

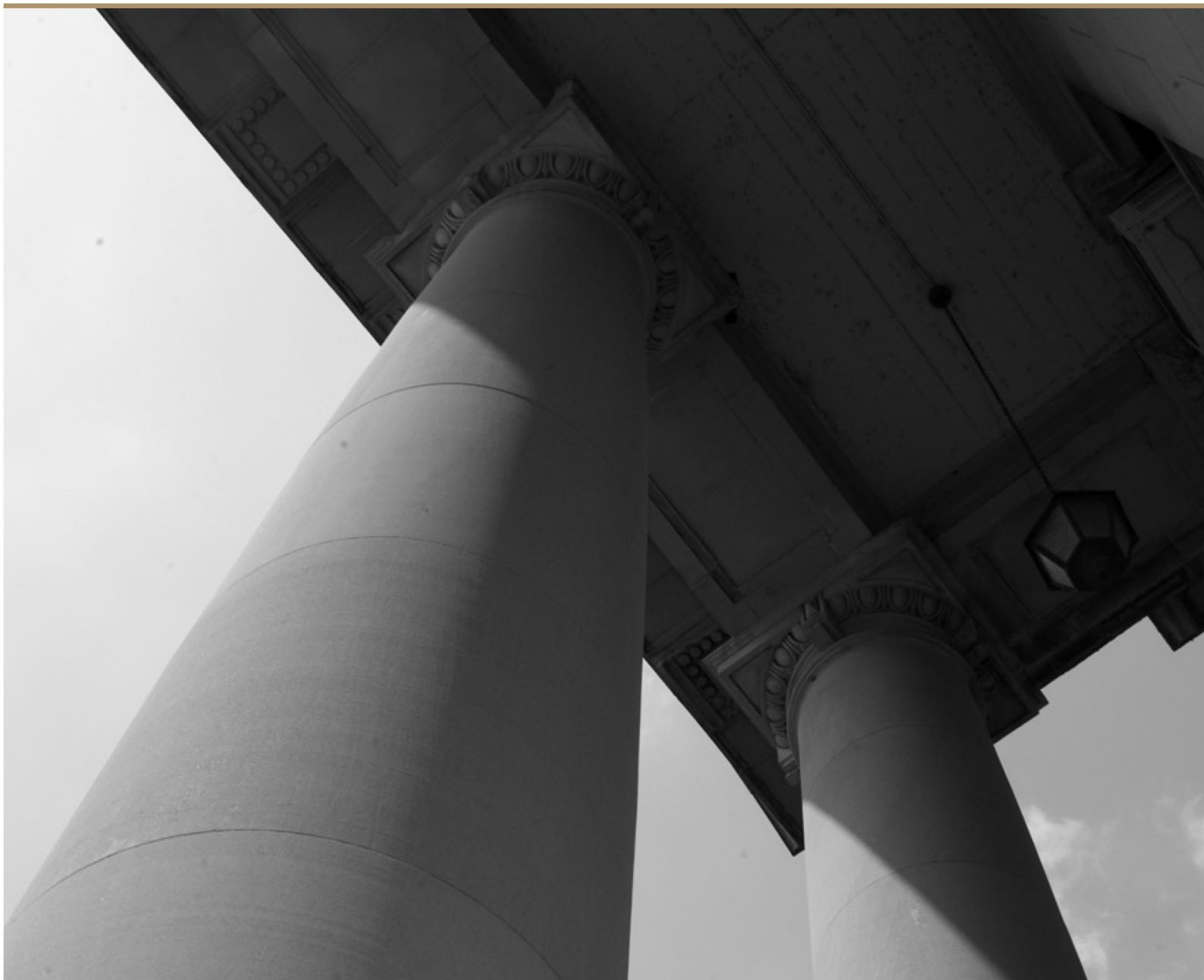


# ADDITIONAL INFORMATION FOR FILE & SERVE USERS - FILERS

PREPARED BY

NC ADMINISTRATIVE OFFICE OF COURTS

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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
<b>Service only</b> through Odyssey File & Serve (OFS). Refer <a href="#">Appendix (1)</a> .	<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>
Choose <b>efile only</b> option. Refer <a href="#">Appendix (2)</a> .	<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,<sup>i</sup> (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>
Choose <b>eFile and eServe</b> option in OFS. Refer <a href="#">Appendix (3)</a> .	<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,<sup>i</sup> (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>



Service Options for Filers	Outcome
<p>Choose <b>eFile only</b> option and an additional <b>service only</b> option within the same envelope. Refer <a href="#">Appendices (1) and (2)</a>.</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,<sup>i</sup> (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>
<p>Choose <b>eFile and eServe</b> option and an additional <b>service only</b> within the same envelope. Refer <a href="#">Appendices (1) and (3)</a>.</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,<sup>i</sup> (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 <b>eFile and eServe and service only documents</b>.</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.

