File & ServeXpress™

Clerk Review
User Guide

Clerk Review

TABLE OF CONTENTS

File & ServeXpress
Resources

File & ServeXpress has many resources available to you in order to address your questions and concerns.

» **File & ServeXpress 24/7 Client Support** is available to assist you with technical, ID, functionality and any other questions you may have. You can contact Client Support at 1-888-529-7587.

» **File & ServeXpress Resource Center** is available within File & ServeXpress by clicking on the Resource Center link at the bottom of your screen. The Resource Center contains our training registration information, jurisdiction specific rule & procedures, user guides, best practices, pricing and much more!

» **File & ServeXpress Login Page** is where you can find password help, what's new and any important information like scheduled maintenance or system changes. Click here to access the login page.

» **File & ServeXpress Notices** is an information page that is available on the top, right-hand side of the File & ServeXpress Home tab, once you sign into File & ServeXpress. This page will provide you with any critical information, such as system maintenance or downtime, changes in fees, legal notices, litigation launches and much more.

Clerk Review Overview

» **Items for Clerk Review** – Contains all new notices of all filings received that are pending approval.

» **Inbox** – Contains all new notices of cases that the Clerk is managing.

» **Sent Items** – Contains access to your or any Court user's most recent filings.

» **Rejected documents** – Documents that have been rejected by any Review Clerks for your Court.

Home Page Orientation: Mailbox:

- Clerk Review serves as the inbox for processing incoming transactions to the Court. Documents can be accepted and stamped or rejected and the filing party notified. During new case clerk review the case number can be assigned and the case name edited. Other various edits can be made to the transactions including Document Title, fees, etc. based upon your court's settings.
- All recent filing and service activity will be displayed in hyperlinks in the Mailbox on the **Home** tab (Items for Clerk Review, batches for Clerk Review, Items for Judge Review, Inbox, Sent Items, Rejected Items, and Saved Transactions). New activity is indicated by the category description appearing in bold text.

Track & Manage:

- You can create a list of cases to get an "at-a-glance" view of filing and service activity by searching for the cases and adding them to your Tracked Items.
- You can set up an Alert for notification of and access to newly filed documents based upon specific search criteria.

Items for Clerk Review

Within the Items for Clerk Review work area there are three different Views a user can access.

The different views will help prioritize work items based on whether the items are new cases to open or subsequent filings into existing eFile cases.

- » **All:** Displays all submitted transactions pending review.
- » **New Case Filings:** Displays only the transactions submitted to open a new case.
- » **Pleadings:** Displays only the subsequent filings in existing eFile cases.

» **Transaction ID -** A unique identifier assigned to each transaction submitted through File & ServeXpress. The TID is hyperlinked and access to additional information and clerk review screens are available via this link.

» **Date/Time (Local Time):** The date and time the transaction was first submitted to File & ServeXpress. Also can be used as the file-stamp.

» **Court:** The Court the transaction is being filed into

» **Case Number:** The Court's numeric or alphanumeric identifier for the case. If no case number is displayed, then the transaction is a new case filing transaction to open a new case in the court and you will need to assign a case number.

» **Case name:** The abbreviated form of the case name assigned to the case.

» **Authorizer:** The name of the attorney submitting the transaction.

✓ Your notifications are displayed in a table with the oldest transactions on top.

✓ Notifications that are "past due for review" will be demarcated by a red exclamation point and the Transaction ID will also be red.

✓ Columns headings are sortable by clicking on the column heading you want to sort by.

✓ Date/Time shows the Court's Local time, even if the individual submitting the transaction does so from another time zone.

✓ The different filters will help prioritize work items based on information such as a date range, the authorizing attorney, document types, case name or number, and a particular transaction.

Reviewing Transactions

To review a transaction, click on the hyperlink for the Transaction ID. As the page refreshes, the **Transaction Details** page appears. There are two types of transactions: Subsequent Transactions (Pleadings) and New Case Filings (also called Original Petition Filings or OPFs). Both types of transactions will be discussed below.

Reviewing Subsequent Transactions (Filings)

Subsequent Transactions are transactions that are submitted into a case that already exists on File & ServeXpress.

To review a Subsequent Transaction, take the following steps:
1. Select a transaction to review by clicking the Transaction ID.   52479912

Case number: 2017C1077 [View Case History]
Case name: Mock Collections Agency vs Tom Thomas
Court: QA Court
Division: 1 - Division 1
Judge: Judgea, Qa H

Filed and served at 11/14/2017 11:00 AM PST
No calendar event scheduled
Add Calendar Event
Items for approval:
2 documents

View all document(s) as a list   View document(s) inline

Document List (2)   Accept All   Reject All   **Total Statutory Fees: $28.00**

Main Document, 1 page   ID: 67222803
Document History | PDF Format | Original Format

Document type: Answer	Clerk review status/action: Pending
	Default preview
Security: Public	Clerk review stamp: Apply Stamp to All Pages
Statutory fee: $28.00	Date reviewed: N/A
	This document will be Judge Reviewed.

Text - Doc Level (25 chars) [   ]
Maximum length of text is 25 characters

Number - Doc Level [   ] This value must be a number

Radio - Doc Level ○ Yes ○ No

Document title: Answer

Select a reason for change: Select a reason...

Comments: [   ]

✓ If a transaction is being reviewed by someone else, you can view the documents but cannot take any review action. A lock icon will appear next to the transaction to indicate that it is being reviewed by another clerk. Each court can select the length of time a document can remain locked.

✓ A red exclamation mark and red Transaction ID for the document indicates the document has been in a pending status longer than the court's designated review period. The document should be reviewed immediately. Each court can set the number of days a document can remain pending before it is late.

✓ The Transaction Details pages are customizable for each user. For assistance with setting up your custom view, see the Filing & Service Details Setup Guide. The information below pertains to the default settings for all users.

