

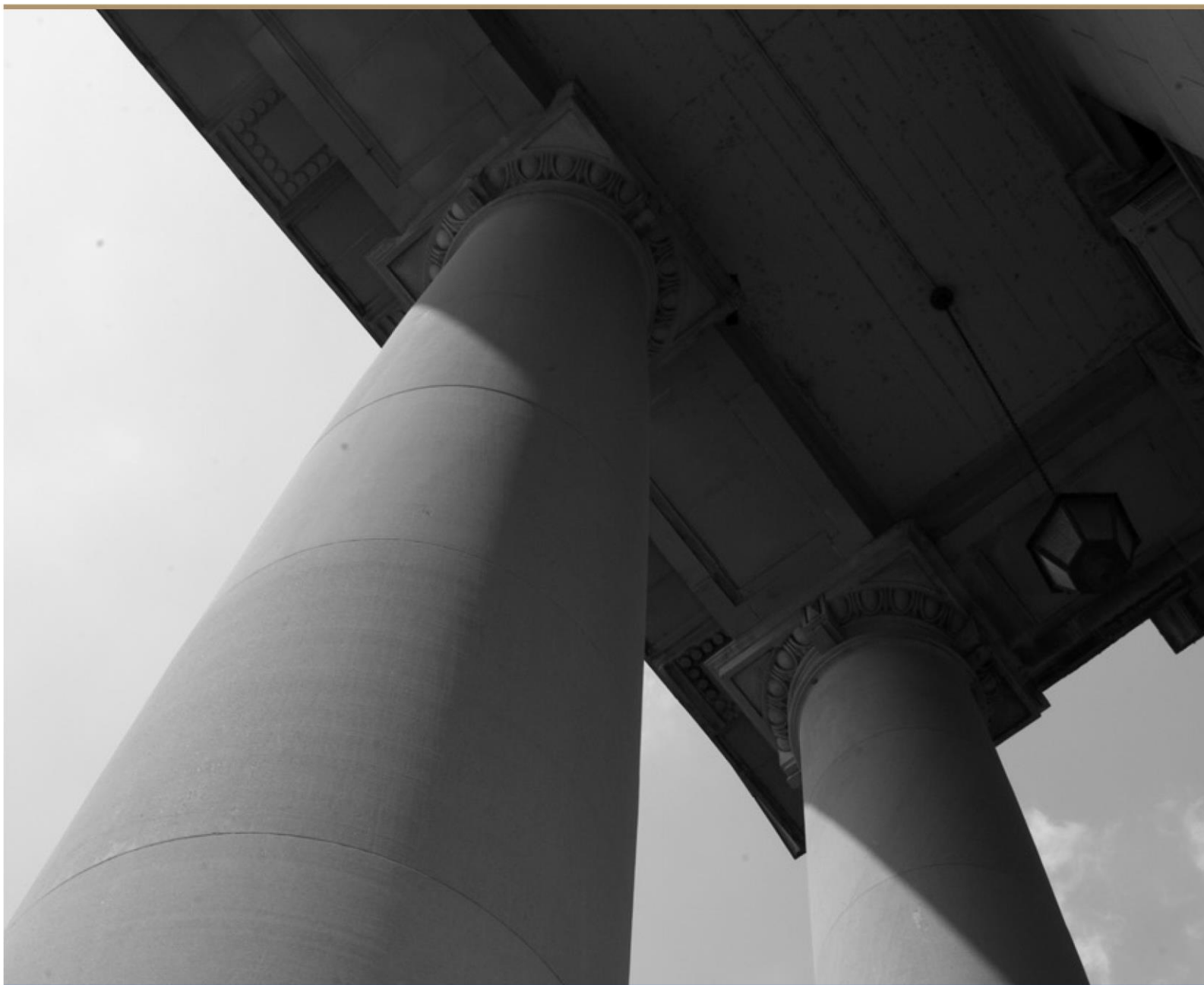


# ECOURTS

EFILING PROCESS IN ODYSSEY FILE & SERVE - FILER

PREPARED BY

BAPM



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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.



