

Quick-Reference Guide for the North Carolina Business Court’s Electronic Filing System

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1.0 GENERAL INFORMATION

1.1 North Carolina Business Court Rules

The North Carolina Business Court (“Business Court” or “Court”) Rules (“BCRs”) are referenced periodically in this guide—find the current version [here](#). Familiarize yourself with the requirements of [BCR 3.11](#), which addresses the requirement to file with the Clerk of Superior Court in the county in which the case is pending after electronically filing with the Business Court.

1.2 Designating a Case to the North Carolina Business Court

Notices of Designation to the Business Court *are not* to be filed through the e-filing system. Find the Court’s Designation Procedure [here](#). Upon designation and assignment to a specific Business Court Judge, the Court will initiate the case in the e-filing system and include electronic service of the Chief Justice’s Designation Order and the Chief Business Court Judge’s Assignment Order to self-represented litigants and counsel with active filing accounts who are known to have made an appearance in the case.

1.3 Creating an E-Filing User Account

Create an e-filing user account at <https://ncbc.nccourts.org/filer/>. Select the *Request Account* button and follow the prompts. Review the User Agreement. Upon your approval of the User Agreement, in the next step, select the appropriate user category: Attorney, Pro Hac Vice Attorney, or Pro Se/Individual (self-represented litigant) and select the *Next* button. There are several webpages that appear during the account application process. On the *Request User Account* page (the page that requests completion of username, password, address, etc.), it is very important that you select the *Submit* button only once, by using a single click of your mouse; DO NOT double-click the *Submit* button. Your request for a user account will be reviewed as promptly as possible, and you should receive an email notification approving or denying your request. If your request is denied and you have been asked to make changes, do not create a new account; instead, edit your e-filing user account that was rejected and resubmit the request for approval. If you are a non-traditional user (not an attorney or pro se litigant), such as a court-ordered expert, please contact the Business Court Coordinator at Thomas.W.Estes@nccourts.org, who will assist you with the creation of a filing account.

Please note that an e-filing user account is not required to browse public filings—use the Court’s public docket at <https://ncbc.nccourts.org/public/>.

1.3.1 Recovering an Existing E-Filing User Account

The links for recovering your username and/or password are located at the bottom right of the Business Court e-filing website at <https://ncbc.nccourts.org/filer/>.

Please note that the Business Court launched a new e-filing system on June 19, 2017. The e-filing user accounts of attorneys who had active cases at that time were migrated into the new system. If you did not have an active case on that date, your account was not migrated so please create a new e-filing user account.

1.3.2 Updating Your E-Filing User Account Profile

Log into your e-filing user account at <https://ncbc.nccourts.org/filer/>. Select *My Profile > My Profile* from the menu bar at the top of the page and update all pertinent fields and save your changes. Among other changes to your Profile, you may add staff email addresses in the first and second alternate email fields to ensure your support staff receive Notices of Electronic Filing. Users are not permitted to change the name of their firm/organization. To change your firm/organization name, send an email to the Business Court Coordinator at Thomas.W.Estes@nccourts.org and include your name, bar number, the names of your former and current firms/organizations, and former and current email addresses. If you are currently appearing as counsel in a Business Court case, you may be required to file a motion seeking permission to change the firm with which you are associated.

IMPORTANT NOTE

After updating your user account information, review FAQ “What action should I take after updating my contact information within my e-filing account?” on this [page](#) for further steps.

1.4 Types of E-Filing User Accounts

Only authorized persons can file documents in Business Court cases. Authorized persons are categorized as: Attorney Users; Pro Se (Unrepresented) Users; and Non-Traditional Users.

1.4.1 Attorney Users

An e-filing user account is required in order for licensed attorneys to e-file; if you do not have an e-filing user account, please see the [Creating an E-Filing User Account](#) section. It is unnecessary to be associated to a case prior to filing. For any attorney with an active e-filing user account, log into your e-filing user account, search for an existing Business Court case, and submit your filing.

- For more information on how to e-file, please see the [How to E-File](#) section.
- For more information, please see the [Receiving Notices of Electronic Filing \(Becoming “Associated” with a Case\)](#) section.

1.4.2 Pro Se (Unrepresented) Users

An e-filing user account is required of unrepresented parties in Business Court cases; if you are an unrepresented party and do not have an e-filing user account, please see the [Creating an E-Filing User Account](#) section. It is unnecessary to be associated to a case prior to filing. For any pro se litigant with an active e-filing user account, log into your e-filing user account, search for an existing Business Court case, and submit your filing.

