



CMS Rejections

Non-portal filings (counter, email, mail)

- The registry should assess and make a determination if the application or document should be Accepted or Rejected for **ALL** filings.

Portal filings

- **The ONLY scenario that the registry can reject the filing of an application or document is via a work queue task.**
- If an application or document is not directed to a work queue for review by the registry, the filer will receive an automated acknowledgement email advising the filing has been accepted by the court. (In the case of an application, the application will also be automatically issued by the system and available for service).
- It is important that applications/documents are not rejected after communications have been sent advising the filing has been accepted.

The table below outlines the appropriate steps that should be followed for each scenario.

Scenario	Steps
Rejection of non-portal filing (counter, email, mail)	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Advise the filer that the application/document is rejected <input checked="" type="checkbox"/> Provide reasons for the rejection to the filer <input checked="" type="checkbox"/> Record the rejection and reasons in CMS (refer to 'Rejected a document' in the common tasks SOP, <i>Rejections</i>)
Rejection of portal filing via a work queue	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reject the filing in CMS via the work queue task, entering reasons for the rejection (refer to 'Action a work queue task to review documents' in the common tasks SOP, <i>Rejections</i>) <input checked="" type="checkbox"/> In addition to the automated system notifications, contact the filer to explain the reasons for the rejection and provide advice re next course of action
It is discovered that a document or application that has been previously auto accepted/issued has deficiencies	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Contact the filer to explain the deficiencies in the filing <input checked="" type="checkbox"/> Request the application/document be re-filed after appropriate corrections <input checked="" type="checkbox"/> Make detailed case notes in the Register of Actions (ROA) <input checked="" type="checkbox"/> Advise presiding judicial officer if appropriate <input checked="" type="checkbox"/> DO NOT reject the application/document in CMS