2. All of the following information is displayed throughout the Clerk Review page.
   a. **Case Information**: Displays links to the Cases Search and Case History page as well as the case name, case number and judge(s) associated with the case.
   b. **Time Stamp**: provides the date and time that the Transaction was submitted for filing and/or service on File & ServeXpress. Below the timestamp is a link to add a calendar event.
   c. **Document List:** Verify the information matches the document. Make any necessary changes to the information. Links to the PDF version and original version of the document, as well as the document history, any linked documents or legal citations are available for review.
   d. **Other Transaction Data:** allows you to create Calendar Events (Assign an event type, begin date and time, end date and time, location, and description for the event.) and enter in notes for Transaction and Financial comments.
   e. **Case Parties:** Displays a list of all parties, attorneys and firms in the case
   f. **Sending Parties:** Displays a list of the party, attorney and firm who submitted the transaction.
   g. **Recipients:** Displays a list of all case parties served with copies of the documents.
   h. **Additional recipients:** Displays a list of all non-parties to the case that were sent a copy of the filing
   i. **Added Parties request:** Approve or reject requests to add new parties to a case. This shows when there are parties to be added.
3. To view a document, click the PDF link in the Documents List.
4. Compare the document with the information on the screen.
5. If you need to change any information, enter a reason and any comments back to the filer about your edit.
6. Choose a **Clerk review status/action** and a **clerk review stamp.**
7. If a document is set to "auto" Judge review, it will automatically be routed. If it is not and needs to be routed to Judge review, select the appropriate judge to route it to.
8. Click Submit.
9. A message will appear: **Clerk Review Completed Successfully.**

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Reviewing Transactions:

✓ **Document List:** Review each document in the transaction and the corresponding fields of information. Make any edits, assign fees, change Access Type and Accept or Reject the document

Reviewing New Case Filings

New Case Filing Transactions are transactions in cases that are not yet created. Once a New Case Filing Transaction has been accepted by the reviewing clerk, the case will then be created on File & ServeXpress. To Review a New Case Filing Transaction, take the following steps:

1. Select a transaction to review by clicking on the hyperlink for the Transaction ID Number. 52479892

Reviewing Transactions:

✓ New Case Filing Transactions were originally called Original Petition Filings so you may hear some firms refer to New Case Filings as Original Petition Filings or OPFs.

✓ **Case Information:** Edit the case type, assign a new case number, edit the case name, assign to a judge and assign a calendar event.

✓ **Document List:** Review each document in the transaction and the corresponding fields of information. Make any edits, assign fees, change Access Type and Accept or Reject the document.

2. All of the following information is displayed throughout the Clerk Review page.
   a. **Case Information**: Displays links to the Cases Search and Case History page as well as the case name, case number and judge(s) associated with the case.
   b. **Time Stamp**: provides the date and time that the Transaction was submitted for filing and/or service on File & ServeXpress. Below the timestamp is a link to add a calendar event.
   c. **Document List**: Verify the information matches the document and make any necessary changes. Links to the PDF and original version s of the document and the document history, any linked documents or legal citations are available for review.
   d. **Other Transaction Data**: allows you to create Calendar Events (Assign an event type, begin date and time, end date and time, location, and description for the event.) and enter in notes for Transaction and Financial comments.
   e. **Case Parties**: Displays a list of all parties, attorneys and firms in the case
   f. **Sending Parties:** Displays a list of the party, attorney and firm who submitted the transaction.
   g. **Recipients**: Displays a list of all case parties served with copies of the documents.
   h. **Additional recipients**: Displays a list of all non-parties to the case that were sent a copy of the filing
   i. **Added Parties request:** Approve or reject requests to add new parties to a case. This shows when there are parties to be added.

3. Fields that are available to be edited are displayed in edit boxes or drop-down selections.
   a. **Case Number:** Enter a case number for the new case (or click button if auto-case numbering is enabled in your court).
   b. Edit the **case name**, if necessary.
   c. Assign a **Judge and Alternate judge**, if necessary.
   d. **Calendar Events:** Assign an event type, date, time, location and duration for the event, if necessary.

Clerk Review Tips:

✓ If you would prefer to view the document as it was originally submitted by the firm, click on the **Original Format** link in the document list.

✓ To see all of the information pertaining to a particular document, click on the **Document History** link in the document list. Here you will find when the document was submitted and any transactional or financial comments about the document.

e. **Document List:** Verify the information matches the document. Make any necessary changes to the information.

4. To view a document, click the PDF link in the Documents List.
5. Compare the document with the information on the screen.
6. If you need to change any information, enter a reason and any comments back to the filer about your edit.
7. Choose a Clerk review status/action and a clerk review stamp.
8. Click Submit.
9. A message will appear: Clerk Review Completed Successfully.

Entering Reasons for Rejection or Comments about Edits

If you make an edit to one of the fields of filing information or if you reject a document, a **reason drop-down box and comments** field will appear.

1. Select the reason for rejection or category of edit type from the drop-down list.
2. Enter additional comments about the edit or rejection in the comments field. This should include a description of the rejection reason and any information that the Filing Parties will need to know to successfully resubmit the document.
3. To accept your edits, click **submit**.
4. Click **Next Transaction** in the upper right hand corner of your screen and the next document for review will appear. If you are finished, click **Close** to return to the **Review Items** list.

Select a reason for change:	Select a reason... ▼
Comments:	

Clerk Review Tips:

✓ Items in the rejection/edit drop-down are configurable to your court's needs. If the reason needed is not listed, contact File & ServeXpress to have it added or select Other, if available.

✓ Any reasons that you enter for editing or rejecting a document will appear in the Document History (located in the document list section of the Transaction Receipt).