

Superior Court of California, County of Los Angeles

EFSP Rejection Rates

December 2022 - November 2023

CIVIL

Top 10 Rejection Reasons

1. Other: [Clerk's Comment]	6. Resubmit each document as a separate PDF in the same envelope.
2. Case number does not match the case information.	7. Incorrect Court District/Court Location.
3. Incorrect filing code selected.	8. Form is obsolete or does not conform to CRC Rule 2.100-2.141.
4. Duplicate document submitted for e-Filing.	9. Incorrect case category and/or case type selected.
5. Document is defective.	10. Unable to process incomplete document.

EFSP	Dec 2022	Jan 2023	Feb 2023	March 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Avg. Rejection Rate
americanlegalnet		23.1%	20.0%	20.0%	42.9%	80.0%	25.0%	21.9%	21.4%	8.3%	21.4%	10.5%	26.8%
abclegal											13.4%	15.5%	14.5%
uslegalpro	18.8%	28.0%	19.8%	10.8%	12.2%	12.5%	12.5%	8.9%	8.1%	12.6%	7.0%	8.9%	13.3%
intresys	4.8%	4.2%	16.3%	26.7%	19.4%		6.1%		9.7%	11.4%	8.3%	6.1%	11.3%
jti-efsp	10.7%	9.6%	10.1%	10.9%	10.5%	10.7%	10.9%	10.7%	10.6%	10.9%	10.5%	10.5%	10.6%
infotrack	11.8%	11.3%	9.4%	10.4%	8.8%	8.5%	9.0%	8.5%	10.7%	12.4%	10.0%	9.9%	10.1%
onelegal	9.4%	9.0%	9.3%	9.6%	8.7%	8.4%	9.2%	8.8%	9.5%	9.6%	8.5%	8.5%	9.0%
greenfile	9.3%	9.0%	9.3%	9.0%	9.0%	9.6%	9.4%	8.4%	8.3%	8.7%	8.6%	9.3%	9.0%
legalconnect	8.6%	7.6%	8.0%	8.3%	8.2%	8.3%	8.0%	8.0%	13.7%	8.1%	8.3%	7.4%	8.6%
litigati	9.0%	7.5%	10.7%	10.1%	8.5%	7.2%	7.0%	7.3%	4.8%	7.5%	6.8%	8.0%	7.9%
ddslegal	7.6%	5.3%	7.6%	8.7%	8.0%	6.5%	7.6%	7.5%	7.6%	8.9%	7.0%	7.4%	7.5%
tristar	5.4%	5.1%	5.7%	5.8%	6.0%	7.1%	7.1%	6.6%	5.7%	6.3%	5.5%	5.6%	6.0%
expressnetwork	4.2%	5.0%	6.2%	5.8%	5.6%	6.7%	5.2%	6.8%	6.8%	6.3%	6.0%	6.4%	5.9%
Rate of Rejection (Courtwide Overall)*	9.1%	8.5%	9.0%	9.1%	8.7%	8.9%	9.0%	8.6%	10.6%	8.9%	8.6%	8.6%	9.0%

Family Law

Top 10 Rejection Reasons

1. Document is missing information or attachments	6. Incorrect District/Court Location
2. Original petition and/or moving papers rejected	7. Resubmit each document as a separate PDF in the same transaction
3. Incorrect filing code selected	8. Case number/party's names does not match the case information
4. Incorrect fee amount/Payment failed	9. Wrong case category and/or type selected
5. Duplicate document submitted for filing	10. Document exempt from eFiling; original must be submitted conventionally

EFSP	Dec 2022	Jan 2023	Feb 2023	March 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Avg. Rejection Rate
SRL (Guide & File)	25.4%	25.4%	28.7%	34.3%	33.6%	25.8%	28.3%	30.7%	34.7%	38.7%	33.3%		30.8%
Serve Manager	25.0%	22.1%	22.6%	22.6%	24.1%	25.5%	25.5%	30.8%	27.0%	25.9%	24.8%	24.2%	25.0%
RapidLegal (LegalConnect Partner)	21.0%	17.6%	25.1%	22.7%	20.4%	25.4%	16.2%	21.0%	23.1%	19.2%	14.4%		20.5%
OneLegal	19.9%	19.0%	21.2%	20.2%	20.9%	20.6%	19.9%	19.4%	19.0%	16.8%	18.0%	16.7%	19.3%
OFS EFSP Filing Interface	19.0%	16.1%	19.5%	19.5%	17.6%	19.0%	15.3%	16.8%	17.0%	21.0%	19.4%	21.0%	18.4%
Odyssey File & Serve	15.6%	17.3%	15.8%	17.9%	20.7%	19.1%	16.0%	16.6%	16.2%	16.1%	16.8%	14.1%	16.8%
DDSLegal (TriStar Software)	17.4%	18.2%	15.4%	17.7%	16.1%	17.5%	14.3%	18.5%	17.1%	17.1%	14.4%	15.7%	16.6%
GreenFiling	16.2%	15.9%	16.9%	16.1%	17.0%	17.4%	15.1%	17.0%	15.6%	16.0%	14.6%	14.9%	16.1%
Legal Connect	15.8%	16.8%	15.1%	15.9%	15.6%	16.5%	14.5%	15.4%	16.3%	15.6%	15.1%	15.2%	15.6%
Signal Attorney Service	12.9%	9.6%	11.9%	15.7%	15.3%	14.2%	14.5%	15.9%	13.7%	10.5%	12.7%	10.1%	13.1%
Janney and Janney (LegalConnect Partner)	12.3%	12.4%	13.5%	13.7%	14.7%	14.5%	12.7%	12.2%	12.4%	13.2%	9.4%		12.8%
Zachs Legal Service	10.8%	7.9%	13.8%	14.1%	10.8%	14.1%	13.1%	13.3%	14.8%	10.0%	9.5%	11.8%	12.0%
Rate of Rejection (Courtwide Overall)*	17.2%	17.0%	17.7%	18.0%	18.4%	18.6%	17.1%	17.8%	17.7%	17.2%	16.6%	16.3%	17.5%

Notes:

*The "Rate of Rejection (Courtwide Overall)" represents the percentage of monthly transactions rejected court-wide.

