



**“How To”**  
**User Guide:**  
**Bench Warrant**

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## Add Case Details

Once the Receiving page is filled out and the Add/GoTo button has been clicked the user will be brought to the Case Details page.

**Note:** If the Court was selected on the Receiving page the user will be brought directly to the File details page, and the Case Details page will be skipped.

**CountySuite SHERIFF** Case Details priscilla.gatchell | Home  
SPENCER JACKS vs. BILL HARRIGAN TEST-123-BW

Close

**Case Details: TEST-123-BW**

**1** Case Title Plaintiff: Spencer Jacks

Case Title Defendant: Bill Harrigan

**2** Change Case Number Save

Court: San Joaquin County Superior Court - 217 W Elm St, Lodi, CA 95240

Notes

**3** Case Participants

Show All Addresses Add New Participant

| Category  | Name                              | Address                                                             | Phone          | DOB | ... |
|-----------|-----------------------------------|---------------------------------------------------------------------|----------------|-----|-----|
| Plaintiff | Spencer Jacks                     | 1104 Pinchot Street, Stockton, CA 95205 (Address 1, Primary)        |                |     |     |
| Defendant | Bill Harrigan                     | 3939 N. Pershing Ave., #31, Stockton, CA 95207 (Address 1, Primary) | (209) 644-6402 |     |     |
| Court     | San Joaquin County Superior Court | 217 W Elm St, Lodi, CA 95240 (Other, Primary)                       |                |     |     |

**4** Case Files

Transfer Filing

| Date                               | File Number | Category      | Description | Status | ... |
|------------------------------------|-------------|---------------|-------------|--------|-----|
| <input type="checkbox"/> 5/10/2019 | 2019392226  | Bench Warrant |             | OPEN   |     |

1. Select the Court and click Save to add the court as a contact to the Case Participants section. The user can also change the Case Title if there are any typos/changes necessary from when the title was first created on the Receiving page.
2. The Case Number can also easily be updated on this page if there was an error with the initial entry on the Receiving page. NOTE: If a file and services were accidentally put on the wrong case number, contact the Teleosoft Support team to move the file and services to the correct case number.
3. Click on any existing contact to be taken to the Contact Details page where additional addresses, phone #s or completely new contacts can be added (see Contact Details section)
4. Click anywhere in the file number section under Case Files to enter the File Details page. If multiple files are added under the same case number this is where they would all be listed to distinguish which file is the most recent one.

# Add File Details

If the Instructions, Bench Warrant documents, and Additional Documents were not scanned on the receiving page a window will populate when the user first enters the File Detail page and will require scanning of all provided documents, allowing the user to continue.

Select Capture to attach the scanned documents or click None if no documents were provided. Click Add to add these to the File Actions section of the File Details page and continue.

Add Documents

Capture Instruction Documents

None

Capture

Capture Additional Documents (optional)

Capture

Capture Bench Warrant Documents

None

Capture

Done

The File Actions are located at the bottom of the File Details page. This section will show all documents captured in the system, all document generated from the system, and comments can be added using the Add New File Action button.

Note: the three-dot ellipsis will open up the File Actions box to scroll and view all actions more easily.

CountySuite™  
SHERIFF

File Details  
SPENCER JACKS vs. BILL HARRIGAN

priscilla.gatchell | Home  
TEST-123-BW (2019392226)

Close

File Ledger

Notice of Action

Preview

Print

FILE OPEN

File Details: Bench Warrant

Change File Category

Save

File Number

2019392226

Filing Source

Counter

Location

San Joaquin

Date Opened

5/10/2019

Date Closed

Requestor

Spencer Jacks (Plaintiff)

Requestor Reference Number

Date Received

05/10/2019

Services

| Entered   | Completed | BK                       | LM     | LC                       | LI                       | LT                       | Type                         | Serve To            | Status | ... |
|-----------|-----------|--------------------------|--------|--------------------------|--------------------------|--------------------------|------------------------------|---------------------|--------|-----|
| 5/10/2019 |           | <input type="checkbox"/> | \$0.00 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | B/W FTA/OEX 491.160(a)(1)(A) | < Click to Assign > |        |     |

