

How to eFile into an Existing Case as a Process Server

1. Log in to eFileAZ: <https://efile.azcourts.gov>
2. The E-Filing Map will be displayed by default, UNLESS the user has any pending submissions
 - a. **If the user has a pending submission, the Pending Submission folder will be displayed by default**
 - i. To access the eFiling Map, select the **E-Filing Map hyperlink** in the upper right corner of the page **or** select **E-Filing Map** from the **Filing Options** drop-down menu



3. Select the **level of court** and **the court location** from the drop-down menus > Select **I have a case number in the court I selected and would like to file into this case** > Select the **File Now** button

The screenshot shows the 'E-Filing Map' interface. On the left, there are two dropdown menus: 'Select the Level of court' (set to 'Superior Court') and 'Select the court' (set to 'Mohave County Superior Court'). Below these, there are two radio buttons: 'I would like to file a new case in my selected court' (unselected) and 'I have a case number in the court I selected and would like to file into this case' (selected). A blue 'File Now' button is located below the radio buttons, with a hand cursor clicking on it. On the right, there is a map of Arizona showing the states of Mohave, Coconino, and Yavapai. The map is color-coded: Mohave is green, Coconino is orange, and Yavapai is yellow. City names like Kingman, Flagstaff, and Prescott are marked on the map.

4. A Process Server will navigate through **six tabs**: (1) [Filer](#); (2) [Case Information](#); (3) [Documents](#); (4) [Service List](#); (5) [Fees and Payments](#); and (6) [Review and Submit](#)

- The title of the **currently selected tab** will appear in **black text**
Note: in the screenshot above, the selected tab is **Filer**
- All fields marked with a red asterisk (*) are **required**
- To navigate between tabs, always use the **Next button** at the bottom of the screen
 - Do **NOT** navigate between tabs by (1) selecting a **tab header**, (2) selecting the **Back button at the bottom of the screen**, **or** (3) using the **web browser's back/forward buttons**
 - These actions may cause data problems within the submission, which can ultimately result in the submission failing to be delivered to the court
 - If any **update on a previous tab** is needed, **continue moving forward** with the submission until the **opportunity to revise is provided on the Review and Submit tab**

5. Filer Tab

- The **Submitting on Behalf of** field is automatically populated with the name of the user that is logged in and creating/filing the submission

- i. When filing on another process server's behalf, **select a name** from the drop-down menu
Note: additional names will appear in the drop-down menu only when *other users have updated their account profiles to add the user creating/filing the submission as a proxy*
- b. The **Submitted by** fields are automatically populated with the information that exists in the User Details of the account profile for the user that is logged in and creating/filing the submission
 - i. To update any information, hover over **My Account** > Select **My Profile** > the **User Details tab** will display by default > **Apply changes** > Select the **Update button**
- c. Select the **Next button** > **Case Information tab** will open

6. Case Information Tab

The screenshot shows the 'Case Information' tab with the following details:

- A** Court Level/Jurisdiction: Superior Courts; Court Location: Mohave County Superior Court
- B** Case #: S8015DO202201106; Search button; Case # Format: S8015[CT][YEAR][SEQUENCE]. Example: S8015CV200200106
- C** Is this the first time you have filed anything in this case? Yes No N/A
- D** Is this filing a Motion, Request, or Petition asking the court to enforce or modify a final order in your case or to reopen a case which has already been adjudicated? Yes No N/A
- E** Please indicate if you are appearing in this case as one of the following types:
 - Child's Best Interest Attorney
 - Court Appointed Mediator
 - Medical Professional
 - Court Advisor
 - Court Appointed Other
 - Special Master
 - Court Appointed Investigator
 - Guardian Ad Litem
- F** Are you appearing as Pro Hac Vice attorney in this case? Yes No
- G** Emergency Filing: Yes No
- H** Your Reference Number (Optional): Your Reference Number (Optional)
- I** Next button

- a. The **Court Level/Jurisdiction** field and the **Court Location** field are **automatically populated** with the information that was previously selected on the E-Filing Map
 - i. The **Court Level/Jurisdiction** **CANNOT be modified/corrected**, and the user must return to the E-Filing Map to select the correct level/jurisdiction, which will create a new submission
 - ii. The **Court Location** **may be modified/corrected** by selecting a different location from the drop-down menu

The close-up shows the following fields:

