

# Superior Court of California, County of Los Angeles

## Civil Efiling Frequently Asked Questions

Revised May 24, 2024

### 1. Is there a General Order that governs efilings for civil?

Yes. The operative General Order Re Mandatory Electronic Filing for Civil is posted on the Court's website at: <http://www.lacourt.org/division/efiling/pdf/GenOrdCivilEfilings.pdf>. The Court suggests that litigants read the order before reviewing the frequently asked questions (FAQ).

### 2. How does efilings work?

Electronic filing of court documents occurs through an electronic filing service provider (EFSP). The user creates an account and the efilings system manages the flow of the documents to and from the Court. The filer will submit the documents and fees to the EFSP for submission to the Court. The Court will accept or reject the documents. The documents are returned to the EFSP for return to the filer through the EFSP's electronic filing portal.

### 3. Is efilings mandatory?

Yes. Litigants represented by attorneys in civil cases must efile unless they have obtained a court order for exemption. If you are an attorney who cannot use the efilings system and your case is pending in the Central district, you may apply to Department 1 in the Stanley Mosk Courthouse for an exemption from mandatory electronic filing. If your case is pending in another district, you may apply to the supervising judge of that district for an exemption from mandatory electronic filing. You must use the Judicial Council Forms *Request for Exemption from Mandatory Electronic Filing and Service (EFS-007)* (<https://www.courts.ca.gov/documents/efs007.pdf>) and *Order of Exemption from Electronic Filing and Service (EFS-008)* (<https://www.courts.ca.gov/documents/efs008.pdf>).

### 4. I am a self-represented litigant. Do I have to efile?

Self-represented litigants are not required to file documents electronically; however, they may choose to do so if desired.

### 5. What are the technical requirements for documents being efiled?

Please refer to the "Technical Requirements" section of the operative General Order Re Mandatory Electronic Filing for Civil (<https://www.lacourt.org/division/efiling/pdf/GenOrdCivilEfilings.pdf>). This section sets forth all of the Court's requirements for the formatting of the documents.

### 6. How do I submit documents exempt from efilings?

Except for lodged documents in support of a motion, documents that are exempt from efilings can be submitted for filing in the Clerk's Office of the Civil Division of the courthouse to which the case is assigned between the office hours of 8:30 a.m. and 4:30 p.m. or by mail (visit [www.lacourt.org](http://www.lacourt.org) for courthouse addresses).

### 7. Is efilings the same as fax filing?

No. Efiling is not the same as fax filing. For efilings, the filing party must use an EFSP and submit documents for filing over the internet. The Court will not accept fax filings for civil documents.

**8. Is fax filing still available?**

No. As of 12:01 a.m. November 14, 2022, fax filing is no longer available.

**9. Can I use my personal computer to efile?**

Yes. You can use your personal computer to submit filings through an EFSP. You will use the internet to select the EFSP and submit your documents for filing. You will upload the document as an attachment. For instructions, refer to your EFSP's website.

**10. Do I have to use an EFSP?**

Yes. The Judicial Council has mandated that all Courts accepting electronically filed documents use independent EFSPs. Pursuant to the Code of Civil Procedure section 1010.6(e), the Court may not accept electronic filings directly. You can find a list of approved service providers on the Court's public website at: [http://www.lacourt.org/division/efiling/civil\\_providers.aspx](http://www.lacourt.org/division/efiling/civil_providers.aspx).

**11. Which EFSP can I use?**

You may use any EFSP that is listed on the Court's website. You may view the EFSP list at: [http://www.lacourt.org/division/efiling/civil\\_providers.aspx](http://www.lacourt.org/division/efiling/civil_providers.aspx).

**12. Why do I have to register as a party with an EFSP?**

Registration with an EFSP is required to establish an account for efilings documents. Your account will allow you to check the status of your electronically submitted documents and will provide a path for the Court to return your documents to you.

**13. Can I change my EFSP after I have chosen and registered with one?**

Yes. You may choose any EFSP. You may change to a different service provider at any time. Selecting and using an EFSP is like using an "attorney service" for filings, except the filings are processed electronically.

**14. Is there a cost to efile?**

Yes. The Court and the EFSP will charge for efilings and all fees are collected by the EFSP when the filing is submitted. For court fees related to electronic filing, refer to the Court's official fee schedule at:

<https://lascpubstorage.blob.core.windows.net/cpw/LIBSVCExecutiveSupport-265-2024FeeSchedule010124.pdf>

**15. Are efilings fees recoverable?**

Efilings fees may be recoverable pursuant to Code of Civil Procedure section 1033.5.

