

Document Drop-off Online Service
Judiciary, State of Hawaii
Frequently Asked Questions
As of 9/3/2020

1. What is the Document Drop-off online service?

Document Drop-off is a new online service enabling the public to electronically send documents to the court instead of dropping them off or mailing them to the courthouse. Document Drop-off is available at no cost to submit your documents. Please note that the documents are **not** considered legally “filed” but will be reviewed by court staff for appropriate handling. If the document needs to be made part of the court record, the court staff will electronically file (e-file) the document into the court’s system.

2. Is Document Drop-off the same as electronically filing (e-filing)?

No, Document Drop-off is not the same as electronically filing (e-filing) a document with the court. Document Drop-off will only deliver a document to the court. When your document has been delivered and received, the court staff will review your document and officially “file” the document for you, if appropriate.

Electronic filing (e-filing) will directly file the document into the court’s system and make it part of the court record. Electronically filed documents are considered legally or officially “filed”. Electronic filing requires you to follow the Electronic Filing and Service Rules. https://www.courts.state.hi.us/docs/court_rules/rules/hefsr.pdf

3. Who can use it?

- Any member of the public who has court business and is not an attorney.
- A Self-Represented Litigants (SRL). Any person who is a party to a case and who does not have an attorney. The SRL may not use Document Drop-off if they are already electronically filing documents for their case.
- Attorneys and their staff who are not required to electronically file in JEFS, (Judiciary Electronic Filing System)

4. What can I submit?

The public may submit any document you would normally bring to court. For example:

- Traffic written statements
- Abstract requests
- Bail documents that do not require a signature in front of a clerk
- TRO requests
- License clearances
- Court form and other forms prepared by legal services providers

Self-Represented Litigants (SRL) may submit documents for cases which they have **not** previously efiled documents through JEFS.

Do not submit documents for:

- Intermediate Court of Appeals and the Hawaii Supreme Court
- Any Family Court matter in the First Circuit (Oahu)
- Any matter involving a minor in any Family Court statewide

5. When is this service available?

The system is open Monday to Saturday from 4 a.m. to midnight; Sunday from noon to midnight; and holidays, though documents won't be processed until the next working day.

6. What do I need to use this service?

- An email address
- Access to a computer to upload your documents
- A JEFS account (see questions #7 and #8 below).
- Ability to scan a paper document into a PDF or be able to save a document into a PDF format. (Note: Your document can be no more than 10 megabytes. For documents that have been converted to a PDF through a word processing program, 10 megabytes is about 400-500 pages. For documents that have been converted to a PDF using a scanner, 10 megabytes is about 150-200 pages. If your document is 10 megabytes or more, separate your document into two or more documents and submit them separately.

If you do not have an email address, you may sign up for a free email address. You can find a variety of free email service providers by searching online.

If you do not have a computer with internet access, you may still use the physical drop box available at select courthouses.

Third Circuit, Hilo: The physical drop box located at the entrance of Hale Kaulike accepts all documents which you would normally submit at the court counter. You are required to provide a phone number or email address should the court need to contact you.

7. I don't want to be an electronic filer, why do I need to register for a JEFS account?

Document Drop-off is an application of the Judiciary Electronic Filing System (JEFS). Registering will allow you to deliver your documents online without being an electronic filer.

8. How do I register for a JEFS account?

Go to the eFiling page on the Judiciary website (<https://www.courts.state.hi.us/>) and click on eFiling; then click on the link for Judiciary Electronic Filing and Service System (JEFS) Login Page.

9. If I already have a JEFS account, do I need a new one?

No. Login to your JEFS account and look for the new pod (box) called Court Document Drop-off from your home screen.

10. What happens after I submit my document using the online Document Drop-off service?

- Your documents will be reviewed by court staff and processed accordingly. If necessary, court staff will contact you at the phone number and/or email address you included with the document. Be sure to include your current contact information.
- Court staff will, if appropriate, legally file the document into your case. If this happens, your document will be made a part of the official court record. You will then be able to see it listed online via [eCourt Kokua](#) or [Hoohiki](#). Your document is considered officially “Filed” as of the date your document was legally filed by the court staff.
- Other action (e.g., payment letters) may also follow.

11. How will I know the court received my document?

- Once you submit your document using Document Drop-off, you will receive a confirmation message with the details of your submission, including a Document ID number. You may want to print this confirmation for your records.
- If you need to check if your document has been processed, please contact the court and provide your Document ID number.

12. How do I get a court filed copy of my delivered document?

The court will contact you by email or a phone call. Please check your email or provide a current phone number to the court.

13. Are emails still being accepted for Family Court civil cases?

Yes, for cases such as divorce, paternity, adoption, and name change. Attorneys and SRLs should scan and email a PDF copy of your documents in lieu of coming to the court at this time. The court will then send you a letter regarding how to pay the filing fee.