TYBERA

Electronic Filing – Filer Interface

North Carolina AOC - Phase II Interim Solution

User's Guide

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Introducing eFiling

eFiling Basics

With efiling, attorneys licensed in North Carolina can create paperless documents and submit them to the court electronically. The efiling system also makes it possible for the court to scan signed Orders and Summons, and the filers that are participating on the case will receive a courtesy notice of these documents so that they can download them, and in the case of Summons print them and deliver them to the proper sheriff department for service.

The process is as follows:

1. An attorney prepares their paperless documents and creates a submission with the documents and appropriate data.

2. As part of submitting the attorney is directed to epay to collect payments if there are court fees that need to be paid.

3. After payment is made the documents are transmitted to the clerk's server where the documents are date and time stamped and posted for the Clerk Review queue.

4. If a virus is found in the paperless documents, the submission is rejected.

5. The submission is reviewed by a clerk.

6. If approved, the clerk will print out the documents and store them in a paper format in the case file. The clerk will also enter the data into VCAP. VCAP is the case management system of the NCAOC.

7. After a submission has been processed, a receipt is returned to the filer. If the submission was to initiate a case, then the receipt will include a new case number and other information.

8.   The clerk will scan any requested summons and make them available electronically. The filer may print summons and send them to the appropriate sheriff for service

Understanding the Filer Interface

The Filers Interface is where the filer logs in and creates submissions. Creating a submission means the filer will fill out data on the web and upload documents. When the filer is finished filling out the data and uploading documents, everything is packaged into a submission using the LegalXML format. The filer is then asked to review the information. When the filer determines that everything is correct, the filer submits the information. If court fees are required the filer is redirected to the epay payment system to pay the fees. The package is then transmitted to the Clerk Review Interface, where the submission is time-stamped. It is important to note that the time-stamp does not occur when the filer presses the

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submit button but when the package is posted in the Clerk Review queue. The features of the Filers Interface include the following:

- Initiate a case by adding the Pleading and Issues information.
- Send follow-up documents: answers, motions, briefs, amended complaints, and so forth with the data that is associated with those types of documents.
- Receive courtesy notifications when a submission is electronically sent concerning the case that you have been involved with. You will receive these courtesy notifications in your account as well as in email messages.
- Check case history. Anyone with an account can look at a case history if they have the case number and a participant's last name. If you are not registered as a participant on the case, then you can look at the history but not download the documents. If you are registered as a participant on the case, you can download the documents at no cost.
- Check the status of your submissions. Each submission has a status that changes states until the clerk completes their process and either accepts or rejects the submission. If your submission is a proposed order, then the state of 'Filed' does not mean the order is entered. The judge still must take action. "Filed" only means the court has received your information.
- Resubmit a filing. When a submission is rejected, the clerk will usually include a note to identify why the submission was rejected. (For example, the clerk may inform you that the documents are not readable.) In the check status view on rejected submissions, you can resend the submission by taking all the data in your previous submission and the documents and prepare a new submission and leave it in a state where you can make changes and then send the information again.
- Make Payment. Because you are redirected to the epay site to make a payment there may be times when the response is not received and the efiling system does not know if the payment was complete. If the final 'Filing has been Submitted' page with the amount paid, use the Filing Status page to restart the Make Payment. You will see the status of your submission is Make Payment. Clicking on the Make Payment button will restart the payment process. This must be completed before you receive a date and time stamp.

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Working with Documents

Creating Documents

To create your documents, you'll need a word processing application, such as Microsoft Word, Adobe Acrobat (or a PDF printer), and a scanner. It doesn't matter what operating system or word processing application you use as long as you can convert the finished document to a PDF document.

Formats

For lead documents you should prepare them in a word processor and print them to PDF format. This is the only format these documents can be uploaded in.

For Proposed Orders you should prepare these documents in a word processor and submit them in one of the following formats:

- Microsoft Word 98 - 2003 (.doc)
- Rich Text Format (.rtf)
- WordPerfect 6 – 12 (.wpd)

For images that you scan you can either submit them in PDF or TIFF format. TIFF format is a standard output of scanners. Newer scanners support an output format of PDF as well.

PDF Basics

PDF (Portable Document Format) is a popular format created by Adobe Systems Incorporated. Documents using this format can be read by Adobe Reader, a free application available from the Adobe website. This type of document is considered a final form document because it cannot be edited. It is fixed and appears the same on nearly every machine using Adobe Reader. Because the document looks the same regardless of the machine, NCAOC policy is to send documents as PDF documents except for Proposed Orders. A PDF document has the extension .pdf appended to the filename, for example, sample.pdf.

If you have a PDF printer driver installed, you can create PDF documents directly from Microsoft Word. Some word processing applications, such as Corel WordPerfect, include a PDF printer driver as part of the application. There are several vendors that see PDF printer drivers.

Including Paper Exhibits

Many times you will need to include paper documents—such as a copy of a contract, a copy of a bounced check, or some other item—in your submission. You must scan these types of paper exhibits into an accepted electronic format to efile them. To do this you must have access to a scanner. Pay attention to court requirements for file size, color, and resolution. The NCAOC requests that you use Black-and-white settings with a low resolution (300 dpi) resulting in pages that are 15 to 20 KB in size. Using color adds to the size of the file, so you should only scan using color settings when color is a vital

element of the exhibit and then lower the resolution to reduce the file size but to not destroy the ability to view the image. See your scanner's user documentation for more information.

Document Size

The court has established a 2 MB limit for each document. Generally, a 200 page document printed from your word processor to a PDF document in black and white will be less that 2 MB if the document does not have any images, such as pictures or graphs.

If you have created a document that is over 200 pages or larger than 2 MB, you will need to split the document into a set of smaller files. Therefore, make sure you include the main document first when you split a document into smaller sections and enter additional text to identify which part of the document you are including such as 'Part2 of Motion'.

Documentation Submission Limits

You can include as many documents as you need; however, there is a limit to the total size of the submission. The Add a Document screen, which appears during the efiling process, will show the size of each attached document. The limit is 16 MB per submission.

Working with Profiles

My User Profile

When you register for an account, you are required to provide profile information, which can be edited later. Some information cannot be updated by you once you register, such as your Bar number. Your profile information includes the following:

- **Organization:** This defines what organization you are associated with. Each user must belong to an organization.
- **User Name**: Your user name can be changed; however, it must be unique. If you change your username, the system will test it to see if the name you requested is unique or not. If your new username is not unique, you'll receive a message telling you that you must select a different username.
- **Bar Number**: This is your North Carolina Bar number assigned to you.
- **Phone**: Your phone number.
- **Email**: Your main email address where you will receive notification messages.
- **1st Alternate email**: The alternative email addresses are provided so that someone else can receive email notices when you receive courtesy notices on your cases. This may be used for partners or assistants.
- **2nd Alternate email**: The alternative addresses are provided so that you can have someone else receive e-mail notice when you receive courtesy notices on your cases. This may be used for partners or assistants.
- **Address**: Your mailing address.
- **Date Approved**: The date the NCAOC Administrator approved your account.

To view or edit your user profile:

1. Select **My Profile** > **My Profile** from the menu.

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User Profile

Kerry Ward

User Name:	kward
Organization:	Tybera Development Group
Bar Number:	4444
User Identifier:	
Phone:	
Fax:	
EMail:	kward@tybera.com
1st Alternate EMail:	
2nd Alternate EMail:	
Address:	360 W 920 N Suite 100 Orem, UT 84057 US
Roles:	Attorney
Date Approved:	2009-03-30 18:33:01.593
Expiration Date:	

Modify User Profile   Change Password

- To edit your profile, click **Modify User Profile** to see what information can be changed, then make the necessary changes. Fields marked with and asterisk (*) are required.
- To change your password, click **Change Password**, then enter a new password.

Note: Other users cannot see your profile information. Only the system administrator or your organization administrator can see your profile information.

Passwords

You may change your password whenever you want. We recommend that your password be something that you can remember but is difficult for others to figure out. A good password has symbols, characters, and numbers.

