SUPERIOR COURT OF CALIFORNIA, COUNTY OF MADERA
eDelivery – Traffic Division
Frequently Asked Questions

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1. IS THERE A GENERAL ORDER THAT GOVERNS EDELIVERY?

No. Electronic delivery of filings (eDelivery) to the Traffic Division should conform to all electronic filing provisions governed by Code of Civil Procedure (CCP) §1010.6**,** Penal Code (PC) §690.5, California Rule of Court (CRC) §2.250 – 2.261, and the Superior Court of California, County of Madera Local Rules of Court, Division 6. The Traffic Division suggests that litigants read these resources before reviewing the frequently asked questions (FAQ).

2. HOW DOES EDELIVERY WORK?

Electronic delivery of filings to the Traffic Division occurs through electronic mail (e-mail) to the e-mail address noted on the court's website. For pleadings filed pursuant to PC §959.1, these filings should be submitted from the agency's e-mail domain. Once received, the sender will receive an automated reply confirming receipt. The Traffic Division will review the documents in the order received to determine acceptability for filing. The documents will be returned directly to the filer via e-mail from the court's case management system once processed if the filing has been accepted. If rejected, the documents will be returned directly to the filer via return e-mail and will include the reasons for the rejection.

3. IS EDELIVERY MANDATORY?

No. eDelivery to the Traffic Division is not mandatory.

4. I AM A SELF-REPRESENTED LITIGANT. DO I HAVE TO USE EDELIVERY?

Self-represented litigants are not required to deliver documents electronically to the Traffic Division; however, they may choose to do so if desired.

5. WHAT ARE THE TECHNICAL REQUIREMENTS FOR DOCUMENTS SUBMITTED THROUGH EDELIVERY?

Please refer to the Superior Court of California, County of Madera Local Rules of Court, Division 6. This section sets forth all the Court's requirements for the formatting of the documents submitted electronically through eDelivery to the Traffic Division.

6. WHAT ARE THE EMAIL SUBMISSION/IDENTIFICATION REQUIREMENTS FOR DOCUMENTS SUBMITTED THROUGH EDELIVERY?

For pleadings filed with the Traffic Division pursuant to PC §959.1, these filings should be submitted from the agency's e-mail domain.

Submissions that include multiple documents required to initiate a case (e.g. complaint filing packets) must be submitted as one case per email, with each document added as a separate PDF attachment. The Agency Case Number must be in the Subject line of the email. For in-custody filing submissions, include 'In Custody' in the subject line and follow up with the Clerk's Office of the Traffic Division during business hours to expedite processing.

Submissions that require a single document to initiate a case (e.g. citations) may be submitted as a single email with multiple cases, as long as the offenses all occurred on the same date. Each document must be added as a separate PDF attachment. The violation date as well as the range of Agency Case Numbers/Citation numbers must be included in the Subject line of the email.

Subsequent documents filed in an existing case must be submitted as one case per email, with each document added as a separate PDF attachment. The Court Case Number must be in the Subject line of the email. If the document is needed for an upcoming hearing, include the hearing date in the subject line as well.

Please be advised that using an incorrect submission/identification method may result in rejection and/or incorrect routing of your document resulting in processing delays. In addition, zip files are not acceptable for submission.

7. WHAT IF I AM UNSURE OF THE APPROPRIATE SUBMISSION/IDENTIFICATION METHOD FOR MY SUBMISSION?

If you are unsure of the proper submission/identification method for your documents, please contact the Clerk's Office of the Traffic Division during business hours for assistance.

Please be advised that using an incorrect submission/identification method may result in rejection and/or incorrect routing of your document resulting in processing delays.

8. NOW THAT I UNDERSTAND THE REQUIREMENTS FOR THE USE OF EDELIVERY, WHERE DO I SUBMIT MY DOCUMENTS?

Documents that qualify for electronic submission to the Traffic Division are to be sent via e-mail to trafficdivision@madera.courts.ca.gov.

