:

- Option 1: Hide the browser's navigation bar. Press F11 when you open the application. This will hide the browser's navigation bar, making more of the page visible. To view the bar, press F11 again.
- Option 2: Change the resolution of your screen to 1280 x 1024. You will only need to do this once, but the text will be smaller. See instructions below.

Date modified: 2012-09-24

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**Left menu**

**Horizontal menu**



This screen has a left menu and a horizontal menu. You can access these menus on every screen while you are logged in to the e-filing system.

The **left menu** lists:

- Messages
- New Filing
- Update
- Upload Remittance Advice
- Statement of Outstanding Balances
- Upload Annual Banking Report

On the **horizontal menu** — to the right of your welcome message — you can:

- set your preferences
- contact the e-filing helpdesk
- get instructions for using the e-filing system by going to the OSB website for tips, workarounds or the online version of this manual
- log out

The home screen also has links above and below the e-filing application. If you click these links, they will open in a new window and the e-filing system will remain open.

Now that you're logged in and ready to e-file, the first thing you may want to do 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 e-filing you'd like to do.

## Adjusting the screen size

When you log in, you may find that some of the content at the bottom of the screen is not immediately visible. To avoid having to scroll down, you have two easy options.

- **Press F11 after you log in to the e-filing system. This will hide your browser's navigation bar. To restore the navigation bar, press F11 again. Even if you don't press F11, it will be restored the next time you open your browser.**

Or

- **Change the resolution of your screen to 1280 x 1024 to make the text smaller. The table below explains how to do this for different operating systems.**

Note: You will need to do this only once. This will change the size of the text for all your computer's applications.

Windows XP	Windows Vista	Windows 7
<ol style="list-style-type: none"> <li>1. Click the “Start” button, click “Control Panel” and then open “Display.”</li> <li>2. Choose the Settings tab. Under “Screen resolution,” drag the slider until it says 1280 x 1024, and then click “Apply.”</li> <li>3. When prompted to apply the settings, click “OK.” (Your screen will turn black for a moment.)</li> <li>4. Once your screen resolution changes, you have 15 seconds to confirm the change. Click “Yes” to confirm.</li> </ol>	<ol style="list-style-type: none"> <li>1. Click the “Start” button, click “Control Panel” and then open “Screen Resolution.” Under “Appearance and Personalization,” click “Display Settings.”</li> <li>2. Drag the slider to the 1280 x 1024 resolution, and then click “Apply.”</li> <li>3. Click “Keep” to use the new resolution.</li> </ol>	<ol style="list-style-type: none"> <li>1. Click the “Start” button, click “Control Panel” and then open “Screen Resolution.” Under “Appearance and Personalization,” click “Adjust screen resolution.”</li> <li>2. Click the drop-down list next to “Resolution” to reveal a slider. Drag the slider to the resolution you want, and then click “Apply.”</li> <li>3. Click “Keep” to use the new resolution.</li> </ol>

## 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](#)).
2. Click the “Preferences” link on the horizontal menu.

Welcome, Sheldon Jay | [Preferences](#) | [E-Filing helpdesk](#) | [Instructions](#) | [Logout](#)

**Preferences**

**Change your password**

To change your password, please proceed to the [Industry Canada registration page](#).

**Trustee/Proposal Administrator email**

Trustee/Proposal Administrator: **Sheldon Jay**

Email Address:

2nd Email Address:

**Subscribe to Broadcast Emails?**

Would you like to subscribe to Broadcast Emails which may occasionally be transmitted by the OSB E-Filing system?

Yes  No Email Address:

### 3. Verify your name and insert your email address under “Trustee/Proposal Administrator email.”

At the top you’ll see “Change your password,” something you’ll need do periodically.

The first step in creating your user list, however, is giving the e-filing system your email address. 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 certificates and messages generated by the e-filing system.

You can change either address any time you’re logged in by typing a different address in the text field and clicking “Update.”

You’ll also see a box where you can subscribe and unsubscribe to OSB broadcast emails. These include notices of planned outages and, when possible, of unscheduled shutdowns of the e-filing system. The system accepts only one email address for this service.

#### Tip

You may enter more than one email in the 2nd Email Address field. Simply separate each email address by a comma and a space.

#### Tip

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

#### Remove user

Remove an E-Filing user from your access list: **License - 2278**

The following individuals currently have access to submit documents against this licence:

UserID	Name	Remove
tadmin	Jen Doe	<input type="checkbox"/>

To remove an individual's access, click on the corresponding checkbox(es) and then press the **Remove Checked Users** button.

#### Associate existing user

Associate an existing E-Filing user with your access list:

Please enter the individual's Industry Canada registration username in the field provided, select the Licence(s) to which the individual should have access, then press the **Associate Existing User** button. Required fields are indicated by an asterisk (\*)

\* Industry Canada username:

\* Licence(s):

Licence 2278

## 4. Update your list of users.

To **remove a user**, click the box to the right of the user's name and user ID, which is the Industry Canada username. A checkmark will appear. Click this box for all of the users you would like to remove. To finish, click "Remove Checked Users."

To **associate an existing user** (i.e., someone who is already e-filing on behalf of another trustee/proposal administrator) with your list, type the user's Industry Canada 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."

To **add a new user** to the e-filing system and associate that user with your trustee licence, type the user's Industry Canada 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 and Associate New User."

### Add and associate new user

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 Licence(s) to which the individual should have access, then press the **Add and Associate New User** button.

Required fields are indicated by an asterisk (\*)

\* Industry Canada username:

Given Names:

\* Family Name:

Email:

Licence(s):  Licence 2278

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.**

# Summary administrations

## 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” in the left menu.
2. Click “Bankruptcy and Insolvency Records search” (if you haven’t already done a search).
3. If necessary, 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.”
8. If your filing is accepted, record the reference number and check your email for the certificate of appointment.

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

**To reach the helpdesk, click “e-filing helpdesk” on the horizontal menu or call 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.**

1. Log in to the e-filing system (*see* [Logging in to the e-filing system](#)) and click “New Filing” in the left menu.

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### E-Filing - messages

E-Filing has a new look. Read the [Notice to Trustees](#) to see what's new.

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- Option 2: Change the resolution of your screen to 1280 x 1024. You will only need to do this once, but the text will be smaller. See instructions below.

In a shaded box 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 format.

## Tip

To change the administration type of an electronic estate file (for example, to change from a bankruptcy to a proposal), click on “New Filing” in the left menu to make the initial submission related to the new administration type.

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### New filing - submit new filing

**Please note:** The E-Filing system is unable to accept New Filings for Voluntary Assignments and Proposals that meet either of the following criteria:

1. Administrations for partnerships;
2. Administrations with a sealed document (e.g., Cash-Flow Statement).

Please ensure that you have completed a [Bankruptcy and Insolvency Records search](#) on the debtor(s) for this new filing **before continuing**.

#### Upload data file

Upload a data file using the **Browse** button and press the **Continue** button below.  
Required fields are indicated by an asterisk (\*)

\* Upload data file:

## 2. Click “Bankruptcy and Insolvency Records search” (if you haven’t already done a search).

This will bring you to the OSB website, where you can search the 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 is in one of these categories, include this information in the Statement of Affairs and in the Estate Information Summary.

Clicking “Bankruptcy and Insolvency Records 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 search of the Bankruptcy and Insolvency Records for all debtors involved in a joint filing.

## Tip

You can also get to the Bankruptcy and Insolvency Records from the OSB website.

### 3. If necessary, 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.

### 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 that you can answer by clicking the “Yes” and “No” buttons and, if required, entering information in the text field.

## 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 from [Creating and managing your user list](#).

## Joint filing

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

The screenshot shows a web interface for a new filing. At the top, there is a navigation bar with 'Welcome, Sheldon Jay | Preferences | E-Filing helpdesk | Instructions | Logout'. On the left is a sidebar menu with options: Messages, New Filing, Update, Upload Remittance Advice, Statement of Outstanding Balances, and Upload Annual Banking Report. The main content area is titled 'New filing - debtor information' and contains the following text: 'Review and complete the debtor information. When finished, press the Continue button below.' Below this, the 'Given Name' is 'David' and the 'Family Name' is 'cooper'. A note states 'Required fields are indicated by an asterisk (\*)'. There are three sections of questions, each with 'Yes' and 'No' radio buttons: 1. 'Estate of a deceased' with questions: '\* Is this the estate of a deceased?' (No selected) and '\* If "yes", has a court order been obtained?' (No selected). 2. 'Bankruptcy Assistance Program' with question: '\* Is this filing part of the Bankruptcy Assistance Program?' (No selected). 3. 'Liabilities (75 percent or more)' with question: '\* Are 75 percent or more of the liabilities in this file the same as those listed in another file under the BIA?' (No selected). Below the third question is a text input field for 'Estate Number(s) of the other debtor(s)'. At the bottom are 'Previous' and 'Continue' buttons.

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, or the wrong licence number, on the first screen. You have two options:

- You can redo the process from the beginning by clicking "New Filing" in the left menu.
- You can click "Previous" at the bottom of each screen until you return to the screen where you select the responsible trustee. (Don't use the "Back" button of your web browser — you could unknowingly create a corrupted transaction.)

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### New filing - division office

Based on the licensing, this new filing will be appointed to **SHIMMERMAN & ASSOCIATES INC.**

### Destination OSB division office

Based on the primary debtor's current address, the system has determined that the destination OSB Division Office should be **Ottawa**.  
If the locality of the debtor is other than above, please select a new destination Division Office.  
Destination Division Office:

### Court Division

Based on the primary debtor's current address, the system has determined that the Court Division should be **06 Hull**.  
If the locality of the debtor is other than above, please select a new Court Division.  
Different Court Division:

### Trustee/Proposal Administrator Alert to OSB

[You may enter comments of importance](#) to be brought to the attention of the OSB

**By submitting this New Filing the Trustee/Proposal Administrator hereby indicates that they have obtained all necessary signatures.**

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

Don’t forget to include an alert if necessary before you submit the file.

## 8. If your filing is accepted, record the reference number and check your email for 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*), you will see one of two screens.

**If your filing is accepted**, you’ll see the screen below. Simply record the reference number. The system will email the certificate of appointment, in PDF format, to the email addresses specified in your preferences. If the language of the estate differs from the language of the trustee, the certificate will be provided in both languages.

### 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 Bankruptcy and Insolvency Records database for security reasons.

If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of clicking “You may enter comments of importance.”

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### New filing - successful submission

This new filing has been successfully submitted.