To change your password:

1. Select **My Profile** > **Change Password** from the menu.

Change Password

*Required Fields

Password: * [   ]

New Password: * [   ]

Confirm New Password: * [   ]

[Cancel] [Submit]

2. Enter your current password.
3. Enter your new password, and then confirm it in the Confirm New Password field.
4. Click **Submit**.

Login History

The Login History screen shows your login failures to help you monitor any unauthorized login attempts.

If your account has too many login failures, the system will automatically suspend your account. If this occurs, click on the Contact Us in the Login page to find the phone number to call. Changing your password on a regular basis is one way to help avoid unauthorized access to your account.

To view login history:

1. Select **My Profile** > **View Login History** from the menu.
   The list shows the attempts along with the date, login result, and IP address of the requesting machine.

Login History

Kerry Ward Log In History

Employee Account Status: Active

Date Logged In	Log In Result	Requesting IP Address
2009-04-21 15:56:18.625	Denied	127.0.0.1
2009-04-21 15:56:14.859	Denied	127.0.0.1
2009-04-20 12:12:42.046	Denied	192.168.0.73
2009-04-19 23:01:28.125	Denied	127.0.0.1
2009-04-16 21:12:19.968	Denied	192.168.0.121
2009-04-16 12:55:07.187	Denied	192.168.0.76

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Application Basics

Navigating from the Home Page

The Home page is your starting point as a filer and is the default screen you see when you login. All the basic filer functions are accessed by clicking the appropriate button on the home page. You can also navigate using the menu bar.

Your username appears on the right side below the banner. If you have any courtesy notifications, a number will appear to the right of the **Notifications** button, showing you how many unread notifications you've received on cases you are participating in electronically.

To log out of eFlex and terminate your session to the efiling server, click **Log Out** on the menu bar.

Note: This is a web application. Your web session will terminate automatically if there is no activity on the webpage for 20 minutes. A session is considered active as long as you are interacting with the web server. For example, if you do not click a submit button within 20 minutes, the session will time out and log you off the system. However, when the system logs you out, the screen doesn't change. It appears that you're still logged on, but as soon as you click a button, you will be asked to login. Typing in a text field does not count as being "active."

Each time you click **Log Out**, if there are draft filings stored for your account, you will receive a message asking if you still want to log out. This is a reminder to clean up items that you no longer need.

Working with Cases

When you initiated a new case or sent in a follow-up filing, even if it is just a notice of appearance, the case number is added to the My Cases list.

To view your cases:

1. Click **My Cases** on the home page or select **Cases** > **My Cases** from the menu.

My Cases

Number of cases displayed per page: 10 ▾

Case Number	County	Participant's Last Name	
	Alamance ▾		History

Ex: 09CVS000067

Search My Cases   ⦿ Show Active   ○ Show Inactive   ○ Show Both   Delete

Case Caption	▼ Case Number	Case Type	County	Inactive	☐
⊞ HYATT,CLINTON vs DENTON,JAY	09CVS000028	Civil Superior	200	☐	☐
⊞ HYATT,CLINTON vs DENTON,JAY	09CVS000027	Civil Superior	200	☐	☐
⊞ HYATT,CLINTON vs DENTON,JAY	09CVS000026	Civil Superior	200	☐	☐
⊞ HYATT,CLINTON vs DENTON,JAY	09CVS000025	Civil Superior	200	☐	☐
⊞ HYATT,CLINTON vs DENTON,JAY	09CVS000024	Civil Superior	200	☐	☐
⊞ JOHNSON,JIM vs JIMSON,JOHN	09CVS000023	Civil Superior	200	☐	☐
⊞ JONES,JARETH vs CONNELY,JENNIFER	09CVS000022	Civil Superior	200	☐	☐
⊞ RONSON,MICK vs SIXX,NIKKI	09CVS000021	Civil Superior	200	☐	☐
⊞ DOGGETT,JOHN vs REYES,MONICA	09CVS000020	Civil Superior	200	☐	☐
⊞ SATO,TOSHIKO vs HART,JOHN	09CVS000019	Civil Superior	200	☐	☐

1 2 3 4 >Next

From here, you can

- View any case history of cases that have been initiated electronically by entering a case number, county, and participant's last name, then clicking **History**.
- View a case summary by clicking the case number.
- Filter cases by active, inactive, or both.
- View case documents by clicking the plus [+] sign next to the Case Caption.
- Search for cases by clicking **Search My Cases** and entering search criteria.

You may delete cases from your My Cases list. Check the box next to the case and click **Delete**. You will be prompted with the following: "If you delete cases you will no longer receive case notifications and it will no longer be listed in your "My Cases" list." The cases you delete are still on the court server but they are not in your eFlex account.

Using Notifications

Once you have efiled on a case, the case number is stored in a database and your username is associated with that case. When someone else sends a follow-up submission on any case that your username is associated with, you will receive a courtesy notification for the submission.

Note: These notifications are not permanent. They are deleted after a certain period of time, which is determined by the court. They do not replace the current rules and procedures of the court that requires the filers to send paper notifications to parties on the case.

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To see your notifications:

1. Click **Notifications** on the home page or select **Cases** > **Notifications** from the menu.

2. Click the link to see details of the submission, which includes links to the submitted documents.
   You should download those documents for your own records. An icon of a letter that has not been opened will appear on the notifications that you have not reviewed. Once you click on the notification, the icon will change to an opened envelope, indicating that you have viewed it. You can delete the notifications from your list after you have reviewed the information.

   Note: Receiving a courtesy notification does not mean the clerk will accept the submission. If there is something wrong with the submission, the clerk can still reject the information, but it does give you information regarding the intent of another party on the case.

Including Filing Charges

Some documents that you file require court fees. The final step before you submit anything to the court is to review the data and documents in your submissions. eFlex calls the NCAOC system to calculate fees and displays those fees on the Review and Approve page. If one of the documents you included requires a court fee, you will be redirected to the epay payment system to pay the fees with either a credit card or echeck. When payments are made, eFlex records the payments and keeps track of payment information for the last twelve months. If you go to the court and make a payment directly, those payments will not appear in eFlex.

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To view filing charges:

1. Select **Cases** > **Filing Charges** from the menu.

Filing Charges

| Report Month | | | | April | | |

April 2009 Charges for Kerry Ward

Case Caption	My Case #	Court Case #	Description	▲Date	Account	Authorization Code	Fee
New Case			Civil Superior	04-04-2009:06:44		INDIGENT	$0.00
COUGHLIN,JAMES,C,JR Dr versus GADDINS,GORDON,G		09CVS000001	Civil Superior	04-04-2009:07:24		INDIGENT	$0.00
X versus Y		09CVS000001	Civil Superior	04-04-2009:07:24		INDIGENT	$0.00
COUGHLIN,JAMES,C,JR Dr versus GADDINS,GORDON,G		09CVS000001	Civil Superior	04-04-2009:08:03		INDIGENT	$0.00
New Case			Civil Superior	04-06-2009:04:49		INDIGENT	$0.00
New Case			Civil Superior	04-06-2009:04:52		INDIGENT	$0.00
New Case			Civil Superior	04-06-2009:04:58		INDIGENT	$0.00
COUGHLIN,JAMES,C,JR Dr versus GADDINS,GORDON,G		09CVS000001	Civil Superior	04-06-2009:08:05		INDIGENT	$220.00
JENSON,JAMES,JR versus STATE OF NORTH CAROLINA		09CVS000002	Complaint	04-06-2009:08:54		1234567	$0.00
JENSON,JAMES,C,JR versus STATE OF NORTH CAROLINA		09SPF000001	Notice of Sale/Resale	04-06-2009:08:54		1234567	$0.00
BANK OF AMERICA versus REECE,JAMES		09SPF000004	Commissioner of Bank Suspension	04-07-2009:10:28		1234567	$0.00
JOHNSON,JIM versus JIMSON,JOHN		09CVS000006	New Trial	04-07-2009:10:29		1234567	$220.00
JENSON,JAMES,JR versus JENSON,JENNIFER		09CVS000005	Complaint	04-07-2009:10:33		1234567	$220.00

2. The current month is displayed by default. Select a month from the Report Month drop-down list. Information about each payment made during that month, including the case number, case title, method of payment, and the amount is displayed.

eFiling a New Case

Here is a summary of the steps to efile a new case:

1. Prepare your documents.
2. Select a case type.
3. Enter case information as part of the process.
4. Add one or more plaintiffs or petitioners, depending on the case type.
5. Add one or more defendants or respondents, depending on the case type.
6. Add documents.
7. When adding the complaint, add one or more pleadings with any associated issues and associate parties to the issues.
8. Review the filing.
9. Submit the filing and make the payment.
10. Check the status to make sure the 'Received' status is reached to make sure your date and time stamp has been recorded.