9. HOW DO I SUBMIT DOCUMENTS EXEMPT FROM EDELIVERY?

Documents that are exempt from eDelivery to the Traffic Division can be submitted for filing in person at the Clerk's Office of the Traffic Division at the courthouse or by mail. Traffic Division office hours are 8:00 a.m. to 3:00 p.m., Monday – Friday, excluding Court Holidays. There is also a drop box available outside of the Traffic Division on the First Floor. Please refer to the Superior Court of California, County of Madera Local Rules of Court, Division 6, Chapter 2, for more information on documents exempt from electronic submission to the Traffic Division.

10. IS THERE A COST TO USE EDELIVERY?

No, there is no cost to use this service. You must have internet connectivity and access to email to use this service. Please refer to your internet and/or email service provider for their fees, which are not the responsibility of the Court. These fees are in addition to any filing fees (if required) charged by the Traffic Division. Refer to the Court's official fee schedule for more information about filing fees, as there are limited circumstances in which a fee is required.

11. WHAT TYPES OF PAYMENTS DO YOU ACCEPT?

If payment is required, please contact the Clerk's Office of the Traffic Division to make arrangements so that your filing is not rejected. Office hours are 8:00 a.m. to 3:00 p.m., Monday – Friday, excluding Court Holidays. Payments can be made in person, over the phone, via mail, or online through the Court's ePayIt system. Online and over the phone we accept the following major credit/debit cards: Visa, MasterCard, and Discover. We will accept check or money order in person or via mail, and cash in person only.

12. ONCE I SUBMIT A DOCUMENT THROUGH EDELIVERY, WHAT IS THE TIME FOR PROCESSING?

It is expected that eDelivery will be highly utilized by Traffic Division users, resulting in an enormous volume of documents awaiting processing at any given time. Turnaround time will depend on the type of document submitted.

Submissions that initiate a case filing in the Traffic Division must be processed by the end of the following month. In the event of a Traffic in-custody complaint filing or other Traffic case initiation submission that requires expedited processing, contact the Clerk's Office of the Traffic Division during office hours to alert staff.

While the goal is to process submissions of subsequent documents filed in existing cases in the Traffic Division within one week, incorrectly identified submissions and/or heavier than expected volume can cause delays. In addition, documents requiring judicial signature may result in increased processing time. In the event of a subsequent document submission that requires expedited processing, contact the Clerk's Office of the Traffic Division during office hours to alert staff.

Documents submitted for cases filed in the Traffic Division that are free of defects, with appropriate fees (if applicable), and that do not require a signature from the Court will be filed as of the date the document was received.

13. ARE MY EDELIVERED DOCUMENTS PRINTED FOR THE COURT FILE?

No. Documents that are electronically submitted and accepted by the Traffic Division are uploaded to the Court's case management system once processed. This allows court staff and judicial officers to electronically view the case documents without printing the documents or maintaining physical court files. The electronic record is the official court record pursuant to Government Code §68150(a).

14. WHAT ARE THE FILING HOURS FOR EDELIVERY?

You may submit your filings electronically to the Traffic Division 24 hours a day. Any eDelivery submission received by the Traffic Division before midnight will be deemed received or filed on the same business day if accepted. Any eDelivery submission received by the Traffic Division after midnight will be deemed received or filed as of the next business day if accepted. Any eDelivery submission received by the Traffic Division on a weekend or Court holiday will be deemed received or filed as of the next business day if accepted.

15. ARE DOCUMENTS AVAILABLE TO THE PUBLIC UPON SUBMISSION OR UPON PROCESSING?

Once processing is complete, documents submitted through eDelivery to the Traffic Division will be available for review on public terminals located in the courthouse. Additionally, some parties may be able to access 'Filed' or 'Issued' documents remotely via the 'Public Portal/Online Case Info' link on the Court's website. Access is subject to the requirements of the California Rules of Court Title 2, Division 4, Chapter 2, beginning with §2.500. A document is not considered filed until a 'Filed' stamp is affixed by the Traffic Division.