- * Court Level/Jurisdiction: Superior Courts
- * Court Location: Mohave County Superior Court

- b. In the **Case #** field, enter the **full case number** > Select **Search**

* Case #:

- i. If the case number is **valid**, the fields for **General Case Category**, **Case Category**, **Case Sub-Category**, and **Case Title** are **automatically populated** with information from the court's record and **CANNOT** be modified

* Case #: Case # Format : S8015[CT][YEAR][SEQUENCE], Example S8015CV200200106

General Case Category:

Case Category:

Case Sub-Category:

Case Title:

- ii. If the case number **CANNOT** be validated, an error message will appear in a pop-up window > Contact **AOC Support** for assistance (602-452-3519 or pasupport@courts.az.gov)

Message from webpage

! -11 Invalid case number. Please check your case number and try again. If you believe this to be an error, please contact the AOC Support Center.

- c. "Is this the first time you have filed anything in this case?" field

- i. **No** is selected by default > Select **N/A**

Note: this question prompts payment for filing fees, which does not apply to process servers

* Is this the first time you have filed anything in this case? Yes No N/A

- d. "Is this filing a Motion, Request, or Petition asking the court to enforce or modify a final order in your case or to reopen a case which has already been adjudicated?" field

- i. This question appears **only for the Domestic Relations/Family and Probate case categories**

- ii. **No** is selected by default > Select **N/A**

Note: this question prompts payment for filing fees, which does not apply to process servers

* Is this filing a Motion, Request, or Petition asking the court to enforce or modify a final order in your case or to reopen a case which has already been adjudicated? Yes No N/A

e. "Please indicate if you are appearing in this case as one of the following types" field

i. All options are NOT selected by default > **Do NOT select** any of these options

Please indicate if you are appearing in this case as one of the following types.	<input type="checkbox"/> Child's Best Interest Attorney	<input type="checkbox"/> Court Advisor	<input type="checkbox"/> Court Appointed Investigator
	<input type="checkbox"/> Court Appointed Mediator	<input type="checkbox"/> Court Appointed Other	<input type="checkbox"/> Guardian Ad Litem
	<input type="checkbox"/> Medical Professional	<input type="checkbox"/> Special Master	

f. "Are you appearing as Pro Hac Vice attorney in this case?" field

i. **No** is selected by default > **Do NOT modify** the default selection

* Are you appearing as Pro Hac Vice attorney in this case? Yes No

g. Emergency Filing field

i. **No** is selected by default > **Do NOT modify** the default selection

* Emergency Filing: Yes No

h. Your Reference Number field

Your Reference Number (Optional):

i. This **optional field** is intended for process servers to enter information that relates the submission to their business's records (e.g., an invoice number or a client number)

ii. Any information entered in this field will be maintained only within eFileAZ, and it will NOT appear on any document being filed

i. Select the **Next button** > Documents tab will open

7. Documents Tab

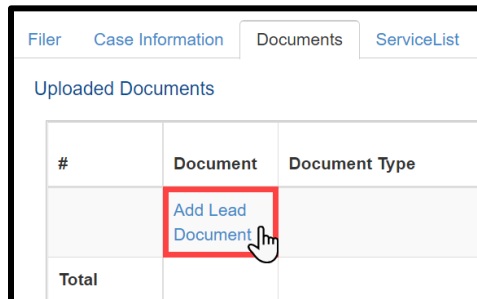
#	Document	Document Type	Target Case Participant	Filing Fee	Application Fee	Pages	File	Size (MB)
	Add Lead Document							
Total				\$0.00	\$0.00	0		0.0000

a. At least one **Lead Document MUST be uploaded**

Note: when the clerk accepts the submission, for each lead document, the electronic filed stamp will be placed in the upper right corner of the first page

i. **File Format/Size Limitations**

- A. **Accepted File Formats**
1. Lead Documents MUST be: **.pdf, .docx, or .odt**
 2. **Tip:** when a **File Name** includes a **comma, apostrophe, or other special characters**, *the submission MAY FAIL to successfully transmit to the court*
- B. **File Size Limitations**
1. **Each Lead Document** must NOT be larger than **9.5 MB**
 2. **Entire submission** (all lead documents) should NOT be larger than **100 MB**
Note: when the entire submission *exceeds 80 MB, the submission MAY FAIL to successfully transmit to the court*
 3. **Tip:** To **reduce the file size of scanned documents**, update **scanner settings**, so the maximum resolution is **300 dpi** and/or use a [pdf compressor tool](#)
- ii. Select **Add Lead Document** > A pop-up window will open



