

# File & Serve *Xpress*<sup>™</sup>

WELCOME TO E-SERVICE & E-FILING FOR THE

## Illinois Madison 3<sup>rd</sup> Judicial Circuit Court

WELCOME KIT

CLIENT SUPPORT: 888.529.7587

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## I. Jurisdiction Overview

The Madison County Asbestos Litigation is Semi-Private. If your firm is not on the service list of at least one asbestos case, you will not be able to retrieve or view an asbestos case through File & ServeXpress (FSX). If your firm needs to file their Entry of Appearance, call or email Client Support at 888-529-7587/ [support@fileandservexpress.com](mailto:support@fileandservexpress.com) to have your firm added as counsel to your party in a particular case (please see page 7 of this document for additional information). Your appearance must be electronically filed on the same day as Client Support added you to the case or the integration with the court's case management system will remove the attorney from the case that night.

Attorney Registration & Disciplinary Commission (ARDC) Number- If your attorney will be entering an appearance and authorizing transactions in Madison County asbestos cases, be sure their ARDC number is entered in the Bar # field in their File & ServeXpress account with a leading "0" (zero).

e-Service is mandatory in all Madison County asbestos cases. Firms are required to electronically serve their documents in the Madison County Asbestos Litigation. Firms have the option of electronically filing their documents through File & ServeXpress (FSX).

- **Electronic Filing:** All Law Cases > \$50,000 including asbestos and Arbitration cases are available on File & ServeXpress for electronic filing.
- **Filing deadline:** Workdays at 11:59 pm CT. Pleadings will be file stamped with the date of the next business day if e-Filed past deadline. (Local Rule Part 10, Rule 10)
- **Pleadings for Multiple Parties Must be Uploaded as Separate Transactions:** If you intend to submit pleadings in the same case on behalf of two or more parties, you must submit separate transactions for each party.

File & ServeXpress has the experience, capability, and support infrastructure needed to assist the Court with a mandatory e-Filing program. We have implemented our e-Filing platform in **300 jurisdictions in 36 states**, with 13 of these states plus the District of Columbia having mandatory e-Filing cases. In total, we manage **more than 165,000 users** and **more than 40 million document exchanges per year**.

## II. How To Register to e-File & e-Serve with File & ServeXpress

Your firm’s designated account administrator should complete the File & ServeXpress registration process outlined below.

**Why do I need to designate an account administrator?** We recommend that you designate one or more staff person as an account administrator to manage the process of getting your firm’s users registered, trained and familiarized with the Court’s rules for e-Filing and e-Service.

### Getting Started With Registration

**If your firm does not have a File & ServeXpress account**, you will need to create an account before adding users. Your firm must designate an administrator who will create the account and add the users. The administrator should follow the “Instructions for New Subscribers” in Section A below.

**If your firm already has a File & ServeXpress account**, contact your account administrator to obtain a user ID and password for yourself and anyone else who will need to e-File, e-Serve, receive e-Service or access documents in the cases. The administrator should follow the “Instructions for Existing Subscribers” in Section B below.

**If you do not know whether your firm has a File & ServeXpress account, or if you do not know the name of your account administrator**, please call Client Support at 888.529.7587.

#### **Section A: Instructions for New Subscribers**

(Administrator creates account and adds users)

1. Go to <http://www.fileandservexpress.com> and click the **Register** button.

2. Under File & Serve Registration, click Law Firms even if you are a Self-Represented Individual or Organization.
3. For Account Type, select Law Firm and click Get Started.
4. Add your firm's information and click Next.
5. Click "Add People" and add the user information for your firm's account administrator. Check the box next to Primary Contact. If applicable, check the box next to Billing Contact as well. (The Billing Contact will be sent your firm's monthly invoice.) Click Submit.
6. Add the user information for every attorney and staff member in your firm who will need a user ID and password. Include full name, phone, fax, email and ARDC# number (for attorneys). It is recommended that an ID and password be issued to all attorneys of record.
7. Review system requirements and click Next.
8. Select an Authorized Representative from your firm (if it is not yourself) who has given you permission to accept the terms of the File & ServeXpress Agreement on his/her behalf. Click "I Accept".
9. An automated e-mail with ID and password information will be sent to each user who you have added to your firm's account.