**16. What types of payments do you accept?**

Please check with the EFSP of your choosing for specific information regarding payment types. Credit cards and electronic checks are accepted.

**17. Do court-appointed attorneys have to efile and pay the fees for efilings?**

Absent an approved fee waiver, fees are required for all filings, including filings from court-appointed attorneys.

**18. Once I efile a document, what is the time for processing?**

Turnaround time will depend on the type of document submitted. The Court attempts to confirm the filing or receipt of documents within two (2) business days. Documents submitted with appropriate fees and free of defects will be filed as of the date the document was received. Proposed orders, writs, abstracts, and other documents requiring review and/or further action by the Court may take longer than two (2) days to process.

**19. Are my efiled documents printed for the court file?**

No. Documents that are electronically filed and accepted by the Court are automatically uploaded to the Court's case management system. This allows court staff and judicial officers to electronically view the case documents without printing the documents or maintaining physical court files. The electronic record is the official court record pursuant to Government Code section 68150(a).

**20. What are the filing hours for efilings?**

You may submit your filings electronically 24 hours a day. Any efilings received by the Court before midnight will be deemed received or filed on the same business day if accepted. Any efilings submitted after midnight will be deemed received or filed as of the next business day if accepted. You may check with your EFSP if you have questions about the timeliness of your submission.

**21. Are documents available to the public upon submission or upon processing?**

Filing parties may view submitted documents immediately through their EFSP's portal. All other parties will be able to view a document from the internet, or on public terminals located at any Los Angeles County courthouse, after filing by the Court if the person opens an account with the court which requires payment of fee, unless the filed document is confidential. A document is not considered filed until a "Filed" stamp is affixed by the Court. However, unlimited civil complaints will be available to the media upon submission, prior to review for acceptance by the Court.

**22. Does the court have a policy regarding documents efiled on the last day?**

No. Statutory requirements apply for preservation of any statute of limitation on filings, including those submitted electronically. Efilings does not change the "last day to file" requirements.

**23. What do I do if my document is rejected?**

Any Notice of Rejection sent by the Court will include the reason for the return of the document. If your document is rejected, correct the deficiency, and resubmit the document via efilings. If the document is not timely filed because of the rejection or filing error, you will need to apply to the Court for relief or other corrective order.

**24. What is an "electronic envelope"?**

An Electronic Envelope is a transaction containing one or more PDF documents submitted through the EFSP to the court for filing or processing.

**25. What is a “filing document name”?**

A Filing Document Name refers to the type of filing (e.g., answer, demurrer, motion, etc.) and is used by the EFSP to properly designate the document(s) upon submission. Using the correct Filing Document Name is extremely important as it determines the appropriate fee and court workflow. A list of the Court’s Filing Document Names is available on the Court’s website at <https://www.lacourt.org/division/efiling/pdf/CivilDocumentNameList.pdf>

Refer to Complex Document Name List  
(<https://www.lacourt.org/division/efiling/pdf/ComplexCivilDocumentNameList.pdf>)

**26. What if I cannot find the document name for the document that I am efileing?**

If the document you are efileing is not specified in the list of document names, you must use the name of the document name that most closely describes your filing. You may also use a generic document name with name extension and fill in the name extension field. For example, use “Motion (name extension)” or “Brief (name extension)” and add the specific title of your document. There is also a “comments” field if you need to include any additional explanation for the efileing staff.

Please be advised that using an incorrect document name/name extension may result in incorrect filing fees assessed and/or incorrect routing of your document. For example, if you are attempting to efile a “Motion for XYZ” and you select “Brief (name extension)” as the document name, your submission would be rejected.

**27. Are any documents exempt from efileing?**

Yes. The following documents are excluded from efileing:

- Peremptory challenges or challenges for cause of a judicial officer pursuant to Code of Civil Procedure sections 170.6 or 170.3
- Bonds/undertaking documents
- Trial and evidentiary hearing exhibits (i.e., submitted *during* a trial or hearing)
- Any ex parte application filed concurrently with a new complaint, including those that will be assigned to the Writs and Receivers departments in the Stanley Mosk Courthouse
- Documents submitted conditionally under seal. The actual motion or application shall be electronically filed. A courtesy copy of the electronically filed motion or application to submit documents conditionally under seal must be provided with the documents submitted conditionally under seal and delivered directly to the courtroom to which the case is assigned.