16. DOES THE TRAFFIC DIVISION HAVE A POLICY REGARDING DOCUMENTS EDELIVERED ON THE LAST DAY?

No. Statutory requirements apply for preservation of any statute of limitation on filings, including those submitted electronically to the Traffic Division. eDelivery does not change the "last day to file" requirements. If you believe expedited processing is necessary, please contact the Clerk's Office of the Traffic Division during business hours to make arrangements.

17. WHAT DO I DO IF MY DOCUMENT IS REJECTED?

Any Notice of Rejection sent by the Traffic Division will include the reason for the return of the document. If your document is rejected, correct the deficiency, and resubmit the document via eDelivery to the Traffic Division or through conventional methods (in person at the courthouse or through the mail). If the document is not timely filed because of the rejection or filing error, you will need to apply to the Court for relief or other corrective order.

18. ARE ANY DOCUMENTS EXEMPT FROM EDELIVERY?

Yes. Please refer to the Superior Court of California, County of Madera Local Rules of Court, Division 6, Chapter 2, for more information on documents exempt from electronic submission to the Traffic Division.

19. HOW DO I KNOW IF MY SUBMISSION HAS BEEN RECEIVED?

Once your submission is successfully delivered to the Traffic Division eDelivery email address, you will receive an automated reply as confirmation of submission. If you do not receive an automated reply, please contact the Clerk's Office of the Traffic Division during business hours. Please be prepared to provide the date/time of your submission as well as the subject line if contacting the Traffic Division for information on a pending submission.

20. HOW DO I KNOW IF MY SUBMISSION HAS BEEN PROCESSED?

Once your submission has been processed by Traffic Division staff, you will receive either 1) an email directly from the Court's case management system with conformed copies of your submission or 2) a reply email from the Traffic Division eDelivery email address identifying the reasons for rejection and instructions for correction. If you do not receive one of these responses as noted in FAQ #12, please contact the Clerk's Office of the Traffic Division during business hours. Please be prepared to provide the date/time of your submission, as well as the subject line, if contacting the Traffic Division for information on a pending submission.

21. WHAT IS A "BOOKMARK" ON A DOCUMENT?

A bookmark is a PDF document navigational tool that allows the reader to quickly locate and navigate to a designated point of interest within a document. A description will be required for each bookmark, such as was the case in paper documents when using Tabs to label attachments. An example is as follows: "Exhibit P – Proof of Service of Subpoena"

22. WHAT IS A "HYPERLINK"?

A hyperlink is an electronic link that provides direct access from one distinctively marked place in a hypertext or hypermedia document to another in the same or different document.

23. WHERE IS THE "FILED" STAMP LOCATED ON AN EDELIVERED DOCUMENT?

The Traffic Division utilizes a filed stamp which will appear on the top of the first page of the eDelivered document returned to the submitting party via email. If a document is received, but not filed, a received stamp will be placed on the top of the first page by Traffic Division staff.

24. HOW WILL I KNOW TO WHICH JUDICIAL OFFICER MY CASE IS ASSIGNED?

A new filing submitted to the Traffic Division receives the assigned case number and judicial officer assignment upon acceptance of the filing pursuant to the Judicial Assignments Orders issued by the Presiding Judge. These Orders are available for inspection on the Madera Superior Court website and onsite at the courthouse.

25. CAN I SUBMIT DOCUMENTS THROUGH EDELIVERY TO THE TRAFFIC DIVISION FOR CASES FILED IN OTHER DIVISIONS OF THE MADERA SUPERIOR COURT?

No, not at this time. The Court website will be updated to reflect additional divisions eligible for eDelivery as they become available.

Please note that documents incorrectly submitted to the Traffic Division through eDelivery will result in delays to the filing date, as they are not acceptable for filing.

