

## Volusia E-Filing FAQs:

1. Should Complaints and Petitions be e-filed?

Yes, and filing fees should be paid via the portal through the Simple E-Filing with Fees filing option.

2. How should we obtain a stamped copy of pleadings?

By using your attorney of record access to view the document in our case management inquiry from which you may print the document if you need to.

3. Should the summonses be e-filed?

You may submit your summons for issuance through the portal or request that our office issue them via the portal. Payment of the issuance fee via the portal is required if this process is used.

4. How will summonses be issued?

We will return the hard copies to your office if so requested. If you prefer to send a summons package with our fees and the fees for the sheriff along with directions for service, we will submit to Volusia County Sheriff's Office on your behalf.

5. Should all motions and proposed orders be e-filed?

All motions should be e-filed. Proposed orders are not currently being processed via the portal with the exception of proposed orders for appointment of process server. Please continue to submit an order package with the appropriate copies and envelopes for distribution.

6. For all affidavits that are notarized, should we file the original as well as e-file a copy?

If you intend to file original documents as outlined in Supreme Court Administrative Order 09-30, 7.3, it is not necessary to also e-file. If it is essential to the natural flow of the case, as in probate matters, you may do so.

7. How will we receive conformed copies of orders?

Until there is an electronic method to sign and distribute orders, original order packages with copies and envelopes for distribution will be required.

8. Should we e-file the note and mortgage if we are sending the originals for filing?

No.

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9. Are there any documents that should not be e-filed at all?

Only those that the attorney feels are addressed in Supreme Court Admin Order 09-30, 7.3.

10. If we come across with error messages/problems, who should we call?

Volusia County Clerk of Court, Call Center, (386)736-5907

If we cannot assist you locally, you may be referred to the Florida Association of Court Clerks and Comptrollers Service Desk for further assistance (850)577-4609 or [support@myflcourtagency.com](mailto:support@myflcourtagency.com).