

**IN THE UNITED STATES BANKRUPTCY COURT FOR  
THE EASTERN DISTRICT OF TENNESSEE**

**IN RE:**

**RESUMPTION OF NORMAL  
OPERATIONS FOR PARTIES  
NOT REPRESENTED  
BY AN ATTORNEY**

**No. 2021-03**

**GENERAL ORDER**

In its response to the COVID-19 pandemic, the court issued General Order 2020-07, making certain operational changes in the interests of public safety and access to justice. Having found that the public health crisis has sufficiently diminished to allow resumption of normal operations, the court directs the following:

**1. General Order No. 2020-07 is rescinded effective June 1, 2021, and the intake counter of each divisional office of the clerk of the court will reopen on June 1, 2021, for regular business hours—Monday through Friday, 8:00 AM to 4:30 PM.** Over-the-counter fee payments will be accepted beginning on that date. Payments made by cash must be in the correct amount because the court will not provide change. Visitors to the clerk’s office must follow the COVID-19 protocols set forth by the United States District Court.

**2. As of June 1, 2021, individuals not represented by an attorney (“pro se parties”) may no longer make emergency filings by email or fax.** Filings must be made either in person at the intake counter or delivered to the clerk of the court by United States mail, Federal Express, UPS or a similar hand-delivery service. Deliveries shall be addressed to the clerk of the court at the appropriate divisional offices shown in paragraph 5. Local Bankruptcy Rule 9011-4 requires that every paper submitted for filing must be signed and include the signer’s typed or printed name, mailing address, and telephone number. E.D. Tenn. LBR 9011-4. A pro se party using the mail or a delivery service to file papers must enclose a cashier’s check or money order made payable to the United States Bankruptcy Court Clerk for the payment of any fee due for the filing of any paper. No cash or personal checks will be accepted by mail. Fees do not need to be paid with the filing when the pro se party files an application to pay the filing fee in installments or for waiver of the filing fee.

3. **As of June 1, 2021, any document sent for emergency filing to one of the email addresses provided in paragraph 2(b) of General Order 2020-07 will not be accepted for filing.** In response to the first such email from any pro se party, the clerk is directed to reply by email to inform the sender that emergency filing by email or fax is no longer available. After one such reply by email to the pro se party, the clerk will not respond to any additional filing made by email. Facsimile filing remains available to a pro se party only if the pro se party complies with E.D. Tenn. LBR 5005-4(k). After June 1, 2021, any emergency facsimile filing made without prior, express permission will not be accepted for filing and may be summarily destroyed.

4. **Documents submitted by United States mail or hand-delivery are deemed filed as of the date and time they are received by the clerk of the court unless the filer is informed otherwise.** Filings will be processed during regular business hours. If there is any question whether a filing has been received, the filer should contact the appropriate divisional office.

5. The addresses and phone number for the divisional offices are as follows:

Chattanooga/Winchester

William T. Magill  
Bankruptcy Court Clerk  
Historic U.S. Courthouse  
31 East 11th Street  
Chattanooga, TN 37402-2722  
(423) 752-5163

Greeneville:

William T. Magill  
Bankruptcy Court Clerk  
James H. Quillen U.S. Courthouse  
220 West Depot Street, Suite 218  
Greeneville, TN 37743-4924  
(423) 787-0113

Knoxville:

William T. Magill  
Bankruptcy Court Clerk  
Howard H. Baker Jr. U.S. Courthouse  
800 Market Street, Suite 330  
Knoxville, TN 37902-2343  
(865) 545-4279

ENTERED: May 20, 2021

s/ Shelley D. Rucker  
SHELLEY D. RUCKER  
Chief United States Bankruptcy Judge

s/ Suzanne H. Bauknight  
SUZANNE H. BAUKNIGHT  
United States Bankruptcy Judge

s/ Nicholas W. Whittenburg  
NICHOLAS W. WHITTENBURG  
United States Bankruptcy Judge