

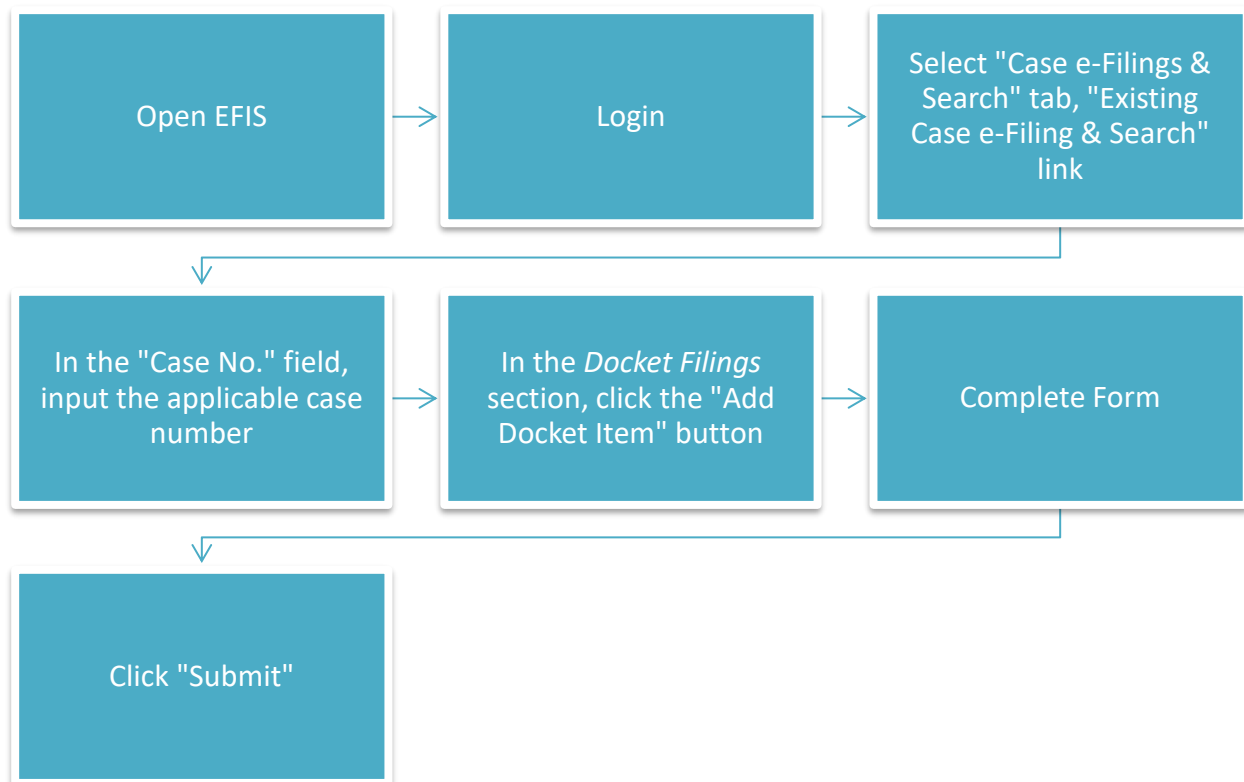


## Remove Areas or Correct Errors on Video Franchise Application

Professional account users, linked to the company, can file a correction or change to the existing application for video service.

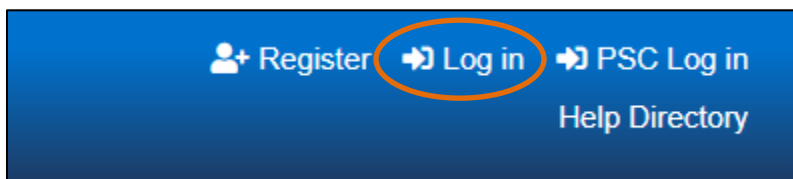
To remove an area from or correct an error in the original or notice of change application for video service:

