



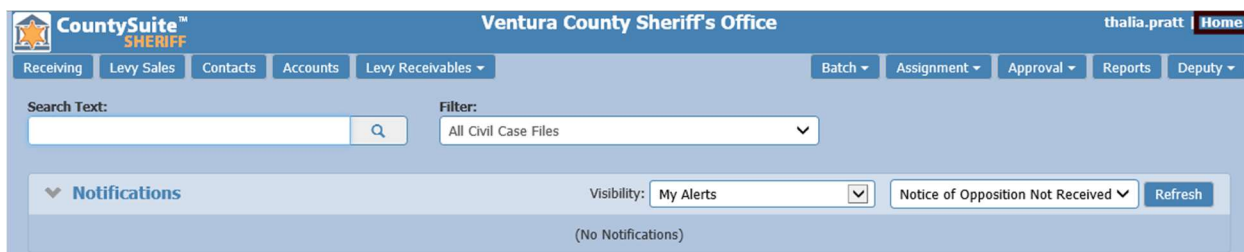
“How To”
User Guide:
Receiving

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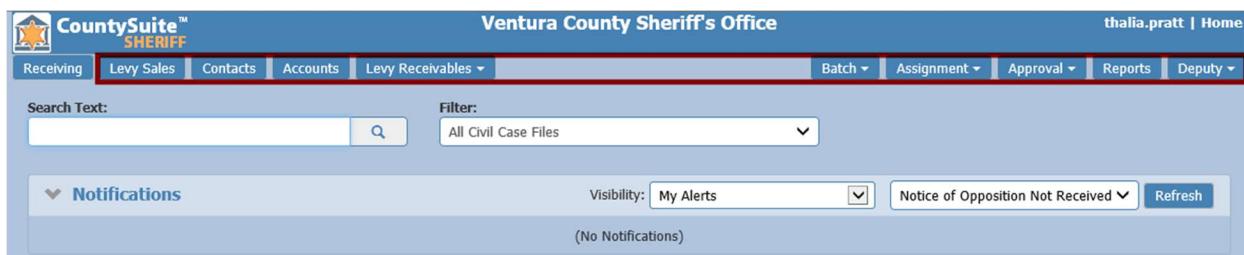
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Overview: County Suite Sheriff Home Page

This is the Home Page of the application. The user can always return to this screen by selecting the **Home** button in the upper right corner of any screen while in the CountySuite Sheriff Application.



From this page, users can access the various sections of the Sheriff Application using the buttons located near the top of the screen. These buttons are controlled by user permissions and may not be available to all users.



Users can search for existing cases using the **Search Text** field. Searches can be performed by entering a Case Number or File Number (full or partial). Users may also search by the last name (full or partial) of case participants or by Business Name (full or partial). Additionally, there is an option to search by the address (full or partial) of case participants or Eviction/Sheriff Sale addresses using the filter dropdown. The Contact Name filter also allows users to search by Social Security Number.

The wildcard for searching is %. For example, use "2025%" to find all case numbers beginning with 2025.

Hyphens and/or letters can be omitted as well as shortening the number entry when searching case numbers. For example, use "25-338" to search for the case number 2025-10000338-AB-YZ.

Notifications will appear under the Notifications section when applicable (if this setting is turned on for your county). The user can filter by notification type by using the dropdown.



Receiving Page

From the home page, click the **Receiving** button in the top left corner of the screen.

CountySuite™ SHERIFF Ventura County Sheriff's Office thalia.pratt | Home

Receiving Levy Sales Contacts Accounts Levy Receivables Batch Assignment Approval Reports Deputy

Search Text: Filter: All Civil Case Files

Notifications Visibility: My Alerts Notice of Opposition Not Received Refresh

(No Notifications)

The **Receiving Page** is where all new Cases, Files, and Services are created in the system. The **New File** button at the top of the page resets the form, allowing you to start over at any time. The **Check APR** and **Return Instructions** buttons are explained in detail in the section at the end of this document. The **Close** button will always take the user to the previous screen they were just on.

CountySuite™ SHERIFF Receiving thalia.pratt | Home

Close New File Check APR Return Instructions

Enter New File Information

Date Received: 10/29/2018 Filing Source: < Select > Location: < Select >

Case Information

Court Case Number: Court Case Number or File Number Case Title Plaintiff: Case Title Defendant:

Court: Court

Case Contact Category: < Select > Address Line 1: Address Line 2:

Last Name / Company: City:

First: Middle: Suffix: State: CA Postal Code: Add Contact

Contact Name	Contact Address	Case Contact Category
--------------	-----------------	-----------------------

File Number: < Create New File > Enter New File Number Requestor: < Select >

Service Information

Filter Category: < Select Category > Quantity: 1 Notarize: ☐ Waiver: Add Service

Service	Quantity	Waiver	Fee	Notary	Deposit	Amount
Services Total						\$0.00

When moving from one field to the next, use the Tab key on your keyboard or click into the next field with your mouse. Remember, if you are receiving at the front counter, you may enter only the bare minimum information. The remaining details can be entered during the entry stage of the process.

1. Enter New File Information:

- The **Date Received** refers to the date stamped on the Instructions. You can back-date. To enter the date, you may use the calendar or type in the date. The application can automatically fill in the current year after the forward slash '/'. For example, enter 7/26/ and hit Tab on your keyboard.
- The **Filing Source** indicates the method by which the document was received.
- The **Location** is the 'serving' branch if the county has more than one branch. Select the appropriate branch from the Location drop-down menu.

2. Case Information:

- Enter the **Court Case Number**. If there is no case number on the documents, enter the appropriate number according to your office's policy. If matching results are found, select the existing case. When you select an existing case number, the corresponding case participants and other pertinent information will populate on the page. If you select an existing case, skip Steps B and C below. If you do not select any of the matching results, the application will create a duplicate case number. Identical case numbers may be assigned by different court locations.