File Actions

☒ Show Attachments

☒ Show Non-Attachments

☐ Show Accounting Actions

Add New File Action

| ! | Date      | User       | Category                | Description           | ... |
|---|-----------|------------|-------------------------|-----------------------|-----|
|   | 5/10/2019 | P. Ritchey | Bench Warrant Documents | No Documents Provided | ⌵   |
|   | 5/10/2019 | P.         | Capture Additional      | No Documents Provided | ⌶   |

Close File

## Add Service Details

From the File Details page, click on the line within the service grid. Before any service information has been entered the line will always show “Click to Assign”.

**CountySuite SHERIFF** File Details SPENCER JACKS vs. BILL HARRIGAN priscilla.gatchell | Home  
TEST-123-BW (2019392226)  
Close File Ledger Notice of Action Preview Print

FILE OPEN

File Details: Bench Warrant Change File Category Save

File Number: 2019392226 Filing Source: Counter Location: San Joaquin Date Opened: 5/10/2019 Date Closed: Requestor: Spencer Jacks (Plaintiff) Requestor Reference Number: Date Received: 05/10/2019

Services

| Entered   | Completed | BK                       | LM     | LC                       | LI                       | LT                       | Type                         | Serve To          | Status | ... |
|-----------|-----------|--------------------------|--------|--------------------------|--------------------------|--------------------------|------------------------------|-------------------|--------|-----|
| 5/10/2019 |           | <input type="checkbox"/> | \$0.00 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | B/W FTA/OEX 491.160(a)(1)(A) | Click to Assign > |        |     |

File Actions Show Attachments Show Non-Attachments Show Accounting Actions Add New File Action

The best way to enter information on the Service page is to work from left to right, top to bottom.

**CountySuite SHERIFF** Service Details SPENCER JACKS vs. BILL HARRIGAN priscilla.gatchell | Home  
TEST-123-BW (2019392226)  
Close Go Preview Print

SVC PENDING

Service Details: B/W FTA/OEX 491.160(a)(1)(A) To Bill Harrigan Change Service Category Save

Category: B/W FTA/OEX 491.160(a)(1)(A) Require Notarization: ☐ Issued Date: 05/08/2019

1 Waiver: None Served by RPS: ☐ Hearing Date: Hearing Time: Department/Division: Serve By Date: 11/04/2019

2 Field Staff Instructions: BEWARE OF DOG 4 Bail Amount: \$150,000.00

5 Current Serve To Edit

Bill Harrigan (Defendant), 3939 N. Pershing Ave., #31 Stockton, CA 95207

6 Name/Address: Bill Harrigan, 3939 N. Pershing Ave., #31, Stockton, CA 95207

Contact Details

| Date of Birth  | Height     | Hair       | Social Security # |
|----------------|------------|------------|-------------------|
|                |            | < Select > |                   |
| Age            | Weight     | Eye        | Drivers License # |
|                |            | < Select > |                   |
| Facial Hair    | Gender     | Glasses    | XREF Number       |
|                | < Select > | < Select > |                   |
| Scars / Tattoo | Ethnicity  |            | State Bar Number  |
|                | < Select > |            |                   |

1. Use the “**Select Documents**” button to select the documents associated with this service or type any that are not listed in the “Other Documents” section. You may use the | (pipe) character to enter multiple Other Documents (i.e. Exhibit|Attachments). Anything selected here will show on the back of the Trip Ticket. You may use the “**Capture**” button to scan and capture (attach) documents that were not added during receiving and replace any that need to be updated from the original scanning.