#### Estate information

- **Estate Number:** 33-798642
- **Estate Name:** David george

#### Reference

- The Reference Number for this transaction is: **159442**.
- Submitted by Sheldon Jay
- 2012-09-25 13:49 EDT

#### Certificate

Your certificate of appointment has been emailed to the address indicated in your preferences. The OSB reserves the right to amend the Certificate of Appointment.

**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.

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### New filing - submission is pending review

This new filing has been successfully transmitted and will be reviewed by an Official Receiver.

#### Estate Information

- **Debtor Name:** David george
- **Temporary ID Number:** 35-TMPa06591

#### Reference

- The Reference Number for this transaction is: **159494**.
- Submitted by Sheldon Jay
- 2012-09-26 10:20 EDT

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
- 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 a filing.

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 the 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. See [Creating and managing your user list](#).

## 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. You can click the “Previous” button to return to the screen where the problem was identified. If you need to correct a document you submitted, you will need to start over. Simply click “New Filing” in the left menu.

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.

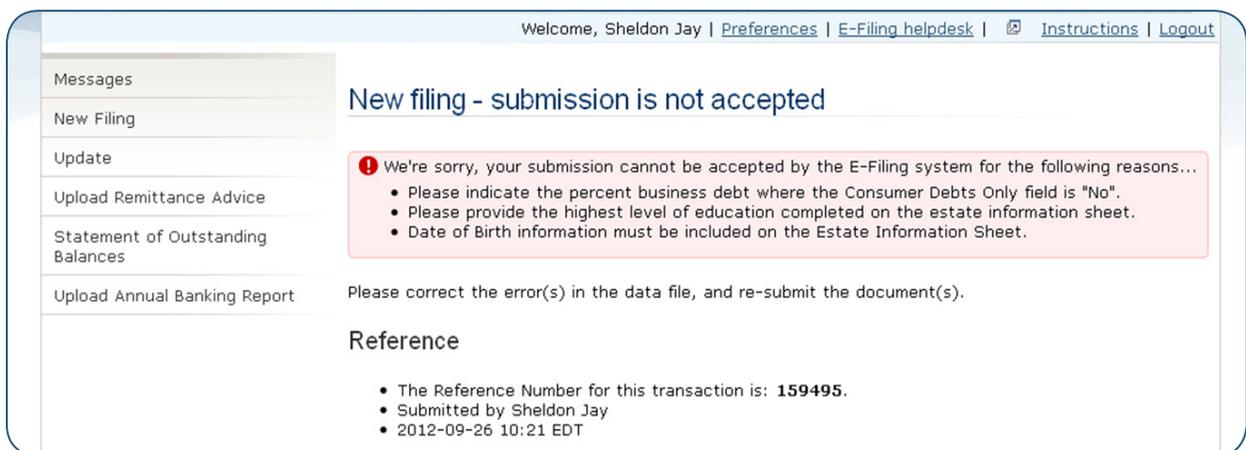
### If the system crashes ...

... in the middle of an e-filing (i.e., before you get a reference number), you’ll have to start over from the beginning.

### For additional help ...

... contact the helpdesk by clicking “e-filing helpdesk” on the horizontal menu or calling 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.

Clicking “Instructions” will open a new window taking you to the e-filing page on the OSB website that has tips, workarounds and the online version of this manual.



The screenshot shows a web interface for an e-filing system. At the top, there is a navigation bar with the text "Welcome, Sheldon Jay | Preferences | E-Filing helpdesk | Instructions | Logout". On the left side, there is a vertical menu with the following items: Messages, New Filing, Update, Upload Remittance Advice, Statement of Outstanding Balances, and Upload Annual Banking Report. The main content area is titled "New filing - submission is not accepted". Below the title, there is a red error box with a white exclamation mark icon and the following text: "We're sorry, your submission cannot be accepted by the E-Filing system for the following reasons...". The error box contains three bullet points: "Please indicate the percent business debt where the Consumer Debts Only field is 'No'.", "Please provide the highest level of education completed on the estate information sheet.", and "Date of Birth information must be included on the Estate Information Sheet." Below the error box, there is a message: "Please correct the error(s) in the data file, and re-submit the document(s).". Underneath, there is a section titled "Reference" with three bullet points: "The Reference Number for this transaction is: 159495.", "Submitted by Sheldon Jay", and "2012-09-26 10:21 EDT".

## Reminder

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

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.

### The basics

1. Log in to the e-filing system and click “Update” in the left menu.
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.

**To reach the helpdesk, click “e-filing helpdesk” on the horizontal menu or call 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.**

1. Log in to the e-filing system (*see Logging in to the e-filing system*) and click “Update” in the left menu.
2. Enter the estate number in the text field.

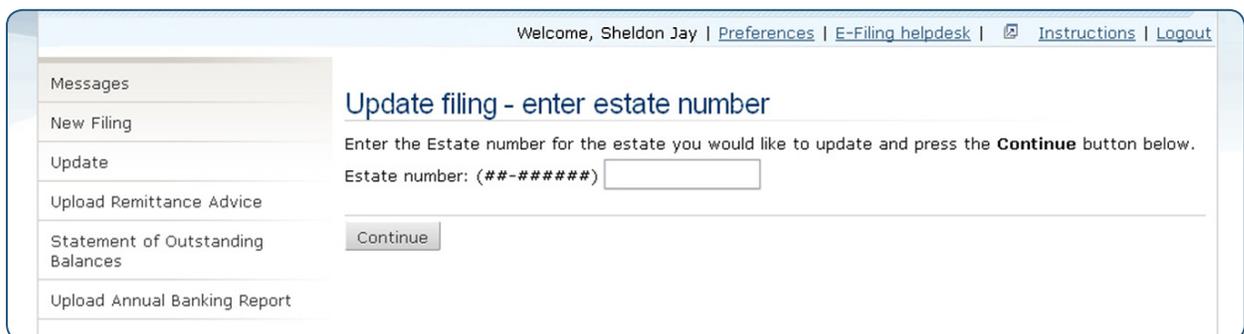
Click “Continue” to go to the next screen.

### Tip

To change the administration type of an electronic estate file (for example, to change from a bankruptcy to a proposal), click on “New Filing” in the left menu to make the initial submission related to the new administration type.

### Reminder

For filings under review, you can enter the temporary ID number until the filing is either accepted or rejected by the OSB.



The screenshot shows a web interface for updating a filing. At the top, there is a navigation bar with the text "Welcome, Sheldon Jay" and links for "Preferences", "E-Filing helpdesk", "Instructions", and "Logout". On the left side, there is a vertical menu with the following items: "Messages", "New Filing", "Update", "Upload Remittance Advice", "Statement of Outstanding Balances", and "Upload Annual Banking Report". The main content area is titled "Update filing - enter estate number" and contains the instruction: "Enter the Estate number for the estate you would like to update and press the **Continue** button below." Below this instruction is a text input field with a placeholder "(##-#####)" and a "Continue" button.

### 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 “Previous” 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 web 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. Indicate whether you want to e-file a prescribed form or a softcopy document.

Choose “Prescribed form(s)” to e-file a form (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 Microsoft Word or Excel, as well as PDF 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.

Welcome, Sheldon Jay | [Preferences](#) | [E-Filing helpdesk](#) | [Instructions](#) | [Logout](#)

Messages  
New Filing  
Update  
Upload Remittance Advice  
Statement of Outstanding Balances  
Upload Annual Banking Report

## Update filing - select document type to upload

### Estate information

- **Estate Number:** 33-797749 (Primary Estate)
- **Estate Name:** David george

### Document type

Select the document type to submit against this estate

Prescribed form(s) - must be in .xml format

Softcopy document - e.g., Microsoft Word, WordPerfect, scanned document, etc.

[Previous](#) [Continue](#)

## 5. Upload the prescribed form or softcopy document.

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

### Joint filing

In a 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.

Welcome, Sheldon Jay | [Preferences](#) | [E-Filing helpdesk](#) | [Instructions](#) | [Logout](#)

Messages

New Filing

Update

Upload Remittance Advice

Statement of Outstanding Balances

Upload Annual Banking Report

### Update filing - upload prescribed form

#### Estate information

- **Estate Number:** 33-797749 (Primary Estate)
- **Estate Name:** David george

#### Prescribed Form Upload

Upload the prescribed form (file type = .xml)

#### Trustee/Proposal Administrator Alert to the Office of the Superintendent of Bankruptcy (OSB)

You may [enter any comments of importance](#) to be brought to the attention of the OSB.

### 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 Statement of Receipts and Disbursements (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 (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)

These forms must be submitted as softcopy documents in a joint filing if the debtors vary in number of previous bankruptcies, for example, one debtor has zero bankruptcies and the other debtor has one previous bankruptcy.

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,” be as descriptive as possible as you type the document title in the text field, and then 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 if necessary and click “Continue.”

## Joint filing

In a joint filing, the system will 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 Bankruptcy and Insolvency Records database for security reasons.

If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of clicking “enter any comments of importance.”

Welcome, Sheldon Jay | [Preferences](#) | [E-Filing helpdesk](#) | [Instructions](#) | [Logout](#)

### Update filing - upload softcopy document

**Estate information**

- **Estate Number:** 33-797749 (Primary Estate)
- **Estate Name:** David george

**Document information**

Document title:

If **Other**, please specify:  
Document Title:

Document Category:

**Document upload**

Upload the document    
(File type = .doc, .wpd, .xls, etc.)

**Trustee/proposal administrator alert to the Office of the Superintendent of Bankruptcy (OSB)**

You may [enter any comments of importance](#) to be brought to the attention of the OSB.

After you have clicked “Continue” for either a prescribed form or a softcopy document, 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.

## 6. Record the reference number.

Unless there are errors in the filing (see [Troubleshooting](#)), you'll see a new screen confirming the update with a reference number for your records, as well as the number and name of the estate(s) that were updated.

If you've submitted a Statement of Receipts and Disbursements (SRD), the confirmation screen will say whether the SRD is eligible for an automatic letter of comment. If it is eligible, you'll see the following screen and the letter will be emailed to the addresses specified in your preferences.

Welcome, Sheldon Jay | [Preferences](#) | [E-Filing helpdesk](#) | [Instructions](#) | [Logout](#)

Messages  
New Filing  
Update  
Upload Remittance Advice  
Statement of Outstanding Balances  
Upload Annual Banking Report

### Update filing - update is confirmed

#### Estate Information

Please Note: The following estate(s) were updated:

- **Estate Number:** 33-797458
- **Estate Name:** David george

#### Document(s) submitted

The following document(s) have been successfully submitted

- Form 13: Trustee's Statement of Receipts and Disbursements

**A letter of comment will follow by email.**

#### Reference

- The Reference Number for this transaction is: **159450**.
- Submitted by Sheldon Jay
- 2012-09-25 14:19 EDT

[Submit another document for this estate.](#)

If you would like to submit a document against a different estate, please click on the **Update** link in the left hand side menu.

