OSB Professional Liabilty Fund presents

Oregon eCourt for First Timers

Wednesday, February 3, 2021
10:00 am - 11:30 am

OSB Event ID 74911 - 1.5 Practical Skills Credit

Speakers: Hong Dao
PLF Practice Management Attorney

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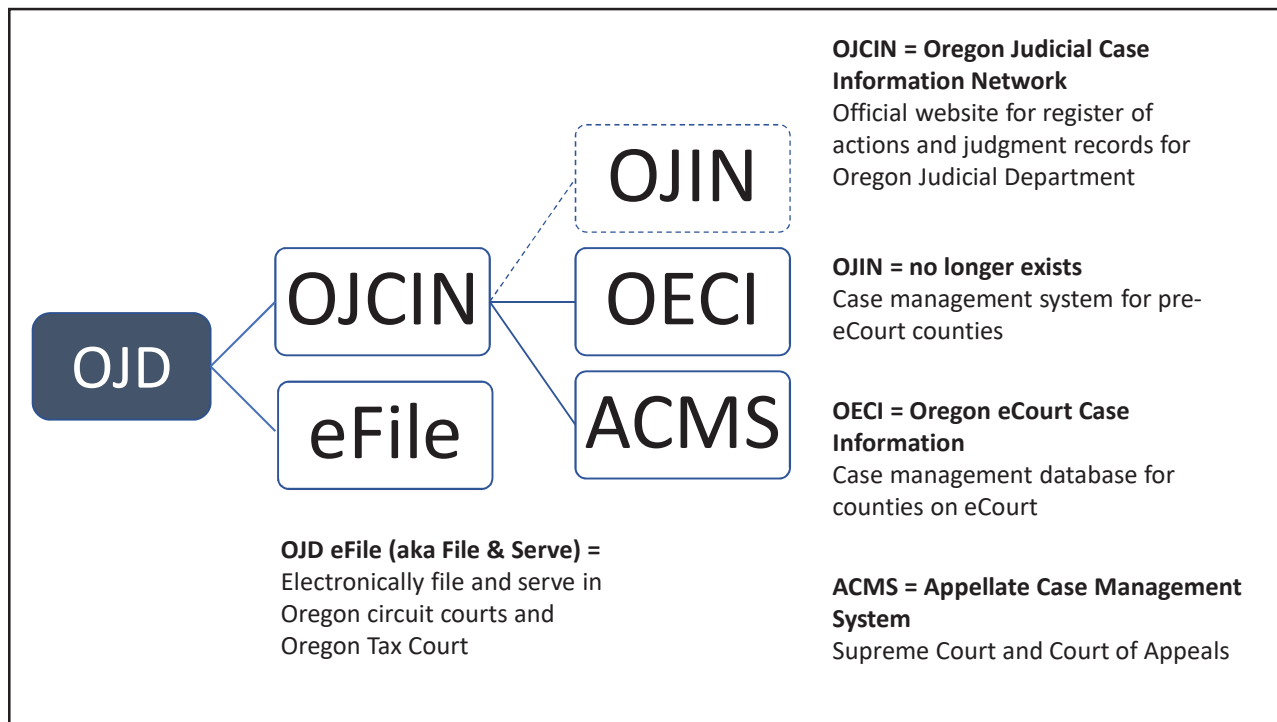
OSB **Professional Liability Fund**

Program Materials

- PowerPoint Slides
- Oregon eFiling Checklist for First Time eFiler
- How to Auto-Foward Oregon eCourt Messages in Outlook 2010 and 2016
- How to Create, Add, and Remove Service Contacts in File & Serve HMTL 5 (new website)
- How to Create, Add, and Remove Service Contacts in File & Serve Silverlight (old website)
- OJD eService Quick Reference Guide, also available at:
  https://odysseyfileandserve.zendesk.com/hc/en-us/article_attachments/360071107512/eService_Quick_Reference_Guide_H5.pdf
- OJD Standards for Acceptance Guidelines, also available at:
  https://www.courts.oregon.gov/services/online/Documents/eFile/oeto_OJD-Guidance-Document-eFiling-Standards-EXTERNAL.pdf
- Links to resources:
  - UTCR - Chapter 21 (on eFiling):
    https://www.courts.oregon.gov/rules/UTCR/2020_UTCR_ch21_including_out-of-cycle_amendments.pdf
  - OJD eFile Webpage:
    https://www.courts.oregon.gov/services/online/Pages/efile.aspx
  - Oregon Specific eFiling Guides:
    - HTML 5 (new site): https://odysseyfileandserve.zendesk.com/hc/en-us/articles/360050420931-Oregon-Guides-Agreement-Code-lists-and-FAQs
    - Silverlight (old site): https://content.tylerhost.net/docs/or/ofshelpcontent/
  - Webex Guides:
    https://www.courts.oregon.gov/services/online/Pages/live-stream.aspx
  - Court Fees: https://www.courts.oregon.gov/Pages/fees.aspx
  - Court Rules: https://www.courts.oregon.gov/rules/Pages/default.aspx
  - Court Forms: https://www.courts.oregon.gov/forms/Pages/default.aspx

eCourt for First Time eFilers

Presented by:
Hong Dao, Professional Liability Fund
L. Sam Dupree, Oregon Judicial Department

Learning Objectives:

- Understand the basic UTCR requirements for eFiling
- Know what can and cannot be eFiled
- Learn how to get relation back for rejected or unsuccessful filing
- Learn eCourt tips and UTCR updates
- Know where to look for resources

Slide 1

OJD → OJCIN → OJIN

OJCIN → OECI

OJCIN → ACMS

OJD → eFile → ACMS

OJCIN = Oregon Judicial Case Information Network
Official website for register of actions and judgment records for Oregon Judicial Department

OJIN = no longer exists
Case management system for pre-eCourt counties

OECI = Oregon eCourt Case Information
Case management database for counties on eCourt

ACMS = Appellate Case Management System
Supreme Court and Court of Appeals

OJD eFile (aka File & Serve) =
Electronically file and serve in Oregon circuit courts and Oregon Tax Court

Slide 2

General overview of File & Serve

- Allows users to electronically file documents with Oregon Circuit Courts
- Mandatory for attorneys
- Free to sign up
- Individual account or firm account
- Enter service information
- Options: File, Serve, File & Serve
- Email notifications are configurable
- Can generate exportable filing reports
- Filing data is available for 45 days

Steps:

- Go to: https://oregon.tylerhost.net/
- Create an account
- Set up payment account
- eFile & Serve

How File & Serve Works

- **File and Serve**
  - User eFiles document

- **Court**
  - Court staff reviews and accepts

- **Oregon eCourt Case Information**
  - OECI populates case information
  - If service is selected, documents are served

UTCR
Requirements

Technical Requirements UTCR 21.040

- Text searchable
- Smaller than 25 MB (separating/labeling files)
- Incorporated documents
- Confidential documents
- Confidential cases
- Proposed Orders/Judgments

Uniform Trial Court Rules

The Uniform Trial Court Rules (UTCR) are statewide rules that apply in each of Oregon's 36 circuit courts.

Uniform Trial Court Rules

Making PDF text-searchable

+

Print to PDF: Word processing documents
Documents already in electronic format

Scan: Documents containing ink signature
Attachment to pleadings

When to File as a Single Document

- When the document incorporates attachments such as exhibits, affidavits, declarations, or certificates of service; and

- Document is smaller than 25MB
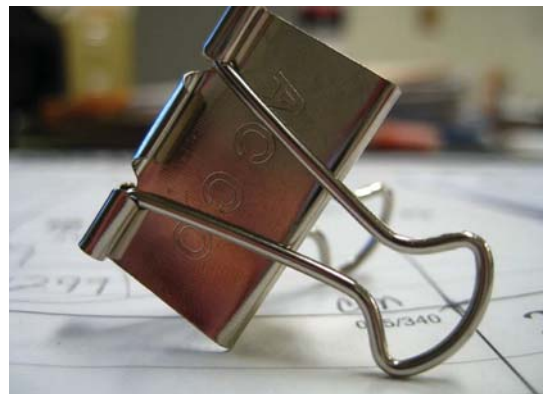
When to File as Separate Documents

- If your document is larger than 25MB, submit it as two separate documents and include a "Filing Comment" identifying the order of the documents (Example: part 1 of 2).

- If an attachment to a document is confidential, but the document itself is not confidential, file the confidential attachment as a separate document and mark it as confidential.

- Always file proposed orders and judgments separate from your other documents.

CAUTION: High resolution color pictures!