- For more information on how to e-file, please see the [How to E-File](#) section.
- For more information, please see the [Receiving Notices of Electronic Filing \(Becoming “Associated” with a Case\)](#) section.

1.4.3 Non-Traditional Users

An e-filing user account is required in order for a non-traditional user (not a licensed attorney or pro se litigant), such as a court-ordered expert, mediator, or receiver, to e-file. If you do not have an e-filing user account, please see the [Creating an E-filing User Account](#) section. Once your account has been established, log into your e-filing user account, search for an existing Business Court case, and submit your filing.

- For more information on how to e-file, please see the [How to E-File](#) section.
- For more information, please see the [Receiving Notices of Electronic Filing \(Becoming “Associated” with a Case\)](#) section.

1.5 Receiving Notices of Electronic Filing (Becoming “Associated” with a Case)

In order to receive notice of an electronic filing in a case, you must be “associated” with the case. The case association process for each type of e-filing user account is described below. Upon successful association to a given case, you will receive future Notices of Electronic Filing (“NEFs”).

1.5.1 Attorney Users

There are two methods of association for attorney users:

- If you e-file a Notice of Appearance into a case, in addition to uploading a .pdf of your Notice of Appearance, you will be prompted at the time of submission to complete a fillable online form in which you must indicate which party or parties for whom you are making an appearance. Once your Notice of Appearance has been approved, you will be associated to the case and receive future NEFs.
- Alternatively, pursuant to [BCR 3.12](#), attorneys who make an appearance by including their names in the signature block of a filing need not file a separate Notice of Appearance. The Court will review incoming filings and manually associate newly appearing attorneys. When using this method, please check the case’s service list to ensure that you have been associated to the case as a party representative. Instructions for accessing the service list can be found in the [How to E-File](#) section. If you do not appear on the service list, please email the assigned Business Court Judge’s Court Coordinator (contact list [here](#)) and ask to be associated to the case.

1.5.2 Pro Se Users

For pro se users to become associated with a case, once you have logged into your e-filing user account and located your case, you must e-file a document available in the e-filing system called a “Notice of Association.” (See the [Step-by-Step Guide to E-Filing a Notice of Association for Pro Se Users](#) section.) A Notice of Association *does not* require the uploading of a document; instead, you will be prompted at the time of submission to complete a fillable online form. Once your Notice of Association has been approved, you will be associated to the case and receive future NEFs.

- For more information, please see the [How to E-File](#) and [Step-by-Step Guide to E-Filing a Notice of Association for Pro Se Users](#) sections.

1.5.3 Non-Traditional Users

If you are a non-traditional user (not an attorney or pro se litigant), such as a court-ordered expert, mediator, or receiver, please contact the Business Court Coordinator at Thomas.W.Estes@nccourts.org to assist you in becoming associated with the appropriate case. Once associated to the case, you will receive future NEFs.

2.0 HOW TO E-FILE

This section provides an overview for e-filing documents in a Business Court case. You will learn how to search for a case; select a document type; enter a document's description; seal confidential documents (if applicable); apply the 110 MB file size limit during the e-filing process; file attachments; file multiple documents in one submission by using the filing queue; submit your filing; save draft filings; and check your filing's status and its Notice of Electronic Filing ("NEF").

2.1 Format of the Court's Case File Number

The Business Court utilizes the same case number that was assigned by the county Clerk of Superior Court's office at the time of case initiation. When searching for a case in the Court's e-filing system, be sure to use a four-digit year and do not include leading zeros, i.e., 2020CVS901 is correct, but 20CVS901 or 2020CVS00901 is incorrect.

2.2 Locate a Case

Log into your e-filing user account at <https://nbc.nccourts.org/filer/>. From the *Home* page, select the *Existing Cases* button or select *Cases > Cases* from the menu bar at the top of the page.

You will be directed to the *Cases* page. On the *Cases* page, find a case by entering a case file number into the *Case Number* field using a four-digit year and not including leading zeros, i.e., 2020CVS901 is correct, but 20CVS901 or 2020CVS00901 is incorrect. Select the case county and select the appropriate button to the right. The button options include the following:

- *eFile* allows you to submit a document for e-filing.
- *History* provides the case's full docket information (assigned Business Court Judge, assigned law clerk, party names, counsel of record, and filings to date).
- *Service List* provides a current list of all persons receiving NEFs.