26. WHAT HAPPENS IF I SUBMIT A DOCUMENT THROUGH EDELIVERY FOR FILING ON A CASE NOT FILED IN THE TRAFFIC DIVISION?

Documents electronically submitted to the Traffic Division for cases filed in other Court divisions will be rejected and returned to you via email for filing by conventional methods in the appropriate division.

Please note that documents incorrectly submitted to the Traffic Division through eDelivery will result in delays to the filing date, as they are not acceptable for filing.

27. HOW SHOULD I SUBMIT MY MOTION AND SUPPORTING DOCUMENTS?

When submitting motions to the Traffic Division with supporting documents, each document may be included in the same email, using the 'Subsequent documents filed in an existing case' submission method identified in FAQ #6. However, all documents, including any proposed order, must be submitted as separate text searchable PDF documents. Zip files are not acceptable for submission.

28. IN WHAT FORMAT SHOULD I SUBMIT MY PROPOSED ORDER?

Submit your proposed order to the Traffic Division in a text searchable PDF. Zip files are not acceptable for submission.

29. HOW WILL I RECEIVE A COPY OF MY PROPOSED ORDER?

The proposed order will be marked "Received" by Traffic Division staff and electronically transmitted back to the submitting party via email from the Court's case management system.

30. HOW WILL I BE NOTIFIED WHEN MY PROPOSED ORDER IS SIGNED?

Once a proposed order is reviewed and signed by a judicial officer, the signed and filed order will be transmitted back to the filer by the Traffic Division. This will be mailed via U.S. Mail to the party who submitted the proposed order unless the filer consents to electronic service as defined in CRC §2.251.

31. CAN I SUBMIT A CONFIDENTIAL DOCUMENT THROUGH EDELIVERY?

The filer may not establish a document's confidentiality status. In other words, a document submitted to the Traffic Division as "confidential" by the filer will only become confidential pursuant to legal authority or if that determination is made by the Court. For example, a request for determination of ability to pay would automatically be filed as a confidential document pursuant to CRC §4.336(b).

32. CAN I SUBMIT A DOCUMENT UNDER SEAL VIA EDELIVERY?

No. Please refer to the Superior Court of California, County of Madera Local Rules of Court, Division 6, Chapter 2, for more information on documents exempt from electronic submission to the Traffic Division.

33. CAN I SUBMIT EVIDENCE EXHIBITS TO USE IN MY COURT HEARING VIA EDELIVERY?

No, evidentiary exhibits are exempt from eDelivery to the Traffic Division and must be delivered to the courtroom where the trial or hearing will be heard. At this time, the Traffic Division does not accept digital evidence via eDelivery. Please refer to the Superior Court of California, County of Madera Local Rules of Court, Division 6, Chapter 2, for more information on documents exempt from electronic submission to the Traffic Division.

34. WHAT ARE COMMON REASONS FOR REJECTION?

In addition to failing to follow California Rules of Court rules 2.100 et seq., some common reasons a filing may be rejected by the Traffic Division include, but are not limited to:

a. Documents are not submitted as separate PDFs in the same email submission, e.g. multiple documents are submitted as a single filed document attachment.
b. Information entered on the document is incorrect, e.g. the case number does not match.
c. Payment is not completed if fees are required, e.g. record search fee for search requests.
d. Submission is for a case not filed in the Traffic Division.
e. Duplicate submission.
f. Untimely submission, e.g. in-custody complaint submitted after filing deadline.
g. Document is not bookmarked and/or text searchable.
h. Zip files are submitted in lieu of PDF attachments.

35. HOW DO I CORRECT AN ERROR IN A FILING?

Depending on the type of filing, you may file an amended pleading in the Traffic Division or apply to the Court for relief or other corrective order. If a motion is filed in error, notify the Traffic Division that the motion will not be going forward as scheduled.

