



ADDITIONAL INFORMATION FOR FILE & SERVE USERS - FILERS

PREPARED BY

NC ADMINISTRATIVE OFFICE OF COURTS

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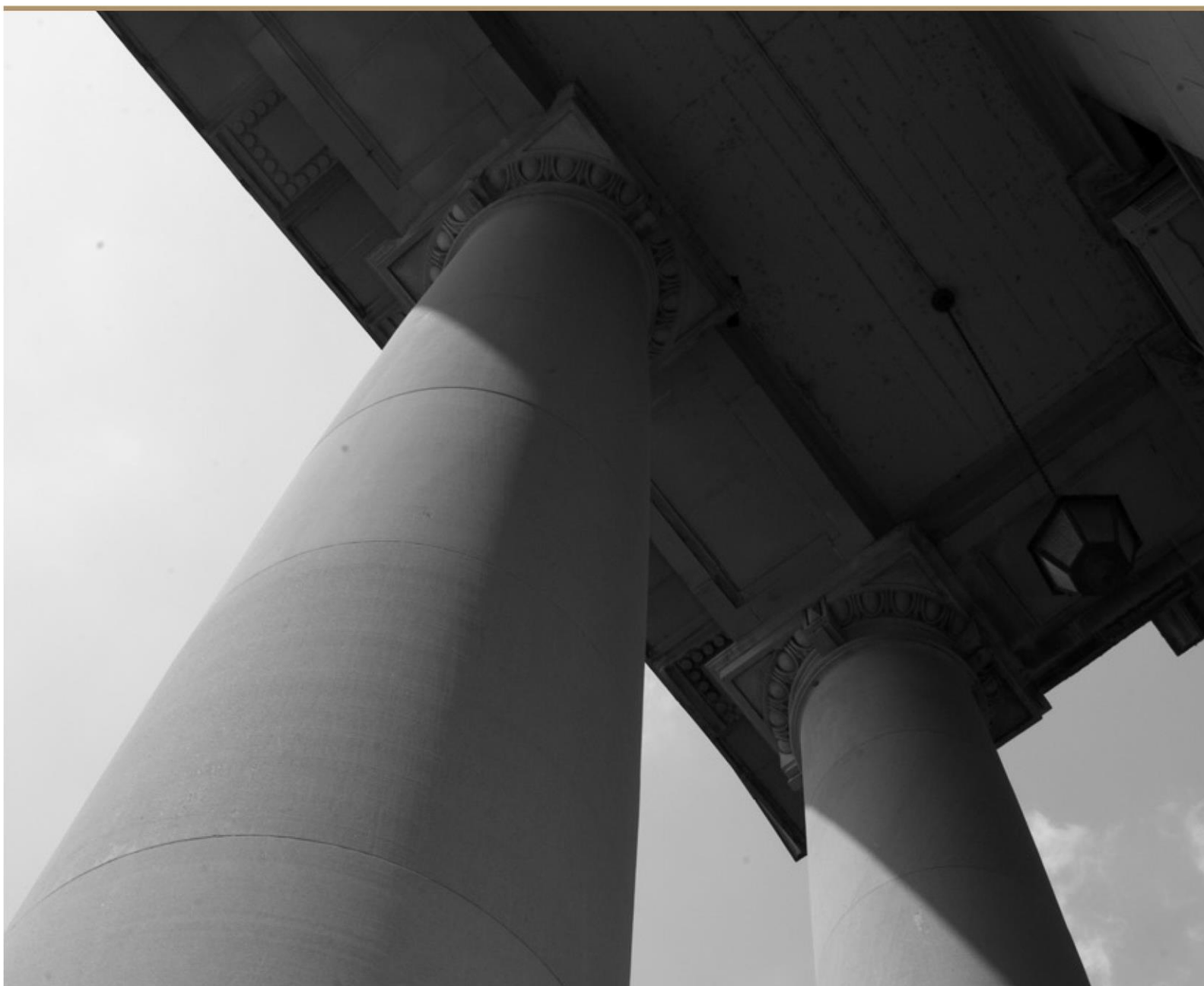


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About the North Carolina Judicial Branch

The mission of the North Carolina Judicial Branch is to protect and preserve the rights and liberties of all the people as guaranteed by the Constitutions and laws of the United States and North Carolina by providing a fair, independent and accessible forum for the just, timely and economical resolution of their legal affairs.