- b. Enter the case caption in the **Case Title Plaintiff** and **Case Title Defendant** fields.

Case Information

Court Case Number 25DV02325	Case Title Plaintiff Barbara Jordan	Case Title Defendant James Jordan
---------------------------------------	---	---

- c. From the Court drop-down menu, select the court where the documents were filed, either by scrolling through the list or by typing the street address of the courthouse. After you select the court, the court location will be added to the Contact grid. NOTE: This field may not display if your county configuration is set to capture the Court name after the initial Receiving process is completed.

Court

Barstow Police (San Bernardino County) - 220 E. MOUNTAIN VIEW AVE., BARSTOW, CA 92311

Barstow Small Claims Court (San Bernardino County)

Barstow Superior Court (San Bernardino County)

Barstow Superior Court (San Bernardino County) - 235 E. MOUNTAIN VIEW, BARSTOW, CA 92311

Bass Lake Superior Court (Madera County Juvenile Traffic) - 40601 ROAD 274, BASS LAKE, CA 93604

Bass Lake Superior Court (Madera County) - 40601 ROAD 274, BASS LAKE, CA 93604

Bay Area Rtd Police (Bart) - 800 MADISON ST, OAKLAND, CA 94607

Beale AFB Superior Court (Yuba County Traffic) - 6249 C STREET 9 SPS/SPAR, BEALE AFB, CA 95903

Court

3341

Sacramento Superior Court (Sacramento County) - 3341 POWER INN ROAD, SACRAMENTO, CA 95826

Contact Name	Contact Address	Case Contact Category	Phone Number	
Norwalk Superior Court (Los Angeles County)	12720 NORWALK BLVD., NORWALK, CA 90650	Court		

- d. Add the **Requestor**. From the Case Contact Category drop-down menu, select the appropriate category. Typically, you would add the requestor of the service; either the Plaintiff, or the Attorney if there is an attorney representing the Plaintiff. If you are at the front counter, you may enter bare minimum information.
- If the requestor is a frequent-flier attorney/plaintiff, the contact may already exist in the system. Make sure that you are selecting the exact match of the name and address. If you select an existing contact, the contact will be added to the Contacts grid.
 - If the contact does not yet exist in the system, you may skip adding the phone number and address. Add the bare minimum contact information and click the **Add Contact button** to add the contact to the Contacts grid.

Case Contact Category
Attorney (Plaintiff)

Bar Number

Last Name / Company / State Bar Number
Hunt

7017 REALM DRIVE, SAN JOSE, CA 95119-0000 [Primary]
HUNT & ENRIQUES MICHAEL S HUNT, ESQ.
151 BERNAL ROAD STE 8, SAN JOSE, CA 95119-1306 [Primary]
HUNT & ENRIQUES, ATTORNEYS AT LAW
7017 REALM DR., SAN JOSE, CA 95119-0000 [Primary]
HUNT & ENRIQUES, ATTORNEYS AT LAW
151 BERNAL ROAD SUITE 8, SAN JOSE, CA 95119-1306 [Primary]
HUNT & ENRIQUES, ATTORNEYS AT LAW

Address Line 1
Address Line 2

City

State
CA

Postal Code

Add Contact

Address	Case Contact Category	Phone Number	
WALK, CA 90650	Court		

Note: If you are receiving at your workstation (not at the counter), you may add all case participants from the **Receiving** page. However, certain information may not be editable on that page and must be added from the **Contact Details** page (e.g., employer relationship, Social Security number, etc.).

To delete a contact entry from the Contact grid, click the trash can icon.

Contact Name	Contact Address	Case Contact Category	
San Diego Superior Court	325 S Melrose Drive, Vista, CA 92081	Court	
Audrey L Williams	P O Box 2691, Monterey, CA 93942-2691	Plaintiff	
Allison Jackson	1420 Lombard St 1715, Oxnard, CA 93030	Defendant	
Law Office Cole & Washington	1029 Hertz Blvd, Sacramento, CA 10029	Attorney (Plaintiff)	

3. File Information:

- If you are adding a service to an existing file—such as in the case of a re-levy on a money judgment—select the active **File Number** from the **File Number** drop-down menu. If the writ on file has expired, the drop-down will display **“(WRIT EXPIRED)”** next to the corresponding file. When you select the ‘Create New File’ option, the application will create a new file under the same case. Select the appropriate option.

Note: There is a configurability option with respect to how a file is created. A county may select the option to have the application assign the next available file number automatically, or the office may assign the next available file number manually.

File Information

File Number

< Create New File >

< Create New File >

2025000038 - Garnishment Levy (WRIT EXPIRED)

- b. Select the appropriate **File Category** from the drop-down menu.
- c. The **Requestor** drop-down will show the Requestor (either Plaintiff or Attorney) you added in the previous section.
- d. Enter the number of pages in the **Copies** field if the office is charging copy fees. The application will add the appropriate total to the amount due.

File Information

File Number

< Create New File >

Requestor

COLLECTION AT LAW, INC. ATT...

Copies

0

File Category

Garnishment Levy

4. Service Information:

- a. Select the appropriate **Service Category** from the drop-down menu.

Service Information

Service Category

Earnings Withholding Order Mail

< Select Service Category >

Earnings Withholding Order Personal

Earnings Withholding Order - RPS

Execution - Garnishment (EG)

Execution - Garnishment (EG) - RPS

Execution - Safe Deposit Box (OSDB)

Warrants for Collection

Quantity

1

Fee

- b. **Quantity** (see image above) refers to the number of processes you need to add for the same **Service Category** selected in the previous step. Depending on the county's configuration, this field may only be used for specific service categories.
- c. If a notary is required on the Proof of Service and the requestor has submitted the applicable payment, check the **Notarize** box. The appropriate notary fee will be automatically added to the total amount due.