Confidential Cases

(Juvenile and Civil Commitment cases)

- Do not display party names and double-check the case number when filing into a confidential case***

- Party's attorney names will still display

- Do not designate documents as confidential when filing into a confidential case

*** Party names will not display for VAWA cases but are not confidential
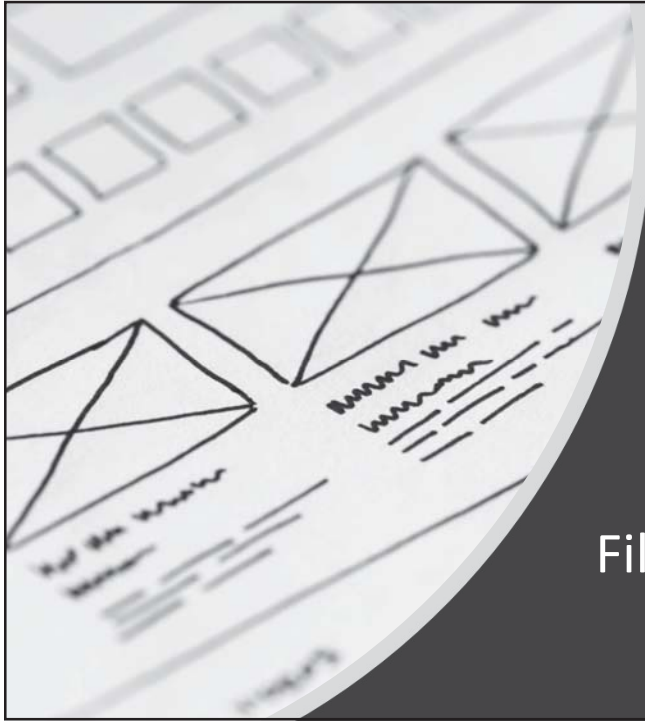
Case # 21JU00001 - *******

What not to eFile: UTCR 21.070(3)

- Fee waiver/deferral applications
- Original wills and other documents required to be filed as originals under law
- Documents under seal
- Negotiate instruments
- Waiver of mandatory eFiling
- Demonstrative/non-documentary exhibits
- Temporary exception for trial exhibits (Amended CJO 20-006(7))
- SLR 2.501

Payment Accounts and Court Fees

- Each File & Serve account must have a payment method entered (includes a "Waiver Account" if no fee applies)
- If a court fee applies, select and pay the fee before the court can accept the filing (see ORS 21.100)
- Fee are specific to the filing code selected and are located under "Optional Fee Services"
- Current court fees are located here: https://www.courts.oregon.gov/Pages/fees.aspx

Lead Document (Required)

Computer

Click to select Optional Service and Fee
AC01 - Amended Pleading- Additional Filing Fee of - $113.00
AC02 - Amended Pleading- Additional Filing Fee of - $290.00
AC03 - Amended Pleading- Additional Filing Fee of

Click to select Optional Service and Fee

Fee Amount   Quantity   Fee Total

⊕ Add Optional Services and Fees

Undo   Save Changes

What can happen

Filing is accepted ✓

Filing is rejected ✗

Filing is unsuccessful ✗

Reasons for rejected filing

- Paying incorrect filing fees
- Providing wrong caption information
- Entering wrong case number or wrong codes
- Selecting wrong case/location
- Not separating documents
- Not properly redacting
- Submitting non-text searchable PDF
- Not attaching certificate of readiness to proposed order or judgment

If filing is *rejected*

Steps to apply for relation back:

NOTICE EMAIL WILL STATE A REASON	FIX THE FILING ERROR	RESUBMIT THE DOCUMENT WITHIN 3 DAYS	INCLUDE A COVER LETTER	ADD REQUIRED TEXT

UTCR 21.080(5)

Cover letter must include:

✓ Date of original submission

📅 Date of rejection

❓ Explanation for requesting relation back

📁 Subject line: RESUBMISSION OF REJECTED FILING, RELATION-BACK DATE OF FILING REQUESTED

UTCR 21.080(5)(a)(i)

If resubmitting electronically

Add in the Filing Comments field:	RESUBMISSION OF REJECTED FILING, RELATION-BACK DATE OF FILING REQUESTED

UTCR 21.080(5)(a)(ii)

If filing is unsuccessful due to:

E-FILING SYSTEM IS TEMPORARILY UNAVAILABLE

ERROR IN TRANSMISSION

OTHER TECHNICAL PROBLEMS

Ask for relation back

UTCR 21.080(6)

Steps to get relation back for unsuccessful submission

- ✔ Resubmit within 3 days
- 📄 Include a cover letter
- 📎 Attach supporting exhibits

UTCR 21.080(6)

Cover letter must include:

- ✔ Date of original submission
- 📅 Date of rejection
- ❓ Explanation for requesting relation back
- 📁 Subject line: RESUBMISSION OF FILING, SUBMISSION UNSUCCESSFUL, RELATION-BACK DATE OF FILING REQUESTED

UTCR 21.080(6)(a)(i)

If resubmitting electronically

Add in the Filing Comments field:	RESUBMISSION OF FILING, SUBMISSION UNSUCCESSFUL, RELATION-BACK DATE OF FILING REQUESTED

UTCR 21.080(6)(a)(ii)

However….

21.080(6):

Technical problems with the **filer's equipment or attempted transmission within filer's control** will not generally excuse an untimely filing.

Getting relation back is
<u>not</u>
an automatic right

Practice tips

- Leave default system settings alone
- Don't eFile last minute
- eFile during regular business hours

eCourt Tips and UTCR Updates:

- eService
- eSignature
- Court notices
- Exhibits for remote hearing
- Court signature
- Other UTCR updates

Electronic Service: UTCR 21.100

- Add service information in Firm Service Contacts
- Enter service information in each case
- Service will occur once the document is accepted
- File & Serve keeps a record
- eService only option
- If relying on eService, make sure it complies with the service requirements for your particular filing

OJD – eService Quick Reference Guide
[included in program materials]

https://odysseyfileandserve.zendesk.com/hc/en-us/article_attachments/360071107512/eService_Quick_Reference_Guide_H5.pdf
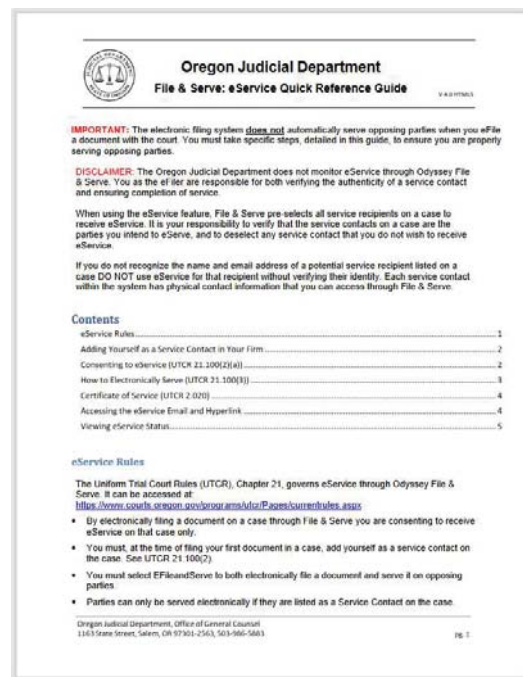
Electronic Signatures: UTCR 21.090

- Filers may use: s/
- Declarations signed by non-filers must use electronic signature software with a security procedure designed to verify that an eSignature is that of a specific person
- Declarations electronically signed by non-filers must be retained until the end of the case
- If accomplished via a process approved by the Secretary of State, affidavits with eSignatures may also be electronically submitted

*** Wipe the electronic certification before submitting ***

Electronic Signature

	Pricing for basic plan	Users	Digital signature option	Send documents & request signatures	Basic authentication	Enhanced authentication	Audit trail
Adobe Sign	$29.99/license/mo	1	✔	✔	✔	Only in upgraded plan	✔
AssureSign	$2000/yr	Un-limited	X	?	✔	Only in upgraded plan	✔
DocuSign	$10/mo	1	Offered as a separate product	✔ (limit 5 per month)	✔	Only in upgraded plan	✔
eversign	$9.99/mo	1 and can add team member	X	Feature not listed	✔	✔	✔
HELLOSIGN	$15/mo	1	X	✔	✔	✔	✔
SignEasy	$7.50/mo	1	X	Only in upgraded plan	✔	Only in upgraded plan	✔
SignNow	$20/mo ($8/mo for yearly)	1	X	✔	✔	✔	✔

https://www.osbplf.org/inpractice/electronic-signature--a-tool-to-incorporate-in-your-law-practice/

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eCourt notices

Hearing date	Submitted filing
Trial date	Accepted filing
Entry of judgment	Rejected filing

⬇   ⬇

Comes from OJD
@ojd.state.or.us

Comes from eFile System
(File & Serve)
@tylerhost.net

Tips

- Keep email address w/ OSB up to date
- Add to safe sender list in email program:
  Court_Notification@ojd.state.or.us
  Hearing_Rescheduled@ojd.state.or.us
  Hearing_CANCELED@ojd.state.or.us
  Hearing_scheduled@ojd.state.or.us
  Judgment@ojd.state.or.us
  efilingmail@tylerhost.net

eFiling Exhibits

- For remote hearings
- Permissive, not required
- Documents only
- Temporary change

See Amended CJO 20-006(7) for more details:

https://www.courts.oregon.gov/rules/Documents/CJO-20-006
AmendedOrderImposingLevel3RestrictionsCourtOperations.pdf

Requirements for eFiling Exhibits

- Documents must be in PDF form
- Submit as one document unless:
    o Local court orders otherwise
    o The document is larger than 25 MB
- Bookmark each exhibit
- Create an electronic index
- File using "Exhibit – EB" code
- Select "Confidential" document security
    o Unless in a confidential case

Court signature

Petitioner's motion for a stay is granted. The proceedings in this action are held in abeyance pending further notification from petitioner of completion of the conditions set out in this order.

(at least 1.5 inches of blank space following last line of text)

_____

UTCR 21.040(3)

Tips

- Update pleading templates
- If assigned judge, include name in case caption

Local eCourt rules?

"No circuit court may make or enforce any local rule, other than those local rules authorized by UTCR 4.090, governing electronic filing and electronic service of documents."

UTCR 21.020

Check Supplemental Local Rules

Recent Changes

- eFiling Protective Orders – Quick Review Queue
  - Petition – Abuse Prevention (PTAB)
  - Petition – Renewal Abuse Prevention (PTRP)
  - Motion – Dismissal Protective Order (MODO)
  - Request – Hearing Protective Order (RQHP)
  - Motion – Modify Protective Order (MOMP)
  - Motion – Less Restrictive Terms (MOLE)
- Coming Soon
  - eFiling Court Appointed Attorney Applications
  - Affidavit/Declaration – Eligibility – ACP (ADIN)

Resources

1

Self Help at eFiling website

https://oregon.tylerhost.net

Oregon Judicial Department File & Serve

Court Information

Welcome to OJD HTML 5 eFiling Site

"Due to a recent Google Chrome browser update, some users may experience issues navigating the site in Chrome and Edge. It is recommended to use Mozilla Firefox or Internet Explorer until the site can be updated for the change Google Chrome introduced."

