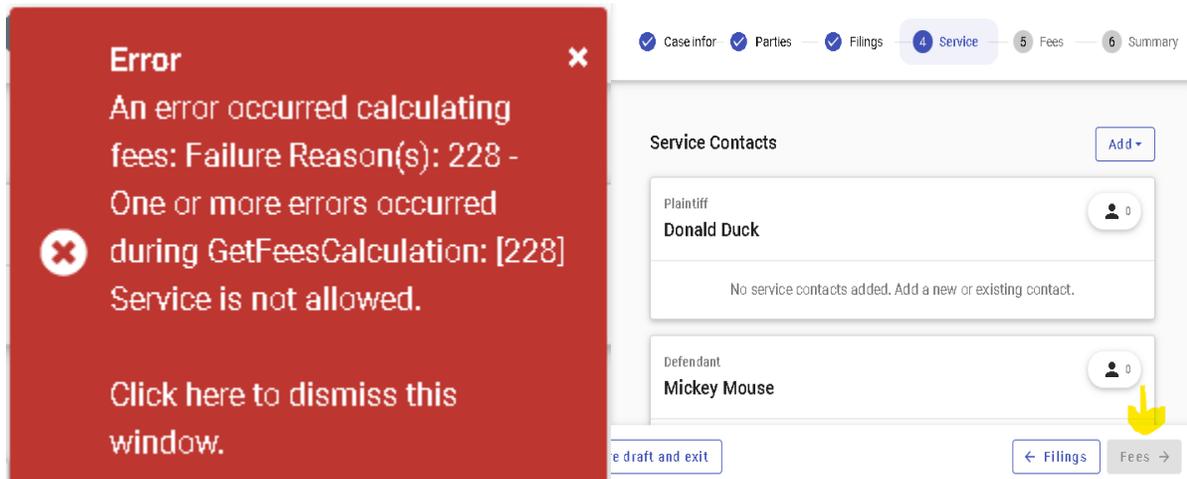


EFILE F.A.Q.'S

Here are some common frequently asked questions for eFile

Fees button greyed out or Error Service is not allowed

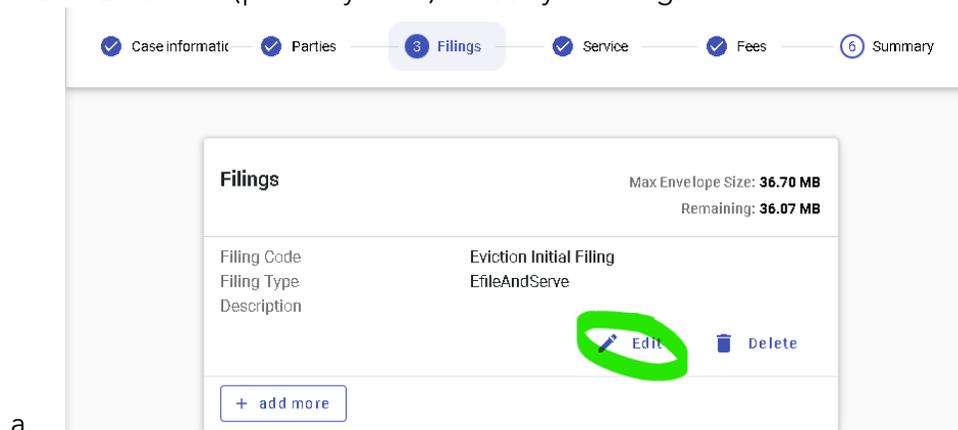


The screenshot shows a red error dialog box on the left with the following text: "Error", "An error occurred calculating fees: Failure Reason(s): 228 - One or more errors occurred during GetFeesCalculation: [228] Service is not allowed.", and "Click here to dismiss this window." On the right, a "Service" tab is active in a breadcrumb trail. Below it, there are two sections: "Plaintiff" with "Donald Duck" and "Defendant" with "Mickey Mouse". A yellow arrow points to the "Fees" button, which is greyed out. The "Filings" button is also visible.

If you receive an error message while e-filing your case, it may be because you selected "eFile and Serve" in the "Filings" tab. For the time being, please use the "eFile Only" option instead.

To fix this:

1. Go to the "Filings" tab.
2. Click the "Edit" icon (pencil symbol) next to your filing.



The screenshot shows the "Filings" tab selected in the breadcrumb trail. Below it, there is a table with the following data:

Filing Code	Eviction Initial Filing
Filing Type	EfileAndServe
Description	

At the bottom of the table, there is an "Edit" button (pencil icon) circled in green and a "Delete" button (trash icon). The "Max Envelope Size: 36.70 MB" and "Remaining: 36.07 MB" are also visible.

a.