The screenshot shows the 'Service Details' form for a Bench Warrant. A modal dialog titled 'Select Documents' is open in the center. The dialog has a list of document types with checkboxes: 'Ungrouped', 'Attachment', 'AZZZI', 'Civil Bench Warrant-FTA/OEX CCP 491.160(a)(1)(A)' (checked), 'Civil Bench Warrant-FTA/Witness CCP 1993' (checked), and 'Warrant of Attachment (CCP Section 1213)' (checked). Below this list is an 'Other Documents' text field. At the bottom right of the dialog are 'Cancel' and 'OK' buttons, with the 'OK' button highlighted by a red box. The background form shows fields for Category, Waiver, Service Documents (with a 'Select Documents (3)' button), Field Staff Instructions, and Current Serve To.

2. Enter any notes that should show on the Trip Ticket for the deputy.
3. Enter the date the paperwork was issued by the Court.
4. Enter a Bail Amount (if applicable).
5. Select the Serve To from the drop-down. If the contact to be served has not yet been entered click the Edit button to go to the Contacts page and add the party.
6. Once the Serve To name is selected a Contact Details section will appear to add a detailed physical description (if provided).
7. The service will show as status “SVC PENDING” until the page is saved.
8. After the page is saved, the status will change to “SVC OPEN” and the Trip Ticket can be printed from the Preview or Print drop-down.

The screenshot shows the 'Service Details' form after it has been saved. The status at the top right has changed from 'SVC PENDING' to 'SVC OPEN', which is highlighted with a red box and a red circle containing the number 8. The form title is now 'Service Details: B/W FTA/OEX 491.160(a)(1)(A) To Bill Harrigan'. The 'Category' field is populated with 'B/W FTA/OEX 491.160(a)(1)(A)'. There are checkboxes for 'Require Notarization' and 'Served by RPS'. The 'Issued Date' is set to '05/08/2019'. The 'Waiver' is set to 'None'. The 'Preview' and 'Print' buttons are visible at the top right.

## Print Trip Ticket & Bench Warrant Courtesy Letter

To print the Trip Ticket and Warrant Courtesy Letter click the Print drop-down on the Service Details page.

CountySuite™ SHERIFF

Service Details

SPENCER JACKS vs. BILL HARRIGAN

priscilla.gatchell | Home

TEST-123-BW (2019392226)

Close Go

Preview Print

SVC OPEN

Service Packet

Warrant Courtesy Letter

Change Service Category

Service Details: B/W FTA/OEX 491.160(a)(1)(A) To Bill Harrigan

Category: B/W FTA/OEX 491.160(a)(1)(A)

Waiver: None

Require Notarization

Served by RPS

Issued Date: 05/08/2019

Hearing Date:

Hearing Time:

## Sister Bench Warrant

Use the Receiving page to enter the information the same way a regular Bench Warrant would be received.

On the Case Details click the Add New Participants button to enter the Contact Details page.

CountySuite™ SHERIFF

Case Details

SPENCER JACKS vs. BILL HARRIGAN

priscilla.gatchell | Home

TEST-123-BW

Close

CASE OPEN

Change Case Number Save

Case Details: TEST-123-BW

Case Title Plaintiff: Spencer Jacks

Case Title Defendant: Bill Harrigan

Court: San Joaquin County Superior Court - 217 W Elm St, Lodi, CA 95240

Notes

Case Participants

Show All Addresses Add New Participant

| Category  | Name                              | Address                                                             | Phone          | DOB |
|-----------|-----------------------------------|---------------------------------------------------------------------|----------------|-----|
| Plaintiff | Spencer Jacks                     | 1104 Pinchot Street, Stockton, CA 95205 (Address 1, Primary)        |                |     |
| Defendant | Bill Harrigan                     | 3939 N. Pershing Ave., #31, Stockton, CA 95207 (Address 1, Primary) | (209) 644-6402 |     |
| Court     | San Joaquin County Superior Court | 217 W Elm St, Lodi, CA 95240 (Other, Primary)                       |                |     |

Case Files

Transfer Filing

| Date      | File Number | Category      | Description | Status |
|-----------|-------------|---------------|-------------|--------|
| 5/10/2019 | 2019392226  | Bench Warrant |             | OPEN   |

## Contact Details Page

Once on the Contact Details page a “Foreign Sheriff” contact needs to be created in order for the system to know this service is a Sister Bench Warrant type.