Attention all filers: eFiling Technical Support will be changing hours of operation from 5am-7pm PDT to 5am-5pm PDT beginning 3/26/2020

Included below is the link that has the new statutory fees as of 10/1/2019

Actions

Sign In   Register

Self Help

Need Help?
Web Training Sessions
Training Videos
User Guides
File and Serve Usage Agreement
List of Case Categories, Case Types and Case Subtypes

Finding Training Videos and User Guides

Self Help

Need Help?
Web Training Sessions
Training Videos
User Guides
File and Serve Usage Agreement
List of Case Categories, Case Types and Case Subtypes

- Training Video: Start a New Case
- Training Video: How to File Into an Existing Case
- Training Video: How to Add a Payment Account

📎 2019.1Firm Administrator User Guide.pdf 7 MB

📎 2019.1Individual Filer User Guide.pdf 7 MB

📎 2019.1Quick Reference Guide.pdf 1 MB

📎 2019.1Firm and Criminal Filing Filer User Guide.pdf 7 MB

📎 2019.0 Quick Reference Guide.pdf 1 MB

Finding Oregon-specific eFiling guides and aids

Self Help

Need Help?
Web Training Sessions
Training Videos
User Guides
File and Serve Usage Agreement
List of Case Categories, Case Types and Case Subtypes

Oregon Guides, Agreement, Code lists and FAQs

📎 File & Serve Usage Agreement.pdf 100 KB

📎 OJD eFiling Code List (revised September 30, 2020).pdf 500 KB

📎 eService Quick Reference Guide H5.pdf 300 KB

📎 Multnomah File & Serve Quick Reference Guide H5.pdf 80 KB

📎 Filing Code Quick Reference Guide.pdf 200 KB

📎 OdysseyFileandServeFAQ (06.11.2020).pdf 700 KB

📎 Proposed Order Quick Reference Guide H5.pdf 100 KB

2

OJD eFile website

https://www.courts.oregon.gov/services/online/Pages/efile.aspx

3

PLF website

https://www.osbplf.org/

Slide 1

CLE	PRACTICE MANAGEMENT	ASSESSMENTS & EXEMPTIONS

- COVID-19 COURT NOTICES
- FORMS
- SEARCH ALL RESOURCES
- PRACTICE MANAGEMENT ATTORNEYS
- INBRIEF
- BOOKS FROM THE PLF
- INPRACTICE BLOG
- SERVICES
- ABA RESOURCES
- DISCOUNTS
- NON-MEMBER LOGIN

OREGON EFILING CHECKLIST FOR FIRST TIME EFILER

1. Register to file and serve electronically on the Oregon Judicial Department (OJD) Filing & Serve website, https://oregon.tylerhost.net/ofsweb. Follow the prompts, and provide the requested information to register for a firm account. If you are a solo practitioner, register as a Firm Administrator. This article in the File & Serve website provides step-by-step instructions on how to register for a new account.

2. Create a payment account. You may set up a credit/debit card or electronic check (eCheck) payment account to pay eCourt filing fees. Step-by-step instructions on ho wto add a paymenet account are available at the File & Serve website in its Self Help section.

3. Confirm you have a scanner and PDF software with Optical Character Recognition (OCR) capability to convert your scanned documents into text-searchable PDFs. If the document is already on the computer in another format, then print the document to PDF.

4. Understand the requirements of UTCR 21.040:
   a. Make sure the document to be filed (a) is in text-searchable PDF format, (b) does not exceed 25 MB, (c) is broken down if it exceeds 25 MB and filed as separate files, and (d) is properly labeled, "[name of file, part 1 of 2"] in the Filing Comments field. UTCR 21.040(1).
   b. Confirm the document and all attachments are one unified PDF file, and then eFile the contents as one single PDF. UTCR 21.040(2)(a).
   c. eFile separately any documents requiring a court signature or documents that include confidential attachments. UTCR 21.040(2)(a).

5. Know what documents cannot be eFiled. Consult UTCR 21.070 regarding special filing requirements, including which documents must be filed conventionally under UTCR 21.070(3). See also the Supplemental Local Rules in your jurisdiction for additional guidance on which documents must be filed conventionally.

6. If you need help filing electronically your first case or filing electronically into an existing case for the first time, Tyler Technologies offers Training Videos through the Self Help link on the OJD File & Serve website, as well as Oregon-specific User Guides and Codes.

7. If your filing is **accepted** by the court's clerk, your case will be docketed and set to appear in the clerk's case management system. You will receive an email about your case status and other pertinent information regarding the case.

8. If your filing is **rejected**, you will receive an email that explains why the court rejected the filing, and when and how to resubmit the filing. If you have a question about the filing, contact the local circuit court. Follow UTCR 21.080(5)(a) to apply for relation back when your filing is rejected.

9. If your filing is **unsuccessful** because the OJD File and Serve system is temporarily unavailable, or there is an error in the transmission or other technical problems, follow UTRC 21.080(6) to ask for relation back.

Slide 2

4

Useful phone numbers

Oregon Judicial Department Help Desk
Mon-Fri 7:00 am to 6:00 pm
503-986-5582 or 1-800-922-7391
ETSDHelp@ojd.state.or.us

eFiling User Support – Tyler Technologies
Mon-Fri 9:00 am to 9:00 pm [CT]
1-800-297-5377
Efiling.support@tylertech.com

Share your screen with GoToAssist

Questions?

THANK YOU.

Hong Dao
hongd@osbplf.org

L. Sam Dupree
L.S.Dupree@ojd.state.or.us

OREGON EFILING CHECKLIST FOR FIRST TIME EFILER

1. Register to file and serve electronically on the Oregon Judicial Department (OJD) Filing & Serve website, https://oregon.tylerhost.net/ofsweb. Follow the prompts, and provide the requested information to register for a firm account. If you are a solo practitioner, register as a Firm Administrator. This article in the File & Serve website provides step-by-step instructions on how to register for a new account.

2. Create a payment account. You may set up a credit/debit card or electronic check (eCheck) payment account to pay eCourt filing fees. Step-by-step instructions on ho wto add a paymenet account are available at the File & Serve website in its Self Help section.

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   b. Confirm the document and all attachments are one unified PDF file, and then eFile the contents as one single PDF. UTCR 21.040(2)(a).
   c. eFile separately any documents requiring a court signature or documents that include confidential attachments. UTCR 21.040(2)(a).

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9. If your filing is **unsuccessful** because the OJD File and Serve system is temporarily unavailable, or there is an error in the transmission or other technical problems, follow UTRC 21.080(6) to ask for relation back.

OREGON EFILING CHECKLIST FOR FIRST TIME EFILER

10. Conventionally serve the opposing parties unless they have added themselves as a service contact to receive electronic service. Follow UTCR 21.100 to properly add yourself as a service contact.

11. Visit the Oregon Judicial Department Online Services website to sign up and purchase a subscription to the Oregon Judicial Case Information Network (OJCIN). OJCIN offers access to case information, judgment records, and official entries in the Register of Actions. (Some records and cases are confidential and cannot be accessed.)

12. If you have questions about eFiling or accessing eCourt information through OJCIN, contact:

> **OJCIN Technical Support**
> Mon-Fri 7:00 a.m. to 5:00 p.m.
> 503-986-5582 or 1-800-922-7391
> ETSDHelp@ojd.state.or.us
>
> **eFiling User Support – Tyler Technologies**
> Mon-Fri 9:00 a.m. to 9:00 p.m. [CT]
> 1-800-297-5377
> Efiling.support@tylertech.com
> Access the live chat portal here under "Click Here to Chat With Us"

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IMPORTANT NOTICES

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HOW TO AUTO-FORWARD OREGON ECOURT MESSAGES IN OUTLOOK 2010 AND 2016

In the Oregon eCourt system, court notices (hearings, trial dates, entry of judgment) are sent from the Oregon Judicial Department using the domain @ojd.state.or.us. Notices regarding submitted, accepted, or rejected fillings are sent from the Tyler Technologies File and Service system using the domain @tylerhost.net. **In order to copy staff or other lawyers on all eCourt notices, create rules for both domains.**

Here are step-by-step instructions for creating a rule in Outlook 2010 and Outlook 2016 to mark all messages sent from @ojd.state.or.us as important and auto forward copies to specific people (staff, other lawyers). Repeat these steps to create a second rule for messages sent from @tylerhost.net.

The concepts for rule creation set out in this example will apply when auto-forwarding e-mail in other versions of Outlook, in Gmail, or in other e-mail programs such as Thunderbird or Apple Mail.

1. Click the Home tab in the ribbon.
2. From the toolbar, select Rules ▼ Manage Rules & Alerts …
3. Select the New Rule… button.
4. The Rules Wizard launches.
5. Locate the heading "**Start from a blank rule**."
6. Select "Apply rule on messages I receive."
7. Click Next ►
8. In Step 1 - Select condition(s) find the condition "with specific words in the sender's address" and check the box.
9. In Step 2 - Edit the rule description by clicking on the specific words link.
10. The Search Text box appears. In the top line, enter @ojd.state.or.us. (without the period)
11. Click Add, click OK, then click Next ►
12. In Step 1 – Select action(s) find the condition "mark it as importance" and check the box.
13. In Step 1 – Select action(s) find the condition "forward it to people or public group" and check the box.
14. In Step 2, Edit the rule description. Click first on the importance link. "Specify the importance to set" appears. Select "High" from the pull-down menu and click OK.
17. Next, click on the people or public group. In the To► box, type the e-mail address(es) of the person(s) to whom you wish to forward the e-mail. Separate multiple e-mail addresses by semi-colons. Tip: you can also select e-mail addresses from your Address Book list.
18. In Step 1 – Select action(s), you can also elect to move eCourt messages "to a specified folder." If you choose this condition, be sure to edit the rule description to select the folder destination.
19. When done adding e-mail addresses, click OK, and then click Next.
20. The next step in the Rule allows you to set exceptions. There are none. Click Next.
21. In Step 1 – Specify a name for this rule, such as "Forwarding Oregon eCourt messages."
22. In Step 2 – Setup rule options, "Turn on this rule" is checked by default. Check other boxes as desired.
23. In Step 3 – Review the rule description, edit if necessary. Select Finish to complete the rule. Click OK to close the Rules and Alerts box.
24. REPEAT THESE STEPS TO CREATE A SECOND RULE FOR @tylerhost.net. Notices from File and Serve (submitted, accepted, and rejected filings) come from Tyler Technologies @tylerhost.net. Court notices (hearings, trial dates, entry of judgment) are sent from @ojd.state.or.us.