### AT-A-GLANCE:



### IN DETAIL:

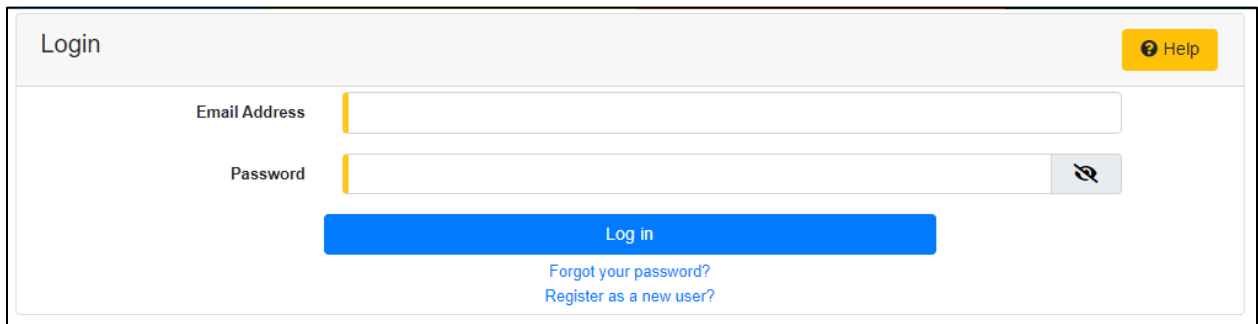
- 1) Open EFIS.
- 2) Click the **Log In** link located in the *Header Links* in the upper, right-hand corner.



- 3) In the **Email Address** field, input the user's email address registered with their user account.
- 4) In the **Password** field, input the user's password.
- 5) Click the **Log In** button.



## Remove Areas or Correct Errors on Video Franchise Application

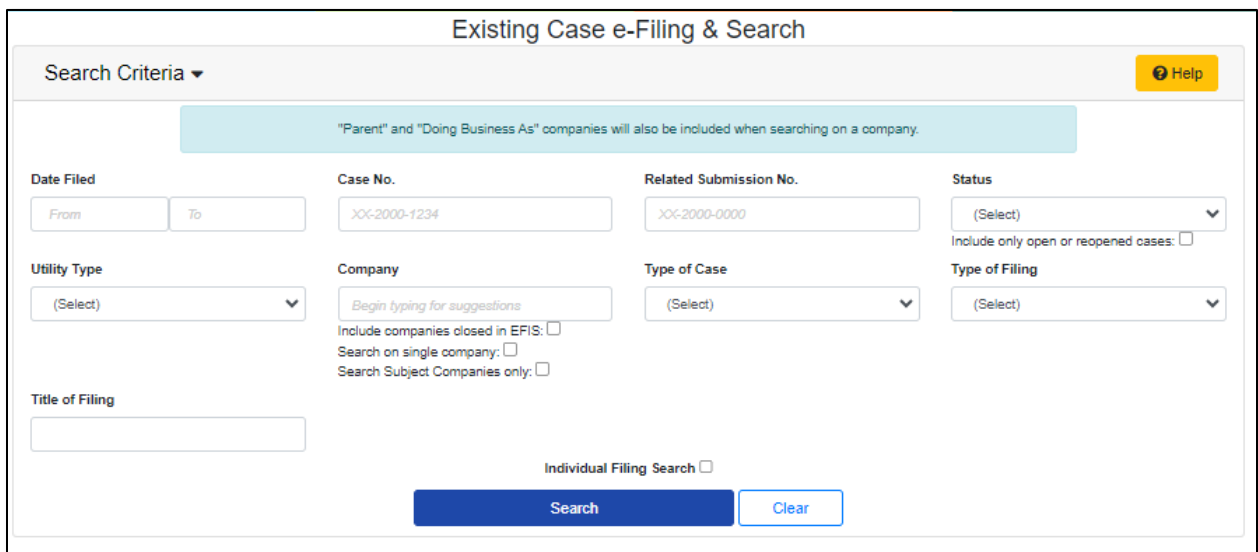


The login form is titled "Login" and includes a "Help" button in the top right corner. It features two input fields: "Email Address" and "Password". The "Password" field has a toggle icon to the right. Below the fields is a blue "Log in" button. At the bottom, there are two links: "Forgot your password?" and "Register as a new user?".

- 6) Select the 'Case e-Filings & Search' tab.
- 7) Select the 'Existing Case e-Filing & Search' link.



- 8) In the **Case No.** field, input the applicable case number
- 9) Click the **Search** button; or click the **Clear** button to clear all fields and start over.