HELPFUL TIP

Visit the Court's [public docket](#) to easily discover information like case numbers, case counties of venue, case filings, or assigned Business Court Judges.

2.3 Upload a Document

Select the *eFile* button to electronically file documents in the case. You will be directed to the *Add a Document* page where you will be prompted to select a *Document Category* (optional) from a drop-down menu and *Document Type* (required) from a drop-down menu. Type the title of your filing into the *Filing Text* field. Select *Sealed* (seals filing from public view on public docket), if appropriate, or *Associate to Previous Filing*, as needed, to associate your filing to another filing on the docket, i.e., an answer to a complaint would be associated to a complaint.

Select the *Choose File* button to upload the document you intend to e-file.

2.3.1 File Formats Permitted

The Court's e-filing system accepts the following file formats: .pdf (general filings or document type "Attachment"); .rtf and .docx (proposed orders or document type "Attachment"); and .xls, .xlsx, .mp3, .mp4, .jpg, .jpeg, .png, .tiff, .bmp, and .gif (document type "Attachment (Audio,XL,Image)"). See BCR 3.5.

Once your document has uploaded, select the *Add* button to add your filing to the filing queue until ready for submission. There is no limit to the number of documents that can be loaded into the filing queue nor is there a file size limit for the total filing queue submission. Loading a document into the filing queue is not the final step in the filing process.

- For more information about the file size limit, please see the File Size Limit and Use of Filing Queue and Preparing Your Documents for E-Filing: Court Preferences sections.

2.3.2 E-Filing Under Seal

As indicated above, the *Add a Document* page is your only opportunity to e-file a document under seal. Sealing occurs at the individual file level and the system permits sealing any combination of sealed parent or attachment documents. Seal a document by selecting *Sealed*. Please note that e-filing a document under seal does not excuse the filing party from compliance with BCR 5.2 procedural requirements.

HELPFUL TIP

The e-filing system currently does not indicate whether an intended filing is to be sealed once it has been added to the filing queue. Optionally, include a notation that a document is to be sealed in the *Filing Text* field, (i.e., "Exhibit 1 (Sealed)"), so that it is clear which documents, for your own reference, are intended for sealing. View the case on the public docket after e-filing to ensure the documents that you intended to be sealed were in fact sealed from public view. If a document that should be sealed is not sealed, please notify the Court of your concern by emailing the Court Coordinator for the assigned Business Court Judge (contact list here) and copy opposing counsel.

- For more information about the filing queue, please see the File Size Limit and Use of Filing Queue and Filing Queue, Attachment Document Type, and Effect on Electronic Court Filing Number sections below.

Sealed filings are not accessible to the public on the Court's public docket. Only counsel of record, pro se litigants, or court-ordered experts (depending on the access granted by the Court) of a given case may access sealed filings once logged into their e-filing user accounts.

PLEASE NOTE: Pursuant to N.C.G.S. § 132-1.10(d), certain information defined as “personal identifying information” is not to be filed with the Court. To the extent a document a user wishes to e-file contains personal identifying information, the specific information in question should be covered over before the document is filed with the Court. The failure to comply with this prohibition may result in civil fines or criminal penalty.

2.3.3 File Size Limit and Use of Filing Queue

When selecting a document to be uploaded from your computer or other source, the file size limit for an individual document is 110 MB; however, please note there is no file size limit for your total filing queue submission nor is there a limit to the number of filings that may be placed into the filing queue. If a document exceeds 110 MB, you will need to split the document into several smaller documents and upload each one into the filing queue. Make sure to clearly label each part of the submission.

2.3.4 Filing Queue, Attachment Document Type, and Effect on Electronic Court Filing Number

Any document without an attachment is considered a “parent” document. Parent documents will be assigned a unique sequential whole number Electronic Court Filing number (“ECF No.”), i.e., ECF No. 24. Each subsequent parent document in your filing queue will be assigned a successive sequential whole number (i.e., ECF No. 25 follows ECF No. 24, etc.), unless you have selected “Attachment” from the *Document Type* drop-down menu.

