

Title Electronic Filing Rejection Policy	Revision Date 12/8/2025	Approved Date 12/9/2025	Effective Date 12/9/2025	Status/Approved By FINAL
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1. Introduction and Purpose

Pursuant to Section 13 of Administrative Order No. 21, the Administrative Office of the Courts (AOC) is “authorized to promulgate a policies and procedures manual for the implementation of this order and for the use and operation of the electronic filing and electronic citation systems and the document management system, and shall update policies and procedures and the manual as needed from time to time.” The purpose of this policy is to clarify when a filing coming into the electronic filing or electronic citation system may be rejected by authorized users.

2. Scope

This policy applies to all users of the electronic filing system and the electronic citation system within the case management system provided by the Administrative Office of the Courts.

3. Definitions

- **Reject a filing** – the process of preventing an electronic filing from being file marked and added to a case file.
- **Electronic citation** – a citation submitted to the case management system from the electronic citation system managed by Arkansas State Police.

4. Policy Statement

- Section 1(c) of Administrative Order No. 21 provides that, “This order shall be liberally construed to secure the proper and efficient administration of the business and affairs of the court and to promote and facilitate the administration of justice by the court.”
- Section 6(b) of Administrative Order No. 21 provides that, “Electronic filing of documents does not change the rules and practice for the acceptance or rejection of documents presented to a clerk for filing.”
- Section 9 of Administrative Order No. 21 provides that, “An electronic document shall be formatted in accordance with the applicable rules governing formatting of conventional documents, including page limits. Electronic documents shall be self-contained and shall not contain hyperlinks to external papers or websites. Hyperlinks to other electronic documents filed in the case are permitted.”
- Administrative Order No. 21, Section 9 requires filers to remove hyperlinks to external papers or websites before filing a document, but failure to do so shall not be a basis for an electronic filing system user to reject a filing.

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- However, electronic filings should be rejected for the following reasons:
 - A filing that requires payment shall be rejected if payment is not received pursuant to Ark. Code Ann. § 16-58-101.
 - Initial pleading or final order unaccompanied by appropriate form (Administrative Order No. 8, Section II (b)).
 - The document is filed in the wrong case.
 - The document is filed in the wrong court.
 - The document filed is illegible or unreadable.
 - The front page of the document does not have the required space for a file mark. (Administrative Order No. 2)
 - The incorrect case number is listed on the document.
 - An electronic citation should be rejected by a district court if the citation includes felony offenses over which the court does not have jurisdiction.
 - AOC should reject filings when they go on hold because of a technical failure of the payment processor or a technical problem with the filing that prevents it from reaching the court's queue and the problem cannot be remedied.
- Further, the Clerk of the Supreme Court and Court of Appeals may reject a filing for reasons permitted by the Rules of Appellate Procedure and the Rules of the Supreme Court and Court of Appeals.
- Nevertheless, if any filing is accepted and file marked, then it should remain filed.

5. Procedure Supporting Policy

Prior to rejecting a filing for any reason, the electronic filing system user shall contact the filer and explain the reason(s) for which a filing is required to be rejected to give the filer an opportunity to cure the filing prior to rejection. If a filing cannot be cured by the filer, the electronic filing system user shall reject the filing with sufficient information and include the authorized reason for rejection. District court users are not required to contact law enforcement officers prior to rejecting electronic citations containing felony offenses but must contact the officer prior to rejecting an electronic citation for any other reason. The AOC must contact the clerk of court and the filer prior to rejecting a filing for any reason.

6. Document changes

Date	Description	Changed by
11/18/2025	Document Created	Timothy Holthoff
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