A Service

Acceptance
 Affidavit
 Affidavit Of Alternative Method Of Service
 Affidavit Of Due Diligence
 Affidavit Of Non-Service
 Affidavit Of Service By Mail
 Affidavit Of Service By Publication
 Attempted Service
 Certificate
 Proof Of Notice
 Proof Of Service
 Return Of Service
 Waiver Of Service

1 - 4 of 4 items

B * Document Title: Proof of Service for Person Defendant

C # Pages:

D Select ALL parties identified in the document who were served

PERSON PLAINTIFF, Plaintiff
 PERSON DEFENDANT, Defendant
 Party Not Listed

If you do not see the party listed, please confirm that you are filing into the correct case. If the case number is correct, select 'Party Not Listed'.

E * Local Time Zone Service Information:

Enter Date
 Not Available or illegible

Date of Service: 12/08/2022
Time Zone: (UTC-07:00) Arizona
Time of Service: 09:00 AM

F * Upload: Choose File Proof of Service for Person Defendant.pdf

Save Cancel

- A. Select a **Document Type** by selecting the **box** next to the appropriate document type
Note: Process Servers will only be provided document types within the Service category (except when filing into Maricopa County)

Service			
<input type="checkbox"/> Acceptance	<input type="checkbox"/> Affidavit	<input type="checkbox"/> Affidavit Of Alternative Method Of Service	<input type="checkbox"/> Affidavit Of Due Diligence
<input type="checkbox"/> Affidavit Of Non-Service	<input type="checkbox"/> Affidavit Of Service By Mail	<input type="checkbox"/> Affidavit Of Service By Publication	<input type="checkbox"/> Attempted Service
<input type="checkbox"/> Certificate	<input type="checkbox"/> Proof Of Notice	<input checked="" type="checkbox"/> Proof Of Service	<input type="checkbox"/> Return Of Service
<input type="checkbox"/> Waiver Of Service			

- B. **Document Title field:** **TYPE in a title**, which should match the document's caption/title

* **Document Title:**

1. **Do NOT copy and paste text** into this field because it may cause the submission to **FAIL** to be successfully transmitted to the court
2. **Do NOT use any special characters** (e.g., ', & # \$! % *) in this field because it may cause the submission to **FAIL** to be successfully transmitted to the court

- C. **# Pages field:** **LEAVE BLANK**

Pages:

- D. **Select All parties identified in the document who were served field:** select the **Party** that was served, **and/or** if the person's name is not listed, select **Party Not Listed**
Note: this step is excluded for some document types

Select ALL parties identified in the document who were served


PERSON PLAINTIFF, Plaintiff


PERSON DEFENDANT, Defendant


Party Not Listed

- E. **Local Time Zone Service Information field:** select **Enter Date** > Select the **Calendar icon** to select the date that service occurred > The **Time Zone** will default to Arizona and, if needed, may be updated > Select the **Clock icon** to select the time that service occurred
Note: this step is excluded for some document types, and some document types exclude only the Time of Service field

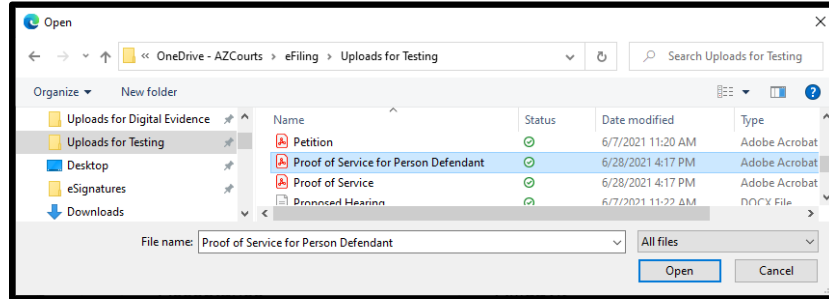
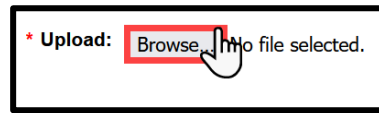
* Local Time Zone Service Information: Enter Date Not Available or illegible

* Date of Service: 