**28. Why is a “lead document” necessary?**

If multiple documents are submitted in one transaction, the Lead Document is the one that is most important. For example, if you are filing a motion with a supporting declaration and proof of service, the motion would be the lead document. It is important to properly identify the lead document as this will affect the priority and timing for processing by the Court. Also, it ensures that the document is directed to the appropriate location or court personnel.

**29. Where do I find my transaction number?**

The transaction number appears as the “Submission Number” on your confirmation of filing.

**SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES**

**Branch Name:** Stanley Mosk Courthouse

**Mailing Address:** 111 North Hill Street

**City, State and Zip Code:** Los Angeles CA 90012

**SHORT TITLE:** DANNY SANCHEZ vs COUNTY OF LOS ANGELES, A CALIFORNIA CORPORATION

**CASE NUMBER:**  
24STCV02024

**NOTICE OF CONFIRMATION OF ELECTRONIC FILING**

The Electronic Filing described by the below summary data was reviewed and accepted by the Superior Court of California, County of LOS ANGELES. In order to process the filing, the fee shown was assessed.

**Electronic Filing Summary Data**

Electronically Submitted By: Legal Connect

Reference Number: 9074977\_2024\_01\_25\_13\_52\_33\_608\_1

Submission Number: 24LA00142713

Court Received Date: 01/25/2024

Court Received Time: 1:55 pm

Case Number: 24STCV02024

Case Title: DANNY SANCHEZ vs COUNTY OF LOS ANGELES, A CALIFORNIA CORPORATION

Location: Stanley Mosk Courthouse

Case Type: Civil Unlimited

Case Category: Wrongful Termination

Jurisdictional Amount: Over \$35,000

Notice Generated Date: 01/25/2024

Notice Generated Time: 4:38 pm

**30. What is a “bookmark” on a document?**

A bookmark is a PDF document navigational tool that allows the reader to quickly locate and navigate to a designated point of interest within a document.

**31. What is a “hyperlink”?**

A hyperlink is an electronic link that provides direct access from one distinctively marked place in a hypertext or hypermedia document to another in the same or different document.

**32. Where is the “filed” stamp located on an efiled document?**

The filed stamp is displayed in a block style and appears on the first page of the efiled document in the upper right corner if accepted for filing. For a period, the Court utilized a filed stamp “ribbon” which appeared on the top of the first page of the efiled document returned to the electronic filer (efiler) through the EFSP. If a document is received, a received “ribbon” will be placed on the left margin.

**Electronically FILED by  
Superior Court of California,  
County of Los Angeles  
1/25/2024 1:55 PM  
David W. Slayton,  
Executive Officer/Clerk of Court,  
By D. Williams, Deputy Clerk**

Electronically FILED by Superior Court of California, County of Los Angeles on 05/15/2019 04:18 PM Sherri R. Carter, Executive Officer/Clerk of Court, by Fatima Ochoa, Deputy Clerk	
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12	COUNTY OF LOS ANGELES
13	MARIO RAZO, an individual; and,   CASE NO.: BC679816
14	FRANCISCA RAZO, an individual,   Dept. 4A

**33. How will I know to which judicial officer my case is assigned?**

A new filing receives the assigned case number and judicial officer assignment upon acceptance of the filing. The case number will be applied to the complaint or petitions. For limited and unlimited civil complaints, a Notice of Case Assignment will be returned electronically by the EFSP.

**34. How do I obtain an Order Appointing a Guardian Ad Litem?**

If your case requires the appointment of a guardian ad litem (GAL), the mandatory Judicial Council form *Application for Appointment of Guardian Ad Litem (CIV-010)* <https://www.courts.ca.gov/documents/civ010.pdf> AND proposed *Order Appointing Guardian Ad Litem (CIV-011)* <https://www.courts.ca.gov/documents/civ011.pdf> must be submitted with the initial complaint or petition. Once the GAL is approved by the Court, the summons may be submitted for issuance by the clerk, if requested.

**35. What happens if I select the wrong court location?**

Your electronically filed document will be rejected and electronically returned to you through the EFSP for correction and resubmission with the proper filing location indicated.

