E-Filing Frequently Asked Questions

1. **How does e-Filing work?**
   Electronic filing of court documents occurs through a certified Electronic Filing Service Provider, or EFSP. The filing party creates an account with the certified EFSP of their choice, uploads filing documents, and pays any court fees and specific service or convenience fees to the EFSP. The EFSP transmits documents and fees to the Court. Once reviewed and processed by the Court, the documents will be accepted for filing or rejected. Endorsed copies of documents are returned to the filer through the EFSP.

   Visit the Electronic Filing Service Providers webpage for a current list of certified EFSPs.

2. **Is e-filing mandatory?**
   eFiling will be permissive when implemented on December 9, 2024. The Court will delay mandatory eFiling to a future date and will publish a Public Notice before eFiling becomes mandatory for litigants represented by attorneys. Self-represented persons are exempt from any mandatory electronic filing requirements imposed by the court.

3. **Do I have to use an Electronic Filing Service Provider (EFSP)?**
   Yes. The Judicial Council has mandated that all Courts accepting electronically filed documents use independent, certified EFSPs.

4. **Which EFSP can I use to e-File?**
   You must select from the list of certified EFSPs listed on the Court's website.

5. **Can I change my EFSP after I have chosen, used, and registered with one?**
   You may choose a different service provider at any time. Selecting and using an EFSP is similar to using an "attorney service" for filings, except the types of filings processed are electronic.

6. **What documents and/or case sub-categories are ineligible for e-Filing?**
   For a list of Civil and Probate filings ineligible for electronic filing, please refer to Administrative Order No. 24.04 on the Court's website.

7. **How do I submit documents that are ineligible for e-Filing?**
   Documents ineligible from e-Filing must be submitted in person at the Clerk's Office, by drop box, or by mail. Appointments are required for in-person filing of Civil and Probate documents.

8. **Is there a cost to e-File?**
   Yes, unless you have an approved fee waiver or valid government exemption, (see Government Code §6103). The EFSP will charge you the appropriate filing fee(s) for the documents; any EFSP-specific service or convenience fees; and the court convenience fee of $1.75. All fees are collected by the EFSP when the filing is submitted, but only the filing fees and court convenience fees will be transmitted to the Court.

   See the most current Statewide Civil Fee Schedule.

9. **What type of payments are accepted by an EFSP?**
   Please check with the EFSP of your choice for specific information regarding payment types.

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10. My fee waiver application was accepted; does that mean it is granted?
No, acceptance of a fee waiver application means that the document was filed in the case. You will receive an order from the Court granting or denying your request for a fee waiver.

11. What are the filing hours for e-Filing?
You may submit your filings electronically 24-hours a day. Any documents received electronically by the Court between 12:00 a.m. and 11:59 p.m. on any court day are deemed filed that same day, if accepted. Any documents received electronically on a non-court day (i.e., weekend or holiday) are deemed filed on the next court day, if accepted.

12. What format do I have to submit my document(s) in?
Documents submitted through e-Filing must be in PDF format, text searchable, and viewable on any standard PDF viewer.

13. Are there file size limitations for e-Filing?
Yes. Refer to your EFSP's technical requirements for guidance.

14. What is an "electronic envelope"?
An electronic envelope is a transaction containing one or more PDF documents on the same case number submitted through the EFSP. For example, if filing an Ex Parte Application and Proposed Order, you would submit them as separate PDF documents in the same electronic envelope.

15. Where do I find my transaction number?
Transaction numbers are provided by your EFSP and noted on your confirmation of filing.

16. What is a filing document name?
A filing document name is the type of filing you are submitting, such as a petition, answer, motion, stipulation, etc. The EFSP uses it to describe the document being submitted. The correct filing document name is **extremely important** as it determines the appropriate fee and court workflow.

17. What if I cannot find the document name for my e-Filing submission?
If the document you are filing is not specified in the list of document names, you must use the name of the document that most closely describes your filing. You may also use a generic document name with a name extension and fill in the name extension field. *Please note: Using an incorrect document name or name extension can result in either a rejected filing or the incorrect routing of your document*.

18. What is a lead document?
The lead document is the most important document in the electronic envelope, as it affects the priority and timing for processing by the Court and ensures that the document is directed to the appropriate workflow. The lead document can be a case-initiating document (e.g., complaint or petition), a moving document (e.g., motion), or a responsive document (e.g., answer or response). Only one lead document can be submitted in each electronic envelope.

19. **Once a document is e-Filed, what is the processing time?**
    Processing time will depend on the type of document submitted. The Court strives to review and process all documents submitted via e-Filing within a reasonable time. Some documents require further review and/or further action by the Court and may take longer to process.

20. **How will I receive conformed copies of my documents?**
    Endorsed or received documents will be electronically transmitted back to the submitting party by the EFSP.