To eFile a new case:

1. Have your documents ready.
2. Log on to the system.
   This will open the Home page.
3. Click **New Case** on the home page or select **efile** > **New Case** from the menu.
   The Case Type screen appears.

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Case Type

Description
Civil Superior
Special Proceedings Foreclosure

4. Click the appropriate case type:
   - Civil Superior
   - Special Proceedings Foreclosure

To add case data and add parties:

1. If the case type is Civil Superior, there are three additional options for Jury, Complex Litigation, and over $15,000. Follow the procedure "To efile a new case," shown above. The Case Initiation screen appears.

Case Initiation: Civil Superior

Client # [   ]

County * [Chowan ▼]

☐ Jury Demand

☐ Complex Litigation

☐ Amount in Controversy does not exceed $15,000

Add Case Participants   [Add My Parties]   [Add Other Parties]

Participant Name	Role	Attorney(s) for Party

[Back]   [Next]

2. Fill in the Client #. This is a number the attorney may assign to a case before they know the case number. Some attorneys call this their case matter number.
3. You must identify the County fields. There are only two counties currently supported for the Interim solution which are Chowan and Davidson counties.
4. Add Plaintiffs to the case by clicking **Add My Parties**. This button automatically associates the filing attorney to the party being added.

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Add a Party: Civil Superior

Party Type:	Plaintiff/Petitioner ▾
Party Title:	[▾]
Business ○ Person ◉ Agency ○	Agency Type ▾
Name Prefix:	[▾]
First Name: *	[ ]
Middle Name:	[ ]
Last Name: * (or Business Name)	[ ]
Name Suffix:	[▾]
Phone:	[ ] ext [ ]
Fax #:	[ ]

Physical or Last Known Address:

Registered Agent: (Agent Service Only)	[ ]
Address Line 1:*	[ ]
Address Line 2	[ ]
City:*	[ ]
County:	[▾]
State:*	North Carolina ▾
Zip / Postal Code:	[ ] - [ ]

Add an Attorney for this Party

Last Name:* [ ]

Bar ID:* [ ]

[Add]

Last Name	Bar ID	Delete
WARD	444	✗

Additional Alias or Business Name

Business ○ Person ◉ Agency ○ Agency Type ▾

Name Prefix:	[▾]
First Name:	[ ]
Middle Name:	[ ]
Last Name: * (or Business Name)	[ ]
Name Suffix:	[▾]

[Add]

First Name	Last Name - Business	Delete

5. Fill in the fields on the Add a Party screen. Fields marked with an asterisk are required. When you select the Business or Agency option then some of the fields that are required for a person cannot be filled in.

6. Click **Next**. This will return you to the Case Initiation page.

Case Initiation: Civil Superior

Client #	[ ]
County *	Chowan ▾

☐ Jury Demand

☐ Complex Litigation

☐ Amount in Controversy does not exceed $15,000

Add Case Participants   [Add My Parties]   [Add Other Parties]

Participant Name	Role	Attorney(s) for Party

[Back] [Next]

7. Add additional parties your represent by following steps 3-5.

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8. On the Case Initiation page, Add Defendants by clicking **Add Other Parties**. These are parties you do not represent.

Add a Party: Civil Superior

Party Type:	Defendant
Party Title:	
Business ○ Person ◉ Agency ○	Agency Type
Name Prefix:	
First Name: *	
Middle Name:	
Last Name: * (or Business Name)	
Name Suffix:	
Phone:	ext
Fax #:	
Physical or Last Known Address:	
Registered Agent: (Agent Service Only)	
Address Line 1:*	
Address Line 2	
City:*	
County:	
State:*	North Carolina
Zip / Postal Code:	-

Add an Attorney for this Party

Last Name:*

Bar ID:*

Add

Last Name	Bar ID	Delete

Additional Alias or Business Name

Business ○ Person ◉ Agency ○   Agency Type

Name Prefix:

First Name:

Middle Name:

Last Name: * (or Business Name)

Name Suffix:

Add

First Name	Last Name - Business	Delete

9. Fill in the fields on the Add a Party screen. Fields marked with an asterisk are required.

10. Click **Next**. This will return you to the Case Initiation page.

Case Initiation: Civil Superior

Client #

County * Chowan

☐ Jury Demand

☐ Complex Litigation

☐ Amount in Controversy does not exceed $15,000

Add Case Participants   Add My Parties   Add Other Parties

Participant Name	Role	Attorney(s) for Party

Back   Next

11. (Optional) Add additional parties by following steps 7-9.

12. Click **Next**, then follow the procedure "To add documents to a new case," shown below.

To add documents to a new case:

1. Create a case and add parties as shown above.
2. Click **Next** on the Case Initiation page to display the Add a Document page shown below.

3. Select a category from the Document Category drop-down list. For a Civil Superior Case you will select the Pleading Category. This will display the Document Type category. For more information about how to define the pleading and issues for a case refer to the Pleadings and Issues section below.
4. Select the Document type. For a Civil Superior Case you might select the Complaint Document Type.
5. The Document Description field is optional.
6. The Page Count field is required on certain Document Types because they affect the calculation of court fees.
7. Locate they document you have prepared by clicking on the **Browse**. The operating system Open Dialog will display. Browse for your documents and click on Open. This will return you to the Add a Document page with the file path to your document displayed in the Document Location field.
8. Click **Add**. If you are adding a Complaint or other documents that define Pleadings and Issues a page will display where you can define the Pleadings and Issues. This is explained below.
9. If the document is large you will see a message "UPLOADING, DOCUMENT PLEASE WAIT".
10. Once you complete any information associated to your document, the document is transferred from your local directory to the Court's efiling server and is ready to be included in the submission. Repeat the steps on this page to add all your documents.

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11. Each time you add a document the document entry is displayed in the lower section of the page as shown in the above Add a Document page.
12. Clicking on the View Document link of each entry will retrieve the document from the efile server so that you can view what you uploaded.
13. (Optional) Click the Edit Data icon next to any listed document to change the information you entered that was associated to that document. If there is no information collected that is associated to that document no Edit Icon will be displayed for that document entry.
14. (Optional) If you happened to upload the wrong document you can click on the X under the Remove column. This will remove that document from your submission.
15. (Optional) Click the **Cancel** button to discard the submission you just worked so hard to create.
16. (Optional) Click **Move to Draft** if you want to finish this submission at a later time.
17. On the Add a Document page click the **Next** button at the bottom of the page. The Review and Approve page will display.

18. The fee amount you owe is displayed on this page.
19. You can go back to change the Case Initiation which includes the party information by clicking on the **Change Filing Info** button.
20. You can go back to change the documents by clicking on the **Add/Remove Documents** button.
21. You can back up to the Add a Document screen by clicking the **Back** button.
22. You can cancel and discard this submission by clicking on the **Cancel (Delete)** button.