# EFILEING PROCESS IN ODYSSEY FILE & SERVE

## Overview

The North Carolina Administrative Office of the Courts (NCAOC) currently provides some eFiling capabilities in limited counties. As NCAOC prepares to transition to eCourts, all initial and subsequent filings will either utilize Odyssey's Guide & File (OGF) or Odyssey's File & Serve (OFS) products depending on the filing. This document details the process of e-file using Odyssey's File & Serve product.

## High Level Processes

### 1. Integration Between OGF and OFS

Filing attorneys and Self Represented Litigants can avail Odyssey's Guide & File (OGF) or Odyssey's File & Serve (OFS) products to e-file. For some filings, the Odyssey Guide & File product present the filer with a series of questions and based on the responses provided, forms are automatically generated and can be e-filed seamlessly since OGF is integrated with OFS. Filers have the option to use OGF as an anonymous user or a registered user.

However certain filings may require wet signatures (such as from a Notary) or the filing attorney may use forms that are not standard to NC AOC. In such instances, filings are directly done using OFS's Filer website. Filers must register to e-file when using Odyssey File & Serve.

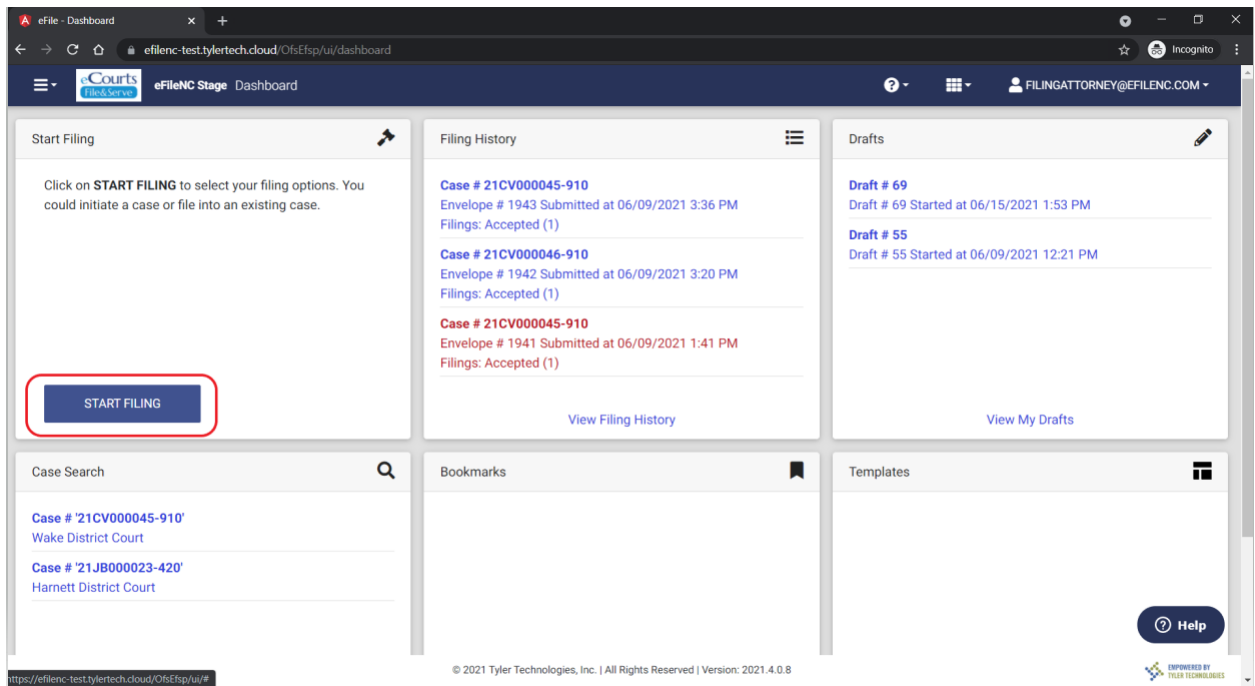
### 2. Filer Process

Filers begin e-filing by initially registering in the OFS Filer site which will be made available through the main Judicial website. As part of the initial set up, filers will have to add the filing attorney and the payment account details. After the initial set up filer can begin filing.