<sup>1</sup> 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	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	Specifically, the following documents may be rejected: 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
Incorrect or Lacking Information (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 are deficiencies in the filing



### 3. Document Types

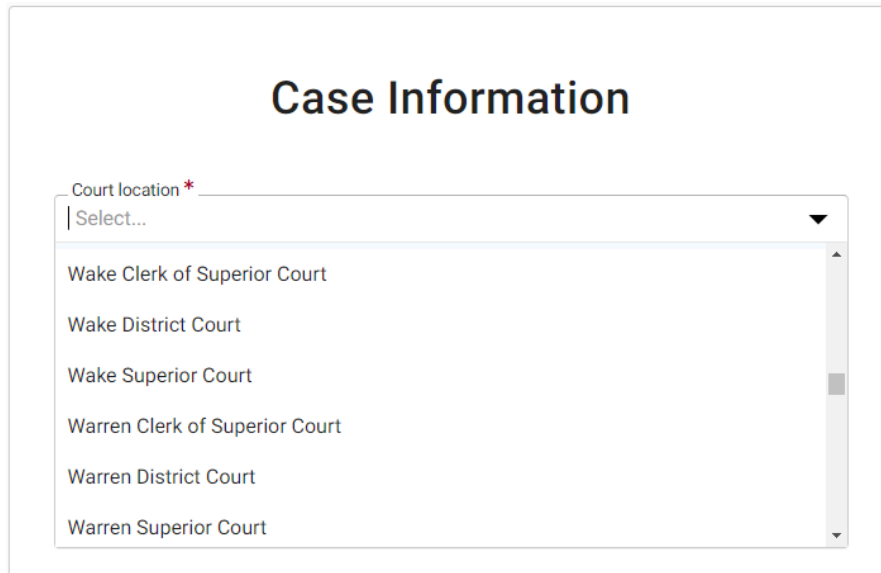
Document Types	Select this when...
Public	Selection of this document type will be available in Portal even to the anonymous user.
Public Not Portal	Selection of this document type will not be available in Portal without elevated access or the Kiosk in the court location but can be requested for the clerk 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.
Bookkeeping Purposes	Do not select this option for any filing codes. This is an option solely placed by clerks for bookkeeping forms.
Clerk's Access only	Do not select this option for any filing codes. This is only meant for filing code Report- Juvenile and is automatically set when this filing code is selected.
Multidisciplinary Evaluation	Do not select this option for any filing codes. This is only meant for filing code Multidisciplinary Action and is automatically set when this filing code is selected.
Adoption: Petition or Dismissal	Do not select this option for any filing codes. This is only meant for filing codes Adoption Petition or Adoption Dismissal and is automatically set when this filing code is selected.
Guardianship Status Reports	Do not select this option for any filing codes. This is only meant for filing codes Initial Status Report or Annual Status report and is automatically set when this filing code is selected.