23. You can store your submission in Draft and finish it later by clicking on the **Move to Draft** button.

24. Click on the **Next** button to file the submission. The message below will display if you owe court fees.

The page at http://192.168.0.104:8080 says:

? If fees are associated with this filing, you will be automatically prompted to enter a credit card payment. Payment of all fees is required before the filing will be submitted to the court.
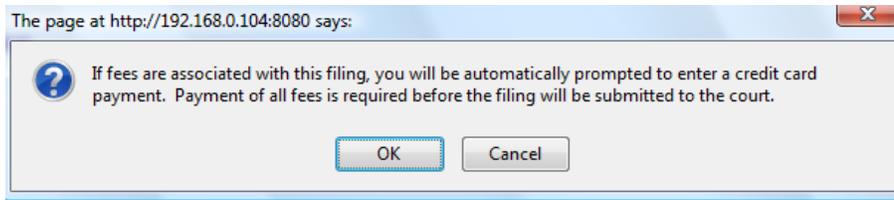
OK   Cancel

25. Click the **OK** on this message and you will be transferred to epay to make payment.

26. Click the **Cancel** button will return you to the Review and Approve page.

27. Follow the epay steps to make a payment.

28. When you have completed the epay process you will be redirected back to the efiling server.

29. If you are not redirected you need to go to the Filing Status page and click the Make Payment button on your submission entry to continue. For more information about payment issues refer to the section on Payment Issues and Resubmit.

30. If your payment was successful you will return the efiling and Your Filing has been Submitted page is displayed as shown below.

| Home | eFile | Cases | My Profile | Log Out | user: Dallas Powell |

Home ⇒ Filing Status ⇒ Submission Confirmation

Your Filing has been submitted

Case Type: Civil Superior -

Note: This filing is now being processed and added to the Clerk of Court document repository. Once ECF has stored the documents associated with your filing, a receipt will be issued to you. You may view the status of this filing, and access your receipt for 60 days, after which it will be purged from this system. The documents will be retained and available long term through the Clerk of Court.

Case Caption	Court Case #	Description	Date	Account	Authorization Code	Total Fees
		Complaint	1582-10-14 19:00:00.0	null	1001	$112.10

Filing Status

31. The payment receipt will be emailed to you. The amount you paid is also displayed on this page.

32. When this page is displayed this means your payment was successful and your submission is being transferred to the Clerk's server for review.

33. Click on the Filing Status page if you wish to review the status of your submission.

34. Click the Home link on the menu or any other link to go to a different point in the efile application.

To add pleadings and issues:

1. From the Add a Document page Select Pleading in the Document Category pull-down menu.

2. From the Document Type drop-down list Select Complaint.

3. Browse to locate your complaint.

4. Click Add. When you add the document to the submission the Pleadings and Issues page will display as shown below.

5. A Pleading of type Complaint will automatically be added on Case Initiation.

6. You can add as many Pleadings as your need by Selecting a Pleading and pressing the Add Pleading button.

7. You can add as many Issues as your need by Selecting a Issue and pressing the Add Issue button

8. If you added the wrong pleading you can remove that pleading by clicking on the red X icon on the right of the entry.

9. When you add a Pleading on the Pleading line entry is an Issue drop-down list. Select an Issue from the list and Click on the Add Issue button.
10. If you added the wrong Issue you can remove that Issue by clicking on the by clicking on the red X button on the right of the entry.
11. Once you have added all your Pleadings and Issues you can click on the checkboxes to associate parties to the various issues you have added.
12. Clicking on the **Next** button will add the Complaint to the Add a Document Screen and you will complete your submission as described above.
    The Add a Document screen opens and the document appears in the document list.
    - Click the document name to view it.
    - Click the Edit Data icon to change the document information.
    - Click the remove icon to remove the document from the case.
    - Click **Move to Draft** if you want to finish the procedure at a later time.

Request Issuance of Summons and other documents

When initiating a case using the paper process the filer generally prepares a summons for the clerk to sign. This document is often submitted with the pleading. When the summons is signed by the clerk they are distributed to the sheriff or process server who serves the summons with the pleading information to the other parties of the case. Now, using the efile system certain types of summons are automatically generated and not prepared in advance by the filer. These automatically generated summonses follow a pattern similar to the paper process. In the efile system rather than creating a summons document and then including this document in your submission you will instead supply the information necessary to generate the summons.

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To make such a request, when you are adding your documents in the Add a Document screen, you will select the Service Document category.

Under the Service Document category you will see some entries that begin with Request Issuance of… Three of those Request document types follow this new pattern. These documents include:

1. Request Issuance of Summons
2. Request Issuance of Alias Pluries Summons
3. Request Delayed Service of Compliance

You can select one of these types of documents to be included in your submission. When you select one of these entries you will not have the option to browse and upload one of these types of documents.

Note: Once one of these document types are selected the browse button will be disabled because the filer will not upload a document. As seen on the next slide, an "Add" button will be displayed for the filer to click on to display the corresponding web form, which will be used to generate the PDF forms.
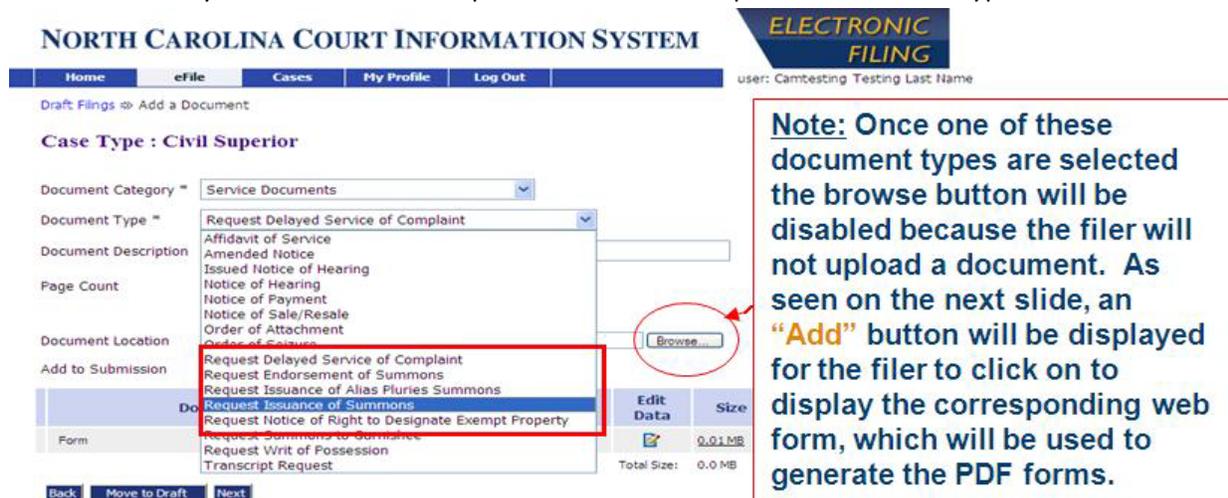
Instead you will click the ADD button after you select one of these three documents.

Clicking on the ADD button presents a screen where you will answer some questions about the service. Shown below are screen shots of the requests. As an example, if you had selected "Request Issuance of Summons" then you would see the following form displayed:

- • If a business does not have a registered agent, filers will have the ability to select the North Carolina Secretary of State for service. It is not necessary to select the party name when using the NC Secetary of State as the party name will automatically print.

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Select the By Party and the Against Party(s) to be Served (You can select two parties to be served per summons)

☐ By et al (Check this if there is more than one By Party for this summons)

By Party	Against Party	Participant Name	Address	Current Role	Attorney(s) for Party
○	☐	ROBERT JOHNSON	123 Hill Street Raleigh, NC	Plaintiff/Petitioner	WARD
	☐		Attn: NC Secretary of State, Process Agent PO Box 29622 Raleigh, NC 27626-0622		
○	☐	BIG 4 RACING INC.	169 Business Park road Raleigh, NC	Defendant	
	☑		Attn: NC Secretary of State, Process Agent PO Box 29622 Raleigh, NC 27626-0622		

Notice that you can choose NC Secretary of State for service if the party does not have a registered agent.

[Back] [Next]

Or, if you would have selected "Request Issuance of Alias Pluries Summons" then you would see the following form displayed:

Check The box for Alias and Pluries and enter the dates for the previously issued summons.

