

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."**



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



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



- 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."**





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.

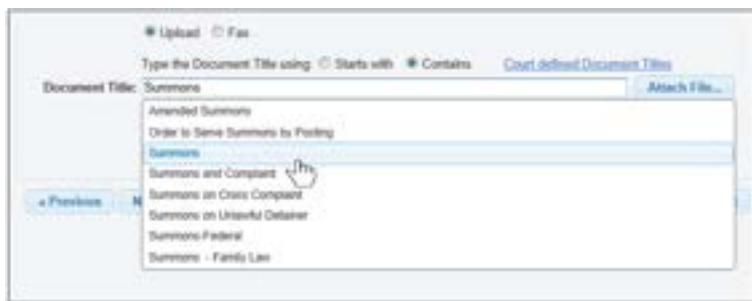


When the Add Party box appears, provide the name of the party involved, their role, and if they are your client.



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.

- 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.”**)

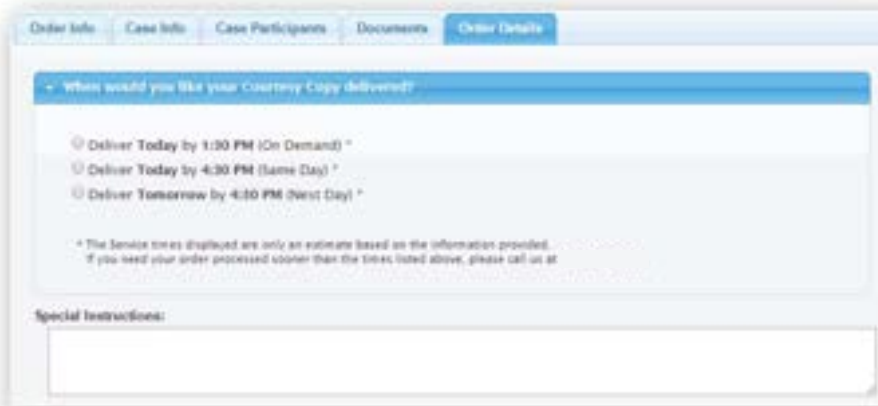


Each document is recommended to be uploaded individually. Please repeat the process as many times as you need until all your documents are uploaded, e.g., Summons, Complaint, Cover Sheet, Proof of Service, etc.

Click **“Next.”**



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



- 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.

The screenshot shows a web form titled "When would you like your Courtesy Copy delivered?". It features three radio button options: "Deliver by Today 10:45 AM (On Demand) *", "Deliver by Today 12:00 AM (Same Day) *", and "Deliver by Tomorrow 12:00 AM (Next Day) *". Below these is a disclaimer: "* The Service times displayed are only an estimate based on the information provided. If you need your order processed sooner than the times listed above, please call us at (800) 566-5441." There is a "Special Instructions:" text area. Below that is a "Notifications:" section with the instruction "Check box of person(s) you would like to notify of status updates". It contains a list of names with checkboxes: Jonathan Hill (checked), Barry Stinson, Dan Kushner, Dawn Ebert TEST, alcarlo castanar, Bill Dandweiser, David Saldana, and Drake Steele. At the bottom are buttons for "Previous", "Submit", and "Save As Draft".

- 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.

The screenshot shows a confirmation page titled "Thank you for your order(s)". It displays "Your order number(s): 1042544" and instructions: "You can print the Order Confirmation and/or Routing Pages by clicking the appropriate Print button." and "If you would like further assistance, please contact our Customer Support". There are two buttons: "Print Confirmation(s)" (with a hand cursor icon) and "Back to Manage Cases". On the right side, under "Courtesy Copy Delivery", it lists: "County: Los Angeles", "Case Participants: ACS&E Inc., Defendant; Smith, John, Plaintiff (Client)", "Document(s): Summons (2 pages); Complaint (23 pages); Civil Case Cover Sheet (1 page)", and "Order Details: Notify: Jonathan Hill; Special Instructions:". At the bottom are buttons for "Previous", "Submit", and "Save As Draft".