

MEMORANDUM

TO: Court Customers with Multiple Filings

FROM: San Francisco Superior Court

SUBJECT: Multiple Filings at Civil Public Service Windows, Room 103

DATE: March 22, 2010

Effective April 5, 2010, in order to serve the public in a more efficient manner, the Clerk's Office of the Civil Division will begin the following practice for customers with multiple transactions:

1. During the hours of 8:00 a.m. to 12:00 Noon, the clerk will file all transactions submitted by a customer at a filing window.
2. During the hours of 12:00 noon to 4:30 pm, if a customer has multiple filings, the clerk will process a maximum of five (5) transactions at one time. A "transaction" for the purpose of this policy is a single entry into the Court's computer system. If a customer has additional filings after five transactions, s/he will need to return to the end of the line to wait for the next available clerk.
3. Only customers called to a window before 12:00 Noon will be permitted to process more than 5 transactions at one time.
4. If a filing is rejected and a customer must make a phone call for clarification, the call must be completed before the clerk completes the customer's other transactions. If the phone call is not completed by then, the customer must go to the end of the line.

Our drop off box located at Window 3 is checked regularly and the documents are filed timely. We encourage customers to take advantage of the convenience of dropping documents in the drop box.