Tips

- If using Microsoft Exchange Server or Exchange Online, set up rules only when you are connected to your Exchange server, not when you are offline.
- It should not be necessary at Step 8 to choose the conditions "sent only to me" or "where my name is in the To box." The rule will automatically mark all messages received from @ojd.state.or.us or @tylerhost.net as important and auto-forward them to the persons specified.

IMPORTANT NOTICES

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How to Create, Add, and Remove Service Contacts in File & Serve HTML 5 (new website)

The first time you electronically file into a case you must add your service contact information to that case (see UTCR 21.100(2)). This must be done for each individual case. Before you can add your service contact information, you must first add yourself as a "Firm Service Contact". Once you have created a "Firm Service Contact" you can add your service contact information through the electronic filing process.

If you have not yet electronically filed into a case but would like to have filings served on you electronically, you can add service contact information without filing anything into the case.

This guide details:

- How to create "Firm Service Contacts"
- How to add "Firm Service Contacts" to a case without submitting a filing
- How to add "Firm Service Contacts" to a case while submitting a filing
- How to remove "Firm Service Contacts" from a case.

How to add a "Firm Service Contact"

1. From the File & Serve home screen, click the "Action" dropdown, then select "Firm Service Contacts"
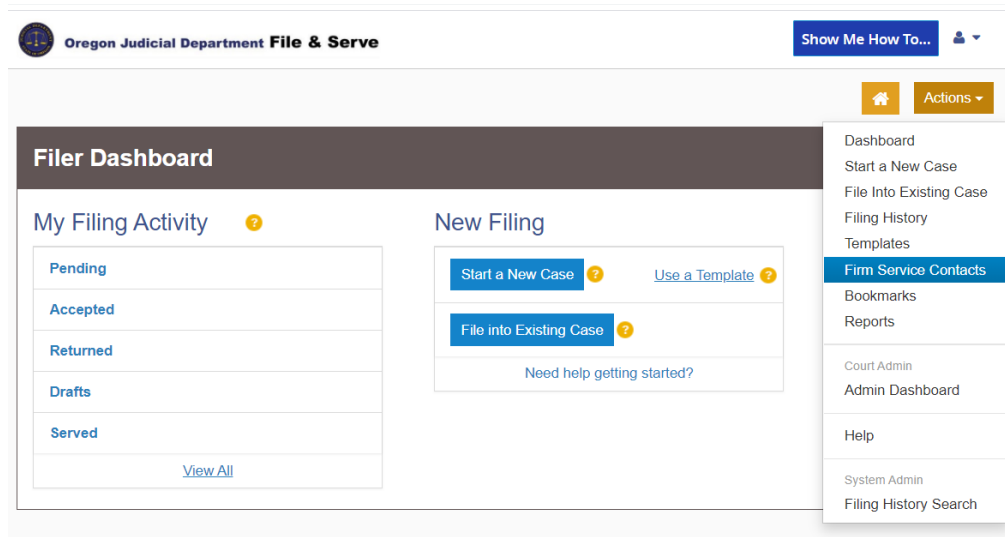
2. If you are not listed, add yourself as a "Firm Service Contact" by selecting "Add Service Contact"

   Note: You only need to add yourself as a "Firm Service Contact" once, but you will have to add your contact information to each individual case

Firm Service Contacts ❓

| Search by first or last name | ⊕ Add Service Contact |

Name	Email	
Louis Dupree	l.s.dupree@ojd.state.or.us	Actions ▼
Holly Rudolph	Holly.Rudoph@ojd.state.or.us	Actions ▼

1 - 2 of 2 items

Items per page: 10 ▼

3. Add contact information and click "Save Changes"

   Note: Consider using the "Administrative Copy" option if you would like other people in your office to receive copies of electronically served documents

First Name   **Middle Name**   **Last Name**

Firm Name   **Email**   **Administrative Copy** ❓

Country

United States of America ▼

Address Line 1   **Address Line 2**   **City**

100 High St NE   Salem

State

Oregon ▼

Zip Code   **Phone Number**

97301

Make This Contact Public

☐ ❶

Undo   Save Changes

How to Add a "Firm Service Contact" to a Case without Submitting a Filing

1. From the home screen in File & Serve, click on the "File into Existing Case" option. This option can also be found under the "Actions" tab

