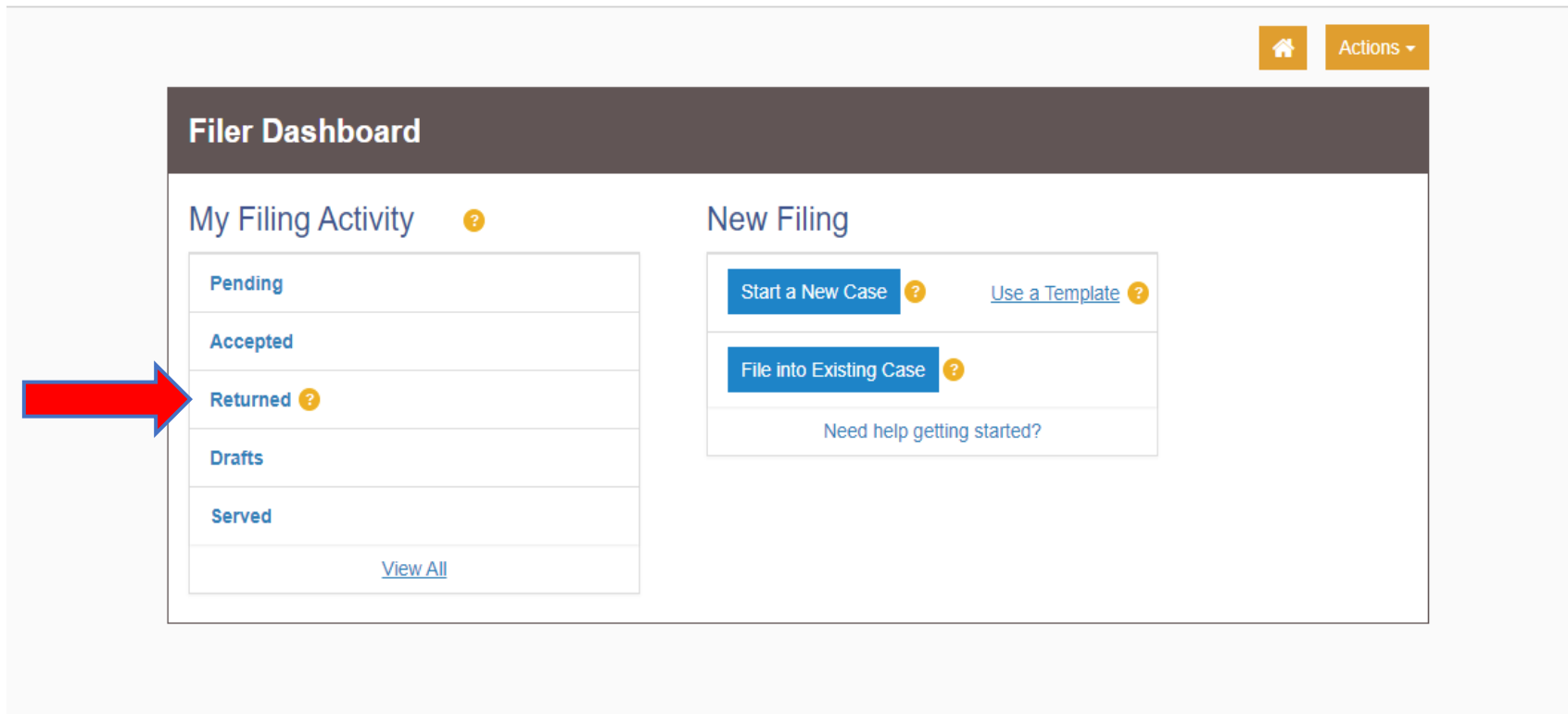


HOW TO RE-SUBMIT A REJECTED E-FILING

Once the e-Filing is rejected by the Clerk of Court's office and the filer receives the email confirmation of rejection

-Filer goes into their e-Filing dashboard

-Filer selects "Returned"



The screenshot displays the 'Filer Dashboard' interface. At the top right, there are navigation icons for 'Home' and 'Actions'. The dashboard is divided into two main sections: 'My Filing Activity' and 'New Filing'. The 'My Filing Activity' section contains a list of status categories: Pending, Accepted, Returned, Drafts, and Served. A red arrow points to the 'Returned' category, which has a small yellow question mark icon next to it. Below this list is a 'View All' link. The 'New Filing' section contains two buttons: 'Start a New Case' and 'File into Existing Case', both with yellow question mark icons. There is also a link for 'Use a Template' and a text prompt 'Need help getting started?'.

-Filer will see their Filing History appear

-Filer will select the envelope that was rejected

-Filer will select “Actions”

-Filer will then select “Copy Envelope”

The screenshot shows a 'Filing History' window with a table of filing records. The first record is expanded to show details for a rejected envelope. An 'Actions' dropdown menu is open, with 'Copy Envelope' highlighted. Red arrows point to the 'Actions' dropdown and the 'Copy Envelope' option.


| Filing Status | Filing Code | Filing Type | Filing Description | Client Ref # |
|---|--|-------------|--------------------|--------------|
| ▼ | Case # 202011245 - SUIT VOID vs. SUIT VOID (Amacker, Dawn) | | | |
| Envelope # 6504 filed Monday, July 26, 2021 at 12:21 PM CST by Malcom Munster on behalf of St Tammany | | | | |
| Rejected 🚩 | Act Of | EFile | | |

- Actions
- View Envelope Details
- View Service Contacts
- File Into Case
- File Into Case With Template
- Copy Envelope**
- Bookmark This Case

-Filer will make any corrections needed once the selection of “Copy Envelope” has been selected.