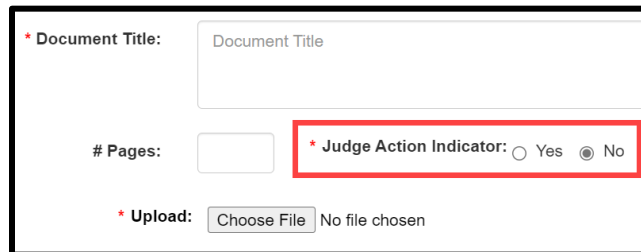
* Time Zone: 

* Time of Service: 

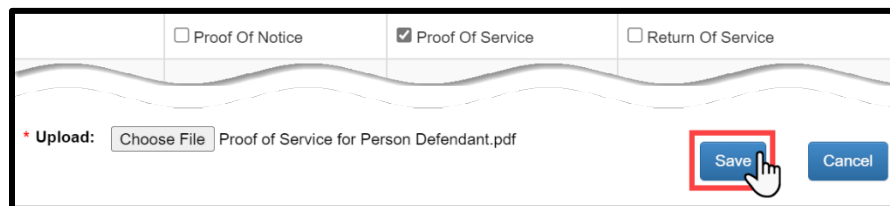
- F. **Upload field:** Select **Choose File** (or **Browse**, depending on the web browser) > File explorer will open in a pop-up window > Select a **file (.pdf, .docx, or .odt)** > Select **Open** > File explorer pop-up window will close



- G. **PIMA COUNTY ONLY:** this screen includes a **Judge Action Indicator** field, and **No** is selected by default > **Do NOT modify** the default selection
Note: selecting Yes indicates that judicial review/action is needed after the filing is accepted



- H. Select **Save** > Pop-up window will close, and document will be added to documents tab



Filed Case Information Documents ServiceList Fees and Payments Review and Submit

Uploaded Documents

#	Document	Document Type	Target Case Participant	Filing Fee	Application Fee	Pages	File	Size (MB)
1	Remove Proof of Service for Person Defendant	Proof of Service for Person Defendant		\$0.00	\$6.50	0	Proof of Service for Person Defendant.pdf	0.1763

[Add](#)

- iii. To include additional service document types (e.g., a service record for another person and/or a different document type), select **Add Lead Document** to add additional Lead Documents

#	Document	Document Type	File	Size (MB)
1	Remove	Proof of Service for Person Defendant	Proof of Service for Person Defendant.pdf	0.1763
	Add Connected Document			
	Insert Lead Document			
	Add Lead Document			
Total				0.1763

- A. **MARICOPA COUNTY ONLY:** this function is NOT available, and **ONLY ONE LEAD** Document is allowed per a submission
- b. **The system will NOT allow a Process Server to Add Connected Documents**

1	Remove	Proof of Service for Person
	Add Connected Document	
	Insert Lead	

- c. Documents may be **previewed**, **updated**, or **removed** before the filing is submitted to the court

- i. To **preview** a document, select the **hyperlink in the File column** > *New tab/window will open*

#	Document	Document Type	Pages	File	Size (MB)
1	Remove	Proof of Service for Person Defendant	0	Proof of Service for Person Defendant.pdf	0.1763
	Add				

- ii. To **edit** a document, select the **hyperlink in the Document Type column** > *A pop-up window will open* > *The document category/type, document title, and uploaded file may be modified*

#	Document	Document Type	Pages	File	Size (MB)
1	Remove	Proof of Service for Person Defendant	0	Proof of Service for Person Defendant.pdf	0.1763
	Add				

- A. **Tip:** To **update the selected category/document type**, select the **clear button** in the upper right corner of the pop-up window

- iii. To remove a document, select the **remove hyperlink** > A pop-up message will appear > Select **OK** to confirm removal of the document > The document is removed from the list

#	Document	Document Type	Pages	File	Size (MB)
	Insert Lead Document				
1	Remove	Proof of Service for Person Defendant	0	Proof of Service for Person Defendant.pdf	0.1763
	Add				

- d. **Process Servers are required to pay the Application fee when electronically filing documents with the Court**, and the standard cost of the application fee will appear within the row of each lead document that is uploaded

Note: the application fee is a cost for using the e filing application

#	Document	Document Type	Filing Fee	Application Fee	Pages	File	Size (MB)
	Insert Lead Document						
1	Remove	Proof of Service for Person Defendant	\$0.00	\$6.50	0	Proof of Service for Person Defendant.pdf	0.1763