21. **How will I be notified when my proposed order/judgment is signed?**
    Once a proposed order/judgment is reviewed/signed by a judicial officer and filed by the clerk, the Court will transmit the signed document back to the filer's EFSP.

22. **What if my document is rejected?**
    Any rejected document will include the reason for the rejection, and notice will be sent back through the EFSP. Once corrected, the document may be resubmitted as a new transaction with your EFSP.
    Typical reasons for rejection include, but are not limited to:
    - Documents are incorrectly submitted as a single or separate PDF, e.g., multiple documents are submitted as a single PDF document when they should be separate entries.
    - Incorrect filing document name or case number.
    - Incorrect payment type is selected, e.g., fee waiver or government exemption.
    - Incorrect case type, case category, or jurisdictional amount selected.
    - Information in the data fields is incorrect and/or does not match the document image.

23. **How do I correct an error in a filing that the Court has accepted?**
    Depending on the filing type, you may need to file an amended document or apply to the Court for relief or other corrective order.

24. **Can I cancel an e-Filing transaction after it's been submitted?**
    Once the transaction is electronically submitted, it cannot be canceled. However, you may contact the Clerk's Office to request to have that transaction rejected If the document(s) have not been processed.

25. **Are documents available to the public upon submission or processing?**
    Filing parties may view submitted documents immediately through their EFSP's Portal. Unlimited civil complaints will be available to the media upon submission, before being reviewed for acceptance by the Court.

26. **Can I e-File a confidential document?**
    Documents submitted as confidential will only be deemed confidential pursuant to legal authority or if the Court makes that determination.

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27. **Do I need to submit a printed courtesy copy?**
    Generally speaking, no. However, specific departments or Judges may require printed courtesy copies, as set forth in the local rules, public notices, or as detailed on the Court's website. If required, please contact the courtroom directly for instructions on how they should be delivered.

28. **What format is my JCCP case number?**
    The case number should be entered without a space between "JCCP" and the 4-digit number, e.g. "JCCP1234".

29. **Can I submit filings on a reciprocal case from another county?**
    No. Filings related to a reciprocal case must be submitted in person at the Clerk's Office, by drop box, or by mail.

30. **Who can I speak with if I have a technical question about a filing?**
    The first point of contact for any question about submitting filings should be the EFSP. If you have questions about a document that has already been submitted, you may contact the Clerk's Office.

31. **When filing a motion, should 'Notice of Motion' be selected as the lead or moving document?**
    No. Selecting Notice of Motion as the lead or moving document does not generate the correct filing fee and will delay processing. When filing a motion, you must select the appropriate document name, e.g. Motion to Dismiss, Motion to Continue Trial, etc.

32. **Can I submit an Ex Parte Application or Motion with my case-initiating Complaint or Petition?**
    No. Most Ex Parte Applications and Motions require a hearing to be reserved in advance of filing the documents and you must have a case number to reserve a hearing. Ex Parte Applications and Motions can be submitted after you have received a case number, which will be on the conformed copies of your case-initiating documents.

33. **Can a legal service provider e-file on behalf of a client?**
    Yes. Self-represented parties have the option to e-file, it is not mandatory. The system does not prevent a legal service provider from submitting filings on behalf of a client. Whoever registers as the party e-filing documents will be the party that receives confirmations, notifications, and copies back from the Court.

34. **Are e-filing fees recoverable?**
    Fees may be recoverable pursuant to California Code of Civil Procedure §1033.5.

35. **What if I use Word, Word Perfect or another document format that is not a PDF?**
    A PDF is mandatory for e-filing. The EFSP may be able to assist you in converting a non-PDF file into the proper format to be accepted for e-filing.

36. **Are there file size limitations for e-fling?**
    Yes. As a general rule 25 megabytes per document and 60 megabytes per e-filing transaction is a good guideline.

37. **Will the Court electronically serve other parties for me?**
    No. The Court will not electronically serve other parties.

38. **What are the rules/guidelines for electronic service?**
    Please refer to California Rules of Court, rule 2.251 – 2.261 and Code of Civil Procedure §1010.6.

39. **How are motions scheduled in e-filing?**
    Hearings on motions must first be reserved with the Civil Clerk's Office. Upon obtaining the reservation the motion can be e-filed.

40. **How should motions and supporting documents be submitted?**
    Motions with supporting documents may be submitted in the same transaction. However, all documents, including any proposed order, must be submitted as separate PDF documents. In addition, when submitting files, make sure the first document filed is a lead document.

41. **How can I become an electronic filing service provider for the Superior Court of Ventura County?**
    Potential EFSPs can reach out to Journal Technologies at eFilingsupport@journaltech.com for more information.

42. **How will I be notified when a hearing is scheduled on my case after case initiation?**
    For Civil cases, after case initiation, the Court will schedule the Case Management Conference hearing (if applicable) and send a new Notice of Case Assignment with the hearing information to the email provided by the filer. For petitions that require a hearing, the Court will email the filer with an updated copy of the petition that notes the hearing information.