### **Section B: Instructions for Existing Subscribers**

(Administrator adds new users)

1. Go to <http://www.fileandservexpress.com> and click on the **Log In** button.
2. Click File & Serve. Enter your ID and password. Click Sign In.
3. Click on File & ServeXpress Preferences in the upper-right hand corner of the screen.
4. Under My Organization Profile, click Add User.
5. Click "Add People" and add the user information for every attorney and staff member in your firm who will need a user ID and password. Include full name, phone, fax, email and ARDC# number (for attorneys). It is recommended that an ID and password be issued to all attorneys of record.
6. An automated e-mail with ID and password information will be sent to each user you have added to your firm's account.

### III. e-Filing into Your First Asbestos Case

The Illinois, Madison County Asbestos Docket is a “semi-private” litigation. As such, firms will not be able to search for nor access any case in this litigation until they are added to the service list of an active asbestos case. The following processes and procedures have been provided to ensure that your firm is appropriately added to the service list to allow you access to file your first Appearance.

In order to be sure that your firm is properly added to the service list, you will need to coordinate adding your attorney to a case on the backend on the same day that you wish to file your appearance. Once the appearance is accepted by the Court and your firm is added to the service list, you will have access to all Madison County Asbestos cases.

**When you are ready to e-File into your first asbestos case, please follow the steps below:**

**STEP 1:** Complete the below information:

**Court:** Madison IL 3<sup>rd</sup> Judicial Circuit Court

**Case Number:**

**Case Name:**

**Party:**

**Party Type:**

**Law Firm**

**Lead Attorney:**

**STEP 2:** Email your request to have your attorney added, the above information, and the date that you would like to e-File your appearance to [support@fileandservexpress.com](mailto:support@fileandservexpress.com).

**STEP 3:** Wait for confirmation that your attorney has been added to the case and e-File the appearance prior to 11:59 PM on the same day. If the appearance is not e-Filed on the same day, the attorney will automatically be removed from the service list during the overnight integration with the Court.

**Please note: you may add additional attorneys for your firm via the *Add Party/Attorney* functionality on the *Sending Parties* tab when you file your appearance.**

**Please review the following important information that will be helpful during the e-Filing process:**

1. You must add a leading “0” to the authorizer’s ARDC# in File & ServeXpress *Preferences* in order for your filing to integrate properly with the Court’s Case Management System (CMS).
2. To ensure that your transactions integrate with the Court’s CMS, please double-check that both the *sending* and *authorizing* attorney selected in your filing:
  - a. Have an ARDC# on the File & ServeXpress system.
  - b. Have filed an appearance in the case (the Appearance can be filed in the same transaction with additional pleadings and the attorney can be added via the “Add Party/Attorney” button on the *Sending Parties* tab).
  - c. Are listed as an attorney on the pleading.
3. E-filing your firm’s Entry of Appearance correctly is critical to ensure your firm’s attorneys appear on the service list of the case and integrate successfully with the Court’s Case Management System. To E-file your Entry of Appearance correctly, follow these steps:
  - a. When E-filing your firm’s Entry of Appearance, select one of these document types available on the Documents Tab:
    - Appearance
    - Appearance – Fees Previously Paid
    - Special and Limited Appearance
    - Special and Limited Appearance – Fees Previously Paid

- b. Use the Add Attorney button on the Sending Parties tab for each additional attorney listed on the Entry of Appearance pleading. Failure to do so will result in the attorney not displaying on the service list of the case. If you have four attorneys listed on the Entry of Appearance, you will need to follow the Add Attorney steps 4 times for that party.
  
- c. On the Review & Submit tab, select the Lead Attorney as the Authorizing Attorney when submitting the transaction.

Firms should **NOT** combine multiple pleadings together as one PDF file. For example, a firm should upload their Motion for Summary Judgment, then upload their exhibits, and then their Proposed Order as separate documents . The court will reject any transaction that has combined their documents as one file, with the exception of Summonses. Information regarding electronic filing of a Summons along with the Summons Form is available on the File & ServeXpress *Resource Center*.



## IV. Training & Helpful Resources

All of our training is complimentary. Please visit our Training Resources Page for a full catalog of online webinars, on-demand videos and downloadable guides and tip sheets to help you along the way.

### [Live Webinars](#)

Register for one of our free, live webinars and get the training you need from the comfort of your desk.



### [On-Demand Webcasts](#)

No time to attend a Live Webinar? Now worries, watch a replay on-demand with our Webcast Series.



### [Helpful Guides & Tip Sheets](#)

We publish a wide range of materials to help ensure your e-Filing success. These documents include tip sheets, implementation guides, best practices and more.