- e. **If a System Generated Documents section appears on the documents tab, Process Servers will NOT utilize this function**
- f. Select the **Next button** > Service List tab will open

8. Service List Tab

- a. The Electronic Service Recipients tab will open by default > **Verify that all users listed are NOT selected**, and if any user is selected, select the checkbox to **remove the checkmark**

Filer Case Information Documents ServiceList Fees and Payments Review and Submit			
Electronic Service Recipients My Added Attorney/Interested Parties My E-service Email Addresses for this Case			
<input type="checkbox"/> Serve All?	Name/ID	Recipient Status	Affiliation/Role
<input type="checkbox"/>	Elisabeth Firmattorney AZ977786	Active	Elisabeth Law Firm Attorney
<input type="checkbox"/>	Elisabeth Test Process Server	Active	Unaffiliated Users
			<input type="button" value="Back"/> <input type="button" value="Next"/>

- b. Select the **Next button** > Fees and Payments tab will open

9. Fees and Payments Tab

Filer Case Information Documents ServiceList **Fees and Payments** Review and Submit

A Filing Fees

#	Description	Filing Fee	Application Fee
1	Proof of Service for Person Defendant	\$0.00	\$6.50
	Total	\$0.00	\$6.50

There will be a 3% payment processing fee added to this total at the time of payment.

B Payment Options

You must select ONE option. Total Amount Owed: \$6.50

A) Electronic payment at payment site

B) Fee-exempt agency

C) I represent only fee-exempt parties in this case (e.g. state, county, city, town, or political subdivision).

D) I or the party(s) I represent for this submission have an active order waiving filing fees for this case or a specific document.

E) I or the party(s) I represent for this submission have an active order deferring filing fees for this case or a specific document.

- a. The Fees and Payments tab provides a list of all attached lead documents, as well as the associated cost for application fees
 - i. **Application/Service Fees are NOT refundable:** this includes any Application Fee, eService Fee, and the 3% Service Fee (nCourt payment processing fee) related to an Application/eService Fee (see [ACJA § 1-901](#))
 - A. **Lead Document Application Fee**
 1. The cost of **\$6.50** will appear in the Application Fee column, for **each Lead Document** that was uploaded on the [Documents tab](#)
 - B. **eService Application Fee**
 1. The cost of electronic service (\$3.80) will appear in the Application Fee column, **when an electronic service recipient was selected on the [Service List tab](#)**
Note: this fee should NOT appear for Process Servers, and if needed, select Next to move to the Review and Submit tab, then scroll down to the section Service Information and select Revise
 - C. **3% Payment Processing Fee**
 1. The actual cost of the 3% payment processing fee **does NOT appear on this screen**, but it will appear upon navigation to the **nCourt payment page**

b. Payment Options

Payment Options

You must select ONE option. Total Amount Owed: \$6.50

A) Electronic payment at payment site

B) Fee-exempt agency

C) I represent only fee-exempt parties in this case (e.g. state, county, city, town, or political subdivision).

D) I or the party(s) I represent for this submission have an active order waiving filing fees for this case or a specific document.

E) I or the party(s) I represent for this submission have an active order deferring filing fees for this case or a specific document.

- i. Select **Electronic payment at payment site (option A)**, UNLESS an exemption applies
- A. **If filing on behalf of a fee-exempt agency (e.g., state, county, city, town, or political subdivision), select Fee-exempt agency (option B)**
Note: if an exemption option is inappropriately selected, then the clerk may reject the submission, and the document(s) would need to be refiled with appropriate payment

- c. Select the **Next button** > *Review and Submit tab will open*

10. Review and Submit Tab

- a. *The Review and Submit tab displays the information that was entered on each tab, so the user may review the contents of the submission before continuing to the payment site or completing the submission*
- i. Each tab has its own section, and the **name of each tab** will appear as a **section header**
- ii. **To update any section**, select the **appropriate Revise button**, which will redirect the user to the particular tab.

[Filer](#)
[Case Information](#)
[Documents](#)
[ServiceList](#)
[Fees and Payments](#)
Review and Submit

[Back](#)
[Save All and Submit Later](#)
[Confirm and Submit all Now](#)

The information displayed below summarizes information you have provided for this submission. Please verify and select your next action.