Service Information

Service Category: Service Miscellaneous (MPF) Quantity: 1 ☒ Notarize

From the **Waiver** drop-down menu, select the appropriate waiver type, if applicable. The available waiver options will depend on the selected Service Category. For example, if your service category is Restraining Order, the waiver list will include "Waiver – Bill Courts." This waiver type is not available for garnishment levies. Each county may have slightly different waiver category options.

Waiver

- < Select Waiver >
- < Select Waiver >
- Waiver - FW
- Waiver - Supervisor
- Waiver - Use Deposit
- Waiver - On File

If you select a waiver type that corresponds to Form FW-003 and depending on configuration, the application will require the form to be scanned (captured) into the system. Click the **Waiver** button to capture the Waiver document.

Quantity: 1 ☐ Notarize

Waiver: Waiver

Waiver (highlighted)

Buttons: Capture Waiver Document, Add Service

- d. Depending on the county's configuration, the **Services** button is used to capture separately the Instructions and Court Documents. Click the **Services** button if documents are to be scanned into the system.

Service Information

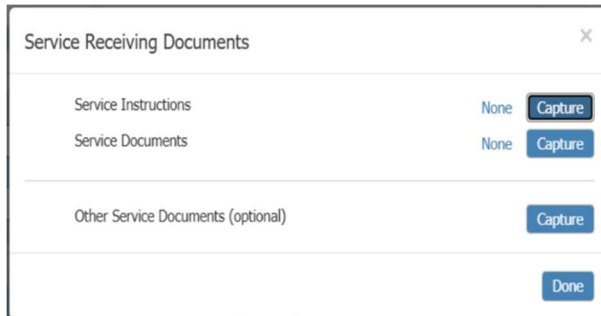
Service Category: Summons & Complaint (SC) Quantity: 1 ☐ Notarize

Waiver: Waiver - FW

Services (0) (highlighted)

Buttons: Waiver, Add Service

- e. Click **Capture** next to the applicable documents in the **Service Receiving Documents** window. Click **None** if the document is not available.



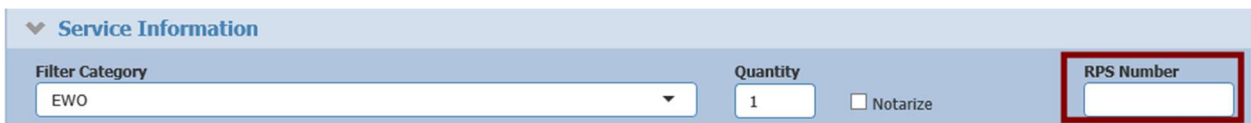
The 'Service Receiving Documents' window contains a table with the following items:

Service Instructions	None	Capture
Service Documents	None	Capture
Other Service Documents (optional)		Capture
Done		

How the scanning is configured affects how the county's service packet is generated.

- Service of Process (non-restraining order service):
 - Service Instructions: SER-100 and SER-100A, if applicable
 - Service Documents: Court documents (e.g., COP, etc.)
- Restraining Order
 - Service Instructions: SER-100 and SER-100A, if applicable
 - Service Documents: Court documents (including exhibits and attachments)

- f. An **RPS Number** option can be turned on per service type as well.



The 'Service Information' form includes the following fields:

- Filter Category:** EWO
- Quantity:** 1
- ☐ Notarize
- RPS Number:** (highlighted with a red box)

- g. Once service information has been added, click **Add Service**.

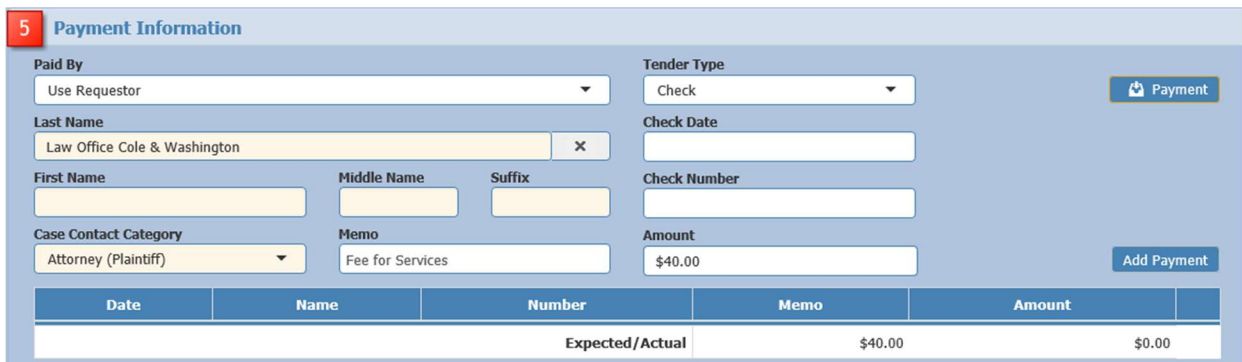


The 'Service Information' form includes the following fields:

- Filter Category:** Temporary Restraining Order
- Quantity:** 1
- ☐ Notarize
- Service Category:** Temporary Protective Order
- Waiver:** < Select Waiver >
- Add Service:** (highlighted with a red box)

Service	Quantity	Waiver	Fee	Notary	Deposit	Amount
Services Total						\$0.00

5. Enter **Payment Information**.



The 'Payment Information' form includes the following fields:

- Paid By:** Use Requestor
- Tender Type:** Check
- Last Name:** Law Office Cole & Washington
- Check Date:**
- First Name:**
- Middle Name:**
- Suffix:**
- Check Number:**
- Case Contact Category:** Attorney (Plaintiff)
- Memo:** Fee for Services
- Amount:** \$40.00
- Add Payment:** (highlighted with a blue box)

Date	Name	Number	Memo	Amount
Expected/Actual			\$40.00	\$0.00

- a. The **Paid By** field will automatically select the Requestor on the case (entered in the Case Information section above). However, any contact on the case can be selected from the drop-down, or a new contact can be entered by selecting “Add New Contact” from the drop-down.
- b. Select the deposit type from the **Tender Type** drop-down.