If the SRD is not eligible for an automatic letter of comment, you'll see the following screen. The OSB will review the SRD and notify you of the results.

Welcome, Sheldon Jay | [Preferences](#) | [E-Filing helpdesk](#) | [Instructions](#) | [Logout](#)

Messages  
New Filing  
Update  
Upload Remittance Advice  
Statement of Outstanding Balances  
Upload Annual Banking Report

### Update filing - update is confirmed

#### Estate Information

Please Note: The following estate(s) were updated:

- **Estate Number:** 33-798642
- **Estate Name:** David george

#### Document(s) submitted

The following document(s) have been successfully submitted

- Form 13: Trustee's Statement of Receipts and Disbursements

**PENDING REVIEW**

The Statement of Receipts and Disbursements included in this submission requires additional review by the Office of the Superintendent of Bankruptcy. You will be advised of the results.

#### Reference

- The Reference Number for this transaction is: **159460**.
- Submitted by Sheldon Jay
- 2012-09-25 15:41 EDT

[Submit another document for this estate.](#)

If you would like to submit a document against a different estate, please click on the **Update** link in the left hand side menu.

On all screens providing confirmation of an update, you can click on “Submit another document for this estate” 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. See [Creating and managing your user list](#).

## **Troubleshooting**

### **If the form or document 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 form or document to the wrong estate ...**

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

### **For additional help ...**

... contact the helpdesk by clicking “e-filing helpdesk” on the horizontal menu or calling 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.

Clicking “Instructions” will open a new window taking you to the e-filing page on the OSB website that lists tips, workarounds and the online version of this manual.

## **Reminder**

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

## 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, *see* [Updating an estate](#).

1. Log in to the e-filing system (*see* [Logging in to the e-filing system](#)) and click “Update” in the left menu.

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.

The screenshot shows the user interface for updating an estate. At the top, it says 'Welcome, Sheldon Jay' with links for 'Preferences', 'E-Filing helpdesk', 'Instructions', and 'Logout'. On the left is a navigation menu with options: Messages, New Filing, Update, Upload Remittance Advice, Statement of Outstanding Balances, and Upload Annual Banking Report. The main content area is titled 'Update filing - enter estate number'. It contains the instruction: 'Enter the Estate number for the estate you would like to update and press the **Continue** button below.' Below this is a text input field with a placeholder 'Estate number: (##-#####)' and a 'Continue' button.

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 “Previous” 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 web browser — you could unknowingly create a corrupted transaction.

The screenshot shows the 'Update filing - confirm estate' screen. It features the same navigation menu as the previous screen. The main content area is titled 'Update filing - confirm estate'. A red-bordered warning box contains the text: 'The selected estate doesn't exist in the E-Filing system. If you choose to proceed, the system will assume that this is the first electronic submission for a previously paper-based estate.' Below the warning is a 'Note: This first submission must contain prescribed form(s)'. Underneath is the 'Estate Information' section, which lists: 'Estate Number: 33-124613' and 'Estate Name: LAROSE, LUCIE'. At the bottom, it says: 'If this is the correct estate, press the **Continue** button to proceed. If not, press the **Previous** button and enter a different estate number.' There are 'Previous' and 'Continue' buttons at the bottom of the main content area.

## 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 if necessary and click “Continue.”

You’ll see a screen with the estate name and number and the form(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.

### **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 Bankruptcy and Insolvency Records database for security reasons.

If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of clicking “enter any comments of importance.”

### **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 Statement of Receipts and Disbursements (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 (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 the debtors vary in number of previous bankruptcies, for example, one debtor has zero bankruptcies and the other has one previous bankruptcy.

## 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.

You can also click on "Submit another document for this estate" if you would like to submit additional forms or 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 form or document 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 form or document to the wrong estate ...

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

### For additional help ...

... contact the helpdesk by clicking "e-filing helpdesk" on the horizontal menu or calling 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.

Clicking "Instructions" will open a new window taking you to the e-filing page on the OSB website that lists tips, workarounds and the online version of this manual.

## Reminder

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

# Division II proposals

## 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” in the left menu.
2. Click “Bankruptcy and Insolvency Records search” (if you haven’t already done a search).
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.”
9. If your filing is accepted, record the reference number and check your email for the certificate of filing.

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

**To reach the helpdesk, click “e-filing helpdesk” on the horizontal menu or call 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.**

1. Log in to the e-filing system (*see* [Logging in to the e-filing system](#)) and click “New Filing” in the left menu.

The screenshot shows the e-filing system interface. At the top, there is a navigation bar with links for "Welcome, Sheldon Jay", "Preferences", "E-Filing helpdesk", "Instructions", and "Logout". On the left side, there is a vertical menu with options: "Messages", "New Filing", "Update", "Upload Remittance Advice", "Statement of Outstanding Balances", and "Upload Annual Banking Report". The main content area is titled "E-Filing - messages" and contains a message from the system. The message states: "E-Filing has a new look. Read the [Notice to Trustees](#) to see what's new. Because the top banner is wider, depending on the size of your monitor, some of the content at the bottom of the page may not be immediately visible. Here are two solutions to avoid having to scroll down to view the entire page:"

- Option 1: Hide the browser's navigation bar. Press F11 when you open the application. This will hide the browser's navigation bar, making more of the page visible. To view the bar, press F11 again.
- Option 2: Change the resolution of your screen to 1280 x 1024. You will only need to do this once, but the text will be smaller. See instructions below.

A new screen will open. In a shaded box 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 format.

Welcome, Sheldon Jay | [Preferences](#) | [E-Filing helpdesk](#) | [Instructions](#) | [Logout](#)

Messages

New Filing

Update

Upload Remittance Advice

Statement of Outstanding Balances

Upload Annual Banking Report

### New filing - submit new filing

**Please note:** The E-Filing system is unable to accept New Filings for Voluntary Assignments and Proposals that meet either of the following criteria:

1. Administrations for partnerships;
2. Administrations with a sealed document (e.g., Cash-Flow Statement).

Please ensure that you have completed a [Bankruptcy and Insolvency Records search](#) on the debtor(s) for this new filing **before continuing**.

#### Upload data file

Upload a data file using the **Browse** button and press the **Continue** button below.  
Required fields are indicated by an asterisk (\*)

\* Upload data file:

## Tip

To change the administration type of an electronic estate file (for example, to change from a bankruptcy to a proposal), click on “New Filing” in the left menu to make the initial submission related to the new administration type.

## 2. Click “Bankruptcy and Insolvency Records search” (if you haven’t already done a search).

This will bring you to the OSB website, where you can search the 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 is in one of these categories, include this information in the Statement of Affairs and in the Estate Information Summary.

## Joint filing

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

## Tip

You can also get to the Bankruptcy and Insolvency Records from the OSB website.

Clicking “Bankruptcy and Insolvency Records search” will open a new window on your screen. To return to the e-filing system, simply close this window.

### 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.

### 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.

## 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 in [Creating and managing your user list](#).

Welcome, Sheldon Jay | [Preferences](#) | [E-Filing helpdesk](#) | [Instructions](#) | [Logout](#)

Messages

New Filing

Update

Upload Remittance Advice

Statement of Outstanding Balances

Upload Annual Banking Report

### New filing - upload additional document(s)

Upload the following document in softcopy format and press the **Continue** button below.

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 Administrator on 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 the debtor (or a debtor in a joint 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 the debtor (or a debtor in a joint 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 that 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 "Continue" at the bottom of the screen to move to the next debtor.

Welcome, Sheldon Jay | [Preferences](#) | [E-Filing helpdesk](#) | [Instructions](#) | [Logout](#)

### New filing - debtor information

Review and complete the debtor information. When finished, press the **Continue** button below.

**Given Name:** John  
**Family Name:** Smith

Required fields are indicated by an asterisk (\*)

**Estate of a deceased**

\* Is this the estate of a deceased?  Yes  No

**Liabilities (75 percent or more)**

\* Are 75 percent or more of the liabilities in this file the same as those listed in another file under the BIA?  Yes  No

\* If "Yes", please enter the Estate Number(s) of the other debtor(s):

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 have two options:

- You can redo the process from the beginning by clicking “New Filing” in the left menu.
- You can click “Previous” at the bottom of each screen until you return to the screen where you select the responsible administrator. (Don't use the “Back” button of your web browser — you could unknowingly create a corrupted transaction.)

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### New filing - division office

Based on the licensing, this new filing will be appointed to **SHIMMERMAN & ASSOCIATES INC.**

#### Destination OSB division office

Based on the primary debtor's current address, the system has determined that the destination OSB Division Office should be **Ottawa**.

If the locality of the debtor is other than above, please select a new destination Division Office.

Destination Division Office:

#### Court Division

Based on the primary debtor's current address, the system has determined that the Court Division should be **06 Hull**.

If the locality of the debtor is other than above, please select a new Court Division.

Different Court Division:

#### Trustee/Proposal Administrator Alert to OSB

[You may enter comments of importance](#) to be brought to the attention of the OSB

**By submitting this New Filing the Trustee/Proposal Administrator hereby indicates that they have obtained all necessary signatures.**

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

Don't forget to include an alert if necessary before you submit the file.

- 9.** If your filing is accepted, record the reference number and check your email for the certificate of filing.

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

### 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 Bankruptcy and Insolvency Records database for security reasons.

If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of clicking “You may enter comments of importance.”

Unless there are errors in the filing (see [Troubleshooting](#)), you will see one of two screens.

**If your filing is accepted**, you'll see the following screen. Simply record the reference number. The system will email the certificate of filing, in PDF format, to the email addresses specified in your preferences. If the language of the estate differs from the language of the proposal administrator, the certificate will be provided in both languages.



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### New filing - successful submission

This new filing has been successfully submitted.

#### Estate information

- **Estate Number:** 33-798643
- **Estate Name:** John Smith
- **Estate Number:** 33-798644
- **Estate Name:** Jane Smith

#### Reference

- The Reference Number for this transaction is: **159463.**
- Submitted by Sheldon Jay
- 2012-09-25 15:48 EDT

#### Certificate

Your certificate of filing has been emailed to the address indicated in your preferences.  
The OSB reserves the right to amend the Certificate of Filing.

**If your filing needs to be manually reviewed** by an Official Receiver to determine whether it can be accepted, you'll see the following screen. 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.



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### New filing - submission is pending review

This new filing has been successfully transmitted and will be reviewed by an Official Receiver.

#### Estate Information

- **Debtor Name:** David george
- **Temporary ID Number:** 35-TMPa06591

#### Reference

- The Reference Number for this transaction is: **159494.**
- Submitted by Sheldon Jay
- 2012-09-26 10:20 EDT

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 a filing.