Each attachment will be assigned a unique ECF No. that is a subset of the parent document’s ECF No. (i.e., the first attachment to ECF No. 25 would be ECF No. 25.1 and so on). To file an attachment, you must have at least one document already loaded into your filing queue. Choose “Attachment” from the *Document Type* drop-down menu, and, after selecting the *Add* button, you will be prompted to select your parent document. There is no limit to the number of attachments that you may upload. Note that the Court prefers that you use attachments to organize your filings when appropriate. Please see the [Preparing Your Documents for E-Filing: Court Preferences](#) section.

2.4 Submit Your Filing

Once you are ready to file your uploaded documents, select the *Next* button on the *Add a Document* page. You will be directed to the *Review and Submit Filing* page—this page gives you an opportunity to review your filings before submission.

At the top of the *Review and Submit Filing* page, you have the option of recording your internal recordkeeping number into the *Client #* field. Select the *Add/Remove Documents* button if you need to make any changes. You may view your intended filings by selecting the hyperlinked file names in the *View Document* column. When ready to submit, select the *Submit the Filing* button at the bottom of the page.

2.4.1 Draft Filings

You may select the *Move to Draft* button at any time on either the *Add a Document* or *Review and Submit Filing* pages. Your draft filing will be saved and made accessible from either the *Home* page or by selecting *eFile > Draft Filings* from the menu bar at the top of the page. To resume work on a draft filing, select the text in the *Description* field on the *Draft Filings* page. Draft filings are only visible within the user’s account who created the draft and will remain there until deleted by the user. Signing out of the user account does not delete draft filings.

2.5 After Filing: Checking Your Filing’s Status and Notice of Electronic Filing

2.5.1 Viewing a Filing’s Status

Once you have submitted your filing, you will be directed to the *Submission Confirmation* page. Select the *Filing Status* button to see the status of your filing on the *My Filings* page. You can also access the *My Filings* page by selecting *eFile > My Filings* from the menu bar at the top of the page. The *My Filings* page includes a list of your filings and the status of each filing.

All filings move through several phases during the filing process, and a successful filing concludes with the final status of *Filed*. See **Table 1** for a description of each type of filing status and on what page in your eFlex account you will find it. Many of the statuses offer notice via email. All statuses display on your *My Filings* page while your *Notifications* page will include only NEFs. In that NEFs may also be delivered via email, please note that filing status emails are not NEFs.

Table 1 – Filing Statuses, Explanations, Locations in Filing Account, and Email Notice

Filing Status	Explanation of Status	Appears on My Filings Page (Yes or No)	Appears on Notifications Page (Yes or No)	Email Notice Sent to Filer (Yes or No)
Sending	The filing is in the process of uploading to the filing system.	Yes	No	No
Receipt Pending	Filing was placed on-hold by the filing system. See below for more information.	Yes	No	No
Received	The system records the filing’s date and time stamp.	Yes	No	Yes
Approval Pending	Certain filings come to the judicial support staff for processing.	Yes	No	After approval or denial
Rejected	Filing was rejected by the filing system. See below for more information.	Yes	No	Yes
Accepted	The filing has been accepted by the filing system. Depending on the filing type, this is done by the judicial staff or automatically.	Yes	No	Yes
Filed	A Notice of Electronic Filing (“NEF”) is issued for a successful filing. See Section 2.5.2 in this e-filing guide.	Yes	Yes	Yes

Receipt Pending – the document submitted for filing has likely been placed on-hold by the filing system because it could not process the filing. Always be sure to keep your filings free of password protection—password protection is the most common cause of filings being placed on-hold. If your filing is on-hold, the e-filing system staff will attempt to resolve the issue and will reach out to you if further action on your part is necessary. If you have questions about a Receipt Pending status, please contact the assigned Business Court Judge’s Court Coordinator (contact list [here](#)).

IMPORTANT NOTE

Password-protected documents are the leading cause of on-hold submissions because the system is unable to process them. Always be sure to submit filings free of password protection.

Rejected – you should receive an email from the assigned judge’s Court Coordinator explaining the reason for rejection. If you have not received such an email, please contact the assigned Business Court Judge’s Court Coordinator (contact list [here](#)). If your filing on the *My Filings* page has a status of rejected, use the *Resubmit* button on the right side to resume the filing process and correct any problems.