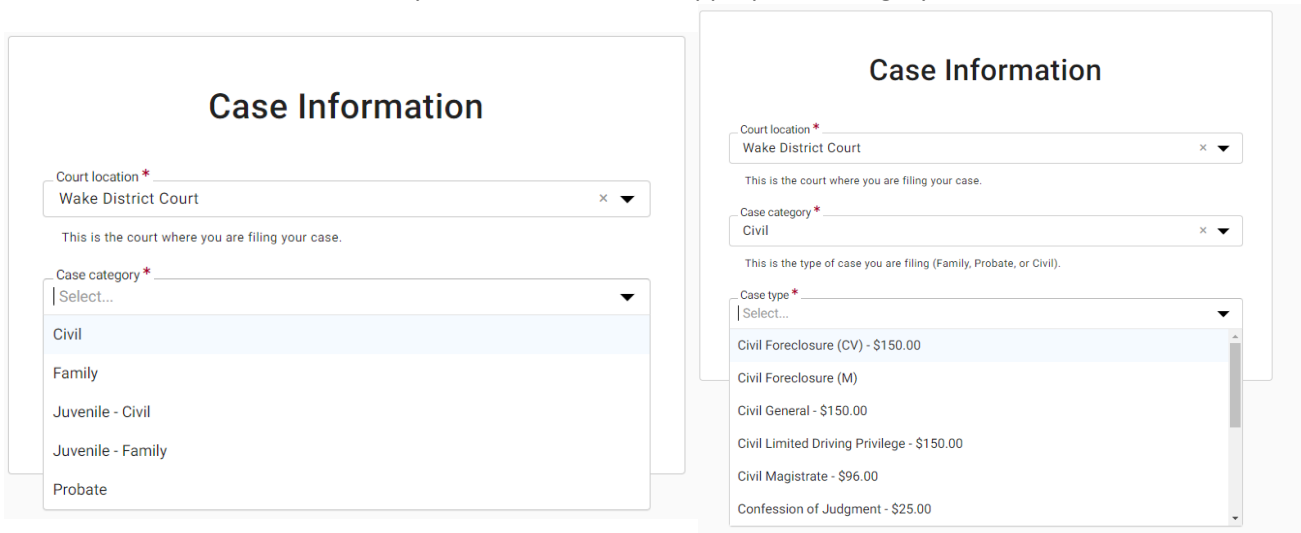
## 4. Best Practices when eFiling

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.



The screenshot shows the 'Case Information' form with the 'Court location' dropdown menu open. The menu lists the following options: Wake Clerk of Superior Court, Wake District Court, Wake Superior Court, Warren Clerk of Superior Court, Warren District Court, and 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.





The two screenshots show the 'Case Information' form with the 'Case category' and 'Case type' dropdown menus open. The 'Case category' dropdown lists: Civil, Family, Juvenile - Civil, Juvenile - Family, and Probate. The 'Case type' dropdown lists: Civil Foreclosure (CV) - \$150.00, Civil Foreclosure (M), Civil General - \$150.00, Civil Limited Driving Privilege - \$150.00, Civil Magistrate - \$96.00, and 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 *	<a href="#">+ Add party details</a>		
 Defendant *	<a href="#">+ Add party details</a>		
<a href="#">+ Add More</a>			

### 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:** Filing Description should be utilized by Guilford County filers to place a GB or HP to denote the Greensboro or High Point filing location. Filers in Nash and Edgecombe counties will utilize this area to put NV for Nashville, RM for Rocky Mount or TB for Tarboro to denote those filing locations. Other users can use filing description when using Other/Miscellaneous filing code.

Filing Information

\* Filing Code

Filing Code is Required.

Filing Description  
GB OR HP

Client Reference Number

Comments to Court



7. **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.

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

**Edit Filing Details**

Filing Requirements

**Additional Services**

Communications

**Additional Services**

The additional services you see below are based on the filing code you picked.

<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		



9. **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    × ▼

Party Responsible for Fees

Select... ▼

Filing Attorney \*

Select... ▼

## 10. Naming Standards

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

## 11. 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>



## 12. Documents to be submitted unredacted:

- a. AOC forms for Limited Driving Privilege
- b. Fee Applications
- c. Expunction Petitions
- d. Filers should file unredacted documents with a Public document security for:
  - i. SPCs
  - ii. Juvenile

## 13. Case type specific information:

- a. **Adoption Filers:**
  - i. When adding party information, you will only add the parties' names. You will not add addresses or any other identifying information.
  - ii. You will ONLY be filing the Petition and Proposed Order via File and Serve. DHHS is still requiring originals for everything else so you will file all other adoption filings in paper with the clerk.
- b. **Juvenile Filers:**
  - i. The Party Type "Juvenile DSS" is a configured role that means the juvenile on a case. This does NOT mean this is the field for the Department of Social Services to enter their information. This does NOT mean in a Private TPR that "Juvenile DSS" means this field is only for juvenile's who are the subject of DSS actions. Juvenile DSS is strictly a configuration that means this is the space where the juvenile information needs to be entered.
  - ii. Cases converted from J Wise will retain the same file numbers except now the leading zeros and a county code will be added. Ex. If a case was 22JA45 in Wake County, once the case is converted, it will be 22JA000045-910.
  - iii. Juvenile Department of Social Service please submit "Initial Filings" to initiate a case in File and Serve for each sibling to comply with the file number rules. The filer is NOT required to create pleadings for each individual child but only to upload the same documents into an initial filing, per juvenile, since Odyssey creates a file number for each juvenile.
  - iv. For Proposed Orders submitted as a "subsequent filings," only one proposed order must be submitted for each of the siblings names on it as only one order is presented in front of the judge and not multiple orders with the same information. Please request via the "comments to court" field on the filing details screen for the clerk to copy the filing to the related cases. Once the judge has signed the order, the clerk has the ability to copy the document from the lead file into the subsequent files.
  - v. Filers should NOT add attorneys when submitting filings. The clerk will add the attorney in Enterprise Justice-Odyssey.
  - vi. If filing a removal order for nonsecure custody, the filer should ensure they use the filing code "Proposed removal order..." if the order has not yet been signed.