Tender Type

- Check
- Cash
- Credit Card
- Money Order
- Wire Transfer

- c. Enter the **Date** of the check/transaction.
- d. Enter the check/transaction/credit card number.
- e. Enter the payment **Amount**.
- f. Capture payment documents by clicking the **Payment** button. Once captured, a green check mark will confirm that a document has been captured successfully. This is a setting that can be turned off or on based on the county’s preference.

Payment Information

Paid By: Use Requestor

Last Name: Law Office Cole & Washington

First Name:

Middle Name:

Suffix:

Case Contact Category: Attorney (Plaintiff)

Memo: Fee for Services

Tender Type: Check

Check Date: 10/29/2018

Check Number: 158

Amount: \$40.00

Payment button (with green checkmark icon)

Add Payment button

Date	Name	Number	Memo	Amount
		Expected/Actual	\$40.00	\$0.00

- g. Click the **Add Payment** button to add the information into the grid below.

Payment Information

Paid By: Use Requestor

Last Name: Law Office Cole & Washington

First Name:

Middle Name:

Suffix:

Case Contact Category: Attorney (Plaintiff)

Memo: Fee for Services

Tender Type: Check

Check Date: 10/29/2018

Check Number: 158

Amount: \$40.00

Payment button (with green checkmark icon)

Add Payment button

Date	Name	Number	Memo	Amount
		Expected/Actual	\$40.00	\$0.00

- h. To delete an entry line in the grid, click the trash icon.

The screenshot shows a payment entry form. At the top, there are fields for 'Case Contact Category' (set to 'Attorney (Plaintiff)'), 'Memo' (set to 'Fee for Services'), and 'Amount' (set to '\$0.00'). An 'Add Payment' button is on the right. Below these fields is a table with the following columns: Date, Name, Number, Memo, Amount, and a trash icon. The table contains one entry: 10/29/2018, Law Office Cole & Washington, 158, Fee for Services, \$40.00. Below the table, there is a summary row showing 'Expected/Actual' amounts of \$40.00 each.

Date	Name	Number	Memo	Amount	
10/29/2018	Law Office Cole & Washington	158	Fee for Services	\$40.00	
Expected/Actual				\$40.00	\$40.00

The screenshot shows the bottom of the payment entry form. On the left, there is a 'Filing Documents (0)' button with a red '6' below it. On the right, there are checkboxes for 'Generate File Label' (checked) and 'Generate Receipt' (unchecked). Below these are buttons for 'Add' (with a red '7' below it), 'Add / Goto' (with a red '8' below it), and a red '9' button.

6. Once the payment information is added, the **Filing Documents** button will appear to scan in documents such as the Writ. This is a setting that can be configured based on a county's preference. Click **Capture** to scan the document or click **None** if you do not need to scan the document. Click **Done** when completed.

The screenshot shows a dialog box titled 'Add Documents'. It has a close button (X) in the top right corner. Inside the dialog, there are two sections: 'Capture Writ Documents' and 'Capture Additional Documents (optional)'. Each section has a 'None' button and a 'Capture' button. At the bottom right of the dialog is a 'Done' button.

7. A **Generate File Label** box will appear if configured for the county.
8. A **Generate Receipt** box will appear and can be set-up to be checked by default, depending on the county's preference. The receipt will populate in a separate tab after clicking the Add or Add/Goto button.
9. The **Add** or **Add/Goto** button is used to complete the receiving process. The **Add** button saves all the information and then resets the screen for receiving a new Case. The **Add/Goto** button saves all the information and takes the user to the next screen to continue adding information on that specific case.
10. To continue entering information, reference the How-To Document for the specific service type being entered.

Multi-type Payments

More than one form of payment for a service is supported on the Receiving page. When a payment is entered, an Expected/Actual balance tracks the amount paid vs. total cost of the service(s).

Payment Information

Paid By
Use Requestor

Last Name
Law Office Cole & Washington

First Name

Middle Name

Suffix

Case Contact Category
Attorney (Plaintiff)

Memo
Fee for Services

Tender Type
Check

Check Date
10/29/2018

Check Number

Amount
\$0.00

Payment

Add Payment

Date	Name	Number	Memo	Amount	
10/29/2018	Law Office Cole & Washington	158	Fee for Services	\$40.00	
		Expected/Actual	\$40.00	\$40.00	

Payments can be entered in a variety of ways; for example, two different check #'s, Check and Cash or Credit Card.

Payment Information

Paid By
Use Requestor

Last Name
Law Office Cole & Washington

First Name

Middle Name

Suffix

Case Contact Category
Attorney (Plaintiff)

Memo
Fee for Services

Tender Type
Check

Check Date
10/29/2018

Check Number

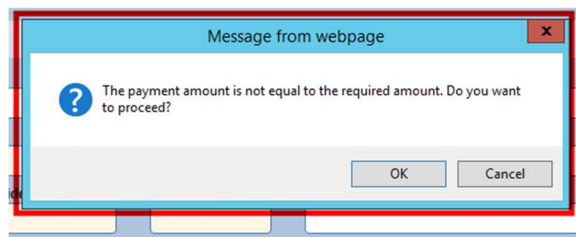
Amount
\$0.00

Payment

Add Payment

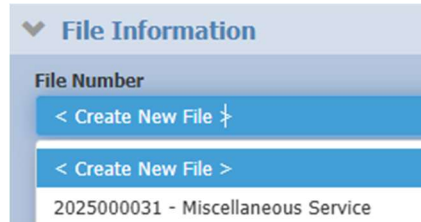
Date	Name	Number	Memo	Amount	
10/29/2018	Law Office Cole & Washington		Fee for Services	\$20.00	
10/29/2018	Law Office Cole & Washington	158	Fee for Services	\$15.00	
10/29/2018	Law Office Cole & Washington	1204	Fee for Services	\$5.00	
		Expected/Actual	\$40.00	\$40.00	

When the user clicks the Add or Add/Goto button, a warning message will populate if the payment amount entered does not match the full cost of the service(s). The user can click "OK" to bypass this warning if necessary.