2.5.2 Viewing Notices of Electronic Filing (“NEFs”)

From the *Home* page, select the *Notifications* button or select *Cases > Notifications* from the menu bar at the top of the page to view all filings and NEFs made by any party in all cases for which you are associated. The individual who files, plus all others associated to the case, will receive courtesy NEFs via email to the accounts registered by each e-filing system user—this includes the individual user’s account plus the user’s alternate email addresses. Please note that, pursuant to [BCR 3.7](#), your filing is not complete until the filing system issues the NEF for that filing. See the [Receiving Notices of Electronic Filing \(Becoming “Associated” with a Case\)](#) section if you are not receiving NEFs but believe you should be. Contact the Court Coordinator for the assigned Business Court Judge (contact list [here](#)) to correct the issue.

IMPORTANT NOTE: Pursuant to [BCR 3.7](#), your filing is not complete until the filing system issues the NEF for that filing. Filing status emails, discussed in [Section 2.5.1](#), are not NEFs.

3.0 STEP-BY-STEP GUIDE TO E-FILING A NOTICE OF ASSOCIATION FOR PRO SE USERS

3.1 Overview

As a pro se litigant, you will be associated to your case once you have successfully e-filed a Notice of Association and the Notice of Association has been approved. Upon successful association, you will receive Notices of Electronic Filing (“NEFs”). As you will see below, the Notice of Association is a form integrated into the filing system, and it will populate after selecting and adding it to your filing queue. To be clear, you will not be uploading a document that you have prepared in order to file a Notice of Association.

3.2 How to File Your Notice of Association

To file your Notice of Association, go to <https://ncbc.nccourts.org/filer/> and log into your e-filing user account. Select the *Existing Cases* button or select *Cases > Cases* from the menu bar at the top of the page.

On the *Cases* page, find a case by entering a case file number into the *Case Number* field using a four-digit year and not including leading zeros, i.e., 2020CVS901 is correct, but 20CVS901 or 2020CVS00901 is incorrect. Select the case county and select the *eFile* button to e-file your Notice of Association.

On the *Add a Document* page, you will be prompted to select a *Document Category* (optional) from a drop-down menu and *Document Type* (required) from a drop-down menu. From the *Document Type* drop-down menu, select Notice of Association. You will then type "Notice of Association" into the *Filing Text* field. Please note that the *Document Location* field will remain inactive because you are not uploading a document that you have prepared. Select the *Add* button to proceed.

You will be directed to the *PIN Merge* page. In the *Select* column, select your name on the *Participant Name* list and select the *Next* button.

You will be returned to the *Add a Document* page, and your Notice of Association submission will appear in the bottom section of the page. Once you are ready to proceed with filing, select the *Next* button.

You will be directed to the *Review and Submit Filing* page. At the top of this page, you have the option of recording a personal recordkeeping number into the *Client #* field. Select the *Add/Remove Documents* button if you need to make any changes. When ready to submit, select the *Submit the Filing* button at the bottom of the page.

Once you have submitted your filing, you will be directed to the *Submission Confirmation* page. Select the *Filing Status* button to see the status of your filing on the *My Filings* page. You can also access the *My Filings* page by selecting *eFile > My Filings* from the menu bar at the top of the page. The *My Filings* page includes a list of your filings and each filing's status.

All filings move through several phases during the filing process, and a successful filing concludes with the final status of *Filed*. If your filing requires Court action, the filing system will direct it to the Court's work queue and mark it with a status of *Pending Approval*. You will receive an email when your Notice of Association is approved or rejected. If rejected, follow the Court's directions in the email to remedy the problem submission. For a status of *On-hold*, the filing system has identified a problem with the submission and is holding it until resolution by the Court. The Court may be able to release the on-hold with no further action by the filer, or the Court may reach out to the filer with further instructions to remedy the situation.

IMPORTANT NOTE

Your Notice of Association must be approved for you to be associated to a case and to receive NEFs in a case. Expect to receive a message via email denying or approving your Notice of Association. If you do not receive an email stating the status of your Notice of Association, contact the Court Coordinator for the assigned Business Court Judge (contact list [here](#)) to request clarification.

4.0 CONCLUDING TOPICS

4.1 Preparing Your Documents for E-Filing: Court Preferences

4.1.1 Permitted File Types, Proposed Orders and Other Proposed Documents, and Optical Scanning

The e-filing system accepts the following file formats: .pdf (general filings and document type “Attachment”); .rtf and .docx (proposed orders and document type “Attachment”); and .xls, .xlsx, .mp3, .mp4, .jpg, .jpeg, .png, .tiff, .bmp, and .gif (document type “Attachment (Audio, XL, Image)”).

