

# Probate Division Copy Orders Ordering and Payment Options

## General Information

### 1. Ways to Order:

<b>Online ordering</b> – <a href="#">click here</a>	<b>Message</b> - Voice Mailbox
<b>Mail</b>	<b>In person</b>
<b>Website Inquiries</b>	

### 2. No Pre-Orders:

- a. Orders will not be accepted for documents that have not been granted/approved
- b. Once approval of document appears on Case.Net – copy orders may be placed

### 3. Turn Around Time:

<b>Prepayment Required</b> – requestor contacted within 48 hours excluding weekends and holidays but order not completed until payment received	<b>Plain/certified copies</b> – should be processed or requestor contacted within 48 hours excluding weekends and holidays.
<b>Authenticated copies</b> - require additional processing time so requestor will be contacted when completed.	<b>Website inquiries</b> – initial response to requestor within 72 hours excluding weekends and holidays.

### 4. Completed Orders:

- a. Copy Department will follow requestor’s instructions for delivery of copies
  - i. Call once they are ready for pick up
  - ii. Mail to address indicated on form

## Copy Costs

Plain copies - \$1.00 per page of document	50+ page copy orders must be prepaid before we will process the order
Certified copies* - \$1.00 per page of document plus \$1.50 for certification of each document	Copy orders from general public must be prepaid
Authenticated copies* - \$1.00 per page of the document plus \$4.50 for the authentication of each document	*Certified and authenticated copies must be the entire document. Partial documents cannot be certified or authenticated.

## **Ordering Copies**

### **1. Additional Certified Copies**

- a. Requests for additional certified copies of letters, small estates and refusals should be submitted and paid for at the time of e-filing the petition.
- b. Please add a Note to Clerk regarding ordering the additional certified copies

### **2. Online Ordering:**

- a. Click the link located on the Probate Court page.
- b. Complete all fields - incomplete orders will cause delay in processing.

### **3. Voice Mail:**

- a. Information Needed:
  - i. Name and number of the estate
  - ii. The document(s) being ordered
    1. Unsure of what documented needed – ask for call back.
  - iii. Quantity
  - iv. Your name
  - v. Call back number
- b. Within 24 hours excluding weekends and holidays:
  - i. Copy Department staff member will return the call to assist with your order
  - ii. Determine the cost
  - iii. Determine if prepayment is required
  - iv. Discuss payment options

### **4. By Mail:**

- a. Please allow a week from the date mailed for processing an order before calling to check the status.

### **5. In Person:**

- a. **Attorneys/Paralegals, etc**
  - i. Copy order forms are available at the Copy Ordering Window.
  - ii. Please fill out the form and place it in the Orders Tray/Basket.
  - iii. Copy orders are processed in the order they are received.
- b. **Public Orders:**
  - i. Copy Department staff will:
    1. Assist in determining what they wish to order
    2. Will determine the cost
    3. Explain that prepayment is required before we can process the order
    4. Discuss payment options
    5. Ask if they wish to wait for the copies or can they be mailed to them
      - a. Opt to wait – provide an estimated time the copies should be ready
      - b. Mailed - inform them the order will be processed within 48 hours excluding weekends and holidays and mailed out

6. **Website Inquiries:**

- a. If requesting copies of documents from an estate, the response will either give instructions on how to order online, contact our Copy Department or provide the costs, information and instructions for prepayment and processing of the order.

7. **Payments:**

<b>Cash – <u>only in person</u></b> and pick up copies at Certified Copy Desk on Street Level	<b>Credit/Debit Card</b> – Visa, Mastercard, Discover – <b><u>only in person</u></b> and pick up copies at Certified Copy Desk on Street Level
<b>Check</b> – payable to St. Louis County Circuit Clerk – by mail or in person and pick up copies at Certified Copy Desk on Street Level	<b>e-Filed</b> – filing memo required indicating payment for copies attached
<b>Assessed as Costs to an Estate</b> – if fiduciary or fiduciary’s attorney is requesting copies, estate is currently open and final settlement not filed. Parties billed at later date	<b>Payments <u>cannot</u> be made through online ordering</b>