2. Select the county, type in the case number, and click "Search"

3. Select "Action" and click "View Service Contacts"

4. From the "View Service Contacts" screen, locate your client, select the "Actions" menu to the right of your client, and click "Add From Firm Service Contacts"
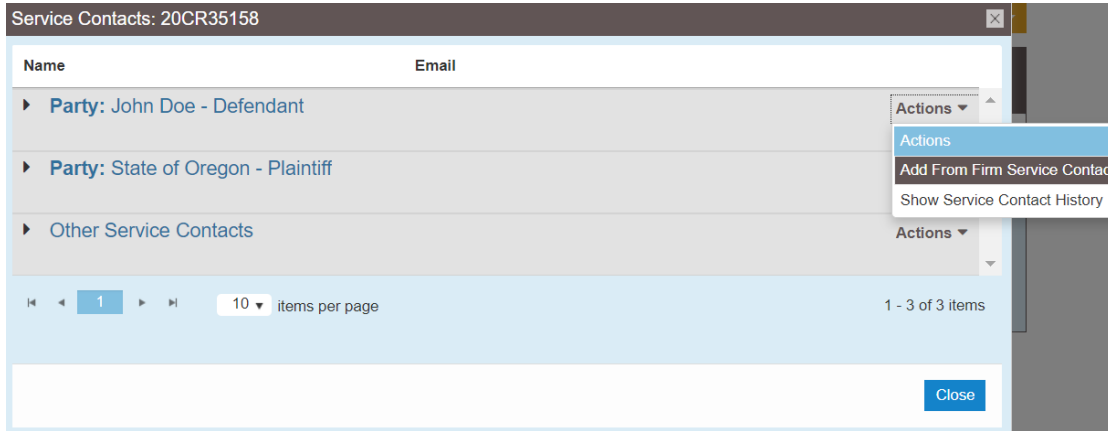
5. Check the box next to your name and click the "Close"
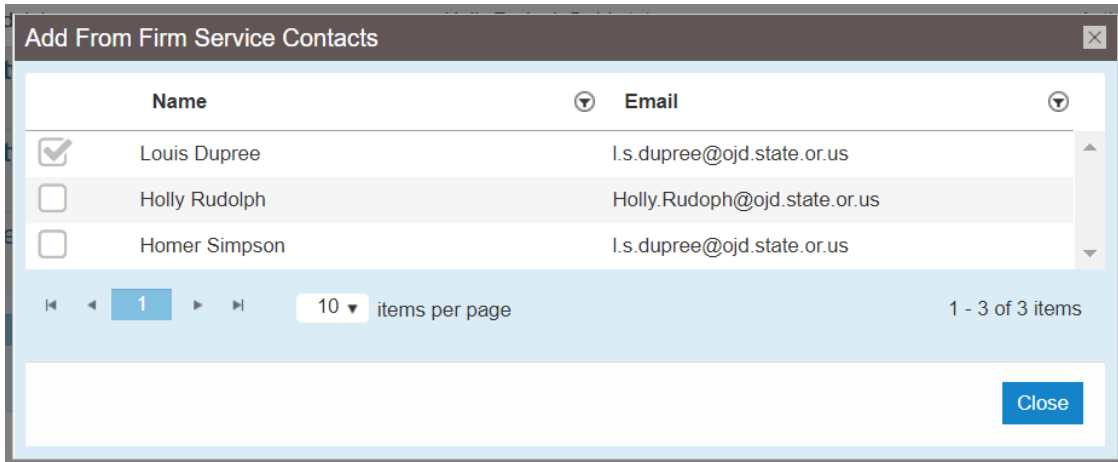
6. To finish, click "Close" from the "View Service Contacts" screen
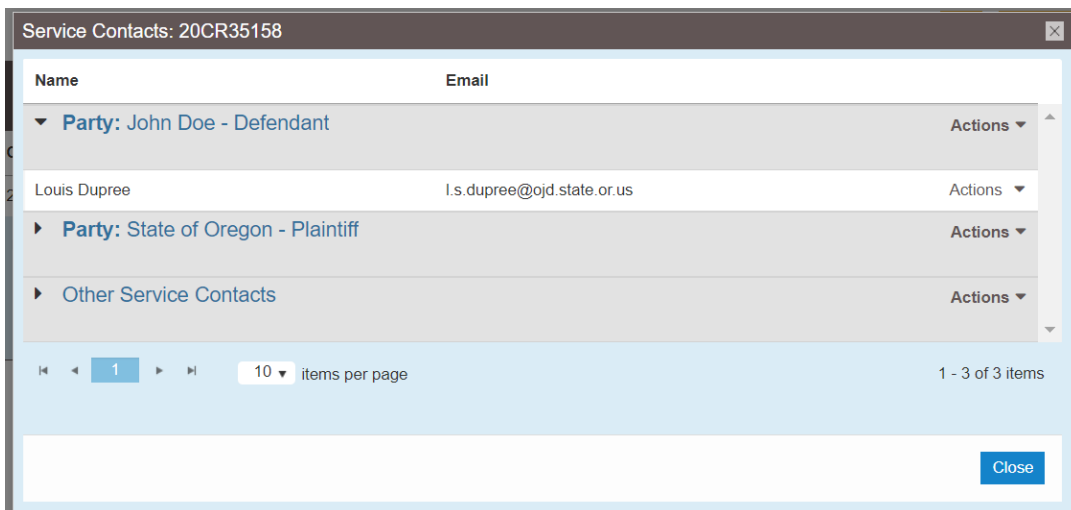
How to Add a "Firm Service Contact" to a Case while Submitting a Filing
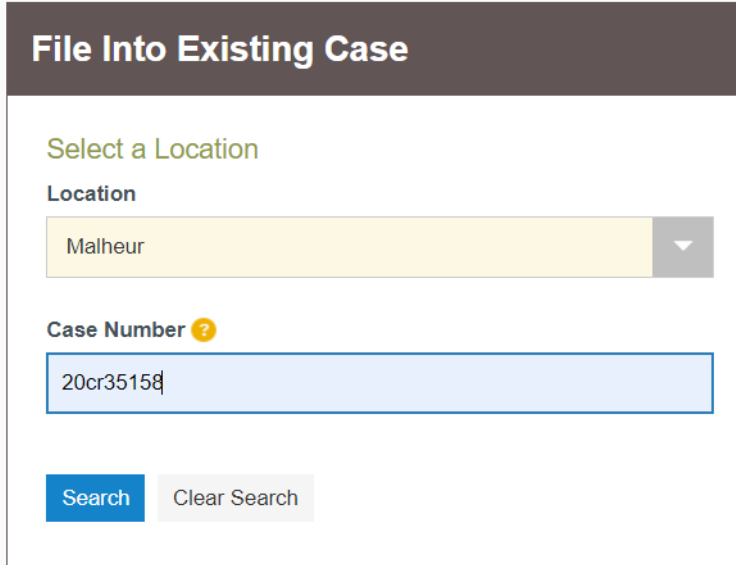
1. From the home screen in File & Serve, click on the "File into Existing Case" option. This option can also be found under the "Actions" tab
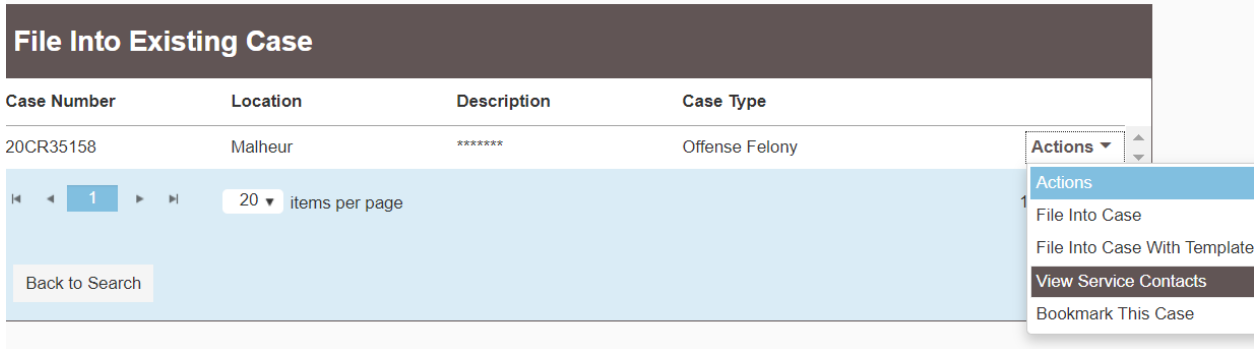
New Filing
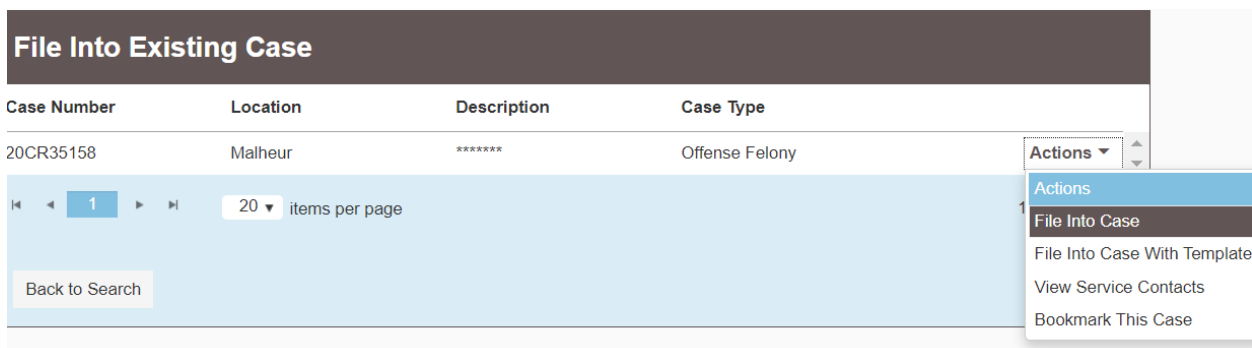
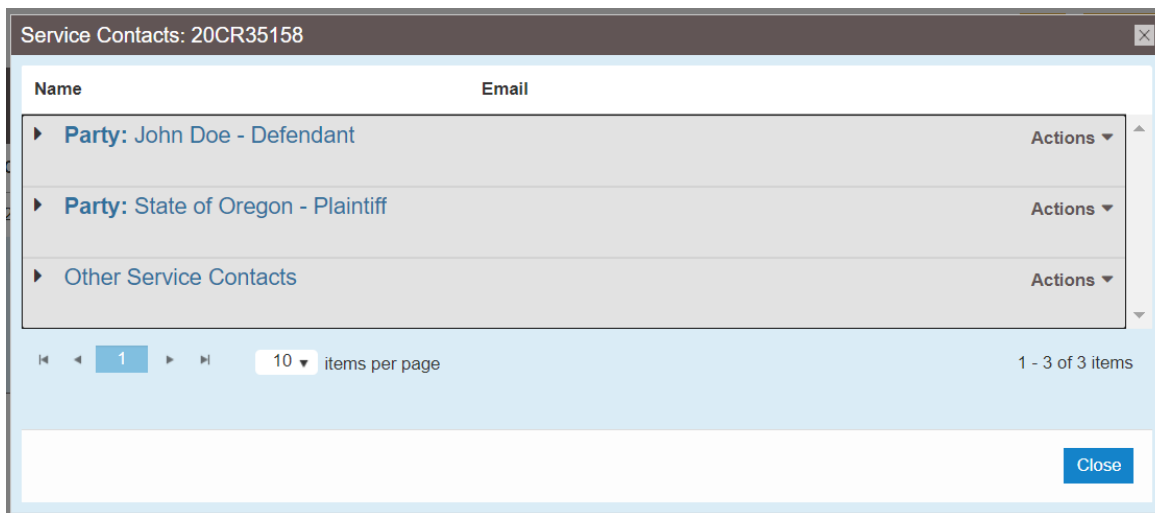| Start a New Case ❓	Use a Template ❓
File into Existing Case ❓	
Need help getting started?	

2. Select the county, type in the case number, and click "Search"

File Into Existing Case

Select a Location

Location

Malheur

Case Number ❓

20cr35158

[Search] [Clear Search]

3. Select "Action" and click "File Into Case"

File Into Existing Case

Case Number	Location	Description	Case Type	
20CR35158	Malheur	*******	Offense Felony	Actions ▾

|◄ ◄ **1** ► ►| 20 ▾ items per page

Actions
File Into Case
File Into Case With Template
View Service Contacts
Bookmark This Case

[Back to Search]

5

4. Under "Filings" select the "EFileAndServe" option

5. After entering and saving your filing information, under "Service Contacts" click on the "Actions" dropdown to the right of your client, then select "Add From Firm Service Contacts"

6. Check the box next to your name and click the "Close"

7. Your contact information has been added, proceed with the filing

How to Remove a "Firm Service Contact" from a case

1. From the home screen in File & Serve, click on the "File into Existing Case" option. This option can also be found under the "Actions" tab

2. Select the county, type in the case number, and click "Search"

3. Select "Action" and click "View Service Contacts"

File Into Existing Case

Case Number	Location	Description	Case Type	
20CR35158	Malheur	*******	Offense Felony	Actions ▼

|◄ ◄ **1** ► ►| 20 ▼ items per page

Actions
File Into Case
File Into Case With Template
View Service Contacts
Bookmark This Case

Back to Search

4. From the "View Service Contacts" screen, locate your name, select the "Actions" menu to the right of your name, and click "Remove Contact"
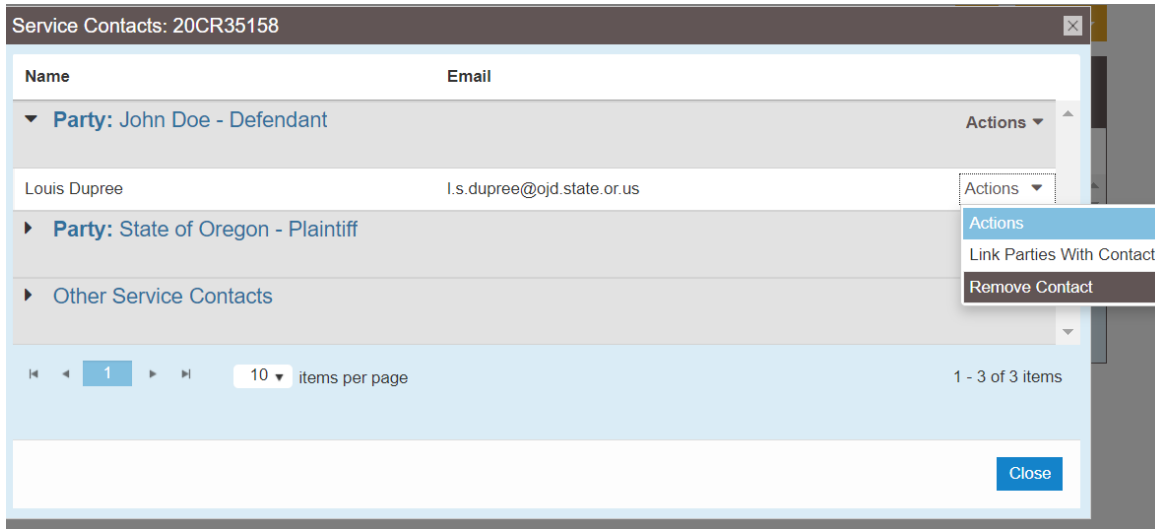
Service Contacts: 20CR35158 ☒