**CountySuite™ SHERIFF** **Contact Details** priscilla.gatchell | Home  
SPENCER JACKS vs. BILL HARRIGAN TEST-123.BW

Close 5 history Print 4

**Edit Contact Information** All Case Contacts: < Select > Save As New Remove New Save

1 Last Name/Company Name: Calaveras County

2 Case Contact Category: Foreign Sheriff

First: First Middle: Middle Suffix: Suffix

Alias / Heirs

Warning Notes (Deputy Use Only)

Primary contact for this category

Social Security # State Bar Number

Email

Vendor Number Requires 1099

Phone Numbers

Daytime (209) 754-6780 Extension New Phone # New Extn

3 **Address Information** Remove New

Line 1: Central Sierra Child Support

Line 2: P.O. Box 1510

City: San Andreas

State: California Zip: 95249

County: < Select >

Warning Notes (Deputy Use Only)

Address Category: Address 1

Primary address for this contact

Valid Address for this contact

Service address for this contact

Private address for this contact

1. Enter the County Name in the Last Name / Company Name field.
2. Select the Case Contact Category of “Foreign Sheriff”
  - As long as this contact type exists, the **Service Details** page will show a Sister County Bench Warrant Request Letter option in the Print drop-down.
3. Add an address in the Address Information section.
  - Make sure the Address is marked as valid.
4. Click the Save button.
5. Click close to return to the Case Details page.

## File Details Page

Once the Foreign Sheriff contact has been added click in the File under Case Files to go to the File Details page.

**CountySuite SHERIFF** Case Details SPENCER JACKS vs. BILL HARRIGAN priscilla.gatchell | Home TEST-123-BW

Close

CASE OPEN

Case Details: TEST-123-BW Change Case Number Save

Case Title Plaintiff: Spencer Jacks Case Title Defendant: Bill Harrigan

Court: San Joaquin County Superior Court - 217 W Elm St, Lodi, CA 95240

Notes

Case Participants Show All Addresses Add New Participant

| Category        | Name                              | Address                                                             | Phone          | DOB | ... |
|-----------------|-----------------------------------|---------------------------------------------------------------------|----------------|-----|-----|
| Plaintiff       | Spencer Jacks                     | 1104 Pinchot Street, Stockton, CA 95205 (Address 1, Primary)        |                |     |     |
| Defendant       | Bill Harrigan                     | 3939 N. Pershing Ave., #31, Stockton, CA 95207 (Address 1, Primary) | (209) 644-6402 |     |     |
| Court           | San Joaquin County Superior Court | 217 W Elm St, Lodi, CA 95240 (Other, Primary)                       |                |     |     |
| Foreign Sheriff | Calaveras County Sheriff          | 891 Mountain Ranch Rd, San Andreas, CA 95249 (Address 1, Primary)   |                |     |     |

Case Files Transfer Filing

| Date                               | File Number | Category      | Description | Status | ... |
|------------------------------------|-------------|---------------|-------------|--------|-----|
| <input type="checkbox"/> 5/10/2019 | 2019392226  | Bench Warrant |             | OPEN   |     |

Once on the File Details page, click the line within the service grid. Before any service information has been entered the line will always show "Click to Assign".