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And if you would have selected "Request Delayed Service of Compliance" then you would see the following form displayed:

When you are finished filling out the information on the screen, you will click the Next button at the bottom. From the information you entered, the type of document you selected will be automatically generated. The generated document will be included in the list of documents for this submission at the bottom of the Add a Document page. Below the heading "View Document" you can click on the document link and download or view the document.

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However the document is not complete or issued because the clerk has not yet signed the document. When you are finish adding all the documents you need to have included in this submission, and complete any payments required, you will then send the information to the clerk.

```
                                                                      File No.
STATE OF NORTH CAROLINA
         Burke              County                    In The General Court Of Justice
                                                      ☐ District  ☒ Superior Court Division
Name Of Plaintiff
YELLOW ORANGE
Address
12345                                                        CIVIL SUMMONS
City, State, Zip                                      ☐ ALIAS AND PLURIES SUMMONS
Raleigh            NC      14234
              VERSUS                                                   G.S. 1A-1, Rules 3, 4
Name Of Defendant(s)                      Date Original Summons Issued
  ANNIE SMITH

  JENNY BLUE                              Date(s) Subsequent Summons(es) Issued


  To Each Of The Defendant(s) Named Below:
Name And Address Of Defendant 1           Name And Address Of Defendant 2
ANNIE SMITH                               JENNY BLUE

123 Any Street                            12345


Raleigh            NC      12345          Raleigh            NC      14234

  A Civil Action Has Been Commenced Against You!

  You are notified to appear and answer the complaint of the plaintiff as follows:

  1. Serve a copy of your written answer to the complaint upon the plaintiff or plaintiff's attorney within thirty (30) days after
     you have been served.  You may serve your answer by delivering a copy to the plaintiff or by mailing it to the plaintiff's
     last known address, and

  2. File the original of the written answer with the Clerk of Superior Court of the county named above.

  If you fail to answer the complaint, the plaintiff will apply to the Court for the relief demanded in the complaint.
Name And Address Of Plaintiff's Attorney (If None, Address Of Plaintiff)   Date Issued        Time
Attorney25 lastname25
901 Corporate Center Drive                Signature

Raleigh            NC      27607          ☐ Deputy CSC   ☐ Assistant CSC   ☐ Clerk Of Superior Court


  ☐ ENDORSEMENT                           Date Of Endorsement    Time
     This Summons was originally issued on the date                      ☐ AM  ☐ PM
     indicated above and returned not served. At the request  Signature
     of the plaintiff, the time within which this Summons must
     be served is extended sixty (60) days.  ☐ Deputy CSC   ☐ Assistant CSC   ☐ Clerk Of Superior Court
```

Notice in this document the clerk's signature is not yet included and the case information is not complete. You will not receive a copy of the issued document until after the clerk reviews and files your documents. Once the information is recorded the issued document can be accessed through your receipt. Once the submission is updated with the final status, a link in the receipt for the issued document will be included. To access your issued document use the following steps:

1. From the Home page, click on the Filing Status button or click on the "eFile > Filing Status" menu option.
2. Find the submission you are interested in and click on the link "Filed" under the Status column on the right of the entry to view the receipt for that submission.
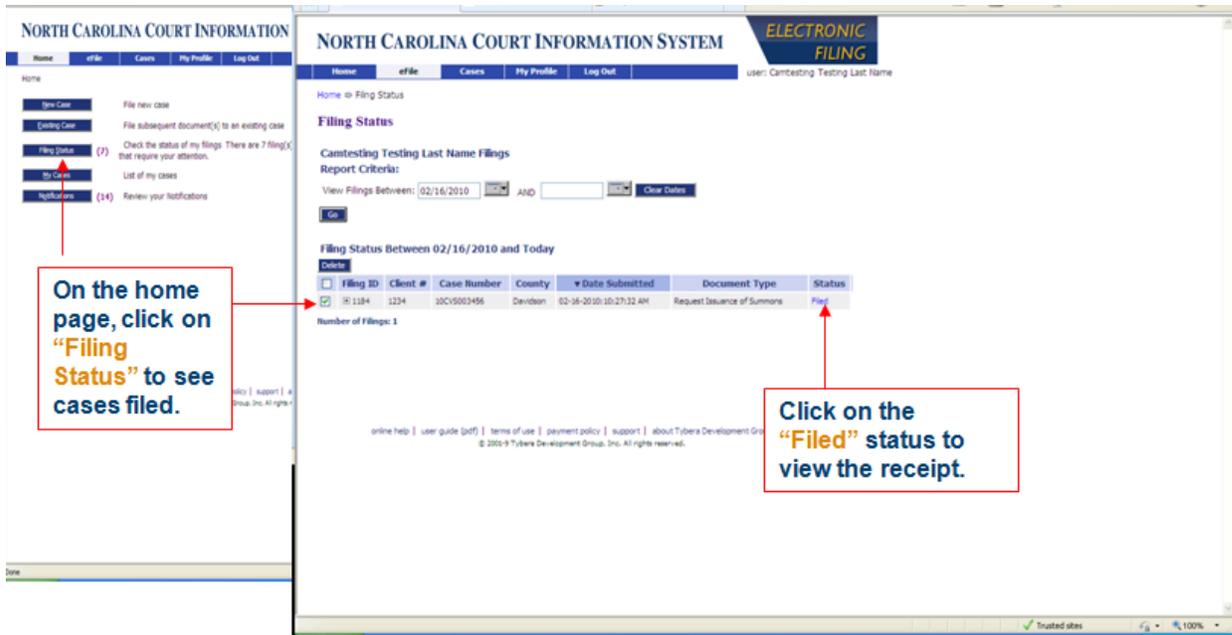
3. The link to the issued document will be displayed in the receipt towards the bottom.

4. Clicking on the link will display a downloaded message. From this dialog you will identify where you want to save the document. The document will be in Adobe Acrobat PDF format. You can view or print the document using the Adobe Acrobat Reader. The images below shows examples of the completed documents. You will see the case number, the clerk's signature, and their title were added to the incomplete document example from above.

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STATE OF NORTH CAROLINA

_____ Burke _____ County

File No.

09CVS078941

In The General Court Of Justice
☐ District ☒ Superior Court Division

Name Of Plaintiff
YELLOW ORANGE

Address
12345

City, State, Zip
Raleigh   NC   14234

VERSUS

CIVIL SUMMONS
☐ **ALIAS AND PLURIES SUMMONS**

G.S. 1A-1, Rules 3, 4

Name Of Defendant(s)
ANNIE SMITH

JENNY BLUE

Date Original Summons Issued

Date(s) Subsequent Summons(es) Issued

To Each Of The Defendant(s) Named Below:

Name And Address Of Defendant 1	*Name And Address Of Defendant 2*
ANNIE SMITH	JENNY BLUE
123 Any Street	12345
Raleigh NC 12345	Raleigh NC 14234

A Civil Action Has Been Commenced Against You!

You are notified to appear and answer the complaint of the plaintiff as follows:

1. Serve a copy of your written answer to the complaint upon the plaintiff or plaintiff's attorney within thirty (30) days after you have been served. You may serve your answer by delivering a copy to the plaintiff or by mailing it to the plaintiff's last known address, and

2. File the original of the written answer with the Clerk of Superior Court of the county named above.

If you fail to answer the complaint, the plaintiff will apply to the Court for the relief demanded in the complaint.