**36. Can I efile a complaint or petition with a fee waiver application?**

Yes, the initiating document and fee waiver application will be processed at the same time. These documents must be submitted in the same envelope. However, the summons, if submitted, may not be issued until the fee waiver has been approved.

**37. Are motions automatically scheduled by the efilng system?**

No. You must reserve hearing dates for motions using the Court Reservation System (CRS) <https://portal-lasc.journaltech.com/public-portal/>. For courtrooms that do not use CRS, please call the assigned department to reserve a hearing date. All applicable motion fees will be assessed at the time of efilng submission.

**38. How soon after I reserve a date, should I file my motion?**

Immediately. There is no system delay or wait time. All motions must be electronically submitted within three (3) business days of reserving the hearing date. The reservation will be cancelled for non-compliance with the timely filing/submitting of the motion(s). Motion documents submitted after the reservation has been cancelled will be rejected.

**39. Is there a fee to reschedule a motion?**

Yes. A continuance fee of \$20 will be assessed pursuant to Gov. Code §70617(c)(1).

**40. How many days prior to the scheduled hearing date can I reschedule my motion?**

Rescheduling is only available up to 10 days prior to the scheduled hearing date.

**41. How should I submit my motion and supporting documents?**

When submitting motions with supporting documents, each document may be included in the same transaction or envelope. However, all documents, including any proposed order, must be submitted as separate searchable PDF documents. Proposed Orders drafted on pleading paper will also require an editable word-processing version (.doc or .docx).

**42. In what format should I efile my proposed order?**

Submit your proposed order in a text searchable PDF. Proposed Orders drafted on pleading paper will also require an editable word-processing (.doc or .docx) version.

**43. How will I receive a copy of my proposed order?**

The proposed order will be marked "Received" and electronically transmitted back to the submitting party by the EFSP. If a document is received, a received "ribbon" will be placed on the left margin.

**44. How will I be notified when my proposed order is signed?**

Once a proposed order is reviewed and signed by a judicial officer, the signed and filed order will be transmitted back to the efiler by the EFSP.

**Note: If the judicial officer chooses to revise the submitted proposed order, create a new order or sign the proposed order by hand, it will not be returned electronically to the EFSP. Instead, it will be mailed via U.S. Mail to the party who submitted the proposed order.**

**45. When should proposed orders be efiled separately?**

Any motion, request, or application (including an ex parte application) should have the proposed order included in the same envelope. The proposed order must be a separate PDF document. (Judicial Council Forms excepted). Proposed Orders drafted on pleading paper will also require an editable word-processing version (.doc or .docx).

**46. Must I file proof of service if I electronically serve?**

Yes. Proof of Electronic Service must be efiled pursuant to California Rules of Court, rule 2.251(j)(1) - (3).

**47. How can I designate my document as an ex parte filing?**

The filer must select an “ex parte” designated document name during the efile process. All ex parte filings will be expedited.

**48. What is the cut-off time for efile my ex parte documents?**

Ex parte applications must be efiled no later than 10:00 a.m. the day before the ex parte hearing. Any written opposition to an ex parte application must be efiled by 8:30 a.m. the day of the ex parte hearing. A printed courtesy copy of any opposition to an ex parte application must be provided to the Court on the day of the ex parte hearing.

**49. If I efile my ex parte application, do I have to appear?**

Yes. An applicant for an ex parte order must appear (in person or remotely) pursuant to California Rules of Court, rule 3.1207.

**50. Can I efile a confidential document?**

The filer may not establish a document’s security level. In other words, a document submitted as “confidential” by the filer will only become confidential pursuant to legal authority or if that determination is made by the Court.

For example, a limited civil unlawful detainer complaint would automatically be filed as a confidential document pursuant to Code of Civil Procedure section 1161.2.

**51. How do I efile a motion to file a document conditionally under seal?**

The motion to file a document conditionally under seal must be efiled. However, the documents the party is seeking to file under seal are exempt from efile. A conformed copy of the electronically filed motion or application to submit documents conditionally under seal must be attached to the documents submitted conditionally under seal and delivered directly to the assigned courtroom.

**52. Can I efile a document under seal?**

If and when a judicial officer orders documents to be filed under seal, those documents must be filed electronically (unless exempted pursuant to the operative General Order Re Mandatory Electronic Filing for Civil). The burden of accurately designating the documents as sealed at the time of electronic submission is the responsibility of the submitting party.