The "Existing Case e-Filing & Search" form has a "Search Criteria" dropdown and a "Help" button. A light blue banner states: "Parent" and "Doing Business As" companies will also be included when searching on a company. The form contains several input fields and dropdowns: "Date Filed" (From/To), "Case No." (with example "XX-2000-1234"), "Related Submission No." (with example "XX-2000-0000"), "Status" (dropdown), "Utility Type" (dropdown), "Company" (text input with suggestions), "Type of Case" (dropdown), "Type of Filing" (dropdown), and "Title of Filing" (text input). There are checkboxes for "Include companies closed in EFIS:", "Search on single company:", and "Search Subject Companies only:". An "Individual Filing Search" checkbox is also present. At the bottom are "Search" and "Clear" buttons.

- 10) On the *Docket Sheet* page, in the *Docket Filings* section, click the **Add Docket Item** button.



The "Docket Filings" section is shown with a dropdown menu. A green button labeled "+ Add Docket Item" is highlighted with an orange circle.



## Remove Areas or Correct Errors on Video Franchise Application

- a) In the **Type of Filing** field, select the applicable type of filing from the drop-down list. Once this field has been completed, additional fields will display.

The screenshot shows a form with two fields. The first field is labeled 'Date Filed' and contains the text '9/23/2025'. The second field is labeled 'Type of Filing' and contains a dropdown menu with the text '(Select)' and a downward arrow icon.

- b) Depending on how many companies a user represents will determine how the next field will populate.
- If the user only represents one company, the **Filed on Behalf of** fields will auto populate.
  - If the user represents multiple companies, in the **Filed on Behalf of** field, select the applicable company name from the drop-down list.
- c) In the **Related Submission No.** field, input any related submission numbers related to the case. If there are no related submission numbers, skip to the next step.
- d) In the **Title of Filing** field, input the document title.
- e) Check **This filing is to meet a scheduled deadline for today** box if the filing is meeting a filing deadline for the case.
- f) If the filing is in **Response to Previous Filing** in the case, check the box labeled **Select Related Filing(s)** button.

The screenshot shows a form with several fields. The 'Filed on Behalf of' field is a dropdown menu with '(Select)' and a downward arrow icon. An orange arrow points to this field from a note box. The 'Related Submission No.' field contains the text 'Begin typing for suggestions'. The 'Title of Filing' field is empty and has a character count '750 character(s) left.' below it. The 'This filing is to meet a scheduled deadline for today' field has an unchecked checkbox. The 'Response to Previous Filings' field has the text 'No previous filings have been selected.' and a green button labeled 'Select Related Filing(s)'.

**NOTE:** Only companies the user is assigned as a representative for will appear in the list. If a company is not listed, the user will need to [“Request to be a Company Representative”](#) for that company.

- In the *Response to Previous Filings* input screen, select the document or documents in which this filing is a response to by checking the check box in front of the filing.
- Click the **Close** button after all filings have been checked; or click the **Clear** button to clear all check boxes and start over.



## Remove Areas or Correct Errors on Video Franchise Application

Response to Previous Filings

Display Items: 1 - 1 Reset

Returning 1 / 1

Selected	Item No. ▼	Date Filed	Title of Filing	Filed on Behalf of
<input type="checkbox"/>	1	9/23/2025 2:55 PM	Application	<a href="#">Absolute Video (Video)</a>

CloseClear

- g) In the *Attachment* section, click the **Select File(s) to Upload** button to upload documents for the filing.

Attachments

**DISCLAIMER AND REQUIREMENTS:** It is the sole responsibility of the person or entity submitting electronic files to take appropriate measures to ensure that all "confidential" information is to the best of their knowledge, information and belief, non-viewable, non-searchable and non-reversible. Informal consumer complaints and accompanying attachments are automatically designated confidential. For case documents, when submitting "confidential" information, a **cover sheet or pleading** describing why that information qualifies for "confidential treatment" is required.

At least one is required.

