Filing Procedures: Error Correction and Quality Control

Correcting a Mistake: Before You Commit a Transaction

You can correct a mistake any time before you commit a transaction by simply starting the filing process again. However, only clerk's office employees can make changes or corrections once a document has been transmitted.

Note: Do **not** attempt to correct a mistake by using your *Back* browser button. We have learned that, about 15% of the time, using your *Back* browser button could mean that your document does not get attached to your filing, and you won't discover this problem until you get the NEF, which will not have a hyperlink to your filed document. Therefore, to correct a mistake before you commit your transaction, simply click on the blue menu bar and begin filing your document again.

Correcting a Mistake: After You Commit a Transaction

If you realize, after you have committed a transaction, that you have made a mistake, do the following immediately:

- File the correct document or the corrected document, when appropriate.
- Call the appropriate clerk's office help desk phone number (between the hours of 8:30 a.m. and 5:00 p.m.).

Filing Procedures: Error Correction and Quality Control,
Continued

Common Mistakes

Here is a list of ten common mistakes for which you should check before transmitting a document:

- Should this document be filed electronically, or is it one of the exceptions that should be filed on paper?
- Have you chosen the correct event?
- Have you filed in the correct case?
- Have you used the correct case caption on your document?
- Have you included a complete signature block?
- Have you redacted any personal identifiers in your PDF?
- Does your PDF have all the document's pages?
- Is the PDF or scanned document legible?
- Is the document you are filing the right one?
- Have you attached the correct documents, if any?

Note: Once you have transmitted your document, be sure to do the following:
- Save a copy of the NEF.
- Serve via U.S. mail or other means any non-filing users, in the case with a paper copy of the document and of the NEF.

Quality Control

The EDVA has implemented a quality control program, in which all docket entries made by filing users will be checked.

When clerk's office staff members discover errors or when filing users call the help desk to notify clerk's office staff members of errors, clerk's office staff members will do the following:

- Notify the filing user by e-mail that the filing user has made an error (when clerk's office staff members discover the error).
- Correct the error or instruct the filing users to correct the error.
- Docket a *Notice of Correction* that will
  - ➢ appear as an entry on the docket sheet,
  - ➢ indicate what the error was and how it was corrected, and
  - ➢ send out NEFs to all filing users in the case.
- Send out paper copies of the NEF to all non-filing users in the case.

Filing Procedures: Error Correction and Quality Control, Continued

Quality Control Continued

The EDVA has implemented a quality control program, in which all docket entries made by filing users will be checked.

When clerk's office staff members discover errors or when filing users call the help desk to notify clerk's office staff members of errors, clerk's office staff members will do the following:

•   Notify the filing user by e-mail that the filing user has made an error (when clerk's office staff members discover the error).
•   Correct the error or instruct the filing users to correct the error.
•   Docket a Notice of Correction that will
   ➢   appear as an entry on the docket sheet,
   ➢   indicate what the error was and how it was corrected
   ➢   send out NEFs to all filing users in the case.
•   Send out paper copies of the NEF to all non-filing users in the case.