## 4th Judicial District

## E-File and Serve Civil Division Pilot

## Instructions for Processing Format Rejection Errors

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Odyssey E-File and Serve maintains a status record of a document submission. The e-filing party has the primary responsibility for monitoring their filing queue to ensure their submitted documents are received, processed and ultimately accepted by the Court. The instructions listed below will attempt to ensure a document is considered filed when first submitted if the document rejection is due to a system format error. Please see Disclaimer.

FORMAT REJECTION INSTRUCTIONS

**Scenario 1: Filing Time Allows e-Filer to Resolve Format Rejection Error before Court Filing Deadline**

If the status of a submitted document is “Format Rejection” and the e-filer has time before the filing deadline, the filing party shall:

1. Check the list of common format rejection errors available at (http://www.mncourts.gov/district/4/?page=3953). Make changes to the document as needed. Re-submit.
2. If the e-filer is unable to determine from the Format Rejection list why the document is being rejected, the e-filer should call Tyler Technologies at 1-800-297-5377 for technical support to identify and resolve the format rejection error.
3. Once resolved, and assuming the document filing is still within the filing deadline timeframe, the document should be re-submitted.

**Scenario 2: No Filing Time Available to Resolve Format Rejection Error before Court Filing Deadline**

1. **E-Filer should Immediately** call the District Court Civil Division in this sequence: 612-348-3647, 612-348-4328, or 612-348-9795. If no one is available, call the District Court e-Filing Help Line at 612-543-4000 or the Civil Division General Information Line at 612-348-3164.
2. If the document was to be e-filed AND served, the filer should serve the document by alternate means (US Mail, personal, fax, etc) .
3. The filing should NOT be re-submitted as this is the e-Filer’s proof of attempted filing prior to the filing deadline.

DISTRICT COURT PROCESSING PROCEDURE (SCENARIO 2 SITUATIONS)

**Upon Court notification by the e-Filer that the document cannot be filed before the deadline due to a “format rejection” error, the Court shall:**

1. Verify via Odyssey E-File and Serve that the document has a status of “format rejection.”
2. Print the detail screen and the original version of the document from the filing queue in Odyssey E-File and Serve.
3. Hand file stamp the printed document with the date and time listed as the “Date Filed” in the Filing Details
4. Enter document into MNCIS. Scan document and attach to event.
5. Add a related “Note to File” to the event explaining the hand filing. Scan the printed detail screen as proof of attempted filing and attach to Note to File event.

DISCLAIMER – REJECTION DUE TO USER e-FILING ERROR

The Court is not responsible for user errors (listed below) that cause a document to be rejected by the Odyssey e-Filing and Serve system. User errors include:

1. Missing or incorrect fees (when required),
2. Incorrect case venue,
3. Incorrect case number; and
4. Electronic filing in a paper case.