Adding to an Existing File Number

1. If an existing Court Case Number is selected on the Receiving page, the File Number field will show a dropdown of options in addition to “Create New File.” If the user would like to add another service to an existing file number, select the number in this dropdown.



2. Complete the rest of the receiving page, selecting the new service being added to the existing Court Case and File Number. Add Payment Information and click **Add/Goto** to continue to complete additional entry.
3. On the **Case Details** page, the existing File Number will already show in the Case Files grid. Click on the File entry in this grid to access the File Details page.



Case Details
MARTIN JULES vs. CELIA JULES

Close

CASE OPEN

▼ Case Details: 2025-CV-02325-KE

Change Case Number Save

Case Title Plaintiff: Martin Jules

Case Title Defendant: Celia Jules

Court: Superior Court of California, County of Riverside - Menifee Justice Center, 27401 Menifee Center Drive, Menifee, CA 92584

Notes

Case Participants

Show All Addresses Add New Participant

Category	Name	Address	Phone	DOB	...
Court	Superior Court of California, County of Riverside	Menifee Justice Center, 27401 Menifee Center Drive, Menifee, CA 92584 (Address 1, Primary)			
Court	No Court Process				
Defendant	Celia Jules	50 W Main St, San Bernardino, CA 92405 (Address 1, Primary)			
Plaintiff	Martin Jules	96 George St, Ste. 350, York, PA 17402 (Address 1, Primary)			

Case Files

Date	File Number	Category	Description	Status	...
11/5/2025	2025000031	Miscellaneous Service		OPEN	

- The current File Number will appear under the File Details section and in the top right corner of the page. The newly added service will show in addition to any previously existing services.

CountySuite SHERIFF File Details MARTIN JULES vs. CELIA JULES beth.fives | Home 2025.CV.02325-KE (2025000031)

Close File Ledger Notice of Action Preview Print FILE OPEN

▼ File Details: Miscellaneous Service Change File Category Save

File Number: 2025000031 Filing Source: Counter Location: San Bernardino Date Opened: 11/5/2025 Date Closed: Requestor: Martin Jules (Plaintiff) Requestor Reference Number: Assigned To: Date Received: 11/05/2025

▼ Services

Entered	Completed	BK	LM	LC	LI	LT	Type	Serve To	Status	...
1/8/2026		☐	\$0.00	☐	☐	☐	Citation 2025000031-9	< Click to Assign >		
11/5/2025	11/13/2025 08:00 AM	☐	\$0.00	☐	☐	☐	Service Misc. 2025000031-1	CELIA Jules: 50 W Main St, San Bernardino, CA 92405	Served - Personally	

Optional Receiving Settings

The following settings can be configured depending on county preferences.

Select Court: An option can be enabled to select a Court on the Receiving screen instead of doing this on the Case Details page. If this setting has been turned on, it will be visible just below the Case Title fields. Some users prefer this option so they can enter the court and all the parties on the receiving page. When they click Add/Goto at the bottom of the Receiving page the system will skip the Case Details page and take the user directly to the File Details page.

CountySuite SHERIFF Receiving katie.brown | Home

Close New File Check APR Return Instructions

▼ Enter New File Information

Date Received: 11/08/2017 Filing Source: < Select >

▼ Case Information

Court Case Number: Court Case Number or File Number Case Title Plaintiff: Case Title Defendant:

Court: < Select Court Name / Address >

Add Contact Address: An option can be enabled to show an Address field on the Receiving Page. This allows the user to fully enter contact details for the Requestor or other case participants, if they do not exist in the system. When this setting has been turned on, it can be found just to the right of the category/name fields.

CountySuite™ SHERIFF Receiving katie.brown | Home

Close New File Check APR Return Instructions

▼ Enter New File Information

Date Received: 11/08/2017 Filing Source: < Select >

▼ Case Information

Court Case Number <i>Court Case Number or File Number</i>		Case Title Plaintiff	Case Title Defendant
Case Contact Category < Select >		Address Line 1	Address Line 2
Last Name / Company		City	
First	Middle	Suffix	State
CA			Postal Code
		Add Contact	

Contact Name	Contact Address	Case Contact Category
File Number < Create New File >	Requestor < Select >	Copies 0

Add Filing Documents: An option can be enabled to allow users to capture any documents that were received before clicking the “Add/GoTo or Add” button.

Date	Name	Number	Memo	Amount
10/30/2018	Law Office Cole & Washington		Fee for Services	
Expected/Actual				\$40.00

☐ Generate Receipt

Add Documents

Capture Writ Documents
None
Capture

Capture Additional Documents (optional)
Capture

Done

Check APR

Check APR: At the top of the Receiving page the **Check APR** button can be used to check if the interest is above 10% even before receiving the file.

The screenshot shows the 'CountySuite SHERIFF' interface on the 'Receiving' page. At the top, there are buttons: 'Close', 'New File', 'Check APR' (highlighted with a red box), and 'Return Instructions'. A red arrow points from the 'Check APR' button to a modal window titled 'Calculate APR'. The modal contains three input fields: 'Amount' with '\$1.00', 'Interest' with '\$0.00', and 'APR' with '0'. At the bottom of the modal are 'Calculate' and 'Close' buttons. The background interface includes sections for 'Enter New File Information' (with 'Date Received' as 10/19/2017 and 'Filing Source' as '< Select >') and 'Case Information' (with 'Court Case Number' as 'Court Case Number or File Number' and 'Case Contact Category' as '< Select >').