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

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

### Tip

Keep your email addresses up to date so that the system knows where to send certificates of filing and other important documents. See [Creating and managing your user list](#).

## 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. You can click the "Previous" button to return to the screen where the problem was identified. If you need to correct a document you submitted, you will need to start over. Simply click "New Filing" in the left menu.

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 the system crashes ...

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

### For additional help ...

... contact the helpdesk by clicking "e-filing helpdesk" on the horizontal menu or calling 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.

Clicking "Instructions" will open a new window taking you to the e-filing page on the OSB website that lists tips, workarounds and the online version of this manual.

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### New filing - submission is not accepted

**!** We're sorry, your submission cannot be accepted by the E-Filing system for the following reasons...

- The anticipated proposal completion date exceeds the maximum allowed by the Act.

Please correct the error(s) in the data file, and re-submit the document(s).

### Reference

- The Reference Number for this transaction is: **159468**.
- Submitted by Sheldon Jay
- 2012-09-25 15:55 EDT

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

## **Reminder**

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

# 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.

## The basics

1. Log in to the e-filing system and click “Update” in the left menu.
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.

**To reach the helpdesk, click “e-filing helpdesk” on the horizontal menu or call 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.**

**1.** Log in to the e-filing system (see [Logging in to the e-filing system](#)) and click “Update” in the left menu.

**2.** Enter the estate number in the text field.

Click “Continue” to go to the next screen.

### Tip

To change the administration type of an electronic estate file (for example, to change from a bankruptcy to a proposal), click on “New Filing” in the left menu to make the initial submission related to the new administration type.

### Reminder

For filings under review, you can enter the temporary ID number until the filing is either accepted or rejected by the OSB.

The screenshot shows a web application interface. At the top, there is a navigation bar with the text "Welcome, Sheldon Jay | Preferences | E-Filing helpdesk | Instructions | Logout". On the left side, there is a vertical menu with the following items: Messages, New Filing, Update, Upload Remittance Advice, Statement of Outstanding Balances, and Upload Annual Banking Report. The "Update" item is highlighted. The main content area is titled "Update filing - enter estate number" and contains the instruction: "Enter the Estate number for the estate you would like to update and press the Continue button below." Below this instruction is a text input field with the placeholder "Estate number: (##-#####)" and a "Continue" button.

### 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 “Previous” 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 web 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.

#### 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. Indicate whether you want to e-file a prescribed form or a softcopy document.

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 Microsoft Word or Excel, as well as PDF 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.

The screenshot shows a web application interface with a navigation menu on the left and a main content area. The navigation menu includes: Messages, New Filing, Update, Upload Remittance Advice, Statement of Outstanding Balances, and Upload Annual Banking Report. The main content area has a header with user information: "Welcome, Sheldon Jay | Preferences | E-Filing helpdesk | Instructions | Logout". The main heading is "Update filing - select document type to upload". Below this is the "Estate information" section, which lists: "Estate Number: 33-797749 (Primary Estate)" and "Estate Name: David george". The "Document type" section has the instruction "Select the document type to submit against this estate" and two radio button options: "Prescribed form(s) - must be in .xml format" (which is selected) and "Softcopy document - e.g., Microsoft® Word, WordPerfect®, scanned document, etc.". At the bottom of the form are "Previous" and "Continue" buttons.

## 5. Upload the prescribed form or softcopy document.

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

### 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 interface for an e-filing system. At the top, there is a navigation bar with the text "Welcome, Sheldon Jay | Preferences | E-Filing helpdesk | Instructions | Logout". On the left side, there is a sidebar menu with the following items: Messages, New Filing, Update, Upload Remittance Advice, Statement of Outstanding Balances, and Upload Annual Banking Report. The main content area is titled "Update filing - upload prescribed form". Below the title, there is a section for "Estate information" which lists: • Estate Number: 33-797749 (Primary Estate) and • Estate Name: David george. The next section is "Prescribed Form Upload", which includes a text input field for the file name and a "Browse..." button. Below this, there is a section for "Trustee/Proposal Administrator Alert to the Office of the Superintendent of Bankruptcy (OSB)". This section contains a text input field with the placeholder text "You may enter any comments of importance to be brought to the attention of the OSB." and two buttons: "Previous" and "Continue".

### 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 Bankruptcy and Insolvency Records database for security reasons.

If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of clicking “enter any comments of importance.”

## ***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 Estate Information Summary.

### **Statement of Receipts and Disbursements (form 14)**

If there are dividends, you need to submit a dividend sheet with the Statement of Receipts and Disbursements (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.

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,” be as descriptive as possible as you type the document title in the text field, and then 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 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).

## 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.

Unless there are errors in the filing (*see Troubleshooting*), you'll see a new screen confirming the update 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.

If you've submitted an Statement of Receipts and Disbursements (SRD), the confirmation screen will say whether it is eligible for an automatic letter of comment. If it is eligible, you'll see the following screen and the letter will be emailed to the addresses specified in your preferences.

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## Update filing - update is confirmed

### Estate Information

Please Note: The following estate(s) were updated:

- **Estate Number:** 33-798645
- **Estate Name:** Smith, John

### Document(s) submitted

The following document(s) have been successfully submitted

- DIV: Dividend Sheet
- Form 14: Administrator's Statement of Receipts and Disbursements (Consumer Proposal)

**A letter of comment will follow by email.**

### Reference

- The Reference Number for this transaction is: **159471.**
- Submitted by Sheldon Jay
- 2012-09-25 16:00 EDT

[Submit another document for this estate.](#)

If you would like to submit a document against a different estate, please click on the **Update** link in the left hand side menu.

If the SRD is not eligible, you'll see the following screen. The OSB will review the SRD and notify you of the results.

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## Update filing - update is confirmed

### Estate Information

Please Note: The following estate(s) were updated:

- **Estate Number:** 33-798646
- **Estate Name:** Smith, John

### Document(s) submitted

The following document(s) have been successfully submitted

- DIV: Dividend Sheet
- Form 14: Administrator's Statement of Receipts and Disbursements (Consumer Proposal)

**PENDING REVIEW**

The Statement of Receipts and Disbursements included in this submission requires additional review by the Office of the Superintendent of Bankruptcy. You will be advised of the results.

### Reference

- The Reference Number for this transaction is: **159473.**
- Submitted by Sheldon Jay
- 2012-09-25 16:05 EDT

[Submit another document for this estate.](#)

If you would like to submit a document against a different estate, please click on the **Update** link in the left hand side menu.

On all screens providing confirmation of an update, you can click on “Submit another document for this estate” if you would like to submit additional forms or documents to the 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. See [Creating and managing your user list](#).

## **Troubleshooting**

### **If the form or document 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 form or document to the wrong estate ...**

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

### **For additional help ...**

... contact the helpdesk by clicking “e-filing helpdesk” on the horizontal menu or calling 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.

Clicking “Instructions” will open a new window taking you to the e-filing page on the OSB website that lists tips, workarounds and the online version of this manual.

## **Reminder**

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

# 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, see [Updating an estate](#).

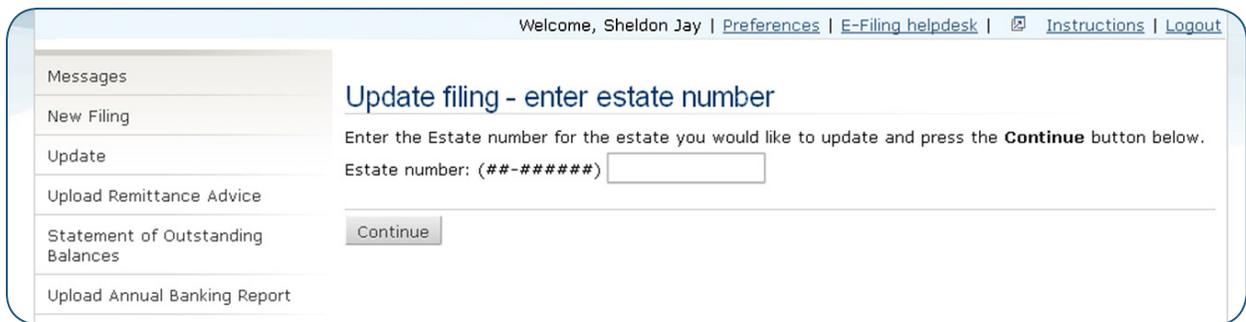
**1.** Log in to the e-filing system (see [Logging in to the e-filing system](#)) and click “Update” in the left menu.

**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.

### 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.



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

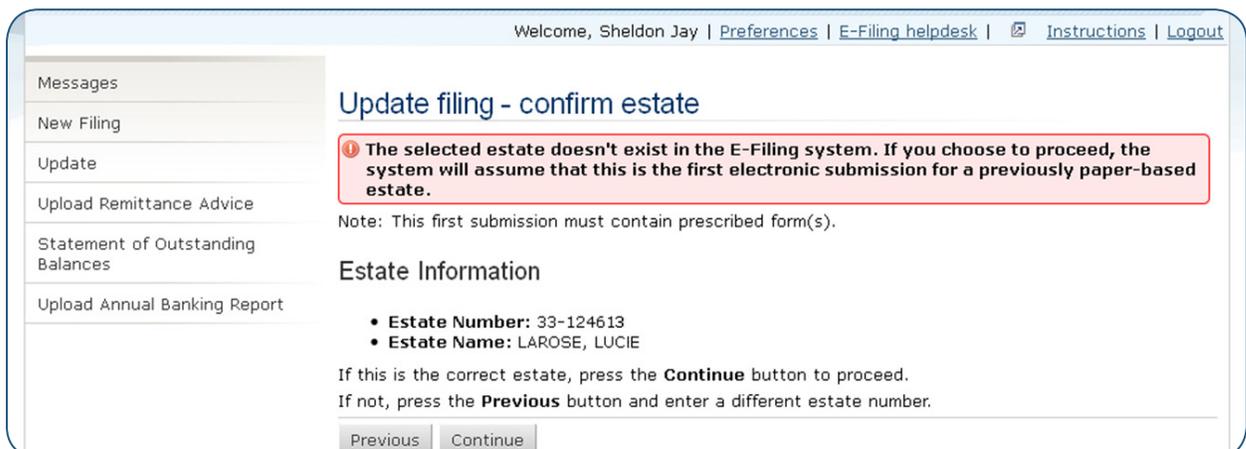
The system will realize that the number isn’t in the e-filing system and assume that you’re changing a paper estate file to electronic format.

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 “Previous” 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 web 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 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.

### **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 Bankruptcy and Insolvency Records database for security reasons.