**53. What are common reasons for rejection?**

In addition to failing to follow California Rules of Court, rules 2.100 et seq., some common reasons a filing may be rejected by the Court include, but are not limited to:

- Documents that are not submitted as separate text searchable PDFs in the same transaction/envelope (e.g., multiple documents are submitted as a single filed document).
- Information entered in data fields is incorrect or does not match the document image (e.g., the incorrect Filing Document Name is selected, case number does not match).



- A party's name or address does not match the party's information stated on the document.
- Incorrect payment statement is selected (e.g. fee waiver or Government Code Section 6103).
- Incorrect case type or case category is selected.
- Incorrect court location is selected.
- Duplicate submission.
- Submission is untimely (e.g. ex parte application submitted after filing deadline).
- Document is not bookmarked and/or text searchable.

**54. How do I correct an error in filing?**

Depending on the type of filing, you may file an amended pleading, or apply to the Court for relief or other corrective order. If a motion is filed in error, notify the Court that the motion will not be going forward as scheduled.

**55. Can I cancel a transaction after submission?**

No. Once the transaction is electronically submitted, it cannot be cancelled.

**56. Will the court electronically serve other parties for me?**

No. The Court will not electronically serve other parties on behalf of another party. Contact your EFSP for options.

**57. Can I use an EFSP to electronically serve other parties?**

Yes. Some EFSPs offer this service for a fee. Refer to the specific EFSP's website to determine which service best fits your business needs.

Code of Civil Procedure section 1010.6 states in pertinent part:

(a) A document may be served electronically in an action filed with the court as provided in this section, in accordance with rules adopted pursuant to subdivision (e).

**58. What are the rules or guidelines for electronic service?**

Refer to California Rules of Court, rule 2.251 and Code of Civil Procedure Section 1010.6.

**59. If I file electronically, have I consented to electronic service on this case?**

Yes. Because efilings is mandatory, by efilings the document you agree to accept electronic service at the electronic service address you provided. Refer to California Rules of Court, rule 2.251(C)(3). Self-represented parties and parties exempt from efilings must affirmatively consent to acceptance of electronic service. Refer to California Rules of Court, rule 2.251(b)(1)(B).

**60. Do I need to submit a printed courtesy copy?**

In certain instances, and pursuant to the operative General Order Re Mandatory Electronic Filing for Civil, printed courtesy copies must be submitted to the Court.

Proof of electronic submission must be submitted with all courtesy copies. Regardless of the time of electronic filing, a printed courtesy copy is required for the following documents:

- Any printed document required pursuant to a Standing or General Order.
- Pleadings and motions (including attachments such as declarations and exhibits) of 26 pages or more.
- Pleadings and motions that include points and authorities.
- Demurrers.
- Anti-SLAPP filings, pursuant to Code of Civil Procedure Section 425.16.
- Motions for Summary Judgment/Adjudication.
- Motions to Compel Further Discovery.
- Opposition to an ex parte application.

Nothing in the General Order precludes a judicial officer from requesting a courtesy copy of additional documents. For many courtrooms, specific courtesy copy guidelines can be found on the Court's website at <http://www.lacourt.org/courtroominformation/ui/search.aspx?ons=xcivil>.

**61. What is the timeliness requirement for delivering courtesy copies?**

Courtesy copies for filings with a hearing date of two (2) days or less shall be delivered to the courtroom by 4:30 p.m. the same business day if the electronic filing is submitted to the courtroom prior to that time. If submitted after 4:30 p.m., the courtesy copy shall be delivered to the courtroom by 10:00 a.m. the next business day.

A courtesy copy of any written opposition to an ex parte application is required at the time of appearance on the ex parte.

**62. Does it matter what DPI (dots per inch) is used when scanning a document?**

Yes. The Trial Court Records Manual recommends 300 DPI resolution. DPI refers to the output resolution of the scanner when a document is scanned. The DPI only factors in if you are scanning and attaching a document. If you start your document in a word processing application and convert it to PDF, text searchable format will be preserved.

**63. Do I need to scan a document that includes an original signature?**

No. Retention of original signed documents is governed by California Rules of Court, rule 2.257 and Code of Civil Procedure section 1010.6.

**64. Should a document be password protected?**

No. Documents should not be password protected and will be rejected if the content cannot be viewed.

**65. Can judicial council forms be efiled?**

Yes. Judicial Council forms are fillable and can be uploaded for efilings.