Return Instructions

If the documents need to be returned before a Case/File is created, use the **Return Instructions** button at the top of the Receiving page.

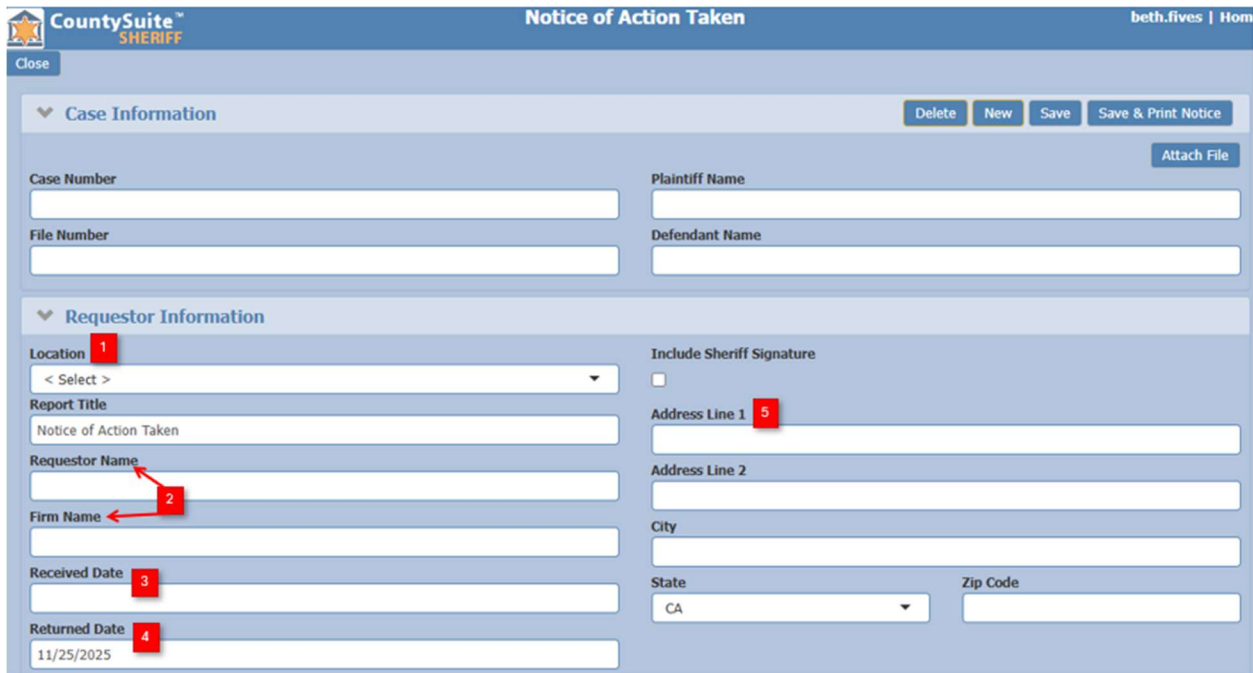


CountySuite™ SHERIFF Receiving

Close New File Check APR **Return Instructions**

Required fields before saving or printing a notice:

1. **Location** –if there is more than one location, there will be a drop-down list to select the county location.
2. **Requestor or Firm Name** – the Requestor (Plaintiff) or Firm (Attorney-Plaintiff) name.
3. **Received Date** – the date that you have received documents.
4. **Returned Date** – the date that you are returning documents.
5. **Address** – the requestor or firm’s address.



CountySuite™ SHERIFF Notice of Action Taken beth.fives | Home

Close

Case Information Delete New Save Save & Print Notice Attach File

Case Number

File Number

Plaintiff Name

Defendant Name

Requestor Information

Location **1**

Report Title

Requestor Name

Firm Name

Received Date **3**

Returned Date **4**

Include Sheriff Signature ☐

Address Line 1 **5**

Address Line 2

City

State

Zip Code

There are two options under the **Instructions Section**: Return Instructions and Notice Instructions.

1. **Return Instructions** – a list of most frequently used reasons that can be selected and used to generate the notice.