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Probate

Top 10 Rejection Reasons

1. Original petition and/or moving papers rejected	6. Incorrect filing code selected
2. Document defective	7. Case number does not match case information
3. Unable to Process Incomplete Document	8. Case coversheet needed as a separate document
4. Resubmit Proposed Order after the hearing	9. Subsequent document submitted as a new case filing
5. Incorrect fee amount	10. Duplicate document submitted for filing

EFSP	Dec 2022	Jan 2023	Feb 2023	March 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Avg. Rejection Rate
Serve Manager	24.3%	23.0%	25.4%	28.0%	20.9%	25.1%	30.6%	33.0%	29.1%	28.1%	25.0%	39.3%	27.6%
Legal eFile(GreenFiling Partner)	25.5%	25.2%	17.6%	20.9%	18.1%	22.2%	14.8%	22.2%	21.6%	19.4%	20.5%	21.1%	20.8%
RapidLegal (LegalConnect Partner)	13.5%	12.1%	13.4%	14.5%	17.9%	15.0%	19.8%	15.0%	18.3%	19.9%	15.5%		15.9%
Legal Connect	10.8%	12.1%	13.6%	12.6%	13.7%	14.6%	15.9%	14.3%	14.3%	16.0%	15.0%	14.6%	14.0%
OFS EFSP Filing Interface	13.0%	9.9%	9.5%	14.4%	9.6%	11.4%	12.1%	14.1%	12.0%	11.6%	12.2%	11.0%	11.7%
DDSLegal (TriStar Software)	15.6%	10.4%	13.2%	12.7%	10.2%	18.4%	13.6%	15.6%	14.4%	16.7%	13.2%	9.7%	13.6%
OneLegal	11.5%	10.4%	10.5%	12.4%	13.5%	13.1%	14.4%	14.4%	14.0%	13.4%	13.9%	12.6%	12.8%
Janney and Janney (LegalConnect Partner)	10.2%	10.2%	8.0%	13.1%	14.2%	12.6%	14.2%	14.4%	12.6%	11.3%	13.8%	0.0%	11.2%
Ace Attorney Service Inc	12.5%	9.0%	9.1%	10.1%	12.4%	11.4%	11.8%	10.9%	15.9%	12.7%	13.3%		12.0%
Odyssey File & Serve	7.0%	7.6%	7.3%	7.9%	9.3%	11.4%	9.4%	9.0%	10.1%	10.9%	10.1%	7.4%	9.0%
GreenFiling	6.8%	7.0%	6.5%	8.7%	10.0%	9.1%	9.7%	10.6%		10.5%	10.4%	10.1%	9.0%
Signal Attorney Service	6.4%	8.5%	6.7%	9.0%	9.5%	11.4%	7.9%	7.5%	10.9%	7.5%	8.5%	8.4%	8.5%
Rate of Rejection (Courtwide Overall)*	10.6%	10.3%	10.2%	12.0%	12.9%	12.7%	13.6%	13.6%	13.5%	13.7%	13.6%	12.9%	12.5%

Mental Health

Top 10 Rejection Reasons

1. Other:	6. Request for Hearing Form must be filed with the notice.
2. Duplicate filing previously accepted by the Court.	7. Notice of Certification WIC 5250 must be filed with the Request for Hearing Form.
3. Unable to Process Incomplete Document.	8. Resubmit each document as a separate pdf in the same envelope.
4. Subsequent document submitted as a new case filing	9. Riese Petition WIC 5332 must be filed with the Request for Hearing Form.
5. Wrong case type or filing code selected.	10. Subsequent petition is filed prematurely.

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e-Legal Services Inc.							35.3%	57.1%	7.7%	42.9%	44.4%	0.0%	31.2%
Odyssey File & Serve							59.3%	5.0%	20.0%	4.5%	11.1%	31.6%	21.9%
RapidLegal (LegalConnect Partner)							30.0%	19.0%	33.3%	16.7%	0.0%		19.8%
File & ServeXpress							48.4%	15.2%	6.3%	9.5%	5.6%	7.3%	15.4%
Legal eFile(GreenFiling Partner)							29.6%		12.5%	4.2%	29.4%	12.1%	17.6%
OFS EFSP Filing Interface							24.1%	9.5%	7.7%	8.6%	7.2%		10.9%
Legal Connect							23.8%	6.0%	6.9%	8.5%	12.3%	9.7%	11.2%
On-Call Legal							21.0%	2.7%		2.7%	1.7%	0.7%	5.8%
Serve Manager							17.1%	7.0%	7.9%	10.2%	4.5%	6.1%	8.8%
OneLegal							19.7%	6.4%	5.5%	6.6%	6.4%	4.3%	8.2%
GreenFiling							19.2%	4.1%	4.7%	7.3%	5.0%	6.4%	7.8%
One Hour Delivery(GreenFiling Partner)							10.3%	5.7%	5.7%	4.9%	6.6%	0.0%	5.5%
Rate of Rejection (Courtwide Overall)*							23.6%	8.1%	7.0%	8.0%	7.2%	7.3%	10.2%

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