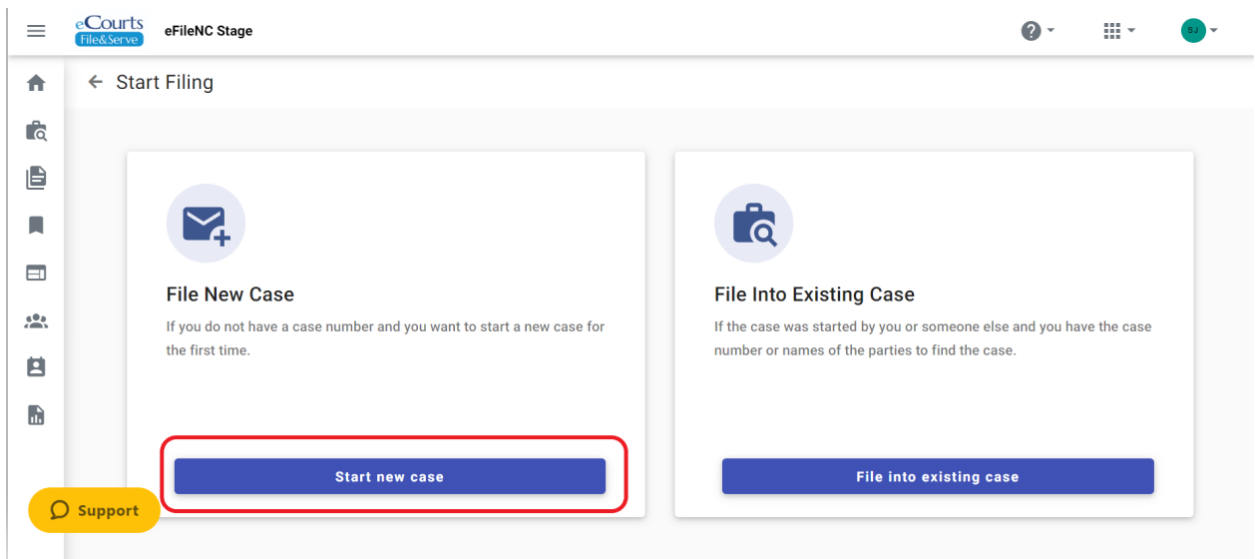
.....Continued in next page



a. Filers initiate filing by clicking on **Start Filing** button on the Dashboard



b. **Initial Filing** – Click on **Start a New Case**.



c. Select the filing location, case category and case type in the Case Information tab.

The screenshot shows the 'New Case Filing' interface with the 'Case Information' tab selected. The interface includes a top navigation bar with the eCourts File & Serve logo and 'eFileNC Stage' text. A progress bar at the top shows six steps: 1. Case Information (active), 2. Parties, 3. Filings, 4. Service, 5. Fees, and 6. Summary. The 'Case Information' section contains three dropdown menus: 'Court location \*', 'Case category \*', and 'Case type \*'. Below each dropdown is a 'Select...' button and a brief instruction. At the bottom of the form are buttons for 'Support', 'Save Draft and Exit', and 'Parties →'.

d. In the Party tab, add Party Details by clicking on '+' icon.

The screenshot shows the 'New Case Filing' interface with the 'Parties' tab selected. The progress bar at the top shows six steps: Case Information, 2. Parties (active), Filings, Service, Fees, and Summary. The 'Parties' section displays a table with columns for Party Type, Party Name, Lead Attorney, and Actions. Two rows are visible: one for 'Plaintiff \*' and one for 'Defendant \*'. Each row has a red-bordered box around the '+ Add party details' link. Below the table is a '+ Add More' button. At the bottom of the form are buttons for 'Support', 'Save Draft and Exit', and navigation buttons for '< Case Information' and 'Filings →'.



e. Enter the party information and click Save. Repeat this step for all Parties.

Party Information

First Name\* Middle Name\* Last Name\* Party ID Social Security Number

Contact Information

Address Line 1 Address Line 2 City State Zip Code Phone Number

Attorney Information

Last Attorney

f. In the Filings tab, add a filing by clicking on '+ Add Filing' button.

Max Envelope Size: 36.70 MB  
Remaining: 36.70 MB

Filing Code	Filing Type	Description	Actions
 <b>No Filings Added Yet</b> At least one filing is required to complete the filing process.			

+ Add filing



- g. Enter Filing details such as Filing Code and Filing Description in the Filing Requirements secondary tab. You can also select any Additional Service or add send the filing by clicking on the Communications secondary tab.

- h. Upload the document to be e-filed by either dragging and dropping the file or clicking the Select File button. Select the PDF document from your local folder.



- i. Select the applicable Document Security and click on Auto-redact to redact any Personally Identifying Information (PII). Click Save. Repeat steps 2 (f) through 2 (i) to add more filings and documents.

The screenshot shows the 'Filing Requirements' form in the eFileNC Stage application. The 'Upload Documents' section is active, displaying a document named 'AOC-CR-337.pdf'. Below the document name, there are two buttons: 'Auto-Redact' and 'Remove'. To the right, a dropdown menu for 'Document Security' is open, showing options: 'Select...', 'Public', 'Confidential', and 'Public Not Portal'. The 'Auto-Redact' button and the dropdown menu are highlighted with red boxes.

- j. Electronic Service is not available for initial filings so in the Service tab proceed to the next tab by clicking Fees.

The screenshot shows the 'Service Contacts' page in the eFileNC Stage application. The page displays a list of service contacts for Plaintiff Jane Doe and Defendant John Doe. The 'Fees' tab is highlighted in the navigation bar, and the 'Fees' button is highlighted with a red box.





- k. Select Payment Account, Filing Attorney and Party Responsible for Fees and click on **Calculate Fees**. If Fees are not applicable, the fee amounts will show \$0.00, otherwise the system calculates the fees based on Case Type, Filing Codes, etc. Click **Summary** to proceed.

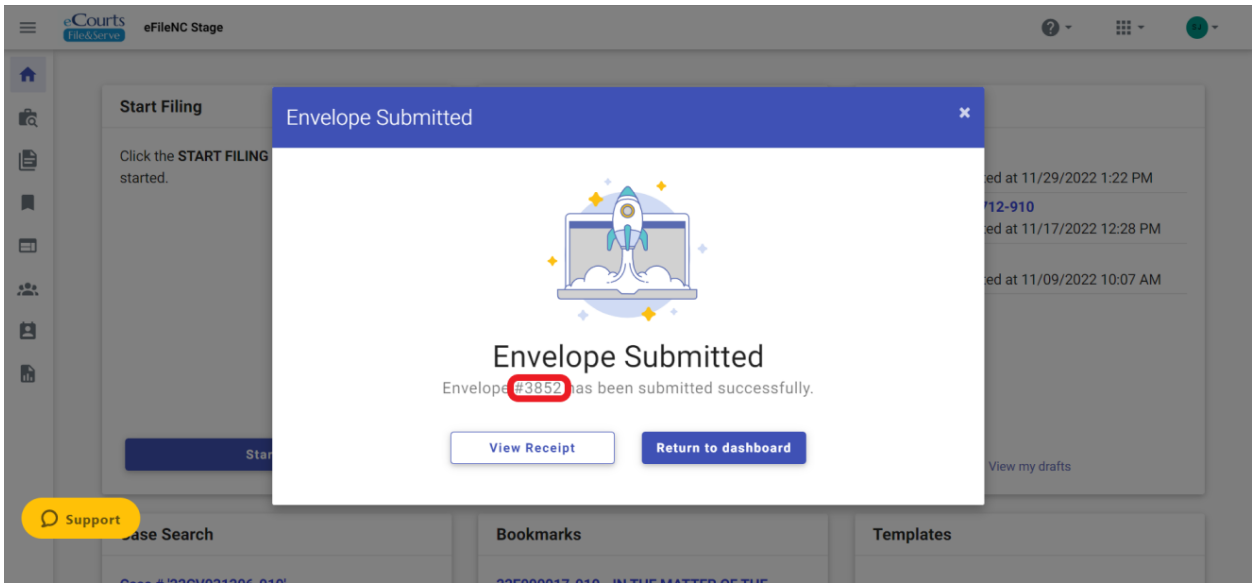
The screenshot shows the 'New Case Filing' interface in the 'Fees' step. The top navigation bar includes 'Case Information', 'Parties', 'Filings', 'Service', 'Fees', and 'Summary'. The 'Fees' section contains three dropdown menus: 'Payment Account', 'Party Responsible for Fees', and 'Filing Attorney'. A 'Calculate Fees' button is located in the 'Fee Breakdown' section. At the bottom, there are buttons for 'Support', 'Save Draft and Exit', 'Service', and 'Summary'.

- l. Review all the details entered so far and make corrections if needed. Check the boxes to agree to the terms and click **Submit** to e-file.

The screenshot shows the 'New Case Filing' interface in the 'Submission Agreements' step. The 'Submission Agreements' section has two checkboxes, both of which are checked. Below this section are three summary cards: 'Case Information', 'Parties', and 'Filings'. At the bottom right, there are buttons for 'Fees' and 'Submit'.



- m. System displays an Envelope Number upon successful filing. The Envelope Number and filing details now appear in Filing History. The filing now appears in the OFS Reviewer site.



- n. Filer also gets a Filing Submitted Notification email upon successful filing. The Envelope Number and filing details are also listed here.



o. Subsequent Filing - Click on **File into Existing Case**.

The screenshot shows the 'Start Filing' page in the eCourts File & Serve system. The page has a header with the logo and 'eFileNC Stage'. A sidebar on the left contains navigation icons. The main content area has two cards: 'File New Case' and 'File Into Existing Case'. The 'File Into Existing Case' card has a blue button labeled 'File into existing case' which is highlighted with a red rectangular box. Below the cards is a yellow 'Support' button.

p. Search for the case by **Case Number or Party Name**.

The screenshot shows the 'Search for Case' form. It features a search icon, a title 'Search for Case', and a note: 'If you are not sure your case number is correct, refer to the formatting instructions for the selected court or search for the case by party name.' There is a 'Location \*' dropdown menu with 'Select...' and a red border. Below it is the text 'Location is Required.' The 'Search for Case by' section has two radio buttons: 'Case Number' (selected) and 'Party Name'. A light blue box contains instructions: 'Type your case number exactly as you see it on your case documents. If the case is not found, or if you do not know the case number, try searching for a case by Party Name. Click here (https://odysseyfileandservecloud.zendesk.com/hc/en-us/articles/360054175872) for more case search tips.' Below this is a 'Case Number \*' input field with a red border. At the bottom, there is a 'Sort results by' dropdown menu set to 'Newest to Oldest' and two buttons: 'Cancel' and 'Search'.



- q. Verify the Case Number and Party information and select the case you want to file into by clicking on the Actions button and selecting File into case.

The screenshot shows the 'Case Search Results' page in the eCourts File & Serve eFileNC Stage. The search results display one case: 'STATE OF NORTH CAROLINA VS Defendantfirst Defendantlast Case # 22IF020396-910'. The location is 'Wake District Court' and the case category is 'Criminal'. An 'Actions' dropdown menu is open, showing options: 'File into case', 'File into case with template', 'View Service contacts', and 'Bookmark case'. The 'File into case' option is highlighted with a red box.