**CountySuite SHERIFF** File Details SPENCER JACKS vs. BILL HARRIGAN priscilla.gatchell | Home TEST-123-BW (2019392226)

Close File Ledger Notice of Action

FILE OPEN

File Details: Bench Warrant Change File Category Save

File Number: 2019392226 Filing Source: Counter Location: San Joaquin Date Opened: 5/10/2019 Date Closed:

Requestor: Spencer Jacks (Plaintiff) Requestor Reference Number: Date Received: 05/10/2019

Services

| Entered   | Completed | BK                       | LM     | LC                       | LI                       | LT                       | Type                         | Serve To | Status            | ... |
|-----------|-----------|--------------------------|--------|--------------------------|--------------------------|--------------------------|------------------------------|----------|-------------------|-----|
| 5/10/2019 |           | <input type="checkbox"/> | \$0.00 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | B/W FTA/OEX 491.160(a)(1)(A) |          | Click to Assign > |     |

File Actions Show Attachments Show Non-Attachments Show Accounting Actions Add New File Action

## Service Details page

Follow the same Service Details steps listed on pages 5 & 6.

If the Foreign Sheriff contact was not added back on the Case Details page, the user can click the Edit button within the Current Serve To section to go to the Contact Details page and follow the instructions in the previous section of this document.

The screenshot shows the 'Service Details' page in CountySuite. The header includes the CountySuite SHERIFF logo, the case name 'SPENCER JACKS vs. BILL HARRIGAN', and user information 'priscilla.gatchell | Home' with a 'TEST-123-BW (2019392226)' identifier. A 'Print' dropdown menu is visible in the top right. The main section is titled 'Service Details: B/W FTA/OEX 491.160(a)(1)(A) To Bill Harrigan'. It contains several input fields: 'Category' (B/W FTA/OEX 491.160(a)(1)(A)), 'Waiver' (None), 'Service Documents' (Select Documents (3)), 'Field Staff Instructions' (BEWARE OF DOG), 'Require Notarization' (checkbox), 'Served by RPS' (checkbox), 'Issued Date' (05/08/2019), 'Hearing Date' and 'Hearing Time' (empty), 'Department/Division' (empty), 'Serve By Date' (11/04/2019), and 'Bail Amount' (\$150,000.00). A green 'SVC OPEN' button is present. Below this is the 'Current Serve To' section, which includes an 'Edit' button (highlighted with a red box) and a dropdown menu showing 'Bill Harrigan (Defendant), 3939 N. Pershing Ave., #31 Stockton, CA 95207'. The 'Name/Address' section below shows the same address details.

Once the Service Details page is saved the Print drop-down in the top right-hand corner will show a "Sister County Bench Warrant Request" letter.

This screenshot shows the same 'Service Details' page as the previous one, but with the 'Print' dropdown menu open. The menu options are 'Service Packet', 'Warrant Courtesy Letter', and 'Sister County Bench Warrant Request' (highlighted with a red box). The 'Edit' button in the 'Current Serve To' section remains highlighted with a red box. The rest of the page content is identical to the previous screenshot.

Once selected, a pop-up will require the necessary information for this letter to be generated. Click OK.

The screenshot shows the CountySuite SHERIFF interface. A pop-up window titled "Sister County Bench Warrant" is open, requiring the following information:

- County:** A dropdown menu with "< Select >" selected.
- Service Deadline:** A text input field.
- Instructions:** Three checkboxes:
  - ☐ Also enclosed is check # for your fees
  - ☐ Upon receipt of your fee statement we will forward a check for your costs.
  - ☐ Because the Bench Warrant is for Contempt of Court no check is enclosed.
- Check Number:** A text input field.
- Additional Instructions:** A text input field containing "BEWARE OF DOG".

Buttons for "Cancel" and "OK" are at the bottom right of the pop-up. The background shows the "Service Details" page for a Bench Warrant (B/W FTA/OEX 491.160(a)(1)(A)) with fields for Issued Date (05/08/2019), Hearing Date, Hearing Time, Department/Division, Serve By Date (11/04/2019), and Bail Amount (\$150,000.00). A "Service Packet" dropdown menu is also visible, showing options like "Social Security Notice", "Warrant Courtesy Letter", and "Sister County Bench Warrant Request".