

## USER**GUIDE**

On the provided login page, type in your email, password and click on the "Login" button.

Please note: We recommend using any modern browser for the best experience

1 Once you are logged into the customer portal, click on "Place an Order."

۲	Place an Order Place an order fc Court Filing, Service of Process, Document Retrieval and more	Manage Cases View, print and download case details, associated orders and documents such as Conformed Copies and Proofs of Service. Plus, place orders on existing cases
Ŧ	View Pending Orders	View Closed Orders
	View the latest status updates of your pending orders or view and complete saved drafts	View your completed orders and their associated documents such as Conformed Copies, Proofs of Service and more

2 In the "What would you like us to do?" field, select "Courtesy Copy Delivery."

What would you like us to do?	Select
	Select
	eFiling
	Court Filing
	Process Serving
	Document Retrieval
	Courtesy Copy Delivery
	Secretary of State Filin
	County Recording
	Skip Trace

3 Select the County of the Jurisdiction where you would like your documents to be delivered.

Select County:	Los Angeles	
	Kem	•
	Kings	
Previous Next	Lake	
	Lassen	
	Los Angeles	
	Marin V	
	Mariposa	
	Merced	•
	Mendocino Merced	-

4

Type in the Case Number and click "Enter" on your keyboard.

Select the Jurisdiction and the Department/Division of where you will want the documents to be delivered. Click "**Next**."

Case Number:	CV123456789
County:	Los Angeles
Jurisdiction:	Central - Stanley Mosk Courthouse
Department/Division:	12
« Previous Next	Save As Draft



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If at anytime you would like to save your order as a Draft, Please click on "Save As Draft."

Next, you'll need to enter the case participants such as the Plaintiff and Defendant in the case. You will only need to add the lead party(s).

Click on the "Add Party(s)" button.

	Click to add Party(s) if not listed below:	Add Party(s)
Lead Client	Name	Role
	There are no Case Participants en	ntered
Show 50 - entri	es Showing 0 to 0 of 0 entries	First Previous Next Last
« Previous Ne	tx	Save As Draft

When the Add Party box appears, provide the name of the party involved, their role, and if they are your client.

Add Party				
	Organization	Person		
Role:*	Select	•		
Name:*	First Name	Middle Name	Last Name	Suffix:
Is this your Client	t? 🔿 Yes 💿 No			
				Save Cancel
				_1m
				h

If you select "**Yes**" to indicate that this is your client, a "**Billing Code**" may be required to proceed. The "**Billing Code**" is your firm's internal, billing, or client matter number code on a particular case.

6 To upload your documents, type in the name of the Document Title in the field box. You may search for your Document Title by entering in Keywords. Click on the "Attach File" button and double click on the document to be uploaded. (You may also enter your document title by typing in the title and hitting "Enter.")

	Upload      O Fax	
	Type the Document Title using:  Starts with  Contains Court defined Document	Titles
Document Title:	Summons	Attach File
	Amended Summons	
	Order to Serve Summons by Posting	
	Summons	
	Summons and Complaint	
« Previous N	Summons on Cross Complaint	1
	Summons on Unlawful Detainer	
	Summons-Federal	
	Summons - Family Law	J



Each document is recommended to be uploaded individually. Please repeat the process as many times as you need until all your documents are uploaded, e.g., Summons, Complaint, Cover Sheet, Proof of Service, etc.

Click "Next."

Type the Document Title using  Starts with  Contains Court defined Document Titles Document Title: Enter free-form title or chose from the list below, then click Attach File.  Title	3
litte	
	2
	1
	1
Summons (2 pages)	
Complaint (23 pages)	1
Civil Case Cover Sheet (1 page)	1

You may now pick your service level and enter any special instructions.

O Del	iver Today by 1:30 PM (On Demand) *	
O Del	iver Today by 4:30 PM (Same Day) *	
O Del	iver Tomorrow by 4:30 PM (Next Day) *	
	Service times displayed are only an estimate based on the information provided. u need your order processed sooner than the times listed above, please call us at	
pecial Inst	ructions:	



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## How to Place a Courtesy Copy Delivery Order

7 A notice will appear allowing you to select when the documents will be attempted for service. You may indicate who needs to be notified regarding this service.

When you are ready to place the order, click on the "Submit" button.

O Deliver by Today 10:45 AM (On Dema	nd) *	
O Deliver by Today 12:00 AM (Same Day	0 *	
O Deliver by Tomorrow 12:00 AM (Next	Day) *	
* The Service times displayed are only an estin If you need your order processed sooner tha	nate based on the information provided. n the times listed above, please call us at (800) 366-5445.	
cial Instructions:		
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cial Instructions:		
cial Instructions: fications: Check box of person(s) you would l	ike to notify of status updates.	
	ike to notify of status updates. □ alcarlo castanar	
fications: Check box of person(s) you would I		
<b>fications:</b> Check box of person(s) you would I ⊿Jonathan Nill	alcarlo castanar	
<b>fications:</b> Check box of person(s) you would I ⊿Jonathan Nill ] Barney Stinson	☐ alcarlo castanar ☐ Bill Davidheiser	

8 If you are sending the documents via FAX or Mail, click on "**Print Routing Pages.**" Include the routing page, to use as the cover page, along with your documents. The FAX number will be located on the top of the page.

If mailing, contact our customer support who will provide you with the address of where you will need to mail your documents.

Thank you for your order(s)         Your order number(s): 1042544         You can print the Order Confirmation and/or Routing Pages by clicking the appropriate Print button.         If you would like further assistance, please contact our Customer Support         Print Confirmation(s)       Back to Manage Cases	Courtesy Copy Delivery County: Los Angeles Case Participants: ACME Inc., Defendant Smith, John, Plaintift (Client) Document(s): Summons (2 pages) Complaint (23 pages) Civil Case Cover Sheet (1 page) Order Details: Nolify: Jonathan Nill Special Instructions: