

SUPERIOR COURT OF CALIFORNIA

COUNTY OF SAN FRANCISCO

Procedures For Technical And/Or System Error Regarding E-Filed & E-Served Documents

- I. Case participants seeking relief due to technical and/or system error while attempting to electronically file (“e-file”) and/or electronically serve (“e-serve”) documents through the vendor’s system shall e-file an ex parte application, a sworn declaration and a proposed nunc pro tunc order deeming the documents as timely filed and/or served. The sworn declaration shall state the following information.
 - A. The relief being sought.
 - B. The vendor’s filing transaction ID number associated with the document(s) affected by the technical and/or system error.
 - C. The date and time the participant initiated the affected transaction on the vendor’s system.
 - D. The date and time the participant experienced or discovered the technical and/or system error.
 - E. If the participant reported the technical and/or system error to the vendor, the date and time the participant contacted the vendor’s customer support; the vendor’s trouble ticket number (if a ticket was created); the vendor’s finding regarding the cause of the issue (if known by the participant); and the vendor’s resolution to the issue.
 - F. The date and time the participant was able to successfully e-file and/or e-serve the affected document(s), along with the vendor’s filing transaction ID number associated with the document(s).

- II. The ex parte application, sworn declaration and proposed order shall be e-filed the next business day following the participant’s experience with or discovery of the technical and/or system error.

- III. The judge hearing the ex parte application shall determine if the required information has been provided and grant relief if appropriate.