Note that video files are accepted by the filing system, but the standard file size limit of 110 MB applies. For files over this size, request permission to submit a video file to the Court by emailing the assigned Business Court Judge’s Court Coordinator (contact list [here](#)). Using the file-sharing service, LiquidFiles, the Court will email you a request for the video file and will store the file for its own retrieval. The Court, however, will not be able to upload the video file to the docket of the respective case.

Proposed orders submitted to the Court for routine motions should be e-filed in rich text (.rtf) or Microsoft Word (.docx) format in a 12-point, proportional font, and should accompany the related motion. When e-filing proposed orders or other proposed filings, select *Proposed Order*, *Other Proposed*, or *Attachment* from the *Document Type* drop-down menu on the *Add a Document* page. The electronic file name for each document filed with the Court must clearly identify its contents.

Pursuant to [BCR 3.5](#), the Court expects that pleadings, motions, and briefs will not be e-filed in an optically scanned format unless special circumstances dictate otherwise.

Pursuant to Rule 11 of the North Carolina Rules of Civil Procedure, all pleadings, motions, and briefs must be “signed” by the attorney or individual filing such a document. Please see [BCR 3.4\(a\)](#) for more information on the appropriate form for electronic signatures.

Password-protected documents are the leading cause of on-hold submissions, because the system is unable to process them. Always be sure to submit filings free of password protection.

4.1.2 Use of Attachments and Other Organizational Preferences

When appropriate, filing documents as attachments presents a more organized e-docket. The option is available in the *Document Type* drop-down menu on the *Add a Document* page of the e-filing system. See the sections [File Size Limit and Use of Filing Queue](#) and [Filing Queue, Attachment Document Type, and Effect on Electronic Court Filing Number](#) to learn about filing attachments.

Each exhibit or supporting document should be uploaded as an attachment; that is, do not file multiple exhibits within a single file.

A filing's title, which is typed into the *Filing Text* field (referenced in the [How to E-File](#) section above), should be as descriptive as possible. For example, rather than typing "Motion," the Court prefers a more detailed description like "Consent Motion for Extension of Time to File Reply to Defendants' Motion to Dismiss."

When filing an affidavit, always file it as a parent document with its exhibits uploaded as attachments to the parent document. Please do not file an affidavit as an attachment to another document.

4.2 Frequently Asked Questions

4.2.1 Format of the Court's Case File Number

The Business Court utilizes the same case number that was assigned by the county Clerk of Superior Court's office at the time of case initiation. When searching for a case in the Court's e-filing system, be sure to use a four-digit year and do not include leading zeros, i.e., 2020CVS901 is correct, but 20CVS901 and 2020CVS00901 are incorrect. Select the appropriate county for your case.

4.2.2 Collection of Fees

The Business Court's e-filing system currently does not have a mechanism for electronically collecting fees. Filers will be required to electronically pay the Business Court filing fee to the Clerk of Superior Court via the State's new e-filing platform called File & Serve upon the submission of a Notice of Designation. To view a schedule of court costs by court type, please visit this [page](#).

4.2.3 Adding a Party to a Case's Electronic Docket

The Business Court's e-filing system currently does not have a mechanism for electronically adding a party to a case. In the event a party to a case is not listed, please report the issue to the Court Coordinator (contact list [here](#)) for the assigned Business Court Judge for resolution.

4.2.4 Misfiled Documents

To maintain transparency and the integrity of the record, the Court does not delete, alter, or replace filings on its electronic docket. Should you believe that your situation is extraordinary and needs the Court's attention, notify the Court of your concern by emailing the Court Coordinator for the assigned Business Court Judge (contact list [here](#)) and copy opposing counsel and any pro se parties.

5.0 APPARENT SYSTEM FAILURE AND TECHNICAL, AFTER-HOURS, AND PROCEDURAL SUPPORT

5.1 In the Event of Apparent E-Filing System Failure

In the event that the electronic-filing system appears to fail, follow the instructions in [BCR 3.10](#).

5.2 E-Filing Technical and After-Hours Support

For e-filing technical and after-hours support, please contact the North Carolina Administrative Office of the Courts Help Desk at (919) 890-2407. Request that your ticket be directed to Praveen Renangi.

5.3 E-Filing Procedural Support

If you are not able to answer your question through a review of these procedures, you should reach the Business Court Coordinator at Thomas.W.Estes@nccourts.org or (704) 686-0144.