If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of clicking “enter any comments of importance.”

### **Prescribed forms**

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

#### **Statement of Receipts and Disbursements (form 14)**

If there are dividends, you need to submit a dividend sheet with the Statement of Receipts and Disbursements (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.

## 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.

You can also click on "Submit another document for this estate" if you would like to submit additional forms or documents to the estate.

### **Troubleshooting**

#### **If the form or document 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 form or document to the wrong estate ...**

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

#### **For additional help ...**

... contact the helpdesk by clicking "e-filing helpdesk" on the horizontal menu or calling 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.

Clicking "Instructions" will open a new window taking you to the e-filing page on the OSB website that lists tips, workarounds and the online version of this manual.

### **Reminder**

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

# Ordinary administrations

## 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” in the left menu.
2. Click “Bankruptcy and Insolvency Records search” (if you haven’t already done a search).
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 and answer some questions about liabilities (corporations only).
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.”
9. Record the reference number and the temporary ID number.

**To reach the helpdesk, click “e-filing helpdesk” on the horizontal menu or call 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.**

1. Log in to the e-filing system (*see* Logging in to the e-filing system) and click “New Filing” in the left menu.

The screenshot shows the eFiling system interface. At the top, there is a navigation bar with links: Welcome, Sheldon Jay | Preferences | E-Filing helpdesk | Instructions | Logout. On the left, there is a vertical menu with items: Messages, New Filing, Update, Upload Remittance Advice, Statement of Outstanding Balances, and Upload Annual Banking Report. The main content area is titled "E-Filing - messages" and contains a message: "E-Filing has a new look. Read the [Notice to Trustees](#) to see what's new. Because the top banner is wider, depending on the size of your monitor, some of the content at the bottom of the page may not be immediately visible. Here are two solutions to avoid having to scroll down to view the entire page:

- Option 1: Hide the browser's navigation bar. Press F11 when you open the application. This will hide the browser's navigation bar, making more of the page visible. To view the bar, press F11 again.
- Option 2: Change the resolution of your screen to 1280 x 1024. You will only need to do this once, but the text will be smaller. See instructions below.

A new screen will open. In a shaded box 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

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### New filing - submit new filing

**Please note:** The E-Filing system is unable to accept New Filings for Voluntary Assignments and Proposals that meet either of the following criteria:

1. Administrations for partnerships;
2. Administrations with a sealed document (e.g., Cash-Flow Statement).

Please ensure that you have completed a [Bankruptcy and Insolvency Records search](#) on the debtor(s) for this new filing **before continuing**.

#### Upload data file

Upload a data file using the **Browse** button and press the **Continue** button below.  
Required fields are indicated by an asterisk (\*)

\* Upload data file:

## Tip

To change the administration type of an electronic estate file (for example, to change from a bankruptcy to a proposal), click on “New Filing” in the left menu to make the initial submission related to the new administration type.

## 2. Click “Bankruptcy and Insolvency Records search” (if you haven’t already done a search).

This will bring you to the OSB website, where you can search the 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 is in one of these categories, include this information in the Statement of Affairs and in the Estate Information Summary.

Clicking “Bankruptcy and Insolvency Records 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 **Bankruptcy and Insolvency Records from the OSB website.**

### 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.

### 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 and answer some questions about liabilities (corporations only).

The e-filing system may ask you to upload additional documents. The e-filing system will specify that these documents must be uploaded immediately in softcopy format. After you answer the questions, click “Continue” to go to the next screen.

## 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 in [Creating and managing your user list](#).

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Messages

New Filing

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### New filing - debtor information

Review and complete the debtor information. When finished, press the **Continue** button below.

**Company Name:** Green's Greenhouse

Required fields are indicated by an asterisk (\*)

**Additional documents**

\*You are required to submit one of the following documents; if you wish you may upload either one in softcopy format now:

\*Directors' Resolution:

\*Court Order Authorising Assignment:

**Liabilities (75 percent or more)**

\* Are 75 percent or more of the liabilities in this file the same as those listed in another file under the BIA?  Yes  No

\* If "Yes", please enter the Estate Number(s) of the other debtor(s):

## 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.

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New Filing

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### New filing - debtor information

Review and complete the debtor information. When finished, press the **Continue** button below.

**Given Name:** John  
**Family Name:** Smith

Required fields are indicated by an asterisk (\*)

**Estate of a deceased**

\* Is this the estate of a deceased?  Yes  No

**Liabilities (75 percent or more)**

\* Are 75 percent or more of the liabilities in this file the same as those listed in another file under the BIA?  Yes  No

\* If "Yes", please enter the Estate Number(s) of the other debtor(s):

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 have two options:

- You can redo the process from the beginning by clicking "New Filing" in the left menu.
- You can click "Previous" at the bottom of each screen until you return to the screen where you select the responsible trustee. (Don't use the "Back" button of your web browser — you could unknowingly create a corrupted transaction.)

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### New filing - division office

Based on the licensing, this new filing will be appointed to **SHIMMERMAN & ASSOCIATES INC.**

#### Destination OSB division office

Based on the primary debtor's current address, the system has determined that the destination OSB Division Office should be **Ottawa**.  
If the locality of the debtor is other than above, please select a new destination Division Office.  
Destination Division Office:

#### Court Division

Based on the primary debtor's current address, the system has determined that the Court Division should be **06 Hull**.  
If the locality of the debtor is other than above, please select a new Court Division.  
Different Court Division:

#### Trustee/Proposal Administrator Alert to OSB

[You may enter comments of importance](#) to be brought to the attention of the OSB

**By submitting this New Filing the Trustee/Proposal Administrator hereby indicates that they have obtained all necessary signatures.**

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

Don't forget to include an alert if necessary before you submit the file.

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

Unless there are errors in the filing (see [Troubleshooting](#)), 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.

**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 Bankruptcy and Insolvency Records database for security reasons.

If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of clicking “You may enter comments of importance.”

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Messages	<h3>New filing - submission is pending review</h3> <p>This new filing has been successfully transmitted and will be reviewed by an Official Receiver.</p> <h4>Estate Information</h4> <ul style="list-style-type: none"> <li>• <b>Debtor Name:</b> David george</li> <li>• <b>Temporary ID Number:</b> 35-TMPa06591</li> </ul> <h4>Reference</h4> <ul style="list-style-type: none"> <li>• The Reference Number for this transaction is: <b>159494.</b></li> <li>• Submitted by Sheldon Jay</li> <li>• 2012-09-26 10:20 EDT</li> </ul>
New Filing	
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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. See [Creating and managing your user list](#).

## 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. You can click the "Previous" button to return to the screen where the problem was identified. If you need to correct a document you submitted, you will need to start over. Simply click "New Filing" from the left menu.

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.

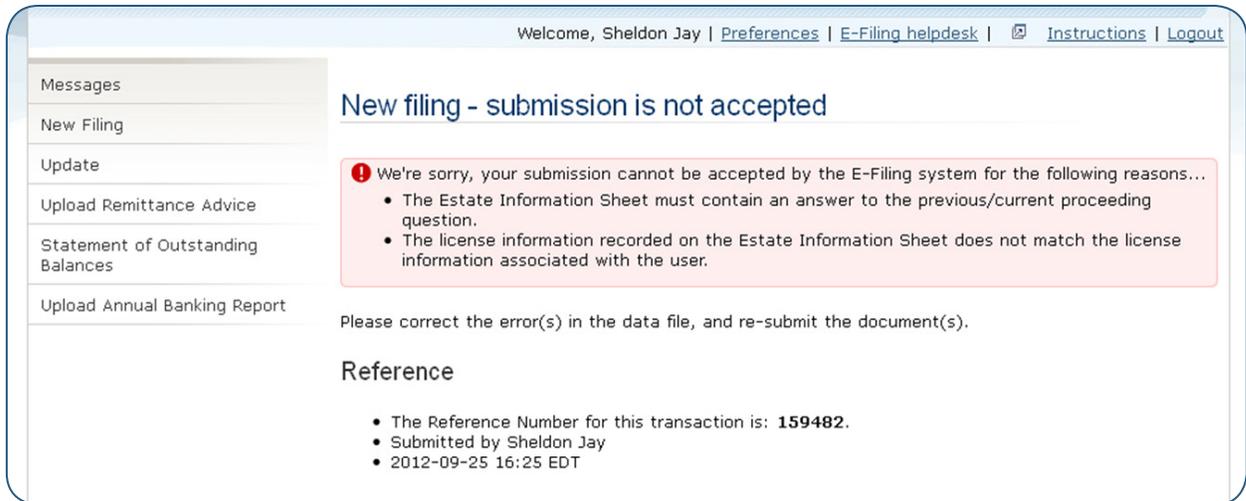
### If the system crashes ...

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

### For additional help ...

... contact the helpdesk by clicking "e-filing helpdesk" on the horizontal menu or calling 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.

Clicking "Instructions" will open a new window taking you to the e-filing page on the OSB website that lists tips, workarounds and the online version of this manual.



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### New filing - submission is not accepted

**!** We're sorry, your submission cannot be accepted by the E-Filing system for the following reasons...

- The Estate Information Sheet must contain an answer to the previous/current proceeding question.
- The license information recorded on the Estate Information Sheet does not match the license information associated with the user.

Please correct the error(s) in the data file, and re-submit the document(s).

### Reference

- The Reference Number for this transaction is: **159482**.
- Submitted by Sheldon Jay
- 2012-09-25 16:25 EDT

## Reminder

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

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.

## The basics

1. Log in to the e-filing system and click “Update” in the left menu.
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.

**To reach the helpdesk, click “e-filing helpdesk” on the horizontal menu or call 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.**

1. Log in to the e-filing system (*see* Logging in to the e-filing system) and click “Update” in the left menu.
2. Enter the estate number in the text field.

Click “Continue” to go to the next screen.

### Tip

To change the administration type of an electronic estate file (for example, to change from a bankruptcy to a proposal), click on “New Filing” in the left menu to make the initial submission related to the new administration type.

### Reminder

For filings under review, you can enter the temporary ID number until the filing is either accepted or rejected by the OSB.

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

- Header: Welcome, Sheldon Jay | [Preferences](#) | [E-Filing helpdesk](#) | [Instructions](#) | [Logout](#)
- Left sidebar menu:
  - Messages
  - New Filing
  - Update
  - Upload Remittance Advice
  - Statement of Outstanding Balances
  - Upload Annual Banking Report
- Main content area:
  - Title: Update filing - enter estate number
  - Text: Enter the Estate number for the estate you would like to update and press the **Continue** button below.
  - Form: Estate number: (##-#####)
  - Button: Continue

### 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 “Previous” 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 web 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. Indicate whether you want to e-file a prescribed form or a softcopy document.