Name And Address Of Plaintiff's Attorney (If None, Address Of Plaintiff)	*Date Issued*	*Time*
Attorney25 lastname25	2009-12-10	08:36:00 AM
901 Corporate Center Drive	*Signature*	
	/s/ Camille Spruill	
Raleigh NC 27607	☒ Deputy CSC ☐ Assistant CSC ☐ Clerk Of Superior Court	

☐ ENDORSEMENT	*Date Of Endorsement*	*Time*	☐ AM ☐ PM
This Summons was originally issued on the date indicated above and returned not served. At the request of the plaintiff, the time within which this Summons must be served is extended sixty (60) days.	*Signature*		
	☐ Deputy CSC ☐ Assistant CSC ☐ Clerk Of Superior Court		

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STATE OF NORTH CAROLINA

_____ Burke _____ County

File No.
09CVS078941

In The General Court Of Justice
☐ District ☒ Superior Court Division

Name Of Plaintiff
YELLOW ORANGE

Address
12345

City, State, Zip
Raleigh   NC   14234

VERSUS

CIVIL SUMMONS
☒ **ALIAS AND PLURIES SUMMONS**

G.S. 1A-1, Rules 3, 4

Name Of Defendant(s)
ANNIE SMITH

JENNY BLUE

Date Original Summons Issued
12/01/2009

Date(s) Subsequent Summons(es) Issued
11/01/2009   11/04/2009   11/03/2009
12/02/2009   11/16/2009   09/15/2009

To Each Of The Defendant(s) Named Below:

Name And Address Of Defendant 1	Name And Address Of Defendant 2
ANNIE SMITH	JENNY BLUE
123 Any Street	12345
Raleigh NC 12345	Raleigh NC 14234

A Civil Action Has Been Commenced Against You!

You are notified to appear and answer the complaint of the plaintiff as follows:

1. Serve a copy of your written answer to the complaint upon the plaintiff or plaintiff's attorney within thirty (30) days after you have been served. You may serve your answer by delivering a copy to the plaintiff or by mailing it to the plaintiff's last known address, and

2. File the original of the written answer with the Clerk of Superior Court of the county named above.

If you fail to answer the complaint, the plaintiff will apply to the Court for the relief demanded in the complaint.

Name And Address Of Plaintiff's Attorney (If None, Address Of Plaintiff)
Attorney25 lastmame25

901 Corporate Center Drive

Raleigh   NC   27607

Date Issued
2009-12-10

Time
08:36:00 AM

Signature
/s/ Camille Spruill

☒ Deputy CSC   ☐ Assistant CSC   ☐ Clerk Of Superior Court

☐ ENDORSEMENT
This Summons was originally issued on the date indicated above and returned not served. At the request of the plaintiff, the time within which this Summons must be served is extended sixty (60) days.

Date Of Endorsement

Time
☐ AM ☐ PM

Signature

☐ Deputy CSC   ☐ Assistant CSC   ☐ Clerk Of Superior Court

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You are responsible to deliver the document to the sheriff or process server and pay them to serve the documents on the other parties.

This process to request issuance of one of these documents is not limited to just case initiation but can be included in follow-up filings as well.

eFiling to an Existing Case

Filing to an existing case is similar to filing a new case. The summary steps are

1. Prepare your documents.
2. Select an existing case.
3. Add documents.
4. Review the filing.
5. Submit and make payment if any.

The procedures for these steps are shown below.

To add a document to an existing case:

1. Click **File to Existing Case** on the home page or select **eFile** > **Existing Case** from the menu.

Existing Cases

Type in a case identifying information

Case Number (Ex: 09CVS000067) :

Case Number	County	Participant's Last Name	
	Alamance ∨		Submit

Or, select a recent case, filter all your cases.
Search My Cases

Number of cases displayed per page: 10

Case Caption	▼Case Number	County
HYATT,CLINTON vs DENTON,JAY	09CVS000028	200
HYATT,CLINTON vs DENTON,JAY	09CVS000027	200
HYATT,CLINTON vs DENTON,JAY	09CVS000026	200
HYATT,CLINTON vs DENTON,JAY	09CVS000025	200
HYATT,CLINTON vs DENTON,JAY	09CVS000024	200
JOHNSON,JIM vs JIMSON,JOHN	09CVS000023	200
JONES,JARETH vs CONNELY,JENNIFER	09CVS000022	200
RONSON,MICK vs SIXX,NIKKI	09CVS000021	200
DOGGETT,JOHN vs REYES,MONICA	09CVS000020	200
SATO,TOSHIKO vs HART,JOHN	09CVS000019	200

1 2 3 4 >Next

2. If you are not yet registered as a participant on the case you must enter a case number, county, and participant's last name, then click **Submit** in the upper section of this page. This action will check to see if this case was initiated electronically in the efiling system.
3. If you entered the wrong case number, wrong county, or did not enter a Party's last name properly you will receive an error message and you must repeat the process.
4. If you are already registered on the case you can select a case from the list on the page as displayed above.
5. From either method of identifying the existing case, when you are success the Add a Document page will be displayed. Unlike on a new case, a yellow banner will display as shown below.

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6. Select a category from the Document Category drop-down list.
7. Select a document type from the Document Type category drop-down list.
8. (Optional) Enter text for Document Description.
9. The Page Count field is required on certain Document Types because they affect the calculation of court fees.
10. Locate they document you have prepared by clicking on the **Browse**. The operating system Open Dialog will display. Browse for your documents and click on Open. This will return you to the Add a Document page with the file path to your document displayed in the Document Location field.
11. Click **Add**. If you are adding a Complaint or other documents that define Pleadings and Issues a page will display where you can define the Pleadings and Issues. This is explained below.
12. If the document is large you will see a message "UPLOADING, DOCUMENT PLEASE WAIT".
13. Once you complete any information associated to your document, the document is transferred from your local directory to the Court's efiling server and is ready to be included in the submission. The next step is to add other documents such as Summons that need to be issued by the clerk. Repeat the steps on this page to add all your documents.
14. Each time you add a document the document entry is displayed in the lower section of the page as shown in the above Add a Document page.
15. Clicking on the View Document link of each entry will retrieve the document from the efile server so that you can view what you uploaded.
16. (Optional) Click the Edit Data icon next to any listed document to change the information you entered that was associated to that document. If there is no information collected that is associated to that document no Edit Icon will be displayed for that document entry.
17. (Optional) If you happened to upload the wrong document you can click on the X under the Remove column. This will remove that document from your submission.

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18. (Optional) Click the **Cancel** button to discard the submission you just worked so hard to create.
19. (Optional) Click **Move to Draft** if you want to finish this submission at a later time.
20. On the Add a Document page click the **Next** button at the bottom of the page. The Review and Approve page will display.

21. In this image there are no fees associated to this submission.
22. You can go back to change the documents by clicking on the **Add/Remove Documents** button.
23. You can back up to the Add a Document screen by clicking the **Back** button.
24. You can Cancel that discard this submission by clicking on the **Cancel (Delete)** button.
25. You can store your submission in Draft and finish it later by clicking on the **Move to Draft** button.
26. Click on the **Next** button to file the submission. The message below will display if you do not owe court fees.

1. Click on the **Cancel** button and you will return to the Review and Approve page.
2. Click the **OK** button on this message and your filing will be submitted and the Your Filing has been Submitted page is displayed.

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3. When this page is displayed this means your submission is being transferred to the Clerk's server for review.
4. Click on the Filing Status page if you wish to review the status of your submission.
5. Click the Home link on the menu or any other link to go to a different point in the efile application.

Understanding Filing Status

Whenever you eFile something to the court, the status of your filing is updated to reflect its progress. Each filing will be updated with several different statuses. Some happen so quickly that you may not see all the status changes. The Filing Status screen displays the status of each submission as it is updated until the final status has been received.

Each entry in the list represents the status of a filing.

Each entry on this page is temporary and is deleted after a certain period of time. The period of time this information remains is configurable by the efiling administrator but is usually not less than 30 days.

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You should check each entry. Sometimes, although a status is complete, there may still be a note from the Clerk of the Court notifying you of fees due or other information.

To check the status of your submissions:

1. From the Home page, click **Filing Status** or click **eFile** > **Check Status** from the menu.

2. (Optional) Filter the list by using the calendar icons to select a starting and ending date, then click **Go**.

    - Click the [+] symbol in the Filing ID column to display the documents associated with the filing. Click the document name to view/download the document.
    - Click the filing status to display additional details about the filing. This information will include information such as the time-stamp your submission received. Click the document name to view/download.

