Superior Court of California, County of Los Angeles

Top 10 eFiling Rejection Reasons Report

May 2023 - April 2024

The tables below display the percentage breakdown of the top 10 reasons for all rejected envelopes/transactions.

CIVIL

Top 10 Rejection Reasons	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	Avg. Rejection Rate
Other: [Clerk's Comment]	82.8%	79.5%	80.5%	86.1%	83.0%	81.6%	80.8%	79.9%	79.1%	81.3%	79.4%	80.0%	**81.2%**
Incorrect filing code selected.	3.4%	3.5%	3.2%	2.2%	2.8%	3.2%	3.8%	3.6%	3.5%	3.3%	3.5%	3.2%	**3.2%**
Case number does not match the case information.	2.4%	3.2%	3.3%	2.6%	2.7%	2.6%	3.0%	3.1%	2.6%	2.5%	2.7%	2.6%	**2.8%**
Document is defective.	2.3%	2.9%	2.6%	1.8%	2.2%	2.5%	2.4%	2.2%	3.3%	2.9%	2.9%	3.1%	**2.6%**
Duplicate document submitted for e-Filing.	2.5%	2.7%	2.6%	2.0%	2.3%	2.8%	2.4%	2.6%	2.4%	2.7%	2.4%	2.2%	**2.5%**
Unable to process incomplete document.	1.5%	2.1%	1.8%	1.2%	2.2%	2.2%	2.3%	2.8%	2.9%	2.3%	3.0%	3.5%	**2.3%**
Incorrect Court District/Court Location.	1.5%	1.8%	1.8%	1.3%	1.4%	1.6%	1.8%	1.8%	1.6%	1.4%	1.6%	1.7%	**1.6%**
Incorrect Court District/Court Location.	1.4%	1.9%	1.2%	0.7%	1.1%	1.0%	1.2%	1.2%	1.3%	1.1%	1.1%	1.0%	**1.2%**
Form is obsolete or does not conform to CRC Rule 2.100-2.141	0.8%	1.0%	1.2%	0.8%	1.0%	1.0%	0.9%	1.2%	1.4%	1.0%	1.1%	1.0%	**1.0%**
Incorrect case category and/or case type selected.	0.9%	0.8%	0.9%	0.8%	0.8%	0.7%	0.6%	0.8%	0.7%	0.7%	1.1%	0.8%	**0.8%**
Top 10 Rejection Reasons[1]	**99.4%**	**99.3%**	**99.2%**	**99.4%**	**99.3%**	**99.2%**	**99.2%**	**99.2%**	**98.8%**	**99.2%**	**98.9%**	**99.0%**	**99.2%**
Overall Percentage of Rejections[2]	8.8%	8.9%	8.9%	8.6%	10.7%	9.0%	8.6%	8.6%	8.7%	8.7%	8.7%	8.7%	8.9%

Family Law

Top Rejection Reasons	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	Avg. Rejection Rate
Document is missing information or attachments	46.3%	40.8%	38.7%	41.0%	30.3%	33.1%	34.6%	32.1%	32.7%	29.6%	29.9%	31.2%	**35.4%**
Original petition and/or moving papers rejected	23.8%	28.1%	26.0%	26.8%	28.4%	26.6%	25.5%	28.1%	30.3%	30.3%	33.1%	33.7%	**27.9%**
Incorrect filing code selected	12.1%	11.9%	12.6%	11.7%	14.7%	12.1%	9.2%	8.4%	8.2%	8.0%	8.1%	8.0%	**10.6%**
Incorrect fee amount/Payment failed	4.2%	4.1%	4.5%	4.0%	4.4%	5.0%	5.8%	5.0%	4.7%	5.0%	5.4%	5.0%	**4.7%**
Duplicate document submitted for filing	3.6%	4.5%	4.7%	4.2%	3.9%	4.4%	5.3%	4.6%	5.0%	4.9%	4.3%	4.7%	**4.5%**
Incorrect District/Court Location	2.9%	3.5%	4.8%	4.5%	4.8%	3.9%	3.4%	3.6%	3.9%	5.1%	4.6%	5.6%	**4.1%**
Case number/party's names does not match the case information	1.9%	1.9%	1.8%	1.6%	3.7%	4.0%	4.4%	5.6%	3.6%	4.8%	4.0%	3.5%	**3.4%**
Resubmit each document as a separate PDF in the same transaction	2.2%	1.9%	2.5%	1.8%	2.0%	2.6%	2.2%	2.8%	2.2%	2.3%	2.4%	2.0%	**2.3%**
Wrong case category and/or type selected	1.2%	1.0%	1.7%	2.3%	1.5%	0.8%	0.8%	0.8%	0.7%	1.2%	0.8%	0.6%	**1.2%**
Document exempt from efiling; original must be submitted conventionally	0.7%	0.5%	0.5%	0.6%	0.8%	0.9%	1.0%	1.1%	0.6%	0.8%	0.6%	0.6%	**0.7%**
Top 10 Rejection Reasons1	**98.9%**	**98.3%**	**97.6%**	**98.5%**	**94.5%**	**93.2%**	**92.3%**	**92.2%**	**91.9%**	**92.1%**	**93.2%**	**94.8%**	**94.8%**
Overall Percentage of Rejections2	**18.6%**	**17.1%**	**17.8%**	**17.7%**	**17.2%**	**16.6%**	**16.3%**	**16.3%**	**16.6%**	**16.5%**	**17.0%**	**16.9%**	**17.1%**

Notes:

[1]Top 10 Rejection Reason is the percentage breakdown of each reason for all rejected envelopes/transactions.