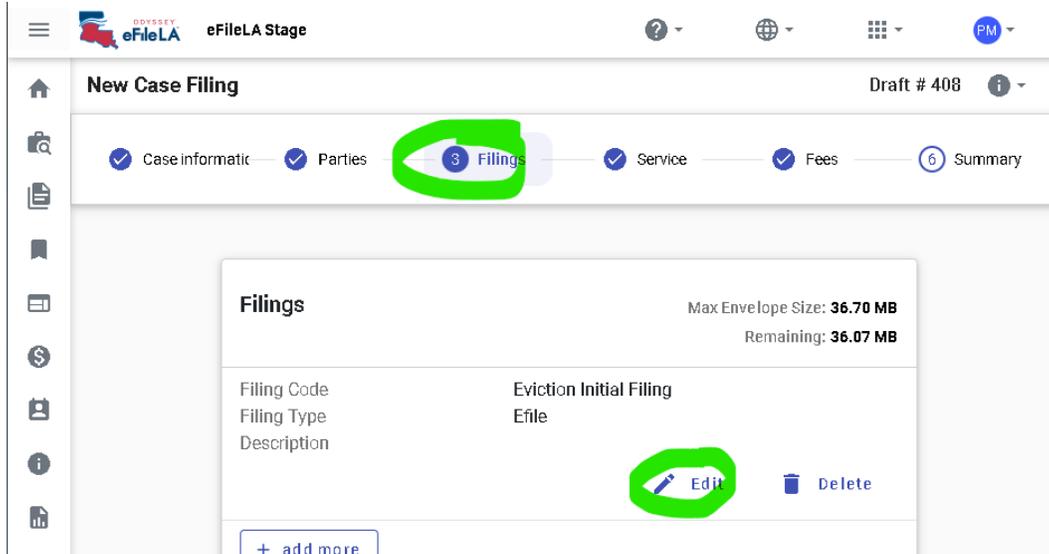
3. Under "Filing Type," select "eFile Only."
4. Click "Save."

The screenshot shows the 'New Case Filing' interface in the eFileLA Stage system. The page title is 'New Case Filing' with 'Draft # 408' on the right. A blue banner at the top says 'Edit Filing Details'. Below this are two tabs: 'Filing requirements' (active) and 'Additional services and fees'. The 'Filing Type' section is highlighted with a red asterisk and '(Required)'. It contains two radio button options: 'eFile Only' (selected with a green checkmark) and 'eFile and Serve' (deselected with a pink X). The 'eFile Only' option has a description: 'Pick "eFile Only" to just electronically file your papers.' The 'eFile and Serve' option has a description: 'Electronically file your papers with the court and have your documents sent to the selected service contacts.' Below this is the 'Filing Information' section, which includes a dropdown menu for 'Filing Code' (set to 'Eviction Initial Filing') and a text field for 'Filing Description'. At the bottom right, there are 'Cancel' and 'Save' buttons.

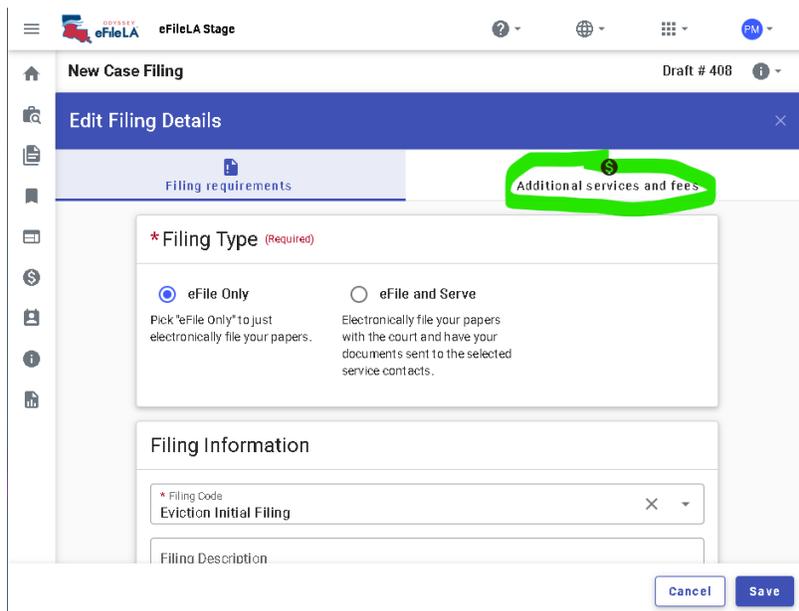
You can now proceed to the "Summary" section to calculate your filing fees.