-Filer will re-submit their e-Filing.

-Filer will see a new envelope number, date, and time.

| Filing History | | | | |  |
|--|--|-------------|--------------------|--------------|---|
| Filing Status | Filing Code | Filing Type | Filing Description | Client Ref # | |
| ▼ | Case # 202011245 - SUIT VOID vs. SUIT VOID (Amacker, Dawn) | | | Actions ▼ | |
| Envelope # 6505 filed Monday, July 26, 2021 at 1:35 PM CST by Malcom Munster on behalf of St Tammany | | | | | |
| Submitted | Act Of | EFile | | | ✕ |

CLERK OF COURT REVIEWER SIDE

-The Deputy Clerk will receive the re-submitted e-Filing for review.

| Case # 202011245 - SUIT VOID vs. SUIT VOID (Amacker, Dawn) | | | | | | |
|--|-------------|-------------|--------------------|---------|----------------|--|
| Status | Filing Code | Case Type | Filing Description | Queue | Reviewer | |
| Under Review | Act Of | Suit Voided | | Default | Malcom Munster | |

-The Deputy Clerk will see the yellow bar appear at the top of the filing at the time of review.

-The Deputy Clerk will select “Copy Docket Date.” You will then see the Docket Date and time as the original submission date.

The screenshot displays the reviewer's interface. At the top, a yellow notification bar states: "This Envelope has been copied from an Envelope which contains at least one Rejected or Submission Failed Filing." To the right of this bar is a button labeled "Copy Docket Date". A red arrow points to this button. On the left sidebar, under "Envelope # 00006505", the "Docket Date" is listed as "7/26/2021 12:21 PM", which is highlighted in yellow. A second red arrow points to this date. The main area shows a document titled "Test Document.pdf [Original] [PDF]" with a description of "Act Of". The document content includes the court's name, "Melissa R. Hoag, Clerk of Court", and a letterhead for the 22nd Judicial District Court, Parish of St. Tammany. The letter is dated "July 2021" and is addressed to "John A Dwe" at "123 Unknown Address, Covington LA, 70433". The letter body contains a disclaimer: "This is not a real document. This is only used for testing purposes. Please ignore all text within the document. Please don't call with any questions (985) 901-0012." The signature line reads "Yours truly, Deputy Clerk".

-Deputy Clerk will review the e-Filing and once accepted, the filer will see the original date and time the envelope was submitted into the eFile system to preserve time delays.

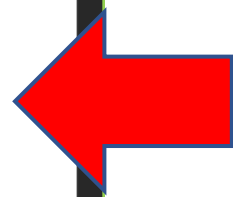
Dear Sir/Madam:

This is not a real document. This is only used for testing purposes. Please ignore all text within the document. Please don't call with any questions (985) 001-0012.

Yours truly,

Deputy Clerk

Submitted Date: 7/26/2021 12:21 PM File Date: 7/26/2021 1:43 PM Case Number: 202011245 St. Tam



- Filer will see the “File Date” burned down the right side of the document as the date and time the filing is accepted by the Clerk of Court’s office.

Dear Sir/Madam:

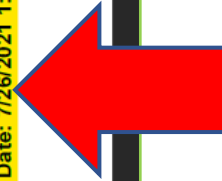
This is not a real document. This is only used for testing purposes. Please ignore all text within the document. Please don't call with any questions (985) 001-0012.

Yours truly,

Deputy Clerk



Submitted Date: 7/26/2021 12:21 PM File Date: 7/26/2021 1:43 PM Case Number: 202011245 St. Tam



FAQs

REJECTED E-FILINGS

Q. How do I preserve my original file date and time if the e-Filing was rejected?

A. Please visit the St. Tammany Parish Clerk of Court website then select “Online Services” where you will see the “How to Re-Submit a Rejected e-Filing” guide in a PDF format for you to print or review. You will follow these quick and easy instructions to preserve your original file date and time.

Q. What reasons would make the reviewer decide my e-Filing had to be rejected?

A. 1. If you choose to e-File using a Waiver account and not a Payment account for a paying party.

2. If the envelope submitted has one PDF document that has multiple documents and/or pleadings and these documents and/or pleadings are not uploaded separately by selecting “Add Another Filing” and uploading the individual PDF’s.

*Per Page Fees for Pleadings and Exhibits/Attachments have different fee amounts as per the statute.

3. If the PDF documents in the envelope are not matching the information selected by the attorney.
(i.e. Case number, Caption, etc. on document does not match what was selected)

4. If the submitted e-Filing should be filed in another parish and the filer selected the wrong parish.

5. If the submitted e-Filing has blank pages or missing portions of the filing.

6. If the submitted e-Filing does not include the electronic signature or any signature, sound and/or symbol.