- r. Follow steps 2(c) through 2(f) to continue to e-file.  
 s. Select from eFile Only, eFile and Serve or Service Only depending on the type of filing to be made.

The screenshot shows the 'File Into Case' screen in the eCourts File & Serve eFileNC Stage. The 'Filing Type' section is highlighted with a red box, showing three options: 'eFile Only' (selected), 'eFile and Serve', and 'Service Only'. Below this are sections for 'Filing Information' and 'Upload Documents'.



- t. Continue with steps 2(g) through 2(i) to continue to e-file.
- u. In the Service tab select a Service Contact from the Firm List and associate with the relevant party. You can also add a new Service contact in this tab if eFile and Serve or Service Only was selected in the Filings tab. Click Save. Repeat step 2 (u) to add more service contacts.

The screenshot shows the 'Service Contacts' page in the Odyssey e-filing system. The page is titled 'Service Contacts' and has a navigation bar with tabs for Case Information, Parties, Filings, Service, Fees, and Summary. The 'Service' tab is selected. There are three main sections: Defendant (MARK A GRIFFEY), Plaintiff (NC STATE OF DEPT OF REVENUE), and Other Service Contacts. Each section has a table with columns for Service Contact, Email/Mail, Service Method, and Actions. The 'Add New Contact' button in the top right is highlighted with a red circle.

The screenshot shows the 'Add Service Contact' form in the Odyssey e-filing system. The form includes the following fields and options:

- Service Method:** A dropdown menu with 'EServe' selected.
- Associated Parties:** A dropdown menu for selecting one or more parties to associate with the service contact.
- Contact Information:**
  - First name (required), Middle name, Last name (required)
  - First name is required.
  - Email (required), Phone number
  - Administrative email(s)
  - Country: United States
  - Address Line 1, Address Line 2
  - City, State (dropdown), Zip Code
- Save to my firm contact list
- Add to Public List



- v. Continue with steps 2(k) through 2(l) to continue to e-file.

### 3. Reviewer Process and integration with Odyssey Case Manager and Portal

All successful filings queue up in the OFS Reviewer site in the appropriate Review Queue. The Review Queues are determined by the Case Category and Filing Codes. Clerks and any judicial staff who are authorized to review incoming filings will be able to view, annotate, add comments and either accept or return the filing.

- a. When a Reviewer accepts a filing, the following take place near real-time
  - i. If it is an initial filing, the Odyssey Case Manager system generates a new case and attaches the filing to this new case.
  - ii. For subsequent filings the filing is attached to the case it was filed into in Odyssey Case Manager.
  - iii. Depending on Case Security, Document Security and users access levels, the case and filings may be viewable in Portal for the public. Restricted cases and documents may not be available in Portal or will be restricted only to certain parties or authorized personnel.
  - iv. Applicable fees if any are deducted from the Payment Account provided by the filer only when the reviewer accepts the filing.
  - v. Filer gets a Filing Accepted Notification email with a stamped copy of the e-filed document. The Envelope Number, filing details and any comments are also listed here.
  - vi. If an e-service was done in addition to the filing, then the Service Contact would receive a Notice of Service email along with the stamped copy of the document filed.
  - vii. Stamped copies will also be sent to emails indicated in the Courtesy Copies section.

