E-Filing

A Guide for

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

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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:


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.
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.
### 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.**

#### Windows XP

- **1.** Click the “Start” button, click “Control Panel” and then open “Display.”
- **2.** Choose the Settings tab. Under “Screen resolution,” drag the slider until it says 1280 x 1024, and then click “Apply.”
- **3.** When prompted to apply the settings, click “OK.” (Your screen will turn black for a moment.)
- **4.** Once your screen resolution changes, you have 15 seconds to confirm the change. Click “Yes” to confirm.

#### Windows Vista

- **1.** Click the “Start” button, click “Control Panel” and then open “Screen Resolution.” Under “Appearance and Personalization,” click “Display Settings.”
- **2.** Drag the slider to the 1280 x 1024 resolution, and then click “Apply.”
- **3.** Click “Keep” to use the new resolution.

#### Windows 7

- **1.** Click the “Start” button, click “Control Panel” and then open “Screen Resolution.” Under “Appearance and Personalization,” click “Adjust screen resolution.”
- **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.”
- **3.** Click “Keep” to use the new resolution.
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 to 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.

---

**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:

<table>
<thead>
<tr>
<th>UserID</th>
<th>Name</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>tadmin</td>
<td>Jen Doe</td>
<td></td>
</tr>
</tbody>
</table>

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):

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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.
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.”

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.
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.

---

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.

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**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.

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.
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.)
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.

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

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

- you selected a new Division Office
- the debtor resides outside of Canada
- 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.
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.
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.
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.

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**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.”

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.

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.
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.

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.

   **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.
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.

### 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.

### 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(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.
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.
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.

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.
 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.

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).
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.)

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.

![New filing - successful submission](image)

**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.

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**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.

![New filing - submission is pending review](image)

**Estate Information**
- **Debtor Name:** David George
- **Temporary ID Number:** 35-TMP06591

**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

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.
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. 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.

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.
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.
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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**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.

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**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.

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.

If the SRD is not eligible, 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

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

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

**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.

**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](#).
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.

   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.

   Click “Continue” to go to the next screen.

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.

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**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.
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

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.
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.

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

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

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

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
- 2015-09-23 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.
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.

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

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
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.
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.”

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.

---

**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.”
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.

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.

**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.

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.
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](#)).
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.

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.**

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.
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.

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.

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**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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*Division I proposals — 61*
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.”

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.
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.
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.

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.
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.

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.

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**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.

**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.
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.”

**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.”

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.
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.

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.

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

   - **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.

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**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.

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**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.

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**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.

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**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.

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.”

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

4. Record the reference number.

**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.

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.

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.

   ... 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.

E-Filing - messages

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

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.
3. View the Statement of Outstanding Balances.

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.

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.

E-Filing - messages

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

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

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- 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.

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.”

**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.**
**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.