## VI. Pricing

Effective Date: 12/01/2015

PRICING ILLINOIS—THIRD JUDICIAL CIRCUIT COURT OF MADISON COUNTY	
Unless noted specifically below, all fees are subject to current list prices as reflected in the e-File Pricing and Optional Services pricing sheet posted online under the File & ServeXpress Resource Center.	
<b>FILING DOCUMENTS WITH THE COURT</b> (via File & Serve Illinois)	
Filing into a single case 1. Asbestos 2. General Civil	Free of Charge \$2.99 per transaction
<b>SERVICE TO CASE PARTIES</b>	
Online delivery* 1. Asbestos 2. General Civil	\$8.00 per transaction \$8.00 per transaction
Online Delivery in Multiple Asbestos Cases*	\$8.00 for the first case—no additional charge for multiple cases
<b>DELIVERY OF DOCUMENTS TO ADDITIONAL RECIPIENTS</b>	
Online delivery* 1. Asbestos 2. General Civil	No charge when combined with online service—otherwise: \$8.00 per transaction—unlimited number of online recipients \$8.00 per transaction—unlimited number of online recipients
Email delivery**	No charge when combined with online service—otherwise: \$8.00 per transaction—unlimited number of online recipients \$8.00 per transaction—unlimited number of online recipients

\*To File & ServeXpress Advanced users

\*\*To File & ServeXpress non-subscribers

**See *Optional Service pricing sheet for additional pricing information for optional features and services***

Prices do not include court fees and are subject to change.

## VII. Frequently Asked Questions

### E-Filing & E-Service Overview

#### Q. What is e-Filing?

A. E-Filing is the electronic transmission of your document from your desktop to the Court's case and document management system. A simple user interface directs you through the process and provides you with a record of the transaction. Your document is added to an online docket, which remains available to you, your firm and the other firms in your case. The online docket builds a case history of the e-Filed documents, which can be accessed from anywhere that you have Internet access.

#### Q. What is e-Service?

A. E-Service is the electronic transmission of your document from your desktop to the online accounts of the parties on the service list in your case. A simple user interface directs you through the process and provides you with a record of the transaction. You can use e-Service in conjunction with your e-Filing transaction – conveniently serving your e-Filed document on the other parties in your case in a single transaction – or you can e-Serve some or all of the other parties in your case with documents not being filed with the Court, such as correspondence and discovery. e-Served documents become part of the online docket and are accessible to the parties on which they were served.

### IL Madison 3rd Judicial Circuit Court

#### Q. What case types are available for e-Filing and e-Service?

A. All law cases over \$50,000 and Asbestos cases.

#### Q. I have multiple documents to file in the same case at the same time (i.e. Appearance, Answer, Motion to Dismiss, etc.). How do I do that?

A. You can file multiple documents in the same case at the same time on File & ServeXpress in one transaction. Documents that require a file stamp must be uploaded as separate documents. There are no additional charges incurred for uploading multiple pleadings into the same transaction.

#### Q. Are all of my documents to be filed electronically?

A. Currently, e-Filing is permissive in the IL Madison County 3rd Judicial Circuit Court.

**Q. Am I required to e-Serve my documents?**

A. e-Service is mandatory in all Asbestos cases. You also have the option to e-Serve documents that are not e-Filed, such as correspondence, discovery, etc. by using an "e-Serve Only" delivery option.

**Q. What are the different delivery options on File & ServeXpress?**

A. There are four different delivery options for users of File & ServeXpress:

1. **File with the Court and Serve Selected Parties-** this is the default option and will send the transaction to both the Court and the parties you select on the *Service* tab.
2. **File Only-** this option will send the transaction only to the Court. A warning will appear to remind you that this will be only sent to the Court if you have not selected any parties for service.
3. **Serve Only- Private-** this option will send the transaction only to those parties who you have selected in the *Service* tab and not to the Court. Only your firm and the firms you selected for service can see these transactions.
4. **Serve Only- Public-** this option will send the transaction only to those parties who you have selected in the *Service* tab and not to the Court. Serve only- public documents are viewable by anyone who has access to the jurisdiction or case in which they are filed.

**Q. I filed a document with the Court and received a message that it was rejected. How can I find the reason for rejection?**

A. You can find the reason for the rejection by clicking on the *Rejected Items* queue on File & ServeXpress. Click on the transaction identification number (TID) of the rejected transaction and find the *Document History* link that is next to the rejected document. The reason for rejection along with the clerk who reviewed the document will be listed on the Document History screen. If you have elected to receive complimentary email notifications, an email with the rejection reason will also be sent to your email on file. Visit the *Avoid Rejected Filings* page for Madison County for more information.