Accepted Filing Notification for Case No. 22CV031231-910 (Jane Doe VS John Doe)

no-reply@efilingmail.tylertech.cloud  
To Jami, Sarvani

Wed 11/30/2022 11:29 PM

**Filing Accepted**  
Envelope Number: 3852

The filing below was reviewed and has been accepted by the Clerk's office located in Wake District Court, NC. Please click the link below to retrieve a filed-stamped copy of your eFiled document

Filing Details	
Court	Wake District Court
Case Number	22CV031231-910
Case Style	Jane Doe VS John Doe
Date/Time Submitted	11/30/2022 10:40 PM EST
Date/Time Accepted	11/30/2022 11:28 PM EST
Accepted Comments	
Filing Type	Affidavit of Indigency
Activity Requested	EFile
Filed By	Sarvani Jami

Fee Details	
Case Fee Information	\$154.34
Case Fees	\$150.00
Payment Service Fees	\$4.34
Affidavit of Indigency	\$0.00
Grand Total	\$154.34
Total:	\$154.34

Document Details	
Lead File	AOC-CR-337.pdf
Lead File Page Count	1
File Stamped Copy	<a href="https://efilingmail.tylertech.cloud/ViewDocuments.aspx?CID=967ad0587464883486a2943a629d7d">https://efilingmail.tylertech.cloud/ViewDocuments.aspx?CID=967ad0587464883486a2943a629d7d</a> This link is active for 60 days.

For Technical Assistance



Notification of Service for Case No. 22CR700448-500 (STATE OF NORTH CAROLINA VS EDUARDO JUN PATRICIO-GALVAN)

no-reply@efilingmail.tylertech.cloud  
To: Jami, Sarvani

Mon 12/5/2022 3:04 PM

**Notification of Service**  
Envelope Number: 3804

This email was generated by the electronic filing (eFiling) system of the North Carolina courts and includes a copy of the filing listed below.

Please click the link below to retrieve your copy of the filed document.

(See Rule 5 of North Carolina's Rules of Civil Procedure for specific details on service of pleadings and other papers.)

Filing Details	
Case Number	22CR700448-500
Case Style	STATE OF NORTH CAROLINA VS EDUARDO JUN PATRICIO-GALVAN
Date/Time Submitted	11/17/2022 3:00 PM EST
Filing Type	Motion for Recall
Filed By	Sarvani, Jami
Service Contacts	EDUARDO JUN PATRICIO-GALVAN; S.J. (sarvani.jami@nccourts.org)

Document Details	
File Stamped Copy	<a href="https://reviewemc-test.tylertech.cloud/ViewServiceDocuments.aspx?ADMIN=0&amp;SID=4cf890cd-154d-4dad-a0bc-66b17c63f359">https://reviewemc-test.tylertech.cloud/ViewServiceDocuments.aspx?ADMIN=0&amp;SID=4cf890cd-154d-4dad-a0bc-66b17c63f359</a> This link is active for 45 days.

[Contact Tyler Technologies](#)

Please do not reply to this email. It was generated automatically by no-reply@efilingmail.tylertech.cloud.

- b. When a Reviewer returns a filing, the following take place near real-time
- i. There is no record of the filing in the case in Odyssey Case Manager system and in extension, the returned filing is not seen in Portal.
  - ii. Money is not deducted from the Payment Account.
  - iii. The filer is notified if the filing is returned and there is no stamped copy of the document. The Envelope Number, filing details and any comments are also listed here.
  - iv. Since there is no stamped copies of the document, courtesy copies and Notice of Service emails are also not sent.

Return for Correction Notification for filing on case 22PFG200002-999

no-reply@efilingmail.tylertech.cloud  
To: Jami, Sarvani

Wed 11/2/2022 1:55 PM

**Filing Returned**  
Envelope Number: 3534

Your filing to the Clerk's office located in AOC Portal Unit, NC has been returned on Case: 22PFG200002-999

Return for Correction Reason(s) from Clerk's Office	
Return for Correction Reason	Filer's Request
Return for Correction Comments	No rejection comment was provided. Please contact the court into which you are filing for more information.

Document Details	
Court	AOC Portal Unit
Case Style	
Date/Time Submitted	10/13/2022 5:24 PM EST
Filing Type	Elevated Access Request-VC
Filing Description	
Activity Requested	EFile
Filed By	Sarvani, Jami

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