Name	Email	
▼ **Party:** John Doe - Defendant		Actions ▼
Louis Dupree	l.s.dupree@ojd.state.or.us	Actions ▼
▶ **Party:** State of Oregon - Plaintiff		
▶ Other Service Contacts		

Actions
Link Parties With Contact
Remove Contact

|◄ ◄ **1** ► ►| 10 ▼ items per page   1 - 3 of 3 items

Close

5. To finish, click "Close"

Service Contacts: 20CR35158 ☒

Name	Email	
▶ **Party:** John Doe - Defendant		Actions ▼
▶ **Party:** State of Oregon - Plaintiff		Actions ▼
▶ Other Service Contacts		Actions ▼

|◄ ◄ **1** ► ►| 10 ▼ items per page   1 - 3 of 3 items

Close

8

How to Create, Add, and Remove Service Contacts in File & Serve Silverlight (old website)

The first time you electronically file into a case you must add your service contact information to that case (see UTCR 21.100(2)). This must be done for each individual case. Before you can add your service contact information, you must first add yourself as a "Firm Service Contact". Once you have created a "Firm Service Contact" you can add your service contact information through the electronic filing process.

If you have not yet electronically filed into a case but would like to have filings served on you electronically, you can add service contact information without filing anything into the case.

This guide details:

- How to create "Firm Service Contacts"
- How to add "Firm Service Contacts" to a case without submitting a filing
- How to add "Firm Service Contacts" to a case while submitting a filing
- How to remove "Firm Service Contacts" from a case.

How to add a "Firm Service Contact"

1. On the File & Serve home screen, select the "SERVICE CONTACTS" tab

2. Select "Add New"

   Note: You only need to add yourself as a "Firm Service Contact" once, but you will have to add your contact information to each individual case
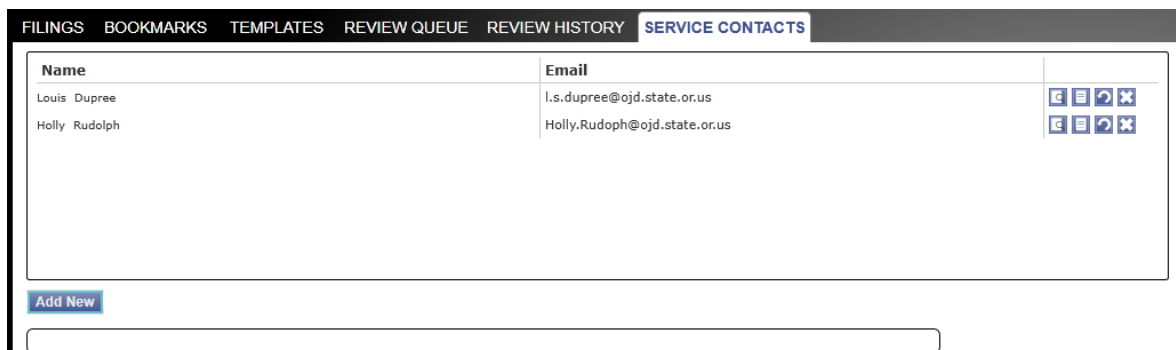
3. Add contact information and click "Save Contact"

   Note: Consider using the "Administrative Copy" option if you would like other people in your office to receive copies of electronically served documents

How to Add a "Firm Service Contact" to a Case without Submitting a Filing

1. On the right side of the File & Serve home screen, select the county from the dropdown, type in the case number, then click "Go"

2. Under "Actions", click the "Service Contacts" icon

2

3. Select your client, then click "Add From Master List"

Manage Case Service Contacts

Select Contacts to Receive Service for each Party

Select a Party to add Service Contacts

Defendant: John Doe

Plaintiff: State of Oregon

Other Service Contacts

Add From Master List   Show History

4. Select the Firm Service Contact you would like to add to the Party, then click "Add >"

Add Service Contact from Master List

Firm Service Contacts

Name	Email	
Louis Dupree	l.s.dupree@ojd.state.or.us	Ⓒ
Holly Rudolph	Holly.Rudoph@ojd.state.or.us	Ⓒ
Homer Simpson	l.s.dupree@ojd.state.or.us	Ⓒ

Case Service Contacts

Name	Email

Add >

< Remove

Save

5. Click "Save" to return to the "Manage Service Contacts" screen

Add Service Contact from Master List

Firm Service Contacts

Name	Email	
Holly Rudolph	Holly.Rudoph@ojd.state.or.us	Ⓒ
Homer Simpson	l.s.dupree@ojd.state.or.us	Ⓒ

Case Service Contacts

Name	Email	
Louis Dupree	l.s.dupree@ojd.state.or.us	Ⓒ

Add >

< Remove

Save

3

6. To finish, click "Save"

How to Add a "Firm Service Contact" to a Case while Submitting a Filing

1. On the right side of the File & Serve home screen, select the county from the dropdown, type in the case number, then click "Go"

2. Under "Actions", select the "Start a new subsequent filing for this case" icon

3. Under "Enter Filing Details" select the "Service" checkbox, enter filing information, upload your documents, and click on the "Service" icon located on the bottom-right corner of your screen

4. From the "Service Contacts" screen, highlight your client and select "Add From Master List"

5

5. Select the Firm Service Contact you would like to add to the Party, then click "Add >"

6. Click "Save" to return to the "Manage Service Contacts" screen

7. Select "Summary" to continue filing

How to Remove a "Firm Service Contact" from a case

1. On the right side of the File & Serve home screen, select the county from the dropdown and type in the case number, then click "Go"

2. Under "Actions", click the "Service Contacts" icon

3. In the "Manage Service Contacts" screen, select the "X" next to your contact information

4. To finish, click "Save"

Oregon Judicial Department
File & Serve: eService Quick Reference Guide

V 4.0 HTML5

IMPORTANT: The electronic filing system **does not** automatically serve opposing parties when you eFile a document with the court. You must take specific steps, detailed in this guide, to ensure you are properly serving opposing parties.

DISCLAIMER: The Oregon Judicial Department does not monitor eService through Odyssey File & Serve. You as the eFiler are responsible for both verifying the authenticity of a service contact and ensuring completion of service.

When using the eService feature, File & Serve pre-selects all service recipients on a case to receive eService. It is your responsibility to verify that the service contacts on a case are the parties you intend to eServe, and to deselect any service contact that you do not wish to receive eService.

If you do not recognize the name and email address of a potential service recipient listed on a case DO NOT use eService for that recipient without verifying their identity. Each service contact within the system has physical contact information that you can access through File & Serve.

Contents

eService Rules

The Uniform Trial Court Rules (UTCR), Chapter 21, governs eService through Odyssey File & Serve. It can be accessed at:
https://www.courts.oregon.gov/programs/utcr/Pages/currentrules.aspx

- By electronically filing a document on a case through File & Serve you are consenting to receive eService on that case only.

- You must, at the time of filing your first document in a case, add yourself as a service contact on the case. See UTCR 21.100(2).

- You must select EFileandServe to both electronically file a document and serve it on opposing parties.

- Parties can only be served electronically if they are listed as a Service Contact on the case.
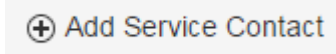
- You should not add another party as a Service Contact in a case.

Adding Yourself as a Service Contact in Your Firm

1. From the *Filer Dashboard*, click **Actions ▾** and select **Firm Service Contacts**.

2. Click **⊕ Add Service Contact**; add your contact information; click **Save Changes**.

   TIP: Any email address added to the *Administrative Copy* field will receive a copy of all service emails whenever the service contact receives a service email. You can list multiple email addresses separated by commas.
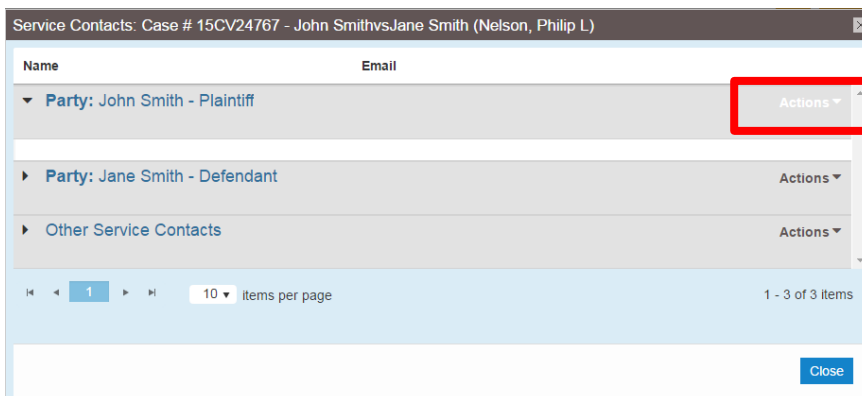
Consenting to eService (UTCR 21.100(2)(a))

By electronically filing a document in a case you consent to receive eService on that case. You must follow these steps to comply with UTCR 21.100(2)(a). You cannot be electronically served if you do not follow these steps:

1. From *Filing History*, locate the case to add a service contact and click **Actions**.

▼ Case # 15CV24767 - John SmithvsJane Smith (Nelson, Philip L)			**Actions ▾**
Envelope # 5051 filed Friday, October 09, 2015 at 11:03 AM PDT by Daniel Parr on behalf of Lisa Norris-Lampe			
Accepted	Complaint - Declaratory Jud...	EFile	
Accepted	Declaration - DD	EFile	

2. From the drop-down list select, *View Service Contacts*.
3. Find the party you are associated with and then click **Actions**.