How to add inside or outside service fees?

Locate Your Filing: Go to the "Filings" tab and find your saved filings in this example, it's a Eviction Initial Filing. Click the "Edit" icon (pencil symbol) next to it.



Additional Services & Fees Tab: Once your filing is open, navigate to the "Additional Services and Fees" tab.



For individuals living **inside** the Shreveport city limits, choose "Marshal Service – Local."

For those living **outside** the city limits, choose "Service Outside City Limits."

Enter Quantity: In the box next to your chosen service type, enter the number of people needing that service.

**The cost of an Eviction includes one service fee inside city limits.*

The screenshot shows the 'Edit Filing Details' form for a 'New Case Filing' (Draft # 408). The 'Additional services and fees' section is expanded, showing two service options:

Type	Fee Amount	Quantity	Total
Marshal Service - Local	\$30	1	\$30
Service Outside City Limits	\$50		

At the bottom of the form, there are buttons for '← Filing requirements', 'Cancel', and 'Save'.

The Additional Defendant charge is not in my fees.

Please note that if your eviction case involves multiple defendants, an additional fee will be required for each defendant beyond the first. This fee applies only to parties specifically designated as "Defendants."

If you add someone to the case with a different designation, such as "Co-Defendant," this additional fee will not apply.

The screenshot shows a web interface with a navigation bar at the top containing 'Case Informatic', '2 Parties', 'Filings', 'Service', 'Fees', and '6 Summary'. A sidebar on the left has various icons. The main content area is titled 'Parties' and contains a table with three rows. Each row has fields for 'Party Type', 'Party Name', and 'Lead Attorney', along with an 'Edit' button. The first row is for Donald Duck, designated as a Plaintiff. The second row is for Mickey Mouse, designated as a Defendant. The third row is for Minnie Mouse, designated as a Co-Defendant, with this label highlighted in pink. At the bottom of the table is an '+ Add more' button.

Party Type	Party Name	Lead Attorney	Action
* Plaintiff	Donald Duck		Edit
* Defendant	Mickey Mouse		Edit
Co-Defendant	Minnie Mouse		Edit Delete

This issue is resolved by selecting the edit icon (pencil) and changing the Party Type to "Defendant."

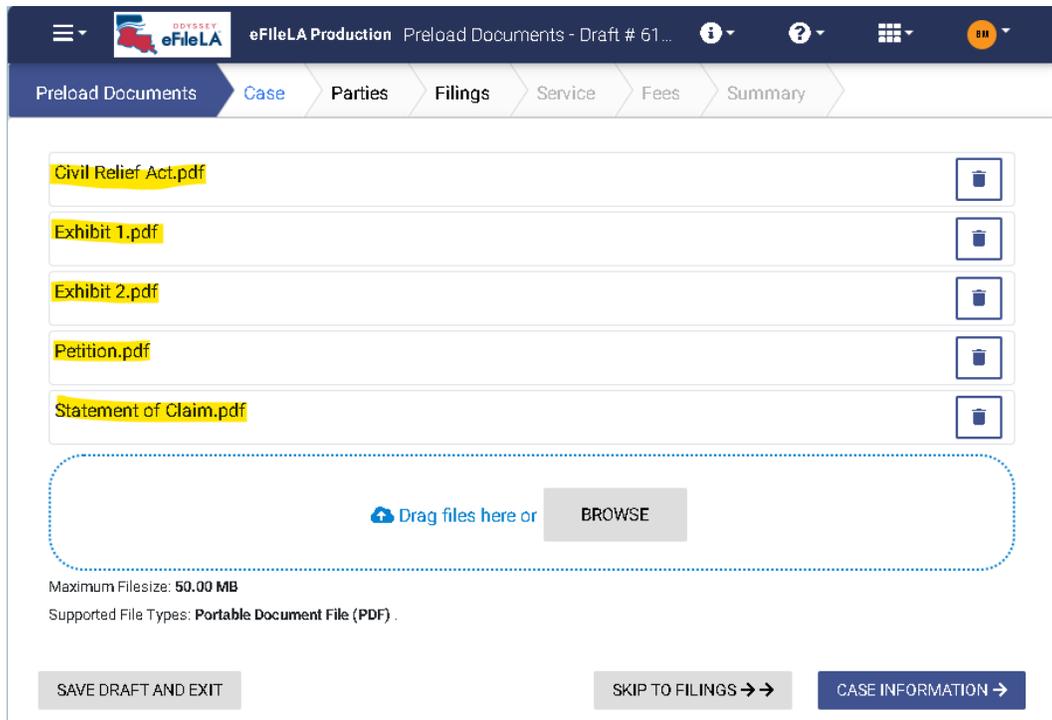
This screenshot is identical to the previous one, but the 'Party Type' for Minnie Mouse has been updated to 'Defendant'. A green checkmark is placed to the right of the 'Defendant' label, indicating the change is correct. The 'Edit' and 'Delete' buttons remain visible for each entry.