Instructions

Return Instructions

- ☐ We are returning Check # [] for the amount of \$ [] for the reasons below.
- ☐ It is necessary to have a SIGNED letter of instructions signed by the attorney of record or the plaintiff if he/she is in pro per. (CCP 262) It must state the name and address where the service is to be made. All instructions must have a return address. Substitute signatures are not acceptable. Facsimile signature stamps of attorneys are legal. We will not accept a photocopy.
- ☐ The Defendant's name must be exactly the same as listed on the court document. If this is the Agent for Service, you must list the defendant's name first and then the agent's name.
- ☐ Request for wage garnishment must be made on "APPLICATION FOR EARNINGS WITHHOLDING ORDER", copy enclosed (CCP 706). (Only one debtor's name per application).
- ☐ Deposit of fees required or an "Order" waiving the fees are required in advance (Govt. Code 24350.5, 26720, 26749, 6103, 6103.2); payable to the San Diego County Sheriff. Checks must be Pre-printed. The fee required is per person, per document. No refunds can be made (Govt. Code 26736). A copy of the fee schedule is enclosed.
- ☐ Out of State service fees are [] plus a [CURRENT FEE] notary fee per document. (If the notary is not required by your state, write "No Notary Required" on the instructions). No refunds can be made (Govt. Code 26736). The deposit of fees is required in advance. We do not accept out of state waivers.
- ☐ Service on the Secretary of State is a minimum of [] payable to the Sheriff's Department, [] for the document and [] for the Order. You must obtain an "Order to Serve the Secretary of State" from the court. A \$55.00 Payable to the Secretary of State. No refunds can be made (Govt. Code 26736).
- ☐ The fee for service of the document is \$ []. We need an additional [] to process your documents.
- ☐ It is necessary to have [] copies of documents (front and back).
- ☐ It is necessary to have the ORIGINAL document with a court seal, signature and backside.
- ☐ It is necessary to have a new hearing date. Must be served [] days prior to hearing date.
- ☐ We are unable to process these documents: address is in [] County, out of our jurisdiction. We recommend you contact the levying officer in that county prior to sending papers as some offices no longer perform some services.
- ☐ The daily interest amount is above the legal rate. ((Line #19a divided by Line #15) X 365 cannot exceed 10%). Please have #19(a) corrected and initialed by the issuing clerk. We will hold your deposit and file for 30 days from the "mailed" date. Please refer to the Levying Officer's File Number on this letter when you re-submit the corrected document(s).
- ☐ The daily interest amount is above the legal rate. ((Line #19a divided by Line #15) X 365 cannot exceed 10%). Please have #19(a) corrected and initialed by the issuing clerk.
- ☐ Item number(s) [] on writ needs to be Changed [] by the clerk who issued the writ. All additions, corrections, deletions, and interlineations must be initialed by issuing clerk (Calif. Rules of Court 2.116).
- ☐ Item #4 on the writ must include only one named judgment debtor per box and a complete address. Please return to court and have writ corrected and initialed by issuing clerk.
- ☐ Paperwork is being returned per your request.
- ☐ Your documents must be received in our office no less than 10 days prior to the last day for service. This will allow us time to process, serve and return the Proof Of Service by the court date.
- ☐ We need the name and address of the "Agent for Service" as listed with the Secretary of State.
- ☐ On [] (date) we attempted to do a Keeper [] but were unable to collect as [].
- ☐ On [] (date) we did a Keeper [] and collected [].
- ☐ We will be disbursing funds in approximately [] days.
- ☐ An electronic writ declaration that complies with the requirements of CCP 687.010(e) is required.
- ☐ Other: []

2. **Notice Instructions** – a blank section that allows users to manually type another reason that was not part of the list under Return Instructions.

- Use the **Attach File** button to upload the documents that were provided by the Requestor so that they can be referenced from within the file. The document will be available for viewing via the File Action that was created after saving the Notice.
- The **Save** button will generate the Notice as a File Action to be printed later from within the file.
- The **Save & Print Notice** will generate a PDF of the Notice to be printed out immediately as well as create the File Action.

Once a Notice is saved, it can be found via the **Search** feature on the Home page. Use the Filter option for “**Notices of Action Taken**” to find the Notice by entering a Case number:

Case #	File #	Participants	Sent To	Received	Returned	...
2025-TEST-123		PLT: DEF:	William Gibson	11/25/2025	11/25/2025	

Case Details

The Case Details page is where all case contacts are displayed and additional information can be added, such as the Court name. The user can also update/change the Case Title from this page.

Case Details
MRS. AUDREY L WILLIAMS vs. ALLISON JACKSON
TP-1029-TRO

Close

CASE OPEN

Change Case Number Save

Case Details: TP-1029-TRO

Case Title Plaintiff: Mrs. Audrey L Williams

Case Title Defendant: Allison Jackson

Court: San Diego Superior Court - 325 S Melrose Drive, Vista, CA 92081

Notes

Case Participants

Show All Addresses Add New Participant

Category	Name	Address	Phone	DOB
Attorney (Plaintiff)	Law Office Cole & Washington	1029 Hertz Blvd, Sacramento, CA 10029 (Address 1, Primary)		
Plaintiff	Audrey L Williams	P O Box 2691, Monterey, CA 93942-2691 (Address 1, Primary)	(831) 277-3866	
Defendant	Allison Jackson	1420 Lombard St 1715, Oxnard, CA 93030 (Address 1, Primary)	(805) 223-0282	
Employer	Nike Factory Outlet	Attn Payroll, 990 Camarillo Center Dr., #1030, Camarillo, CA 93010 (Address 1, Primary)		

1. To add a new contact on the case, click the **"Add New Participant"** button and add their information on the Contact Details screen. To add additional information for any Case participants, click the entry line for the contact and follow the **"Add Contact Details"** section of this document.
2. Use the **Court** dropdown to select a court. The list will auto-filter as the user begins to type part of the court name OR court address. Click **Save** after selecting a court and the Case File grid will become visible.
3. The Case Details section allows the user to edit the title for the case if it is different than the Plaintiff(s) and Defendant(s) on the case. Once a change has been made, click **Save**.

Case Details
MRS. AUDREY L WILLIAMS vs. ALLISON JACKSON
TP-1029-TRO

Close

CASE OPEN

Change Case Number Save

Case Details: TP-1029-TRO

Case Title Plaintiff: Mrs. Audrey L Williams

Case Title Defendant: Miss. Allison Jackson

4. **Notes** related to the Case can be entered in the Notes field below the Court selection dropdown. Click **Save**.
5. If the case number was entered incorrectly, edit by using the **Change Case Number** button. The case number will always be found in the top right corner of any screen. Once generated, the file number will show next to the case number on the file details page.

6. The **Case Files** grid will show the entry date, file #, type of service, and status of the file (open or closed).

Date	File Number	Category	Description	Status	...
10/29/2018	2018102929	Temporary Restraining Order		OPEN	

Clicking anywhere on the line within the Case File grid will take the user to the File Details page where file specific information can be added. The File Details are different depending on what type of service is being entered. There are separate how-to documents for the different types of services.

Add Contact Details

To view or enter remaining details for any Case participant, on the Case Details page select the contact under the **Case Participants** section by clicking the line.