About the North Carolina Administrative Office of the Courts

The mission of the North Carolina Administrative Office of the Courts is to provide services to help North Carolina's unified court system operate more efficiently and effectively, taking into account each courthouse's diverse needs, caseloads, and available resources.

ADDITIONAL INFORMATION FOR FILE & SERVE USERS - FILERS

1. Service Options

Service Options for Filers	Outcome
<p>Service only through Odyssey File & Serve (OFS). Refer Appendix (1).</p>	<p>When a user performs the "service only" function in OFS, the system will immediately send an email notification to each Service Contact selected by the user. Each "Service Contact" selected will receive an email notification that provides a link to the document that is being served and lists all Service Contacts that receive the notification. The system will not send the document to the clerk and the document will not be file-stamped or become a part of the court file.</p> <p>The system will not include in the official court record <i>any</i> information on service (e.g., list of Service Contacts and confirmation of service).</p> <p>Users have two options to obtain documentation of service. First, the user can include their own email address as a Service Contact and receive the same email notification. Second, the OFS system records the transaction, and the user can print a copy of that record at any time after the "service only" function has been completed.</p>
<p>Choose eFile only option. Refer Appendix (2).</p>	<p>When a user performs the "eFile only" function in OFS, the system will immediately send the document(s) to the clerk for review. After the clerk reviews and accepts the filing, the system will: (1) apply the file-stamp at the bottom of the lead page of each electronic file,ⁱ (2) place the file-stamped document(s) into the official electronic court file, and (3) send an email notification to the user that provides a link to the file-stamped document(s).</p> <p>Parties are not served through the eFile only function.</p>



Service Options for Filers	Outcome
<p>Choose eFile and eServe option in OFS. Refer Appendix (3).</p>	<p>When a user performs the "eFile and eServe" function in OFS, the system will immediately send the document(s) to the clerk for review. After the clerk reviews and accepts the filing, the system will: (1) apply the file-stamp at the bottom of the lead page of each electronic file,ⁱ (2) place the file-stamped document(s) into the official electronic court file, (3) send an email notification to the user that provides a link to the file-stamped document(s), and (4) send an email notification to each Service Contact selected by the user that provides a link to the file-stamped document and lists all Service Contacts that receive the notification.</p> <p>The system will not include in the official court record <i>any</i> information on service (e.g., list of Service Contacts and confirmation of service).</p> <p>Users have two options to obtain documentation of service. First, the user can include their own email address as a Service Contact and receive the same email notification. Second, the OFS system records the transaction, and the user can print a copy of that record at any time after the "service only" function has been completed.</p>
<p>Choose eFile only option and an additional service only option within the same envelope. Refer Appendices (1) and (2).</p>	<p>When a user performs the "eFile only" and the "service only" function in the same envelope in OFS, the system will immediately: (1) send the eFile only document(s) to the clerk for review and (2) send an email notification of the service only document to each Service Contact selected by the user in the service only filing that provides a link to the non-file-stamped document(s) and lists all Service Contacts that receive the notification.</p> <p>For the efiled only documents, after the clerk reviews and accepts the filing, the system will: (1) apply the file-stamp at the bottom of the lead page of each electronic file,ⁱ (2) place the file-stamped document(s) into the official electronic court file, and (3) send an email notification to the user that provides a link to the file-stamped document.</p> <p>The system will not include in the official court record <i>any</i> information on service (e.g., list of Service Contacts and confirmation of service).</p> <p>Users have two options to obtain documentation of service. First, the user can include their own email address as a Service Contact and receive the same email notification. Second, the OFS system records the transaction, and the user can print a copy of that record at any time after the "service only" function has been completed.</p>



Service Options for Filers	Outcome
<p>Choose eFile and eServe option and an additional service only within the same envelope. Refer Appendices (1) and (3).</p>	<p>When a user performs the "eFile and eServe" and the "service only" function in the same envelope in OFS, the system will immediately: (1) send the eFile and eServe document(s) to the clerk for review, and (2) send an email notification of the service only document to each Service Contact selected by the user in the service only filing that provides a link to the non-file-stamped document(s) and lists all Service Contacts that receive the notification.</p> <p>For the efiled and eServe only documents, after the clerk reviews and accepts the filing, the system will: (1) apply the file-stamp at the bottom of the lead page of each electronic file,¹ (2) place the file-stamped document(s) into the official electronic court file, (3) send an email notification to the user that provides a link to the file-stamped document, and (4) send an email notification to each Service Contact selected by the user that provides a link to the file-stamped document and lists all Service Contacts that receive the notification. This occurs for both the eFile and eServe and service only documents.</p> <p>The system will not include in the official court record <i>any</i> information on service (e.g., list of Service Contacts and confirmation of service).</p> <p>Users have two options to obtain documentation of service. First, the user can include their own email address as a Service Contact and receive the same email notification. Second, the OFS system records the transaction, and the user can print a copy of that record at any time after the "service only" function has been completed.</p>