**Note:**

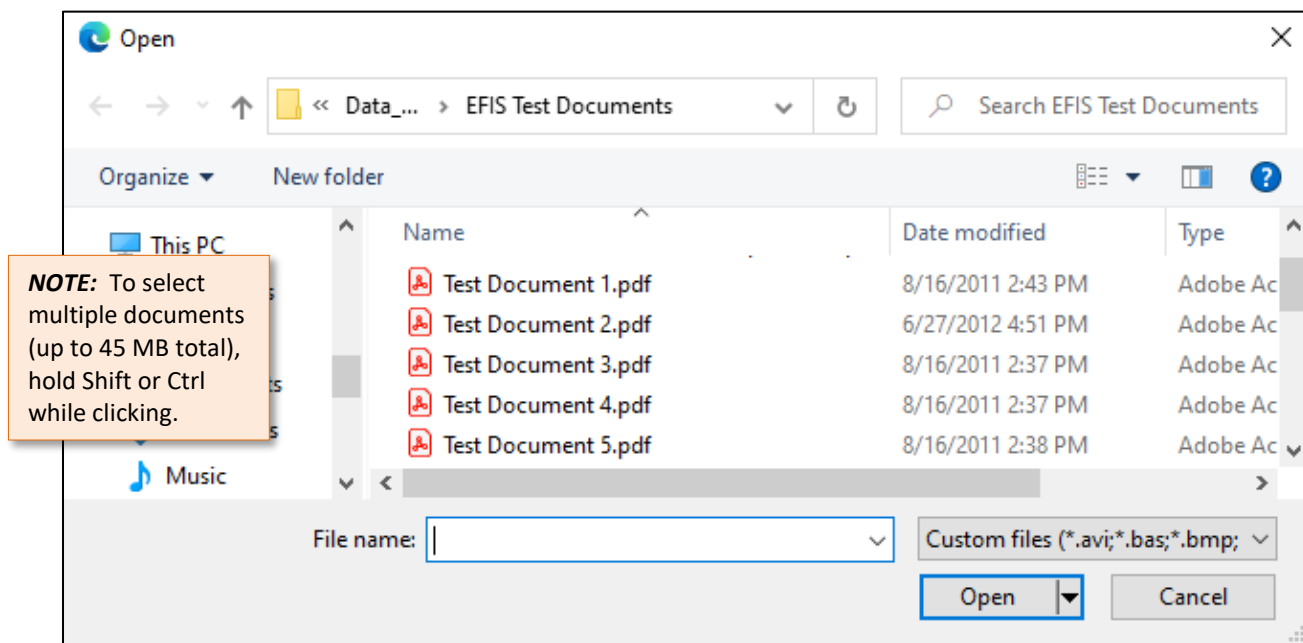
- Files must be uploaded individually or in batches. Each individual document upload or batch upload may not exceed 45 MB (45,000 KB).
- Password protected documents are not acceptable.
- Some file types are prohibited (examples: zip, exec, etc.).
- Folders cannot be uploaded.

Select File(s) to Upload

- i) In the *Open Browser* window, select the document or documents to attach.



## Remove Areas or Correct Errors on Video Franchise Application



- ii) After selecting the document(s), users must select the security level for each document by selecting the **Security** field beside each document.
- (1) If documents are deemed highly confidential, check the box above the document list labeled **Check here to designate a document...**
  - (2) If the document(s) listed need to be removed, click the trash can in front of the document which needs to be removed.

☐ Check here to designate a document as 'Highly Confidential'. Documents may only be designated as 'Highly Confidential' if a Motion for Protective Order has been filed.

	Name	Size	Security
	Test Document 1.pdf	183.07 KB	(Select) ▼
	Test Document 2.pdf	91.28 KB	(Select) ▼
	Test Document 3.pdf	214.17 KB	(Select) ▼

Total: 3 file(s), 488.51 KB

Select File(s) to Upload

- h) Click the **Submit** button after all fields have been completed; or click the **Clear** button to clear all fields and start over.



## Remove Areas or Correct Errors on Video Franchise Application

- i) Once submitted, users will be directed to the *Filing Display* page on the Docket Sheet, confirming that the filing was successfully submitted.
- j) The submitter can increase the document's security level within 14 calendar days by clicking the **Update Security** button on the *Attachments* section.

**NOTE:** Submitters can only increase a document's security level—they cannot lower it. For example, a document labeled as *Public* can be changed to *Confidential*, but to downgrade a *Confidential* document to *Public*, the submitter must contact the Data Center.

The filing was successfully submitted.

Docket Sheet  
KA-2026-0044 - Item 2

[← Full Docket](#) [Print](#) [Help](#)

Item No.	2
Date Filed	9/23/2025 3:11 PM
Filed on Behalf of	<a href="#">Absolute Video (Video)</a>
Type of Filing	Application
Title of Filing	Amended Application

For additional assistance, please contact the Data Center at (573) 751-7496 or [dcsupport@psc.mo.gov](mailto:dcsupport@psc.mo.gov).