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 Microsoft Word or Excel, as well as PDF 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.

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### Update filing - select document type to upload

**Estate information**

- **Estate Number:** 33-797749 (Primary Estate)
- **Estate Name:** David george

**Document type**

Select the document type to submit against this estate

Prescribed form(s) - must be in .xml format

Softcopy document - e.g., Microsoft® Word, WordPerfect®, 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 if necessary and click “Continue.”

The screenshot shows a web application interface for updating a filing. At the top, there is a navigation bar with the text 'Welcome, Sheldon Jay | Preferences | E-Filing helpdesk | Instructions | Logout'. On the left, there is a sidebar menu with items: Messages, New Filing, Update, Upload Remittance Advice, Statement of Outstanding Balances, and Upload Annual Banking Report. The main content area is titled 'Update filing - upload prescribed form' and contains the following sections: 'Estate information' with a bulleted list: 'Estate Number: 33-797749 (Primary Estate)' and 'Estate Name: David george'; 'Prescribed Form Upload' with a text input field and a 'Browse...' button; and 'Trustee/Proposal Administrator Alert to the Office of the Superintendent of Bankruptcy (OSB)' with a note: 'You may enter any comments of importance to be brought to the attention of the OSB.' At the bottom, there are 'Previous' and 'Continue' buttons.

### *Prescribed form*

#### **Statement of Receipts and Disbursements (form 12)**

If there are dividends, you need to submit a dividend sheet with the Statement of Receipts and Disbursements (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.

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,” be as descriptive as possible as you type the document title in the text field, and then 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 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.

### *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 Bankruptcy and Insolvency Records database for security reasons.**

**If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of clicking “enter any comments of importance.”**

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## Update filing - upload softcopy document

### Estate information

- **Estate Number:** 33-797749 (Primary Estate)
- **Estate Name:** David george

### Document information

Document title:

If **Other**, please specify:

Document Title:

Document Category:

### Document upload

Upload the document  
(File type = .doc, .wpd, .xls, etc.)

### Trustee/proposal administrator alert to the Office of the Superintendent of Bankruptcy (OSB)

You may [enter any comments of importance](#) to be brought to the attention of the OSB.

## 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.

You can click on "Submit another document for this estate" if you would like to submit additional forms or documents to the estate.



## Troubleshooting

### **If the form or document 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 form or document to the wrong estate ...**

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

### **For additional help ...**

... contact the helpdesk by clicking "e-filing helpdesk" on the horizontal menu or calling 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.

Clicking "Instructions" will open a new window taking you to the e-filing page on the OSB website that lists tips, workarounds and the online version of this manual.

## Reminder

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

## 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, *see* Updating an estate.

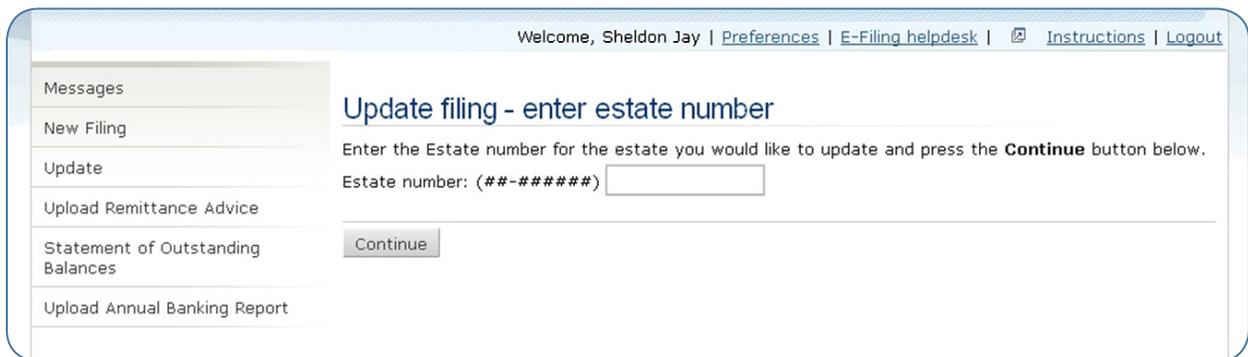
**1.** Log in to the e-filing system (*see* Logging in to the e-filing system) and click “Update” in the left menu.

**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.



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

- Header: Welcome, Sheldon Jay | [Preferences](#) | [E-Filing helpdesk](#) | [Instructions](#) | [Logout](#)
- Left sidebar menu:
  - Messages
  - New Filing
  - Update
  - Upload Remittance Advice
  - Statement of Outstanding Balances
  - Upload Annual Banking Report
- Main content area:
  - Title: Update filing - enter estate number
  - Text: Enter the Estate number for the estate you would like to update and press the **Continue** button below.
  - Form: Estate number: (##-#####)
  - Button: Continue

**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 “Previous” 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 web browser — you could unknowingly create a corrupted transaction.

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### Update filing - confirm estate

**⚠ The selected estate doesn't exist in the E-Filing system. If you choose to proceed, the system will assume that this is the first electronic submission for a previously paper-based estate.**

Note: This first submission must contain prescribed form(s).

#### Estate Information

- **Estate Number:** 33-124613
- **Estate Name:** LAROSE, LUCIE

If this is the correct estate, press the **Continue** button to proceed.  
If not, press the **Previous** button and enter a different estate number.

## 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 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.

### 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 Bankruptcy and Insolvency Records database for security reasons.

If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of clicking “enter any comments of importance.”

### Prescribed form

#### Statement of Receipts and Disbursements (form 12)

If there are dividends, you need to submit a dividend sheet with the Statement of Receipts and Disbursements (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.

You can also click on "Submit another document for this estate" if you would like to submit additional forms or documents to the estate.

### **Troubleshooting**

#### **If the form or document 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 form or document to the wrong estate ...**

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

#### **For additional help ...**

... contact the helpdesk by clicking "e-filing helpdesk" on the horizontal menu or calling 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.

Clicking "Instructions" will open a new window taking you to the e-filing page on the OSB website that lists tips, workarounds and the online version of this manual.

### **Reminder**

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

# Division I proposals

## 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” in the left menu.
2. Click “Bankruptcy and Insolvency Records search” (if you haven’t already done a search).
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.”
9. Record the reference number and the temporary ID number.

**To reach the helpdesk, click “e-filing helpdesk” on the horizontal menu or call 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.**

1. Log in to the e-filing system (see [Logging in to the e-filing system](#)) and click “New Filing” in the left menu.

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Messages	<h3>E-Filing - messages</h3> <p>E-Filing has a new look. Read the <a href="#">Notice to Trustees</a> to see what's new.</p> <p>Because the top banner is wider, depending on the size of your monitor, some of the content at the bottom of the page may not be immediately visible. Here are two solutions to avoid having to scroll down to view the entire page:</p> <ul style="list-style-type: none"> <li>• Option 1: Hide the browser's navigation bar. Press F11 when you open the application. This will hide the browser's navigation bar, making more of the page visible. To view the bar, press F11 again.</li> <li>• Option 2: Change the resolution of your screen to 1280 x 1024. You will only need to do this once, but the text will be smaller. See instructions below.</li> </ul>
New Filing	
Update	
Upload Remittance Advice	
Statement of Outstanding Balances	
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A new screen will open. In a shaded box 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
- administrations with a sealed document

## Tip

To change the administration type of an electronic estate file (for example, to change from a bankruptcy to a proposal), click on “New Filing” in the left menu to make the initial submission related to the new administration type.

## Tip

For all notices of intention, subsequent documents, including the Division I proposal, should be filed as updates (*see* [Updating an estate](#)).

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### New filing - submit new filing

**Please note:** The E-Filing system is unable to accept New Filings for Voluntary Assignments and Proposals that meet either of the following criteria:

1. Administrations for partnerships;
2. Administrations with a sealed document (e.g., Cash-Flow Statement).

Please ensure that you have completed a [Bankruptcy and Insolvency Records search](#) on the debtor(s) for this new filing **before continuing**.

#### Upload data file

Upload a data file using the **Browse** button and press the **Continue** button below.

Required fields are indicated by an asterisk (\*)

\* Upload data file:

## 2. Click “Bankruptcy and Insolvency Records search” (if you haven’t already done a search).

This will bring you to the OSB website, where you can search the 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 is in one of these categories, include this information in the Statement of Affairs and in the Estate Information Summary.

Clicking “Bankruptcy and Insolvency Records 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 Bankruptcy and Insolvency Records from the OSB website.

## 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 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 for [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.

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Messages

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Upload Annual Banking Report

### New filing - upload additional document(s)

Upload the following document(s) in softcopy format and press the **Continue** button below:

Consent of Trustee to Act

List of Creditors

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

Cash Flow Statement

## 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 a web interface for a new filing. At the top, it says 'Welcome, Sheldon Jay' with links for 'Preferences', 'E-Filing\_helpdesk', 'Instructions', and 'Logout'. On the left is a navigation menu with items: 'Messages', 'New Filing', 'Update', 'Upload Remittance Advice', 'Statement of Outstanding Balances', and 'Upload Annual Banking Report'. The main content area is titled 'New filing - debtor information' and contains the following text: 'Review and complete the debtor information. When finished, press the **Continue** button below.' Below this, it shows 'Given Name: John' and 'Family Name: Smith'. A note states 'Required fields are indicated by an asterisk (\*)'. There are two sections of questions: 'Estate of a deceased' with the question '\* Is this the estate of a deceased?' and radio buttons for 'Yes' and 'No' (where 'No' is selected); and 'Liabilities (75 percent or more)' with the question '\* Are 75 percent or more of the liabilities in this file the same as those listed in another file under the BIA?' and radio buttons for 'Yes' and 'No' (where 'No' is selected). Below the second question is a text input field with the instruction '\* If "Yes", please enter the Estate Number(s) of the other debtor(s):'. At the bottom are 'Previous' and 'Continue' buttons.

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 have two options:

- You can redo the process from the beginning by clicking "New Filing" in the left menu.
- You can click "Previous" at the bottom of each screen until you return to the screen where you select the responsible trustee. (Don't use the "Back" button of your web browser — you could unknowingly create a corrupted transaction.)

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### New filing - division office

Based on the licensing, this new filing will be appointed to **SHIMMERMAN & ASSOCIATES INC.**

### Destination OSB division office

Based on the primary debtor's current address, the system has determined that the destination OSB Division Office should be **Ottawa**.  
If the locality of the debtor is other than above, please select a new destination Division Office.  
Destination Division Office:

### Court Division

Based on the primary debtor's current address, the system has determined that the Court Division should be **06 Hull**.  
If the locality of the debtor is other than above, please select a new Court Division.  
Different Court Division:

### Trustee/Proposal Administrator Alert to OSB

[You may enter comments of importance](#) to be brought to the attention of the OSB

**By submitting this New Filing the Trustee/Proposal Administrator hereby indicates that they have obtained all necessary signatures.**

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

Don't forget to include an alert 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 Bankruptcy and Insolvency Records database for security reasons.