Appendix

1. **Service Only** option displays only for subsequent filings which you can access by clicking **File into existing case**. In the **filings** tab click **+ Add Filing** and then select **Service Only** under **Filing Type** section.
2. **eFile Only** option displays for both initial and subsequent filings which you can access by clicking **Start new case** or **File into existing case**. In the **filings** tab click **+ Add Filing** and then select **eFile Only** under **Filing Type** section.
3. **eFile and Serve** option displays only for subsequent filings which you can access by clicking **File into existing case**. In the **filings** tab click **+ Add Filing** and then select **eFile and Serve** under **Filing Type** section.

¹ If multiple documents are submitted in the same electronic file (e.g., ".pdf" file), only the lead page of the first document in the electronic will receive a file-stamp. Multiple electronic files may be submitted in the same envelope. The lead page of each electronic file in an envelope will receive a file stamp.



2. Return Reasons

Category	Return Reason
Gate-Keeper Order	There is an order directing the clerk not to accept the party's filing.
False lien	The clerk has a reasonable suspicion that the filing is a purported lien or encumbrance is that is materially false, fictitious, or fraudulent, and the filing is not approved by a judge of the judicial district having subject matter jurisdiction for filing by the clerk of superior court.
At Electronic Filer's request	The Electronic Filer requests the filing be withdrawn prior to acceptance into the ICMS.
Document corruption	<ol style="list-style-type: none"> 1) The document cannot be opened by the court because of apparent corruption. 2) A document is quarantined by the ICMS as containing possible malicious software, e.g., a virus.
Documents prohibited by rule or statute from being filed with the court	<p>Specifically, the following documents may be rejected:</p> <ol style="list-style-type: none"> 1) Discovery requests or responses (unless authorized by the court or attached to a motion as an exhibit) 2) Offers of settlement 3) Documents submitted to the court for in-camera review



Incorrect or insufficient proof for Online Requests (For DA office use only; Only DA cannot be done by queue. Can only be done by location)	This Return Reason is only used by DA Staff to return filings that come to their queue for Online Requests for Compliance Dismissals and Speeding Reductions only
Portal Elevated Access Denied (AOC Portal Unit)	This Return Reason is only used by AOC Portal Unit to return filings that come to their queue for Elevated Access
Incorrect ORI number (For AOC Expunction Admin use only)	This Return Reason is only used by AOC Expunction Admin group to return filings that come to their queue and when ORI Number is incorrect
Incorrect agency selected (For AOC Expunction Admin use only)	This Return Reason is only used by AOC Expunction Admin group to return filings that come to their queue and when the selected agency is incorrect
Duplicate request (For AOC Expunction Admin use only)	This Return Reason is only used by AOC Expunction Admin group to return filings that come to their queue when there is a similar request already exists

3. Document Types

Document Types	Select this when...
Public	Selection of this document type will be available in Portal even to the anonymous user.
Public Not Portal	Selection of this document type will not be available in Portal (with or without elevated access) or the Kiosk in the court location but can be requested for the clerk to provide. When in doubt choose this option.
Confidential	Selection of this document type is deemed to be confidential by the various statutes and rules governing confidentiality. Documents with this type will be available in Portal with the appropriate Elevated Access. NOTE - Case level security is applied for Juvenile, Pre-Birth Determinations, and Confidential Name change cases so the documents filed for these cases should not have Confidential
Supporting Documentation for Audit Process	Do not select this option for any filing codes. This is only meant for filing code Supporting Documentation for Audit Purposes and is automatically set when this filing code is selected.



District Attorney and Assistant District Attorney Only	Do not select this option for any filing codes. This is only meant for filings coming from Guide & File and is automatically set for some filings coming from Guide & File.
Need DA Review	Do not select this option for any filing codes. This is only meant for filing code Criminal Motions and Order for DA Review and is automatically set when this filing code is selected.

4. Best Practices when eFiling

1. **Registration: For Firm accounts,** ensure your firm account has at least 2 admin users.
2. **Case Information Tab:** Ensure the correct court location is selected prior to completing your filing. File & Serve may be used to electronically file with district court, superior court, or the clerk of superior court. Selecting the incorrect court location may lead to your filing being rejected or missed by the appropriate court personnel.