A filing can have the status of

- **Package Pending:** Documents and data are being prepared in an electronic package to be sent to the Court's Clerk Review system.
- **Sent:** Documents and data have been transmitted to the Clerk Review system.
- **Received:** Documents and data have been received by the Clerk Review system and the filing time recorded.
- **Processing:** Documents and data have been checked for viruses and validated and will be posted for the clerk to approve.
- **Filed:** A clerk has reviewed your information and a receipt of the results has been returned. If your submission only contains a Proposed Order then the status of 'Filed' only means that the Proposed Order has been transferred to the judge for action but it does not mean any official action was taken.
- **Rejected:** The submission was rejected. The receipt will state the reason for the rejection.

- **Resubmitted:** The submission was rejected and a new one was created through the use of the Resubmit button.
- **Make Payment:** If you owed money on this submission and the epay payment system failed to redirect you back to the efiling system your filing will receive a status of Make Payment. It is important to note that this status means your filing does not yet have a date and time stamp associated to it. Clicking on the Make Payment button on the right will cause the efiling system to test and see if payment was made. If payment was made the final page, Your Filing has been submitted will appear. If the payment was not made you will be redirected to epay to make the payment and then continue.

When a submission is rejected, a **Resubmit** button appears next to the Rejected status. Clicking **Resubmit** automatically creates a new submission based on the previously rejected submission. You can then change what was rejected by either deleting the document in question or correcting the information entered.

If a submission is rejected, the receipt will include a reason field. Although some reasons are entered automatically by the system, for example, if one of the documents contained a virus, the clerk typically types in the reason for the rejection.

Note: The My Filing screen is not where you should look for case information; instead, click **My Cases** on the home page.

Payment Problems

There are three conditions that could cause your filing to have payment problems. They are:

1. No Money Collected / Submission not complete: For some reason the payment process was not completed and no fees were paid. In this case the filing receives a status of MAKE PAYMENT and the submission date and time is not recorded.

2. Money Collected / Submission not complete: For some reason the payment was paid but the epay response returning to efiling was interrupted. In this case the filing receives a status of MAKE PAYMENT and the submission date and time is not recorded.

3. Money Collected / Submission was completed / The clerk rejects the submission for some reason.

For the first two conditions listed eFlex cannot tell whether payment was made or not because epay did not return to the efiling system with an update. For both of these conditions you need to look at the Filing Status screen and click on the Make Payment button. eFlex will query epay to see if payment was completed. If payment was completed the efiling system will complete the submission and display the "Your Filing is submitted" page with the payment information. From this point your filing will receive a time stamp. If payment was not completed the efiling system will redirect you to the epay system to make a payment. If the epay system does not return you to the efiling system you should repeat this

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step. If after a few tries the payment process continues to fail you should contact the court and ask how they would like you to proceed.

If payment was collected and for some reason your filing was rejected the court has money and no entry in VCAP their case management system to associate the payment with. To resubmit your filing you can either start all over or go to the Filing Status page and click the resubmit button as shown in the image below.

Clicking on the Resubmit button is like creating a new submission but all the data and documents you entered previously are already included in the filing.

First you need to correct anything that may be in error that caused your filing to be rejected. One reason for rejection may include your documents were not legible.   Once you have corrected the problem if you have previously made payment you need to add the receipt from epay so that you can waive additional fees. To do this select the Document Category 'Receipt' and the Document Type 'epay receipt' as shown in this image.

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Once you have included your epay receipt to avoid making payment a second time, when you reach the Review and Approve page you will see an amount but you will check the fee waiver option:

Previously Paid Item (Must include the Receipt / ePay receipt to avoid rejection)

DO NOT SELECT THIS WAIVER OPTION IF YOUR RECEIPT WAS APPLIED TO ANOTHER FILING FEE.

Selecting this option will indicate to the efiling system to not redirect you to the epay system. Instead your submission will be completed and receive a date and time stamp. If you select this fee waiver option in error, or you did not include the proper epay receipt the clerk will reject your submission.

You can access the payment dispute resolution policy at www.efiling.nccourts.org/payment_policy .

Refund Process

The steps below identify the procedure to request a refund:

1. A civil or special proceedings clerk should verify that an overpayment has been made. The civil clerk then completes a Payment Authorization form including the name and address of the person/entity to receive the refund, the amount to be refunded and the case number (if one was assigned) or the eFiling reference number in the case number field.
2. A copy of the epay receipt should be attached to the Payment Authorization.
3. The bookkeeper should use the attached receipt to verify that the funds were actually deposited to the clerk's checking account. The receipt number or the eFiling reference number can be used to search for the receipt on the epay website.
4. Once the deposit of funds is verified, the bookkeeper should process the Payment Authorization by refunding the amounts receipted from their associated account numbers.

A record of the refund is attached to the epay receipt and placed in the civil or special proceedings file.

NOTE: When processing the refund, the epay processing fee will not be part of the refund. Those fees are collected by epay and are part of the value the court can refund.

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Saving Submissions as Drafts

The Draft feature acts as a backup if you are disconnected from the internet. Whenever you begin creating a new submission, eFlex records data each time you advance to the next screen, including any document data you have loaded. If your internet connection goes down, the system creates a draft of your submission. When you're back online, you can continue the process. Each time you log out, you will be prompted if you have any partially completed submissions.

To resume work on a draft filing:

1. Click **eFile** > **Draft Filings** to see a list of partially completed submissions.

Draft Filings

	Filing ID	Client #	Case Number	Filing Description	▼Create Date	Days Until Deletion
☐	276			Civil Superior	04-22-2009:06:19:48 PM	60
☐	272		09CVS000030	Civil Superior	04-22-2009:05:30:23 PM	60
☐	267			Civil Superior	04-21-2009:06:48:45 PM	59
☐	247			Special Proceedings Foreclosure	04-20-2009:01:03:14 PM	58
☐	242		09SPF000001	Special Proceedings Foreclosure	04-18-2009:04:21:59 PM	56
☐	241			Civil Superior	04-18-2009:04:20:12 PM	56
☐	240			Civil Superior	04-18-2009:04:11:22 PM	56

2. Click the Filing Description name to return to the last page you worked on.
3. Continue with the submission.
   You can also delete entries if you no longer need the information or if you completed the submission by starting over.

Courtesy Notice of Electronic Filing

Whenever someone eFiles something on a case you are involved in, the efiling system will send you an email message and post a Courtesy Notification of Electronic Filing (to your account. However, this will only occur if the case is listed on the My Cases screen. This list shows the cases you are registered as a participant in through the eFiling system. If you are a participant on a case that is not listed, you can eFile a Notice of Appearance on the case. A clerk will review the submission, and, if approved, add you to the case.

Note: The courtesy notification information is temporary. After a configurable length of time, the notification information is deleted. You should check each entry and download the documents, then delete the notification. The Envelope icon changes once you have clicked the link to view the documents, indicating which notifications you have viewed.

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Note: It is important to note that these courtesy notifications do not replace the current rules and procedures that require you to send paper notices to other parties on the case.

To view the list:

1. Click **Notifications** from the homepage or select **Cases > Notifications** from the menu.

- Click the link in the entry to view the information.
- Click the document link to view the documents. While viewing the documents, you should save them locally.

Note: The notification section is not where you should look for case information; instead, click **My Cases** on the home page or select **Cases** > **My Cases** from the menu.

Document Forms

Certain document types require additional information. When one of these documents is added to a filing it automatically launches a Document Form. For example previously a Complaint was added and a Pleadings and Issues page was displayed. The Pleadings and Issues page is called a document form.

Following are various types of behaviors that may be included in a form depending on the type of data needed for each document that is included in the submission.

- collecting new data specific to the document being submitted
- associating legal counsel with people on the case
- associating parties on the case with the documents being submitted
- adding new parties to the case "New Party"

For the interim solution there are a few document forms in addition to Pleadings and Issues. These forms include:

Notice of Appearance

Description: The filer can enter attorney information and check the parties they represent. Pressing the Next button will save the information and associate it to the document they added. Pressing the Back button will return the filer to the Add a Document page and not include the document.