Service Contacts: Case # 15CV24767 - John SmithvsJane Smith (Nelson, Philip L)		✕
Name	Email	
▼ **Party: John Smith - Plaintiff**		Actions ▾
▶ **Party: Jane Smith - Defendant**		Actions ▾
▶ Other Service Contacts		Actions ▾
⏮ ◀ 1 ▶ ⏭ 10 ▾ items per page		1 - 3 of 3 items
		Close

4. Select **Add From Firm Service Contacts**.
5. Check the box next to the correct service contact ☑.
6. Click **Close**.

NOTE: Updating the information in the Master List will update the service contact information on the cases tied to that contact.

How to Electronically Serve (UTCR 21.100(3))

The electronic filing system does not automatically serve other parties on the case. To serve other parties on the case follow these steps:

1. From *Filing Type* drop-down box select **EFileAndServe**.

Filings

Enter the details for this filing

Filing Type
EFileAndServe

Filing Code
Answer - AN

Reference Number

Filing Comments

Courtesy Copies

Related Parties
'Click to select Related Parties'

2. After completing the filing details, click **Save Changes**.

3. The *Service Contacts* section will appear below the *Filings* section. From the *Service Contacts* section unselect any party you do not want to eServe (the system preselects all parties with service contacts).

Service Contacts

Service contacts will receive service on the filings in this envelope.

Serve	Name	Email	
	Party: Progressive Classic Insurance Company - Plaintiff		Actions ▾
☑	Daniel Parr	daniel.parr@ojd.state.or.us	Actions ▾
	Party: Robert Edward Villeneuve - Defendant		Actions ▾
☑	Shane Curry	shane.p.curry@ojd.state.or.us	Actions ▾
▸	Other Service Contacts		Actions ▾

NOTE: If no email address appears below a party's name that party cannot be eServed.

4. Complete other data entry as needed and submit your filing.

Certificate of Service (UTCR 2.020)

If an opposing party was served electronically pursuant to UTCR 21.100, the certificate of service must include a statement that service was accomplished at the party's email address as recorded on the date of service in File & Serve. See UTCR 2.020(1).

Accessing the eService Email and Hyperlink

When a document is filed, marked for service, and then accepted at the court, File & Serve will electronically serve the indicated parties via email notifications. The body of the email will include a link to download the filed document. If the link does not prompt the webpage, try copying and pasting the link into the address bar of your web browser.

Notification of Service
Envelope Number: **4554**

This is a notification of service for the filing listed. Please click the link below to retrieve the submitted document.

Filing Details	
Case Number	15CV00001
Case Style	EDMUND WALSHvsROBERT READ, EAN HOLDINGS, LLC
Date/Time Submitted	6/25/2015 9:50:09 AM
Filing Type	Answer - AN
Filed By	Daniel Parr
Service Contacts	EDMUND WALSH: Daniel Parr (daniel.parr@ojd.state.or.us)

Document Details	
File Stamped Copy	https://oregon-stage.tylerhost.net/ViewServiceDocuments.aspx?ADMIN=0&SID=c0f48efc-2fa0-4721-b8ad-dc848840bee1&RID=dec75a18-a40a-45b1-8666-bbe38dcb2cd4 This link is active for 7 days.

Please do not reply to this email. It was generated automatically by Oregon.Tylerhost.net

Viewing eService Status

To view the eService status of a particular filing, from *Filing History*, locate the filing and under Actions select **View Filing Details***.* At the bottom of the page click **View Receipt***.* You can view the status under *eService Details*.

Filings

Filing Type	Filing Code
EFileAndServe	Answer - AN
Reference Number	**Filing Comments**
Courtesy Copies	
Filing Status	**Accepted Date**
Accepted	6/25/2015 9:54 AM PDT

Lead Document

File Name	Security	Download
OrderCouncel.pdf		

eService Details

Status	Name	Firm	Served	Date Opened
Sent	Daniel Parr	Oregon Judicial Firm	Yes	6/25/2015 10:05 AM PDT

This document is a supplemental guide to CJO 15-026, the Uniform Trial Court Rules (UTCR) Chapter 21, and other applicable Oregon Rules of Civil Procedure (ORCP) and UTCRs. Use this guide to ensure a successful eFiling experience and avoid returned eFilings through the OJD eFiling (File and Serve) system.

STANDARDS FOR ACCEPTANCE

The Oregon Circuit Courts accept filings submitted through the OJD eFiling (File and Serve) system unless such filing falls under a specific reason to return that filing as defined in CJO 15-026. When a filing does not meet the standards for acceptance, the court will return the filing to the eFiler (through email notification) and provide a reason for that return. The technical term that File and Serve uses for this return is Rejection.

CURING A RETURNED FILING AND RELATION BACK

Returned filings that are cured and resubmitted to the court can have their filing date relate-back to the original submittal date of that filing. The process and rules can be found under UTCR 21.080(5). Please note that there are specific deadlines that must be met under the rule or your relation-back request will be denied.

WHY eFILINGS ARE RETURNED

The Oregon Judicial Department strives to provide an open and efficient court system. Electronic Filings (eFilings) that do not meet the standards for acceptance will result in significant issues to court operations and technical problems with our multiple Oregon eCourt systems. For this reason, the Oregon Circuit Courts will not accept filings if they fall into one of three broad categories:

1) The filing fails to comply with an eFiling process requirement;
2) The filing fails to comply with a Uniform Trial Court Rule or ORCP 9E; or
3) The filing includes or has encountered a technical error.

The following pages discuss each specific reason for the return of an eFiling under these broad categories. This includes the description of the reason for return that will appear in the court's notification to you and how to avoid a returned filing. The technical term that File and Serve uses for this return is Rejection.

NOTE: Several codes contain a requirement for [Court Input]. When this is noted, the court will provide the applicable information necessary for resubmission.

Table of Contents

Failure to Comply with an eFiling Process

Initiates a New Case When a Case Already Exists

- **Rejection Description:** This case already exists, please file through the existing case.

- **How to avoid this rejection reason:** The court will return a filing if there is an attempt to file a new case, but a case already exists. This can occur when the eFiler clicks **NEW CASE** instead of typing the case number and clicking **Go**.

NEW CASE   [Case Number]   [Go]

NOTE: If a case exists, always type the case number into the search box or file directly from your workspace. NEW CASE should only be used when filing an initiating pleading (e.g. Complaint, Petition, etc.)

Wrong Case Type Selected When Initiating a Case

- **Rejection Description:** The wrong case type was selected, please use the following case type: [Court Input]

- **How to avoid this rejection reason:** The court will return the filing if the incorrect case type was selected when initiating a case.

  eFilers should select a specific code (e.g. Property – Foreclosure; Tort – Malpractice) if one exists. If no specific case type fits, select one of the generic case types (e.g. Contract, Tort - General, Property – General).

  If you are looking for a case type and you cannot find it, consult the *Filing Code Quick Reference Guide* under the LEARN section on the OJD eFiling login page.

Wrong Filing Code(s) Selected

- **Rejection Descriptions:**
  a. The wrong filing code was selected, please us the following code: [Court Input].
  b. Document must be submitted as Order – Proposed – PPOR
  c. Document must be submitted as Judgment – Proposed – PPJG
  d. Document must be submitted as Writ – Proposed – PPWR

- **How to avoid these rejection reasons:** The court will return a filing if the incorrect filing code was selected. There are hundreds of codes within the system; correctly labeling a filing will ensure that court case tracking will occur properly and that the proper fees are available for selection.

  eFilers should select a specific code (e.g. Motion – Continuance) if one exists. If no specific code exists for what is being filed, select the generic filing code that most corresponds to the filing (e.g. Motion, Affidavit, Notice). The *Filing Code Quick Reference Guide* can provide guidance on what filing code to use in some specific situations. This guide can be found under the LEARN section on the File and Serve login page.

  NOTE (b-d): For filing a proposed document, please consult the *Proposed Order Quick Reference Guide* under the LEARN section for more information.

Duplicate Filing

- **Rejection Description:** This is a duplicate filing, please check your records.

- **How to avoid this rejection reason:** The court will return a filing if it is found that a document or documents have already been eFiled through File and Serve or conventionally filed into the same case.

  Check with others in the office to make sure no one else has either eFiled or conventionally filed the same document(s).

  To review all current efilings:

  a. Selecting **My Firm** from the Filings tab.
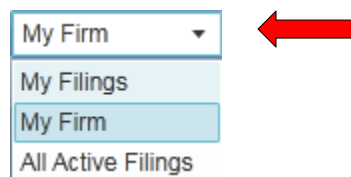
  b. Then sort the list by case number [Case or Envelope] [Filter] .
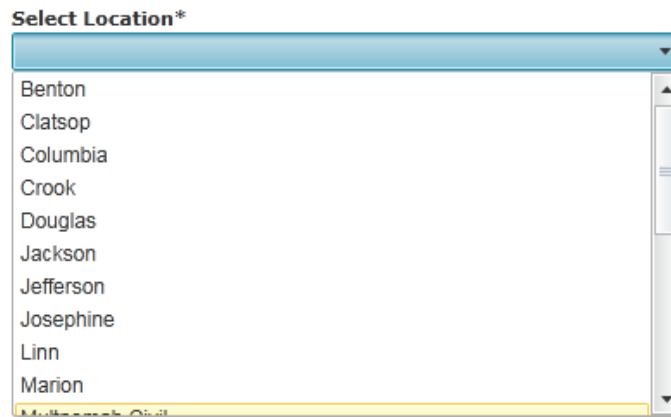
Selected the Wrong Court Location

- **Rejection Description:** This filing was submitted to the wrong court location, please check your records.

