

Probate Division Copy Orders Ordering and Payment Options (314) 615-2618 – Voice Mailbox

General Information

1. Costs set out below
2. Ways to Order:
 - a. Message left in Voice Mailbox
 - b. By Mail
 - c. In Person
 - d. Website Inquiries
3. 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
4. Time Frames:
 - a. 48 Hours:
 - i. Plain/certified copies – should be processed or requestor contacted
 - ii. Prepayment Required – requestor contacted but order not completed until payment received
 - b. 72 Hours:
 - i. Authenticated copies – should be processed or requestor contacted
 - ii. Website inquiries – initial response to requestor
5. Completed Orders:
 - a. Copy Department will follow requestor's instructions for delivery of copies
 - i. Call they are ready for pick up
 - ii. Mail

Copy Costs

1. Plain copies - \$1.00 per page of the document
2. Certified copies* - \$1.00 per page of the document plus \$1.50 for the certification of each document
3. Authenticated copies* - \$1.00 per page of the document plus \$4.50 for the authentication of each document
4. 50+ page copy orders must be prepaid before we will process the order
5. Copy orders from general public must be prepaid

*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. 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:
 - 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

3. By Mail:

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

4. 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 and mailed out

5. Website Inquiries:

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

6. “RUSH” Orders:

- a. Copies needed quickly (less than the allowed 48 hours):
 - i. Contact the Copy Department Supervisor, Assistant Probate Manager or Probate Manager to make arrangements for getting them.
 - ii. Provide an explanation of the “Rush”
 - iii. What documents ordered

7. Payment Options

a. Cash or Credit/Debit Card:

- i. Can only be used in person per Local Court Rules.
- ii. Payment made at Street Level Cashier window.
- iii. Receipt given which must be presented to a Copy Department staff member.
- iv. Paid receipt presented:
 - 1. Copies released or start processing the order.

b. Check:

- i. Payable to: St. Louis County Circuit Clerk.
- ii. Presented in person or mailed in.
- iii. Payer in person:
 - 1. Obtain Fee Bill for the order from Copy Department staff member
 - 2. Probate Cashier will process payment
 - a. **Exception** – payment after 3:30 p.m. must be made at Street Level Cashier window
 - 3. Paid receipt presented:
 - a. Copies released or start processing the order
- iv. Mailed in:
 - 1. Probate Cashier will process payment
 - 2. Paid receipt delivered to Copy Department who will process the order

c. Assessed as Costs to an Estate:

- i. Parameters:
 - 1. Allowable estate types:
 - a. Decedent
 - b. Guardianship/conservatorship or conservatorship only for adult or minor
 - 2. Allowable parties:
 - a. Personal representative
 - b. Guardian/conservator
 - c. Conservator
 - d. Attorney for estate
 - 3. Only done prior to filing of final settlement
- ii. Cost of copies will be added as court costs
- iii. Parties billed at later date