Please enter payment information by selecting the 'Continue to Payment Site' button below. Submission is automatically updated with payment information after completion of payment entry. You can select the 'Update Submission With Payment Information' button to update the submission with payment information if payment information is not automatically updated.

[Continue to payment Site](#)

Filer

Description	Data
Name	Elisabeth Test Process Server
Address	1501 W Washington St Phoenix , AZ 85007

Revise

[Back](#)
[Save All and Submit Later](#)
[Confirm and Submit all Now](#)

- A. **When edits within a tab are completed**, select the **Next button at the bottom of the page** for each tab to return to the **Review and Submit tab**

- b. Select the **Continue to Payment Site** button > Page redirects to the nCourt Payment Page

The information displayed below summarizes information you have provided for this submission. Please verify and select your next action.

Please enter payment information by selecting the 'Continue to Payment Site' button below. Submission is automatically updated with your entry. You can select the 'Update Submission With Payment Information' button to update the submission with payment information.

Continue to payment Site

Filer

Description	Data
Name	Elisabeth Test Process Server
Address	1501 W Washington St Phoenix , AZ 85007

- i. When the filing party is **EXEMPT** from paying fees, select the **Confirm and Submit all Now** button > The page will redirect to the Filing Received Confirmation Page ([skip to #12](#))

The information displayed below summarizes information you have provided for this submission. Please verify and select your next action.

Confirm and Submit all Now

Filer

Description	Data
Name	Elisabeth Test Process Server

11. nCourt Payment Site

Payment

You have elected to pay for the following item(s).

Mohave Superior Court
415 E. Spring Street Kingman, Arizona 86401

Description	Case Number	Application Fee	Filing Fee	Total
Proof of Service for Person Defendant	S8015CV202201399	\$6.50	\$0.00	\$6.50
		\$6.50	\$0.00	\$6.50

Submission ID: 176706

Note: The application fee is nonrefundable

A Online Service Fee: \$0.20
Total Amount Due: \$6.70

Payment Information

Credit Card | **Checking/Savings Account** | Saved Payment

Card Type

B Paid On Behalf of Elisabeth Test Process Server

Billing Information

Return to e-Filing Application | **Submit Payment**

- a. The top portion of this page lists the name and address of the court, the document descriptions, the case number, the filing/application fees, the online service fee (nCourt 3% payment processing fee), the submission ID number, and the **total amount due**
- b. Enter the **Payment Information** > Enter the **Billing Information** > Enter an **Email Address** with the billing information > Select **Submit Payment**
- c. Page redirects to eFileAZ

12. The Filing Received Confirmation Page will open

- a. To verify that the submission was successfully transmitted to the court, select **Refresh** until the **Status updates to Pending Filing**



Recent Filings							
EFSP Filing ID	EFM Submission ID	Case Title/Docket	Court Case #	Status	Court	Submission Date	Completion Date/Remarks
176706	174233	PERSON PLAINTIFF PLAINTIFF vs PERSON DEFENDANT DEFENDANT	S8015CV202201399	Pending Filing	Mohave County Superior Court	12/12/2022 12:36:08 PM	

1 - 1 of 1 items

b. Noteworthy Statuses

- i. **Received** – eFileAZ received the submission and is preparing to check for errors
- ii. **Validating Filing** – eFileAZ is checking the submission for errors
 - A. If a submission is stuck in the Validating Filing status for longer than a few minutes, contact **AOC Support** for assistance (602-452-3519 or pasupport@courts.az.gov)
- iii. **Pending Filing** – The submission was successfully transmitted to the court, and the clerk’s review and acceptance/rejection of the submission is pending

13. Email Notifications

- a. **AZ eFiling Receipt** from customerservice@nCourt.com
 - i. **Payment receipt** from nCourt
- b. **Submission Delivered** from noreply@courts.az.gov
 - i. Confirmation that the submission was **transmitted** to the court
 - ii. The submission is **still pending review** and acceptance/rejection by the clerk
- c. **Processing Completed** from noreply@courts.az.gov
 - i. Confirmation that the clerk accepted or rejected the submission
 - A. **If the clerk accepted the submission**, conformed copies are usually available to the user within 30 minutes
 - B. **If the clerk FULLY REJECTED the submission**, deficiencies noted by the clerk will appear in red text
 - C. **If the clerk PARTIALLY REJECTED the submission**, the rejected document(s) will be identified, but the deficiencies noted by the clerk will NOT appear, and the user must contact the clerk for additional information