If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of clicking “You may enter comments of importance.”

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

Unless there are errors in the filing (see [Troubleshooting](#)), 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 see the following screen reminding you to submit it as soon as possible.

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### New filing - submission is pending review

This new filing has been successfully transmitted and will be reviewed by an Official Receiver.

#### Estate Information

- **Company Name:** Acme Ltd.
- **Temporary ID Number:** 33-TMPa06592
- **Company Name:** Acme2 Ltd.
- **Temporary ID Number:** 33-TMPa06593

The following document was not submitted; please ensure it is submitted forthwith:

- Directors' Resolution

#### Reference

- The Reference Number for this transaction is: **159508**.
- Submitted by Sheldon Jay
- 2012-09-27 13:07 EDT

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. See [Creating and managing your user list](#).

## 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. You can click the "Previous" button to return to the screen where the problem was identified. If you need to correct a document you submitted, you will need to start over. Simply click "New Filing" from the left menu.

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 the system crashes ...

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

### For additional help ...

... contact the helpdesk by clicking "e-filing helpdesk" on the horizontal menu or calling 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.

Clicking "Instructions" will open a new window taking you to the e-filing page on the OSB website that lists tips, workarounds and the online version of this manual.

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### New filing - submission is not accepted

**!** We're sorry, your submission cannot be accepted by the E-Filing system for the following reasons...

- The Estate Information Sheet must contain an answer to the previous/current proceeding question.
- The license information recorded on the Estate Information Sheet does not match the license information associated with the user.

Please correct the error(s) in the data file, and re-submit the document(s).

#### Reference

- The Reference Number for this transaction is: **159482**.
- Submitted by Sheldon Jay
- 2012-09-25 16:25 EDT

## Reminder

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

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.

## The basics

1. Log in to the e-filing system and click “Update” in the left menu.
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.

**To reach the helpdesk, click “e-filing helpdesk” on the horizontal menu or call 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.**

**1.** Log in to the e-filing system (*see Logging in to the e-filing system*) and click “Update” in the left menu.

**2.** Enter the estate number in the text field.

Click “Continue” to go to the next screen.

### Tip

To change the administration type of an electronic estate file (for example, to change from a bankruptcy to a proposal), click on “New Filing” in the left menu to make the initial submission related to the new administration type.

### Reminder

For filings under review, you can enter the temporary ID number until the filing is either accepted or rejected by the OSB.

The screenshot shows a web interface for an e-filing system. At the top, there is a navigation bar with the text "Welcome, Sheldon Jay | Preferences | E-Filing helpdesk | Instructions | Logout". On the left side, there is a vertical menu with the following items: Messages, New Filing, Update, Upload Remittance Advice, Statement of Outstanding Balances, and Upload Annual Banking Report. The "Update" item is highlighted. The main content area is titled "Update filing - enter estate number" and contains the instruction: "Enter the Estate number for the estate you would like to update and press the Continue button below." Below this instruction is a text input field with the placeholder text "Estate number: (##-#####)" and a "Continue" button.

### 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 “Previous” 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 web 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. Indicate whether you want to e-file a prescribed form or a softcopy document.

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 Microsoft Word or Excel, as well as PDF 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.

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## Update filing - select document type to upload

### Estate information

- **Estate Number:** 33-797749 (Primary Estate)
- **Estate Name:** David george

### Document type

Select the document type to submit against this estate

Prescribed form(s) - must be in .xml format

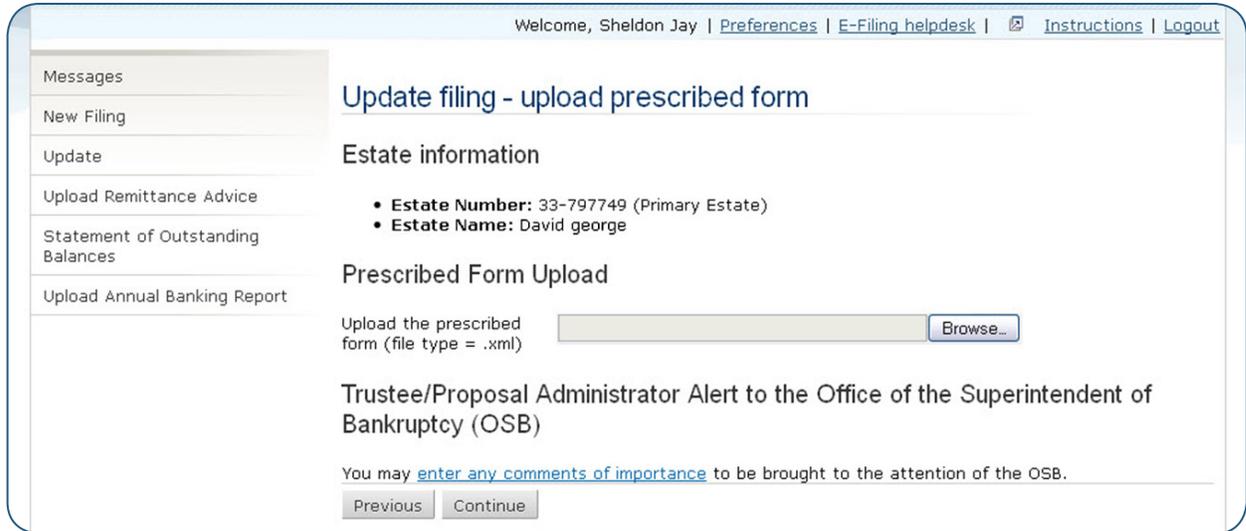
Softcopy document - e.g., Microsoft® Word, WordPerfect®, scanned document, etc.

[Previous](#) [Continue](#)

## 5. Upload the prescribed form or softcopy document.

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

Add an alert if necessary and click “Continue.”



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Update filing - upload prescribed form

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Estate information

- **Estate Number:** 33-797749 (Primary Estate)
- **Estate Name:** David george

Prescribed Form Upload

Upload the prescribed form (file type = .xml)

Trustee/Proposal Administrator Alert to the Office of the Superintendent of Bankruptcy (OSB)

You may [enter any comments of importance](#) to be brought to the attention of the OSB.

### **Prescribed form**

#### **Statement of Receipts and Disbursements (form 12)**

If there are dividends, you need to submit a dividend sheet with the Statement of Receipts and Disbursements (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.

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,” be as descriptive as possible as you type the document title in the text field, and then 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 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.

### **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 Bankruptcy and Insolvency Records database for security reasons.

If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of clicking “enter any comments of importance.”

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## Update filing - upload softcopy document

### Estate information

- **Estate Number:** 33-797749 (Primary Estate)
- **Estate Name:** David george

### Document information

Document title:

If **Other**, please specify:

Document Title:

Document Category:

### Document upload

Upload the document  
(File type = .doc, .wpd, .xls, etc.)

### Trustee/proposal administrator alert to the Office of the Superintendent of Bankruptcy (OSB)

You may [enter any comments of importance](#) to be brought to the attention of the OSB.

## 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.

You can click on "Submit another document for this estate" if you would like to submit additional forms or documents to the estate.



## **Troubleshooting**

### **If the form or document 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 form or document to the wrong estate ...**

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

### **For additional help ...**

... contact the helpdesk by clicking "e-filing helpdesk" on the horizontal menu or calling 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.

Clicking "Instructions" will open a new window taking you to the e-filing page on the OSB website that lists tips, workarounds and the online version of this manual.

## **Reminder**

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

## 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, *see* [Updating an estate](#).

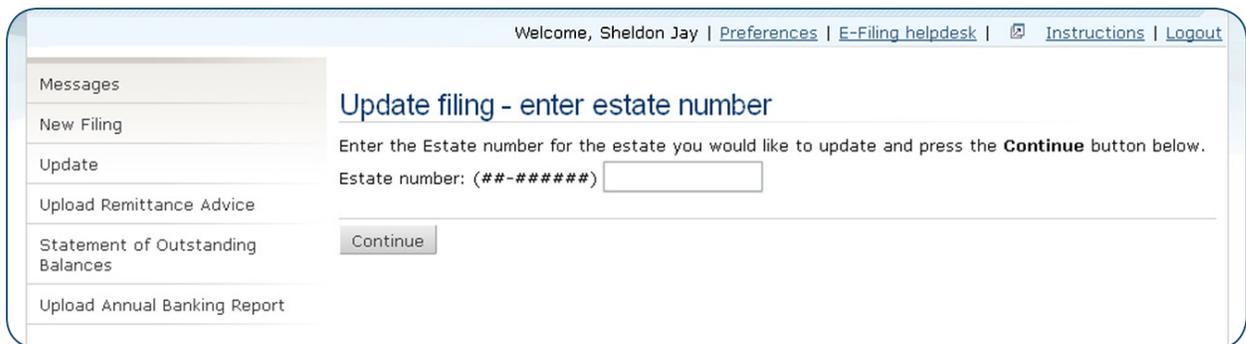
**1.** Log in to the e-filing system (*see* [Logging in to the e-filing system](#)) and click “Update” in the left menu.

**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.



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

- Top navigation bar: Welcome, Sheldon Jay | [Preferences](#) | [E-Filing helpdesk](#) | [Instructions](#) | [Logout](#)
- Left sidebar menu:
  - Messages
  - New Filing
  - Update (highlighted)
  - Upload Remittance Advice
  - Statement of Outstanding Balances
  - Upload Annual Banking Report
- Main content area:
  - Section header: Update filing - enter estate number
  - Text: Enter the Estate number for the estate you would like to update and press the **Continue** button below.
  - Text: Estate number: (##-#####)
  - Continue button

### 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 “Previous” 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 web browser — you could unknowingly create a corrupted transaction.

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### Update filing - confirm estate

**ⓘ The selected estate doesn't exist in the E-Filing system. If you choose to proceed, the system will assume that this is the first electronic submission for a previously paper-based estate.**

Note: This first submission must contain prescribed form(s).

#### Estate Information

- **Estate Number:** 33-124613
- **Estate Name:** LAROSE, LUCIE

If this is the correct estate, press the **Continue** button to proceed.  
 If not, press the **Previous** button and enter a different estate number.

## 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 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.

### **Prescribed form**

#### **Statement of Receipts and Disbursements (form 12)**

If there are dividends, you need to submit a dividend sheet with the Statement of Receipts and Disbursements (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 Bankruptcy and Insolvency Records database for security reasons.