**66. Will the court accept a scanned PDF when third party legal software is used to complete forms?**

Yes. Forms completed using third party software can be efiled as uploaded PDFs. Documents submitted via efilings must be text searchable.

**67. What are the file size limitations for efilng?**

The Court technically has no limit. However, the EFSPs may have restrictions. No more than 200 megabytes per document is a good guideline. The majority of filings can be submitted with ease through the EFSP.

**68. What is the process when an efiled document exceeds the file size limit?**

If the document exceeds the size limit, it will be sent back to the efiler with the error message, “File size too large – please reduce and resubmit.” If your document or transaction exceeds the limits, your EFSP can assist in optimizing your files and/or utilizing its File Transfer Protocol (FTP) for extremely large documents.

**69. Can I pay jury fees via efilng?**

Yes. The initial fee for the jury demand can be paid via efilng by selecting the “Notice of Posting Jury Fees” document name during the efilng process. The \$150 fee will be assessed with that document. Daily jury fees must be paid in the Clerk’s Office after the judicial assistant/courtroom clerk determines the fees and creates an invoice for payment.

**70. Where can I find more information about the services offered by the EFSP?**

Information about services offered by individual EFSPs can be found on their websites. A list of EFSPs can be found on the Court’s website at: [http://www.lacourt.org/division/efiling/Civil\\_Providers.aspx](http://www.lacourt.org/division/efiling/Civil_Providers.aspx).

**71. Can I ask to send a confirmation email to another party/person?**

Your EFSP may provide the option to send a confirmation email to another email address other than what is indicated in your registered account. The confirmation email is not considered electronic service of the document.

**72. Can I efile in cases assigned to the complex courts?**

Yes. Go to the “Complex Civil efilng” tab for more information.  
<https://www.lacourt.org/division/efiling/efiling2.aspx>

**73. Can I efile in cases assigned to the small claims’ courts?**

Yes. Go to the “Small Claims efilng” tab for more information.  
<https://www.lacourt.org/division/efiling/efiling2.aspx>

**74. How do I obtain a certified copy?**

Certified copies may be requested from the Court’s records unit by mail or in person. If submitted by mail, include a pre-paid method of return, such as a self- addressed stamped envelope. In the future, the Court will be certifying documents electronically. The Government Code allows institutions, including banks, to accept electronically certified documents from the Court (GC 68150(f) and (g)).

**75. Who can I speak with if I have a question about a filing?**

The first point of contact for any question should be the EFSP. If the question cannot be resolved with the EFSP, you may contact the Court by using the phone number for the assigned location. The specific location resource number is located at: <http://www.lacourt.org/courthouse/mode/division/civil>.

**76. How can I request a refund?**

Use the Local form *Request for Refund (LACIV 150)* <https://www.lacourt.org/forms/pdf/LACIV150.pdf> to request a refund. Requests may be efiled or submitted in person at the filing window or via U.S. Mail. The request will be reviewed by the Court. Fees for efiled documents will be refunded to the EFSP pursuant to Code of Civil Procedure section 411.20 and Government Code section 6159.

**77. What are the qualifying reasons for a refund?**

- Refunds will be processed for the following reasons:
- Fees were inappropriately charged by the Court;
- Fees were inappropriately charged due to Court system errors;
- Fees were inappropriately charged to a party after a fee waiver has been granted;
- Fees were inappropriately charged to an agency that is exempt pursuant to Government Code section 6103;
- Fees that are ordered refunded by the judicial officer.

**78. To whom will the refund to issued?**

If the refund is requested for an efiled transaction, the refund will be returned to the entity that made the payment for the efiled document (typically the EFSP) to comply with Government Code section 6159. If the refund is for a CRS receipt, the refund will be issued to the Depositor on the Request for Refund form. If the refund is for a payment made over the counter or by mail, the refund will be payable to the payor.

**79. What is the difference between my refund being denied or rejected?**

*Denied* means the request was not deemed to be a valid reason for a refund and will not be processed. *Rejected* means that the request form was not thoroughly completed and was missing information, or the information was incorrect and needs to be returned for completeness or correction.

**80. How will the EFSP know what cases and transactions have been refunded?**

The Court generates a bi-weekly report of all refunds for efiled transactions and emails the report to all the EFSPs which contain information regarding the case numbers, EFM transactions numbers, refund amounts, refund dates and check numbers.