36. CAN I CANCEL A TRANSACTION AFTER SUBMISSION?

No. Once the transaction is electronically submitted to the Traffic Division, it cannot be cancelled.

37. WILL THE TRAFFIC DIVISION ELECTRONICALLY SERVE OTHER PARTIES FOR ME?

No. The Traffic Division will not electronically serve other parties on behalf of another party.

38. WHAT ARE THE RULES OR GUIDELINES FOR ELECTRONIC SERVICE?

Refer to California Rules of Court §2.251 and PC §690.5 for rules and guidelines governing documents submitted electronically to the Traffic Division.

39. IF I SUBMIT MY FILINGS VIA EDELIVERY, HAVE I CONSENTED TO ELECTRONIC SERVICE ON THIS CASE?

No. Because eDelivery to the Traffic Division is not mandatory, a party submitting documents via eDelivery must affirmatively consent to acceptance of electronic service. Refer to California Rules of Court §2.251(b)(1)(B).

40. DOES IT MATTER WHAT DPI (DOTS PER INCH) IS USED WHEN SCANNING A DOCUMENT?

Yes. The Trial Court Records Manual recommends 300 DPI resolution. DPI refers to the output resolution of the scanner when a document is scanned. The DPI only factors in if you are scanning and attaching a document. If you start your document in a word processing application and convert it to PDF, text searchable format will be preserved.

41. DO I NEED TO SCAN A DOCUMENT THAT INCLUDES AN ORIGINAL SIGNATURE?

No. Retention of original signed documents is governed by California Rules of Court §2.257 and PC §690.5.

42. SHOULD A DOCUMENT BE PASSWORD PROTECTED?

No. Documents submitted electronically to the Traffic Division should not be password protected and will be rejected if the content cannot be viewed.

43. CAN JUDICIAL COUNCIL FORMS BE SUBMITTED VIA EDELIVERY?

Yes. Judicial Council forms are fillable and can be submitted via eDelivery to the Traffic Division.

44. WILL THE TRAFFIC DIVISION ACCEPT A SCANNED PDF WHEN THIRD PARTY LEGAL SOFTWARE IS USED TO COMPLETE FORMS?

Yes. Forms completed using third party software can be submitted via eDelivery to the Traffic Division as uploaded PDFs. Documents submitted via eDelivery to the Traffic Division must be text searchable. Zip files are not acceptable.

45. WHAT ARE THE FILE SIZE LIMITATIONS FOR EDELIVERY?

Submissions sent as a single email via eDelivery to the Traffic Division are not to exceed 5 megabytes.

46. WHAT IS THE PROCESS WHEN A DOCUMENT TO BE SUBMITTED THROUGH EDELIVERY EXCEEDS THE FILE SIZE LIMIT?

If the email submission to the Traffic Division exceeds the size limit established in FAQ #45, the submitting party may receive an undeliverable response from the Court's email server. In addition, the submitting party may not receive an automated reply confirming receipt as noted in FAQ #19. If your document or transaction exceeds the limits, recreate your submission to the Traffic Division in multiple emails with fewer attachments or file with the Traffic Division through conventional means.

47. CAN I ASK TO SEND A CONFIRMATION EMAIL TO ANOTHER PARTY/PERSON?

No, the Traffic Division does not offer this service.

48. HOW DO I OBTAIN A CERTIFIED COPY?

Certified copies may be requested from the Court's Traffic Division by first class mail or in person. If submitted by mail, include a pre-paid method of return, such as a self- addressed stamped envelope. The Traffic Division will also be certifying documents electronically and applying an original "wet" signature. The Government Code allows institutions, including banks, to accept electronically certified documents from the Court (GC§68150(f) and (g)).

49. WHO CAN I SPEAK WITH IF I HAVE A QUESTION ABOUT A FILING?

Contact the Clerk's Office of the Traffic Division during business hours with any question about a filing submitted through eDelivery to the Traffic Division.