If your insolvency software allows it, you may be able to upload an alert as an XML document, instead of clicking “enter any comments of importance.”

## 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.

You can also click on "Submit another document for this estate" if you would like to submit additional forms or documents to the estate.

### **Troubleshooting**

#### **If the form or document 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 form or document to the wrong estate ...**

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

#### **For additional help ...**

... contact the helpdesk by clicking "e-filing helpdesk" on the horizontal menu or calling 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.

Clicking "Instructions" will open a new window taking you to the e-filing page on the OSB website that lists tips, workarounds and the online version of this manual.

### **Reminder**

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

# Remittance Advice forms

## The basics

1. Log in to the e-filing system and click “Upload Remittance Advice” in the left menu.
2. If necessary, select the responsible trustee or proposal administrator.
3. Click “Browse” to select the REMADV file and then click “Submit.”
4. Record the reference number.

**To reach the helpdesk, click “e-filing helpdesk” on the horizontal menu or call 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.**

1. Log in to the e-filing system (*see* [Logging in to the e-filing system](#)) and click “Upload Remittance Advice” in the left menu.

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### E-Filing - messages

E-Filing has a new look. Read the [Notice to Trustees](#) to see what's new.

Because the top banner is wider, depending on the size of your monitor, some of the content at the bottom of the page may not be immediately visible. Here are two solutions to avoid having to scroll down to view the entire page:

- Option 1: Hide the browser's navigation bar. Press F11 when you open the application. This will hide the browser's navigation bar, making more of the page visible. To view the bar, press F11 again.
- Option 2: Change the resolution of your screen to 1280 x 1024. You will only need to do this once, but the text will be smaller. See instructions below.

2. If necessary, select the responsible trustee or proposal administrator from the drop-down list.

Only staff who e-file on behalf of more than one trustee or administrator, or on behalf of one 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 or administrators you can e-file on behalf of, and click on the appropriate name.

## Troubleshooting

### If the appropriate trustee/proposal administrator isn't on the list...

... it's likely that the trustee/administrator hasn't added you to his or her user list. The trustee/administrator will need to do this by following the directions in [Creating and managing your user list](#).

**3.** Click “Browse” to select the REMADV file you want to e-file and then click “Submit.”

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### Upload Remittance Advice (REMADV)

**Please Note:** The E-Filing system will only verify the formatting of the uploaded REMADV file (i.e. to ensure it conforms to the XML schema definition). If the upload validation is successful, the REMADV will subsequently be reviewed by the Office of the Superintendent of Bankruptcy. If the REMADV is found to contain invalid data (e.g. invalid OSB estate numbers, etc.) or other deficiencies, you will be notified that the REMADV has been rejected. A list of errors will be provided so that the REMADV can be corrected and resubmitted.

#### Submit new REMADV

Select a Trustee/Administrator licence, upload a data file using the **Browse** button and press the **Submit** button below.

Required fields are indicated by an asterisk (\*)

\* Upload data file:

You must submit the REMADV form in XML format. Click “Browse” to select the REMADV file and click “Submit.”

**Tip**

The e-filing system can only verify the format of the REMADV form, not its content. The OSB reviews all e-filed REMADV forms.

**4.** Record the reference number.

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### Remittance advice (REMADV) uploaded

#### Reference

- The Reference Number for this transaction is: **159496**.
- Submitted by Sheldon Jay
- 2012-09-26 10:23 EDT

**PENDING REVIEW**

This REMADV has been successfully transmitted and will be reviewed by the Office of the Superintendent of Bankruptcy.



## ***Troubleshooting***

### **If there is a problem with the XML filing ...**

... the e-filing system will let you know. If there's an error in the file you submitted, you'll need to start over. Simply click "Upload Remittance Advice" from the left menu.

### **For additional help ...**

... contact the helpdesk by clicking "e-filing helpdesk" on the horizontal menu or calling 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.

Clicking "Instructions" will open a new window taking you to the e-filing page on the OSB website that lists tips, workarounds and the online version of this manual.

## ***Reminder***

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

# Statement of outstanding balances

## The basics

1. Log in to the e-filing system and click “Statement of Outstanding Balances” in the left menu.
2. If necessary, select the responsible trustee or proposal administrator from the drop-down list.
3. View the statement.

**To reach the helpdesk, click “e-filing helpdesk” on the horizontal menu or call 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.**

1. Log in to the e-filing system (see [Logging in to the e-filing system](#)) and click “Statement of Outstanding Balances” in the left menu.

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**E-Filing - messages**

E-Filing has a new look. Read the [Notice to Trustees](#) to see what's new.

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2. If necessary, select the responsible trustee or proposal administrator from the drop-down list.

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

## Troubleshooting

### If the appropriate trustee/proposal administrator isn't on the list ...

... it's likely that the trustee/administrator hasn't added you to his or her user list. The trustee/administrator will need to do this by following the directions in [Creating and managing your user list](#).

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

### 3. View the Statement of Outstanding Balances.

Welcome, Sheldon Jay | [Preferences](#) | [E-Filing helpdesk](#) | [Instructions](#) | [Logout](#)

## Statement of outstanding balances

### Statement information

**Trustee Name:** Sheldon Jay  
**Trustee ID:** 2272  
**Number of entries:** 6  
**Data are current as of:** 2011-02-22

For additional information on the statement of outstanding balances, please refer to the [general questions document](#).

[Return to Messages page](#)

### Statement of outstanding balances for trustee ID 2272

**Note:** \* indicates an amount is overdue

Unresolved payments to the Superintendent of Bankruptcy								
Estate Number	Estate Name	Estate Type	Remittance Type	Amount Due	Received to Date	Amount Outstanding	Due Date	Notification Field
31-449810	EL-FARRA, SAID OMAR KHALIL	Summary	Levy	\$116.19	\$112.37	\$3.82 *	2008-02-29 *	
31-451051	MERRITT, TIMOTHY MICHAEL	Summary	Levy	\$16.14	\$0.00	\$16.14 *	2008-02-29 *	
31-454692	BROAD, ROBERT SCOTT	Ordinary	Levy	\$380.55	\$0.00	\$380.55 *	2011-01-23 *	
32-152913	HURTUBISE, JOSEPH LOUIS BERTRAND	Div 1	Levy	\$2,880.20	\$1,777.97	\$1,102.23		
32-155124	JOHNSON, JANEY SUSANNAH	Ordinary	Levy	\$5,860.50	\$5,250.00	\$610.50 *	2011-01-21 *	
33-165135	AMBERCORE SOFTWARE INC	Receivership	Fees	\$70.00	\$0.00	\$70.00 *	2010-12-15 *	

Summary for statement of outstanding balances		
	Amount Outstanding	Amount Overdue
<b>Total All Fees:</b>	\$70.00	\$70.00*
<b>Total All Levies:</b>	\$2,113.24	\$1,011.01*

Clicking on “Statement of Outstanding Balances” takes you directly to the statement. You can use the statement to complete Remittance Advice Form — RA1 and Remittance Advice Form — RA2 Unclaimed Dividends that accompany the cheques you send to the OSB.

Besides improving timeliness of information, viewing the statement online also helps you save paper.

#### Tip

When you click the “general questions document” link, you’ll find answers to questions about the data in the statement, how the statement relates to e-filing, and contact information for further questions you may have.

#### Reminder

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

# Annual Banking Report

## The basics

1. Log in to the e-filing system and click “Upload Annual Banking Report” in the left menu.
2. If necessary, select the responsible trustee or proposal administrator from the drop-down list.
3. Click “Browse” to select the Annual Banking Report (ABR) file and then click “Submit.”
4. Record the reference number.

**To reach the helpdesk, click “e-filing helpdesk” on the horizontal menu or call 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.**

1. Log in to the e-filing system (see [Logging in to the e-filing system](#)) and click “Upload Annual Banking Report” in the left menu.

Welcome, Sheldon Jay | [Preferences](#) | [E-Filing helpdesk](#) | [Instructions](#) | [Logout](#)

**E-Filing - messages**

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2. If necessary, select the responsible trustee or proposal administrator from the drop-down list.

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## Troubleshooting

### If the appropriate trustee/proposal administrator isn't on the list ...

... it's likely that the trustee/administrator hasn't added you to his or her user list. The trustee/administrator will need to do this by following the directions in [Creating and managing your user list](#).

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

### 3. Click “Browse” to select the ABR file and then click “Submit.”

You must submit the ABR in XML format. Click “Browse” to select the ABR file and click “Submit.”

Welcome, Sheldon Jay | [Preferences](#) | [E-Filing helpdesk](#) | [Instructions](#) | [Logout](#)

Messages  
New Filing  
Update  
Upload Remittance Advice  
Statement of Outstanding Balances  
Upload Annual Banking Report

### Upload annual banking report (ABR)

**Note:** The E-Filing system will only verify the formatting of the uploaded ABR file (i.e. to ensure it conforms to the XML schema definition). If the upload validation is successful, the ABR will subsequently be reviewed by the Office of the Superintendent of Bankruptcy. If the ABR is found to contain invalid data (e.g. invalid OSB estate numbers, etc.) or other deficiencies, you will be notified that the ABR has been rejected. A list of errors will be provided so that the ABR can be corrected and resubmitted.

#### Submit new ABR

Upload a data file using the **Browse** button and press the **Submit** button below.  
Required fields are indicated by an asterisk (\*)

\* Upload data file:

#### Tip

The e-filing system can only verify the format of the ABR, not its content. The OSB reviews all e-filed ABRs.

### 4. Record the reference number.

Welcome, Sheldon Jay | [Preferences](#) | [E-Filing helpdesk](#) | [Instructions](#) | [Logout](#)

Messages  
New Filing  
Update  
Upload Remittance Advice  
Statement of Outstanding Balances  
Upload Annual Banking Report

### Annual banking report (ABR) uploaded

#### Reference

- The Reference Number for this transaction is: **159497**.
- Submitted by Sheldon Jay
- 2012-09-26 10:24 EDT

**PENDING REVIEW**

This ABR has been successfully transmitted and will be reviewed by the Office of the Superintendent of Bankruptcy.



## ***Troubleshooting***

### **If there is a problem with the XML format of the file ...**

... the e-filing system will let you know.

### **For additional help ...**

... contact the helpdesk by clicking “e-filing helpdesk” on the horizontal menu or calling 1-877-227-3672. The helpdesk is open from 8:30 am to 5:00 pm (Eastern Standard Time), Monday to Friday.

Clicking “Instructions” will open a new window taking you to the e-filing page on the OSB website that lists tips, workarounds and the online version of this manual.

## ***Reminder***

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