

## Flow Chart of Petitions Submitted Electronically via ACE

③ Check the **View Pending Submissions** report. If the submission is no longer on the report, check the **View Case Numbers Assigned** report. See page 4 of this flow chart for tips in using the View Case Numbers Assigned report.

If the petition has a case number, the case is filed.

④ If having the case number is sufficient for you to verify that the case is filed, you will usually have a case number within the 2-hour window.

If, however, you need the document verification, you should call Cherise Griego or Renee Marquez in the Clerk's Office (348-2500 or toll free 866-291-6805) when you have the case number and ask that the case opening in BANCAP be expedited. When the case is opened in BANCAP, you will be able to print the document verification from the docket report.

⑤ If the petition does not appear on the case number report, expect to receive e-mail notification of rejection.

If you do not receive an e-mail notification and the petition does not have a case number, call Cherise Griego in the Clerk's Office. We may have the wrong e-mail address for you.

⑥ **When in doubt, please call the Clerk's Office 505-348-2500 or toll free 866-291-6805.** If, when you submitted the petition, you received a receipt confirmation screen assume the Clerk's Office received the petition.

⑦ **DO NOT RE-SUBMIT THE PETITION** until you have confirmed with the Clerk's Office that the petition was rejected or that a technical error occurred. If you re-file the petition without checking with the Clerk's Office and the re-filed petition creates a duplicate case, you will be charged for both cases.

**When in doubt, call the Clerk's Office at 505-348-2500 or toll free 866-291-6805.**