Case Information

Court location*
 Select...
 Wake Clerk of Superior Court
 Wake District Court
 Wake Superior Court
 Warren Clerk of Superior Court
 Warren District Court
 Warren Superior Court

3. **Case Information Tab:** Ensure you select the appropriate case category for your filing. The case types field will populate based on the available types configured under each case category. If the case type you are looking for is not shown, review your case category selection and confirm you have selected the appropriate category.

Case Information

Court location*
 Wake District Court

This is the court where you are filing your case.

Case category*
 Select...
 Civil
 Family
 Juvenile - Civil
 Juvenile - Family
 Probate

Case Information

Court location*
 Wake District Court

This is the court where you are filing your case.

Case category*
 Civil

This is the type of case you are filing (Family, Probate, or Civil).

Case type*
 Select...
 Civil Foreclosure (CV) - \$150.00
 Civil Foreclosure (M)
 Civil General - \$150.00
 Civil Limited Driving Privilege - \$150.00
 Civil Magistrate - \$96.00
 Confession of Judgment - \$25.00

4. **Parties Tab:** Attorney information should be added to the appropriate party on the case, not as a separate party. You will have the option of adding the lead attorney at the bottom of the party information screen.

Parties

Party Type	Party Name	Lead Attorney	Actions
▲ Plaintiff *			+ Add party details
▲ Defendant *			+ Add party details

+ Add More



Party Information

Enter the name(s) of the people or entities involved in the case.

Party Type

Plaintiff

Person Entity

First Name *

Middle Name

Last Name *

Suffix

Select...

Party CMS ID

Driver License Type

Select...

Driver License State

Select...

Driver License Number

Social Security Number

XXX-XX-XXXX

Contact Information

You need to know the party's full address to add it. If you do not know the party's full address, you can e-file without the address

Country

United States

Address Line 1

Address Line 2

City

State

Select...

Zip Code

Phone Number

Attorney Information

Lead Attorney

Select...

5. **Filings Tab:** Each pleading should be filed separately, with a separate filing code.



Filing Information





Filing Code*
 Servicemember Civil Relief Act

Client Reference Number

Filing Description

Comments to Court

Filings Max Envelope Size: **36.70 MB**
Remaining: **36.09 MB**

Filing Code	Filing Type	Description	Actions
Complaint	Efile		 
Servicemember Civil Relief Act	Efile		 

[+ Add More](#)

6. **Filings Tab:** If you need to serve a service contact, ensure you select eFile and Serve instead of eFile only. Available only for subsequent filings.

Options available for Initial Filings

Filing Type * (Required)

eFile Only

Pick "eFile Only" to just electronically file your papers.

Options available for Subsequent Filings



* Filing Type (Required)

eFile Only

Pick "eFile Only" to just electronically file your papers.

eFile and Serve

Electronically file your papers with the court and have your documents sent to the selected service contacts.

Service Only

Your filing will only be sent to the selected service contacts and will not be filed with the court.

7. **Filings Tab:** Prior to saving your filing, select all additional services that apply to your filing to ensure proper calculation of fees.

<input type="checkbox"/>	Type	Fee Amount	Quantity	Total
<input type="checkbox"/>	Arbitration Fees	<input type="text" value="Amount"/>		
<input type="checkbox"/>	Certified Copies - E-Filing	\$0		
				-

8. **Fees Tab:** When selecting the party responsible for fees, be sure to select the party in which the attorney is filing on behalf of.

Fees

You must select a payment account even if there are no fees.

Payment Account *
VISA Test Account Credit Card x ▼

Party Responsible for Fees _____
Select... ▼

Filing Attorney *
Select... ▼

9. Naming Standards



- a. **Party Naming Standards:** [Click here](#) to review the party naming standards for questions on this topic.

10. PDF Best Practices

- a. Verify that you are using the latest version of Adobe for creating and converting your PDF documents.

Link: <https://get.adobe.com/reader/>

- b. Ensure that all PDFs that are uploaded are flattened.

Link: <https://odysseyfileandservecloud.zendesk.com/hc/en-us/articles/360049035252>

- c. If uploading images from a mobile phone or other source, ensure the image(s) are converted to PDF prior to uploading.

Link: <https://odysseyfileandservecloud.zendesk.com/hc/en-us/articles/360049035252>