- c. **Special Proceedings Filers:**
  - i. Most SP cases fall under the CIVIL category. Adoption and pre-birth determinations/ICWA consents fall under the FAMILY category.
  - ii. UPSET BIDS are not filed in File and Serve. They are filed in person and a clerk will scan and upload them into Enterprise Justice (Odyssey). Once scanned in, they will be viewable on Portal.
  
- d. **Estate/Probate Filers:**
  - i. The "Small Estate" case type is used when filing alternatives to a full administration.
  - ii. The case type of "Decedents' Estate-Small Estate" is where you'll file your alternatives to a full administration (years allowance, affidavit for collection, etc.).
  - iii. Remember that for anyone applying to be a Personal Representative, they start as an applicant until the clerk appoints them as a fiduciary. Upon appointment, they will become executor, administrator, etc. But until appointed by a clerk, they are an applicant.
  - iv. When filing an annual or a final account with supporting documentation (receipts, bank statements, etc.), you will add two separate filing codes. One for the account itself and the other for the supporting documents. For the account, you'll only upload the account. For the supporting documentation, you'll only upload those, and you'll use "Supporting Documentation for Audit Purposes". Once you pick that filing code, you will use that security group. You ONLY use that security group with the Supporting Documentation for Audit Purposes filing code.
  - v. When filing the original will with the clerk, let the clerk know what envelope number from file and serve the will corresponds with
  
- e. **Civil/Family Filers:**
  - i. Miscellaneous "M" filings and Registration case filing fees are found on the additional services tab.
  - ii. Filing fees for copies can also be found on the additional services tab.
  - iii. Foreclosure and Summary Ejectment cases now require the case address. This requirement refers to the physical property address of the property the action is concerning.
  - iv. Request for Bodycam Footage/recordings are filed as a General Civil action in Superior Court. The case type requires a Plaintiff & Defendant.
  - v. UPSET BIDS are not filed in File and Serve. They are filed in person and a clerk will scan and upload them into Odyssey. Once scanned in, they will be viewable on Portal.
  
- f. **Criminal Filers:**
  - i. PRO numbers for Out-of-state probation and parole fees are not visible in F&S. Those cases will still be handled on paper as they are now.



- ii.Ex-Parte filings will still be submitted initially in paper and will not be made part of the ICMS until after the 30 days have expired.
- iii.Attorneys should not add themselves as a party to the case. They shall add themselves on behalf of their client.
- iv.Out-of-county probation filings still require the probation officer to reach out to the clerk's office to get a case number before filing.
- v.eDiscovery guides are on the bottom of the ecourts hub. Private attorneys will receive an email from OKTA to activate their ediscovery account. All of their prior criminal discovery will convert over to ediscovery.
- vi.Petitions for Expunction- The AOC Expunction Unit has requested that these be submitted unredacted and marked "Public not Portal" so they may see the necessary information to process the request for expunction.
- vii.Limited Driving Privilege- DMV has requested that these be submitted unredacted and marked "Public not Portal" so they may see the necessary information when transmitted from the case management system.

**14. Documents that continue to be submitted in paper:**

- a. True Criminal Ex parte (Done by attorney)
- b. Search warrant (Done by LEO)
- c. Initial petitions for juv. delinquency (done by JCC)
- d. Evidence
- e. Assignment titles (DMV wants their original document)
- f. Original wills - an original will can be efiled + but original in paper is required
- g. Upset bids
- h. Bond forfeiture/ debt set off
- i. Criminal motions and orders for DA review

**15. Filing a document where multiple cases are listed:**

- a. While the general guidance is to file the document containing multiple cases into each case separately, exceptions to this guidance would be when filing fee apps and expunction petitions. Also please check with the local clerk's office for any exceptions.
- 