Motion to withdraw

Description: The filer can enter attorney information and check the parties they are withdrawing from. Pressing the Next button will save the information and associate it to the document they added. Pressing the Back button will return the filer to the Add a Document page and not include the document.

Transcript Request

Description: This form is used to identify the counties of the Transcript Request.

Foreclosure Sale

Home	eFile	Cases	My Profile	Log Out	user: Kerry Ward

Home ⇒ Existing Case ⇒ Add a Document ⇒ Foreclosure Sale

Civil Superior - Foreclosure Sale

Case Number : CVS04-01-2009:10:06:50 PM   Case Caption : DEVINE,DREW,D,JR Dr versus STATE OF

Foreclosure Sale Amount

Back Next

Description: This form asks for the amount sought as part of the Foreclosure Sale.

North Carolina VCAP Abbreviations

When entering party information the NCAOC requests that you use the abbreviations included here when appropriate.

ADMINISTRATION	ADMIN
APARTMENTS	APTS
ASSOCIATES	ASSOC
ASSOCIATION	ASSN
BOARD	BD
COMPANY	CO
COMMISSION	COMM
COMMISSIONER	COMR
CONSTRUCTION	CONST
CORPORATION	CORP
COUNTY	CO
DEPARTMENT	DEPT
DIRECTOR	DIR
DIVISION	DIV
EDUCATION	EDUC
EXECUTIVE	EXEC
GOVERNMENT	GOVT
INCORPORATED	INC
INSURANCE	INS
LIMITED	LTD
MANAGEMENT	MGT
NATIONAL	NATL
NATIONAL BANK	NATL BANK
NORTH CAROLINA	NC
PARTNERSHIP	PTNSHP
SAVINGS AND LOAN	S&L
UNITED STATES	US

Quick Reference for Filers

Link to Filer's Interface: http://www,efiling.nccourts.org

Hint: create a bookmark or favorite link in your browser for this address so you don't have to remember what to type in. To create a favorite link open Internet Explorer and go to http://www.efiling.nccourts.org. On the Internet Explorer menu click on **Favorites** > **Add to Favorites** and then enter the name of this new link.

WHAT CAN I EFILE?

You can initiate new cases or send in follow-up filings on cases that were initiated through the efiling system. You cannot submit documents through the efiling system on cases that were not initiated through the efiling system during this release.

YOU NEED:

- Internet high speed access (DSL, cable network) and a web browser,
- Request User account during training so NCAOC can approve it before you want to efile,
- Word processor to create your documents. Proposed Orders can be efiled in these formats,
  - Microsoft Word 2003 (.doc)
  - Rich Text Format (.rtf)
  - Corel WordPerfect (.wpd)
- Print your word processing documents to PDF using a PDF printer driver. You can purchase the Adobe Acrobat Standard Edition, or you can find free PDF printer drivers by searching the web.

PREPARING YOUR DOCUMENTS

- Create your documents in your word processor and save them then print to PDF. This will be the format for all lead documents. Proposed Orders are efiled in doc, rtf, or wpd.
- If you have exhibits scan them using a low resolution (TIFF 300 dpi – black & white). The NCAOC would prefer you scan them to PDF but you can leave them in TIF.
- *NOTE: ONLY PDF DOCUMENTS GET DATE/TIME STAMPED.* If you have a document that you want time stamped make sure it is in PDF format.
- Separate your documents. Don't combine motions and proposed orders together.
- Proposed Orders or other Proposed Order type documents need to be submitted in word processing format.

CREATE A SUBMISSION THAT INITIATES A CASE

1. Login at http://www.efiling.nccourts.org
2. On the Home page click New Case

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3. On the Case Type page select the case type.
4. On the Case Initiation page, if there are any options check the appropriate ones.
5. On the Case Initiation page click the Add My Party button and the parties you represent. Note: If there is a Plaintiff or Petitioner that you do not represent, use Add My Party and delete your name that is automatically associated to the party.
   a. Repeat this step for all parties you represent.
6. On the Case Initiation page click the Add Other Party button to add people that you do not represent.
   a. Repeat this step for all parties you do not represent.
7. When finished adding parties click on the NEXT button and the Add a Document page will display.
8. On the Add a Document page select a Document Category, required field. (Example for CVS: Pleading)
9. Then select the Document Type, a required field. (Example: Complaint)
10. The Document Description field is options but can identify more information about the document.
11. On the Add a Document page count displays for all types of documents but is only needed for Lis Pendens and Claim of Lien.
12. Browse to locate the PDF document that represents the type of document you have selected. By browsing and locating your PDF documents and clicking on the 'Open' button the file path location will be returned to the Add a Document page. When you return to the Add a Document page the file path such as C:\My Documents\Complaint.pdf will display in the Document Location text area.
13. Click on the Add button. This will display a message "UPLOADING DOCUMENT, PLEASE WAIT. This action will copy the document from your local machine to the efile server. Adding a complaint will display a Pleadings form.
   a. The Complaint pleading will automatically be selected. Add Issues to the Pleading. Add other Pleadings and Issues as needed. Identify the By and Against relationships.
14. Repeat adding documents for all the documents you wish to include in this submission.
15. On the Add a Document page click the NEXT button at the bottom of the page when finished adding documents. The Review and Approve page will display.
16. The calculated fee should display on this page.
17. The Review and Approve page allows you to return to any point to change the information you entered or change the documents you included.
18. If everything looks correct click on NEXT button. A message will display about how you will be redirected to epay to make the payment. Click OK on this message and you will be transferred to epay.
   a. Follow the steps to make a payment to epay using either a credit card or an echeck.
   b. When you have completed the epay process you will be redirected back to the efile system.

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c. If there is a problem and epay does not return go to your Filing Status page. Your submission will have a Make Payment button on the left. You do not have your submission date and time stamp yet and it is important that you complete the payment to complete the submission.

19. When your payment is made a page that says 'Your Filing has been submitted". This page will also show how much was collected for this submission. If you wish to see how much was paid later you can use the menu My Case →Filing Charges to view the charges you have made.

20. At this point you can start a new submission or perform other tasks.

CREATE A SUBMISSION FOR AN EXISTING CASE

1. Login at http://www.efiling.nccourts.org
2. On the Home page click Existing Case
3. If the case you need to file on is not in your list of cases in the lower section of this page enter the case number and the county the case was filed in. If this case is registered in the efiling system the Add a Document page will display. On existing cases a yellow banner with the case number and case caption appear.
4. On the Add a Document page select a Document Category, required field.
5. Then select the Document Type, a required field.
6. The Document Description field is options but can identify more information about the document.
7. On the Add a Document page count displays for all types of documents but is only needed for Lis Pendens and Claim of Lien.
8. Browse to locate the PDF document that represents the type of document you have selected. By browsing and locating your PDF documents and clicking on the 'Open' button the file path location will be returned to the Add a Document page. When you return to the Add a Document page the file path such as C:\My Documents\Complaint.pdf will display in the Document Location text area.
9. Click on the Add button. This will display a message "UPLOADING DOCUMENT, PLEASE WAIT." This action will copy the document from your local machine to the efiling server at the court. When adding certain documents you may see an additional page displayed that will ask for information specific to the document you are adding. For example, Notice of Appearance, Motion to Withdraw, Answers, Request Transcript, all need additional information associated with them, such as which party you represent. These additional pages are called document forms.
10. Fill out the form information and click Next.
11. Repeat adding documents for all the documents you wish to include in this submission.
12. On the Add a Document page click the NEXT button at the bottom of the page when finished adding documents. The Review and Approve page will display.
13. The calculated fee should display on this page if any are required.

14. The Review and Approve page allows you to return to any point to change the information you entered or change the documents you included.
15. If no payment is required you a message "Your submission is complete, click OK to submit". Click OK and the final page 'Your Filing has been submitted".
16. At this point you can start a new submission or perform other tasks.

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