CountySuite™ SHERIFF **Contact Details** thalia.pratt | Home
MRS. AUDREY L WILLIAMS vs. ALLISON JACKSON TP-1029-TRO

Close History Print

1 Edit Contact Information All Case Contacts: Allison Jackson - Defendant Save As New Remove New **Save**

Last Name/Company Name: Jackson **2** Case Contact Category: Defendant **9**

First: Allison Middle: Middle Suffix: Suffix

Alias / Heirs: **3** Social Security #: State Bar Number

Warning Notes: (Deputy Use Only)

Email:

Vendor Number: Requires 1099

4 Phone Numbers: Daytime: (805) 223-0282 Extension: New Phone #: New Extn: +

5 Address Information Remove New

Line 1: 1420 Lombard St 1715 Address Category: Address 1

Line 2:

City: Oxnard

State: California Zip: 93030

County: < Select >

Warning Notes: (Deputy Use Only)

☒ Primary address for this contact

☒ Valid Address for this contact

☒ Service address for this contact

☐ Private address for this contact

6 Physical Details

Date of Birth: Height: Hair: < Select > Drivers License #:

Age: Weight: Eye: < Select > XREF Number:

Facial Hair: Gender: < Select > Glasses: < Select >

Scars / Tattoo: Ethnicity: < Select > Marital Status: < Select >

Vehicle Desc:

7 Employer Relationships Case Contact: < Select Contact > **Add**

8 Bankruptcies Add

Clear Screen

1. The easiest way to view the current list of contacts on the file is to click on the **All Case Contacts** drop-down. If the party you need is not listed, use the **New** button to add a contact to the file.

Contact Details katie.brown | Home

ALFONZO HOWARD KMB-1017-EWO

All Case Contacts: < Select >
 Alfonzo Howard - Plaintiff
 Big Foods Company - Employer
 Big Important Firm - Previous Attorney (Plaintiff)
 Edward Firth - Defendant
 Sonoma County Superior Court - Court

Print ▾

Save As New Remove New Save

2. **Case Contact Category** determines the role of the contact on the case: defendant, plaintiff, etc.
3. Add important details provided for the contact, such as the **SSN** or an **email address**.
4. Add any **phone numbers** provided for the contact.
5. Enter contact's **Address** information.
 - a. If there is more than one address to add for the contact, under the Address Information section, save the contact page before clicking the **New** button. This will ensure that the first address is saved before proceeding with adding an additional address. Once you have added and selected the address category, select **Save** so the additional address is saved. There is no limit to the number of addresses that can be saved.

CountySuite Sheriff thalia.pratt | Home

Close History Save As New Delete New Save

Edit Contact Information

Last Name/Company Name: Williams
 First: Agatha S Middle: Suffix: Suffix:
 Alias / Heirs:
 Warning Notes (Dispute Use Only):

Contact Category: <Select Contact Category>
 Social Security #: State Bar Number:
 Email:
 Vendor Number: ☐ Requires 1099

Phone Numbers
 < Select > Phone # Extension
 < Select > Phone # Extension
 < Select > Phone # Extension

Address Information Remove New

Line 1: 7843 Downing Road
 Line 2:
 City: Ventura
 State: California Zip: 95743
 County: Ventura

Address Category: Previous Address

☐ Primary address for this contact
☒ Valid Address for this contact
☒ Service address for this contact
☐ Private address for this contact

Warning Notes (Dispute Use Only):

- b. To set the primary address, move between addresses using the arrows next to the “1 of 2” box, select the **“Primary address for this contact”** box, and click the **Save** button.

Address Information Remove New

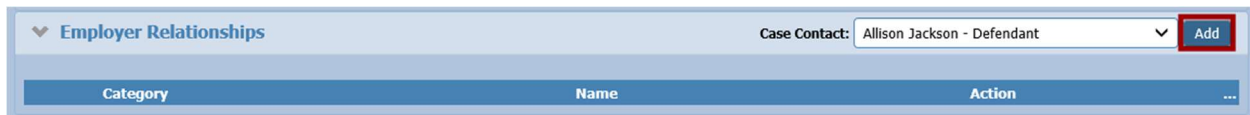
< 1 of 2 >

Line 1: 7843 Downing Road
 Line 2:
 City: Rancho Cordova
 State: California Zip: 95742

Address Category: Address 1

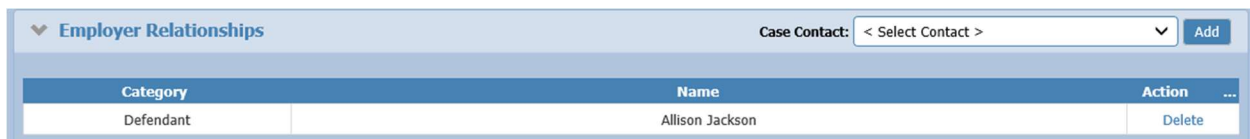
☒ Primary address for this contact
☒ Valid Address for this contact
☒ Service address for this contact

- c. An address that is no longer valid can be removed as an option for a Service address by deselecting the “**Valid Address for this contact**” box and saving the changes. This address will no longer show on the Trip Tickets as an alternate address or appear as an address selection when choosing a name/address combination on the Service page. **NOTE:** It is important to mark the address as invalid instead of deleting it so that there is a history of all addresses.
 - d. The “**Service address for this contact**” box determines which addresses show on the Trip Ticket.
6. Enter any **Physical Details** provided for the contact.
 7. Use the **Employer Relationships** section to create a relationship between Debtor and Employer. Select a contact from the drop-down and click the **Add** button. The relationship automatically saves when the Add button is selected. (This relationship is only required for an EWO service).



Employer Relationships Case Contact: Allison Jackson - Defendant Add

Category	Name	Action
		...



Employer Relationships Case Contact: < Select Contact > Add

Category	Name	Action
Defendant	Allison Jackson	Delete

8. In the **Bankruptcies** section, a bankruptcy can be added against the contact by clicking the **Add** button. The user can view all bankruptcies currently associated with the contact by clicking the arrow that opens the Bankruptcies section. See the Bankruptcy How-to document for detailed instructions.



Bankruptcies Add

(No Bankruptcies)

9. When all information has been entered, click the **Save** button.