- **How to avoid this rejection reason:** Selecting the wrong court location usually occurs for one of two reasons.

   a. When initiating a case the incorrect court location is selected to file the initial pleadings.

   b. When attempting to eFile into an OJIN case number the wrong case from the list of counties that have a case with that number is selected.

001054	Tillamook	*******		Offense Felony	
001054	Clatsop	*******		Offense Felony	
001054	Columbia	*******		Offense Felony	

Selected the Wrong Case Number or Submitted a Document Without a Case Number

- **Rejection Description:** This filing was submitted into the wrong case number or the document does not have a case number.

- **How to avoid this rejection reason:** Before converting a document to PDF, ensure the case number appears on the document (unless this is an initial filing). Once the filing process begins, ensure that the case number appearing on the File and Serve screens matches the number on the document.

Case 001054   *******   Tillamook   -   Offense Felony

① Parties   ② Filings   ③ Summary

Failure to Comply with a UTCR/ORCP

Submitted a Document that Does Not Meet ORCP/UTCR Requirements (UTCR 21.040(4))

- **Rejection Description:** Document does not meet ORCP/UTCR Requirements. See UTCR 21.040(4).

- **How to avoid this rejection reason:** Documents submitted through File and Serve should meet all of the formatting requirements for filing a document over the counter. Each PDF document, if printed out, must meet those requirements.

Submitted a Document that Must Be Presented at Ex Parte UTCR 21.070(3)(m))

- **Rejection Description:** Ex Parte Filing: Please submit this document at Ex Parte. See UTCR 21.070(3)(m).

- **How to avoid this rejection reason:** Each circuit court may, under UTCR 21.070(3)(m), list any stipulated or ex parte matter under SLR 2.501 that must be presented in person. Check the court's SLR 2.501 for a list of these filings.

Parties Entered Incorrectly (UTCR 21.040(5))

- **Rejection Description:** Parties entered incorrectly. See UTCR 21.040(5).

- **How to avoid this rejection reason:** Filing will be returned if the eFiler does any of the following when entering party information on the Parties screen:

  a. Enter a party's name using all capital letters (parties must be entered in proper case).
  b. Adding a DBA, AKA, C/O or other name in an address field.
     NOTE: Court staff will enter this information into the case management system after accepting a filing.
  c. Failing to include all parties contained on the documentation.
  d. Entering an additional defendant on a criminal case.

e. Entering a victim on a criminal case.
f. Adding an attorney as a party or adding a duplicate party to assign an attorney on the case.
   NOTE: If an attorney is already listed as representing a party in the case management system and you are now representing that party, file proper documentation with the court and the court will add your record.
g. Adding a party that is redacted in File and Serve, resulting in a duplicate party in the case management system.
   NOTE: If party names are redacted (e.g. juvenile, parent, adoptee, victim, etc.) do not add an additional party record on the case. Party names and identifying information for certain individuals are confidential.
h. Failing to add a new party (3rd party defendant or plaintiff) to the case.

Submitted a Document that Must Be Filed Conventionally (UTCR 21.070(3))

- **Rejection Description:** This document must be filed conventionally. See UTCR 21.070(3).

- **How to avoid this rejection reason:** Become familiar with the list of documents and cases that fall under UTCR 21.070(3). One of the most common filings that get returned for this reason is a Motion for Remedial Contempt.

Proposed Order or Judgment that Contains an Invalid Date Line (UTCR 21.040(3))

- **Rejection Description:** The proposed order or judgment contains an invalid date line. See UTCR 21.040(3).

- **How to avoid this rejection reason:** UTCR 21.040(3) provides an example of a proper date line for these filings. Part of what Oregon eCourt provides for the judges is the ability to electronically sign (eSign) documents. When a judge eSigns a document the date is stamped above their signature. The most commonly used INVALID date line is "Dated this _____ of _____." Using this type of date line will result in a returned filing.

Filings and Documents with Fee Issues (UTCR 21.050(1))

- **Rejection Descriptions:**
  a. No payment for filing fee included (See UTCR 21.050(1)), please resubmit with fee: [Court Input]
  b. Incorrect filing fee or incorrect responsible party was selected (see UTCR 21.050(1)): [Court Input]

- **How to avoid these rejection reasons:** Statutory filing fees must be paid at the time of filing. Ensure that the filing code selected has the proper filing fee available. These filing fees are listed as "Optional Services". Select the appropriate **Optional Service** and click **Add**.

The filing fee will appear on the upper left corner of the screen. Verify that the *Party Responsible for Fees* is the correct party to ensure proper credit for paying the fee(s).

Attachment Filed as a Separate Document (UTCR 21.040(2))

- **Rejection Description:** Documents not submitted as a single unified PDF. See UTCR 21.040(2).

- **How to avoid this rejection reason:** Attachments to primary documents such as documentary exhibits, supporting affidavits, declarations, or uncaptioned certificates of service must be submitted as a single PDF with their primary document. If the document is

not part of the primary document it should be its own PDF, this includes affidavits or declarations that are not an attachment to the underlying primary document.

Document Contains a Proposed Order or Judgment and a Motion as a Single PDF (UTCR 21.040(2)(a))

- **Rejection Description:** Proposed Documents must be submitted as separate documents in the same envelope. See UTCR 21.040(2)(a).

- **How to avoid this rejection reason:** In an envelope containing a proposed order or judgment, the proposed order or judgment should be a separate PDF from supporting documentation (such as a motion) but all of the documents should be submitted in the same eFiling envelope. For example, if submitting a motion with an affidavit attachment and a proposed order:
  a. Select the proper motion filing code and upload the combined Motion/Affidavit document under that code.
  b. Click **Add Another Filing**.
  c. Select **Order – Proposed – PPOR** as the filing code and upload the proposed order.

The two major reasons a filing is returned under this rule are 1) the filer combined the motion and order document into a single PDF, or 2) the motion is eFiled in one envelope and the proposed order is eFiled in another envelope.

Document that Fails to Meet the Signature Requirements of UTCR 21.090

- **Rejection Description:** Document fails to meet signature requirements. See UTCR 21.090.

- **How to avoid this rejection reason:** The court will return filings that don't have a proper original or electronic signature or a document that must be, but is not, notarized. The rule does not have a detailed requirement on what constitutes an electronic signature, but it does give examples, such as a scanned handwritten signature or a signature block that includes the typed named of the signer preceded by s/.

PDF Document with a Confidential Attachment Included in the Document (UTCR 21.040(2)(b))

- **Rejection Description:** A PDF document contains a confidential document that must be a separate PDF. See UTCR 21.040(2)(b).

- **How to avoid this rejection reason:** Any document required by law to be confidential, such as a Confidential Information Form (CIF) or Segregated Information Sheet, must be
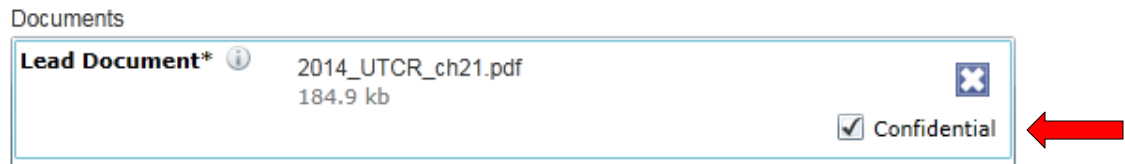
submitted as its own PDF document and marked as confidential. Most documents submitted to the court are public and do not fall under this rule.

Proposed Order or Judgment Without a Certificate of Readiness (UTCR 5.100)

- **Rejection Description:** A proposed order or judgment must include a Certificate of Readiness attached to the proposed order or judgment. See UTCR 5.100.

- **How to avoid this rejection reason:** For all proposed orders or judgments that fall under UTCR 5.100, a Certificate of Readiness must be included as the last page of the PDF that contains the proposed order or judgment submitted to the court.

Technical Errors (Either by the eFiler or the System)

Document Submitted With One or More Illegible Pages

- **Rejection Description:** One or more of the pages is illegible.

- **How to avoid this rejection reason:** After converting a document to PDF format, view the document in electronic form before uploading and submitting through File and Serve to ensure it is legible.

Document Submitted With One or More Upside-Down or Sideways Pages

- **Rejection Description:** One or more of the pages is upside-down and /or sideways.

- **How to avoid this rejection reason:** After converting a document to PDF format, view the document in electronic form before uploading and submitting through File and Serve to ensure all pages are right-side up.

eFiler Requested Rejection

- **Rejection Description:** Filer requested rejection.

- **How to avoid this rejection reason:** This code is used when an eFiler has contacted the court and requested the filing be returned (rejected) to make correction(s). If this is not the case, please contact the court where the document(s) were filed.

PDF Document has or has Encountered a PDF Conversion Error

- **Rejection Description:** PDF document conversion error; please contact Tyler Technologies at 1-800-297-5377.

- **How to avoid this rejection reason:** There is a listing of recommended PDF converter tools in the *File and Serve Knowledge Base* under the SUPPORT section on the File and Serve login page as well as tips to avoid conversion issues. If you are encountering problems, contact Tyler Technologies immediately to help remedy the problem.

PDF Document that is Not Text Searchable

- **Rejection Description:** The PDF document submitted is not text searchable.

- **How to avoid this rejection reason:** Make sure the PDF conversion process includes applying Optical Character Recognition (OCR) to the document before submitting the document(s).

Rejected (UNIQUE)

- **Rejection Description:** Rejected: [Court Description]

- **How to avoid this rejection reason:** Occasionally a problem can arise with a filing that falls outside of the above standards where acceptance of the filing will cause an issue with the case management system. Read the description provided by the court clerk and contact that court if you have any questions on how to cure the filing.