[2]The overall rejection percentage represents the proportion of rejected envelopes/transactions out of all submitted envelopes/transactions.

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Probate

Top Rejection Reasons	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	Avg. Rejection Rate
Original petition and/or moving papers rejected	43.6%	42.9%	39.7%	29.4%	30.9%	28.5%	24.8%	23.2%	27.2%	29.8%	32.9%	36.2%	**32.1%**
Document defective	20.7%	19.0%	22.3%	26.4%	21.8%	20.6%	20.4%	21.6%	19.9%	21.2%	19.2%	22.3%	**21.2%**
Unable to Process Incomplete Document	7.9%	11.6%	11.7%	13.5%	13.3%	18.1%	21.0%	18.7%	10.9%	10.6%	9.1%	8.8%	**13.3%**
Resubmit Proposed Order after the hearing	5.8%	6.0%	5.3%	5.3%	5.9%	5.1%	4.6%	4.8%	5.8%	5.4%	4.9%	4.9%	**5.3%**
Incorrect fee amount	4.0%	4.0%	6.0%	4.7%	5.8%	5.6%	6.7%	6.5%	4.6%	4.9%	4.9%	3.5%	**5.2%**
Incorrect filing code selected	4.2%	3.8%	3.2%	4.1%	3.1%	2.6%	2.4%	2.4%	4.2%	3.5%	3.2%	3.7%	**3.3%**
Case number does not match case information	2.7%	3.1%	2.9%	3.1%	3.1%	3.0%	3.7%	3.8%	3.4%	2.6%	3.1%	2.1%	**3.1%**
Case coversheet needed as a separate document	1.9%	2.5%	1.9%	1.5%	2.3%	1.7%	2.6%	1.2%	2.6%	1.8%	1.9%	1.6%	**2.0%**
Subsequent document submitted as a new case filing	2.1%	0.9%	1.1%	1.9%	1.8%	1.4%	1.3%	1.7%	2.9%	2.2%	1.8%	1.3%	**1.7%**
Duplicate document submitted for filing	1.6%	1.5%	1.0%	1.7%	1.1%	1.7%	1.0%	1.8%	2.1%	1.7%	2.5%	2.0%	**1.6%**
Top 10 Rejection Reasons1	**94.4%**	**95.2%**	**95.3%**	**91.6%**	**89.1%**	**88.2%**	**88.6%**	**85.6%**	**83.5%**	**83.7%**	**83.6%**	**86.4%**	**89.0%**
Overall Percentage of Rejections2	**12.7%**	**13.6%**	**13.6%**	**13.5%**	**13.7%**	**13.6%**	**12.9%**	**14.0%**	**14.1%**	**14.7%**	**14.1%**	**16.1%**	**13.7%**

Mental Health

Top Rejection Reasons	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	Avg. Rejection Rate
Duplicate filing previously accepted by the Court.		12.5%	24.0%	30.8%	23.2%	26.8%	28.5%	31.9%	31.8%	28.4%	26.3%	37.3%	**26.4%**
Unable to Process Incomplete Document.		11.8%	27.7%	21.0%	27.5%	25.4%	30.1%	30.6%	15.7%	16.1%	19.5%	12.2%	**22.5%**
Subsequent document submitted as a new case filing		18.2%	23.3%	20.1%	15.8%	15.6%	11.1%	11.0%	12.0%	12.3%	8.7%	12.2%	**14.8%**
Patient Name Does Not Match on Forms.		6.4%	4.5%	7.2%	7.4%	4.0%	8.8%	3.2%	13.9%	15.9%	14.7%	16.7%	**8.6%**
Notice of Certification WIC 5250 must be filed with the Request for Hearing Form.		6.4%	3.3%	3.6%	6.2%	7.6%	4.8%	3.6%	6.7%	6.8%	6.8%	3.1%	**5.6%**
Request for Hearing Form must be filed with the notice.		8.5%	5.0%	4.7%	3.1%	7.2%	4.4%	4.4%	3.4%	5.8%	7.4%	5.7%	**5.4%**
Wrong case type or filing code selected.		16.8%	3.2%	1.8%	3.9%	1.8%	4.2%	6.1%	3.9%	2.8%	4.3%	4.5%	**4.9%**
Hearing Cannot Be Scheduled as Requested (not within statutory timeframe, insufficient notice, or unauthorized location).		3.1%	1.8%	7.5%	5.5%	5.2%	5.4%	1.9%	4.5%	7.8%	5.2%	5.7%	**4.8%**
Resubmit each document as a separate pdf in the same envelope.		8.2%	1.0%		0.6%			1.3%	3.0%	0.2%	0.8%		**2.2%**
Fee Not Required.		5.0%	4.2%	1.1%	1.2%	1.8%	0.8%		0.8%	0.8%	1.9%	0.8%	**1.9%**
Top 10 Rejection Reasons1		**97.0%**	**98.0%**	**97.7%**	**94.3%**	**95.3%**	**98.1%**	**93.9%**	**95.7%**	**96.9%**	**95.6%**	**98.2%**	**96.2%**
Overall Percentage of Rejections2		23.6%	**8.1%**	**7.0%**	**8.0%**	**7.2%**	**7.3%**	**7.4%**	**6.8%**	**8.2%**	**7.0%**	**6.4%**	**9.1%**

Notes:

[1]Top 10 Rejection Reason is the percentage breakdown of each reason for all rejected envelopes/transactions.

[2]The overall rejection percentage represents the proportion of rejected envelopes/transactions out of all submitted envelopes/transactions.