Party Type	Party Name	Lead Attorney	Action
* Plaintiff	Donald Duck		Edit
* Defendant	Mickey Mouse		Edit
Defendant	Minnie Mouse		Edit Delete

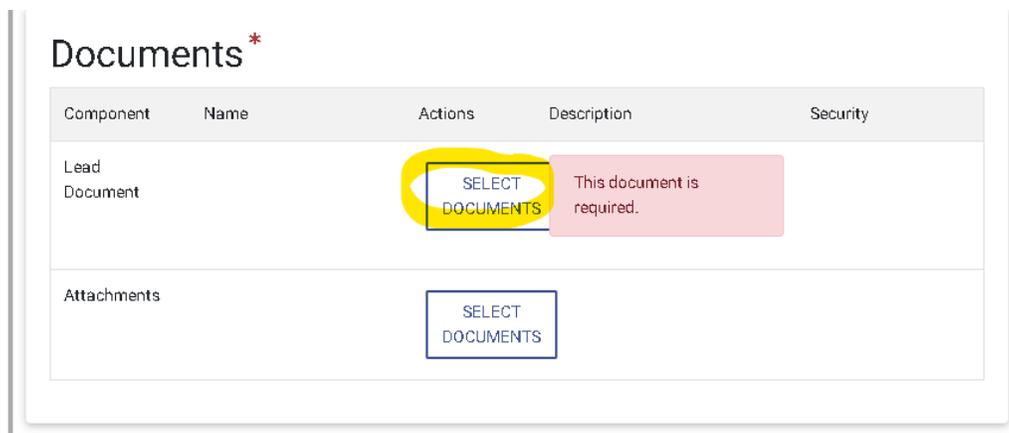
I've uploaded my documents but I'm getting an error?

This can be caused by preloading the documents but not adding the preloaded documents to your filing.

The first tab in eFile is "Preload Documents" this tab is used to preload your documents. However, you still need to attach the preloaded documents to a filing. In the image below, there are 5 documents preloaded.



When I get to the "Filings" tab, I will select the filing and then select the preloaded documents. In the example below, I have selected a "Record Suit Initial Filing" filing code and scrolled down to the "Documents" section. Click on the "SELECT DOCUMENTS" button.



In this popup you can select the documents that go with the filing. Use the arrow to select the preloaded documents. Since this is the lead document you can only select one, I will select the Petition and click the “Save” button.

Select Document(s) for Lead Document
✕

Not Selected

Exhibit 2.pdf → 🗑️

Exhibit 1.pdf → 🗑️

Civil Relief Act.pdf → 🗑️

Statement of Claim.pdf → 🗑️

Selected

← Petition.pdf

📁 Drag files here or BROWSE

Maximum Filesize: **36.70 MB**
Supported File Types: **Portable Document File (PDF)**

CANCEL
SAVE

Next, use the “SELECT DOCUMENTS” button to select the attachments. After this, your “Documents” section will look like the image below. Now you can submit your filing.

Documents*

Component	Name	Actions	Description	Security
Lead Document	Petition.pdf	✎	<small>Description</small> Petition.pdf	Select... ▾
Attachments	Statement of Claim.pdf	✎	<small>Description</small> Statement of Claim.pdf	Select... ▾
Attachments	Civil Relief Act.pdf	✎	<small>Description</small> Civil Relief Act.pdf	Select... ▾
Attachments	Exhibit 1.pdf	✎	<small>Description</small> Exhibit 1.pdf	Select... ▾
Attachments	Exhibit 2.pdf	✎	<small>Description</small> Exhibit 2.pdf	Select... ▾