**Q. How Do I Register to e-File & e-Serve in Madison County?**

A. Your firm will need to set up a File & ServeXpress account and add your individual attorneys and staff to your account. You will not be charged any one-time or recurring fees for setting up your accounts. [Click here to Register](#).

**Q. Once registered, how do I make changes to my File & ServeXpress account?**

A. After you register and log into your account for the first time, you may designate one or more individuals as account administrators. An account administrator can add or delete users, set permissions and make any necessary updates. [Click here to see the Account Administrator User Guide.](#)

**Q. How do I get my case online?**

A. Cases in Asbestos and Non-Asbestos can be initiated online via the File & ServeXpress system. [Click here to see the New Case Filing User Guide.](#)

**Q. How do I e-File and e-Serve in Madison County using File & ServeXpress?**

A. Please visit our [Training & Resources Page](#) within this microsite for a full catalog of online webinars, on-demand videos and downloadable guides and tip sheets to help you along the way.

File & ServeXpress also offers 24/7 Phone Customer Support at 888-529-7587. You may also email File & ServeXpress with any questions to [support@fileandservexpress.com](mailto:support@fileandservexpress.com). File & ServeXpress also offers online chat support during business hours from 7 AM to 6 PM CDT.

**Q. I need to file into a case that I have a case number for, but File & ServeXpress does not seem to have the case, what do I do next?**

A. Contact File & ServeXpress Client Support at 888.529.7587 for assistance.

**Q. How do I pay e-Filing & e-Service fees?**

A. When you electronically file documents with the Court, we will calculate the court's statutory filing fees and advance those fees to the Court on your behalf. Your firm will be invoiced monthly for those advanced filing fees. [Click here to view the pricing information](#) for e-Filing and e-Service.

**While E-Filing and E-Serving**

**Q. How can I find specific rules pertaining to my court, like how to upload exhibits and signature requirements?**

A. [Click here to view the local e-Filing rules.](#) To view the [Instructions for e-Filing and e-Service](#)

[click here](#).

**Q. What is the e-Filing and e-Service deadline?**

A. The deadline is 11:59 PM CDT for both e-Filing and e-Service. You may prepare filings in File & ServeXpress 24/7 however, the Court requires you must meet the 11:59 PM CDT deadline in order to receive that day's file-stamp.

**Q. If all of the case parties are not listed, can I update the service list?**

A. No, please contact the Court directly to discuss how to get a party added to your case. [Their contact information is provided on their website](#).

**Q. Once I have submitted a filing, are there tools I can use to search or track my cases or other cases in File & ServeXpress?**

A. Yes, there are many tools available for searching and tracking your cases. Please visit our training resources page or email [fileandservetraining@fileandservexpress.com](mailto:fileandservetraining@fileandservexpress.com) with your request. We also have a selection of [user guides available in the File & ServeXpress Resource Center](#).

**After You Have E-Filed**

**Q. Can our attorneys and support staff receive courtesy emails about new activity in our cases?**

A. Yes, you can customize your notifications as needed by logging in and clicking on *Preferences*.

**Q. How can I find the clerk review status of my filings with the court?**

A. Click on the transaction number of any previously filed document. The transaction details page will show the clerk review status. If a filing has been rejected you may click on the document history to view clerk notes. You will also receive a courtesy email notice informing you of any rejected item.

**Q. When our invoice arrives how will our accounting department determine which clients to bill back?**

A. You have the option of entering a matter code or case ID into every transaction and your invoice will be itemized. You may also run real-time reports and bill your clients prior to

receiving your monthly invoice. [Click here to see the Billing Information User Guide.](#)

**Q. What if I have a question and I can't find the answer in any of the provided resources?**

A. Contact File & ServeXpress Client Support 24/7 at 888.529.7587 and we will be happy to assist you.

## VIII. Who To Contact If You Have Questions

**We provide a full spectrum of support.** Access our knowledgeable e-Filing & e-Service support teams to get the help you need, when you need it.



### 24 x7 Phone Support

Have Questions? Contact our e-Filing specialists today: **888-529-7587**.



### Online Chat

[Chat with an e-Filing Expert](#)

M-F 5:00am-4:00pm PT.



### Educational Events

From a simple introduction to advanced topics, we offer a variety of in-person [events](#) and [webinars](#).