

ORDERING GUIDE

Online User's Manual



Introduction

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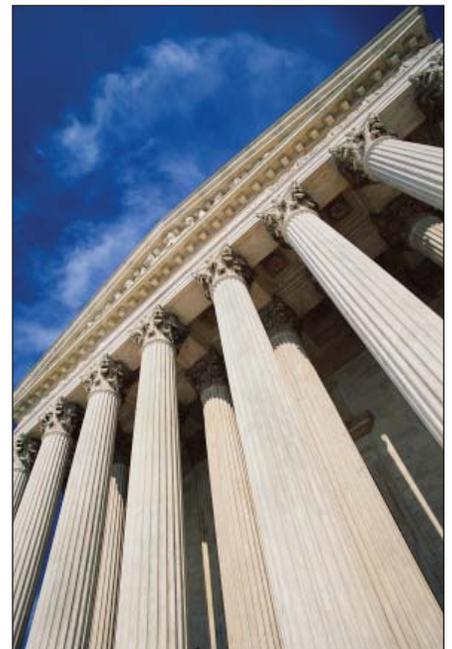
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Welcome to COURTCOURIERS.COM

Are you ready to change the way you search for court records and documents? This unique system will offer you faster turnaround times and lower costs. You will have access to hundreds of researchers nationwide. One of the largest networks of information in the world will be at your fingertips 24 hours a day.

Getting Started

Now that you have registered with CourtCouriers.com you should have a username and password which you will need to login to the site. At this time if you do not remember your email address login you can contact customer service at info@courtcouriers.com. This website is structured to be very user-friendly and you will undoubtedly be very comfortable using the system after the first order. This guide will answer additional questions and should help walk you through the entire process for the first time. Feel free to keep a copy of this guide near your work area for a convenient reminder should you need assistance while using CourtCouriers.com.



Logging In to CourtCouriers.com

Your User Account

CourtCouriers.com gives you access to millions of records nationwide through the various courthouse repositories and filing systems. What separates CourtCouriers.com from the typical information provider is the direct access. This allows us to offer faster turnaround times and lower costs for documents and records. From this account you will be able to order searches and/or hard copies from case numbers, track the status of these searches and archive and manage the various orders you place.

Customer Login

To login you use the email address you provided us during registration, which will also be your PayPal email. When registering you should have included a password. Just enter your email for a username and your password and click the "login" button. You are given the option to save your email for faster login in the future by clicking the box next to "Remember Email."



Forgot Your Password?

If you do forget your password, just click the link titled "Forgot Password?" and we will email your information to you instantly. You can also change your password by contacting our customer service department.

Placing Criminal /Civil Records Orders

Placing Orders

When you are ready to place an order you click on the "Place New Order" link. This page has all of the required fields necessary to process an order. You will have three choices: Criminal /Civil Records, Case File Copies (Hard Copies) and In-Depth Business Reports.

Order Criteria

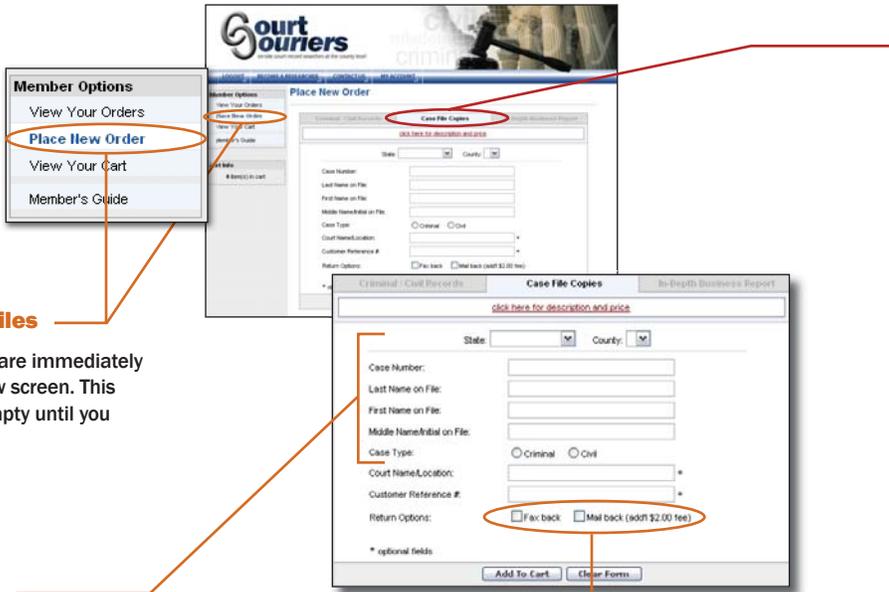
There are three different records you can retrieve using CourtCouriers.com, felony, civil or misdemeanor. In order to access these records you need certain information so we have provided the data fields for this specific data.



Note: Misdemeanor Option

You will only see this box when you select a misdemeanor record. You can use this tool to either select the appropriate county seat based on the state and county already supplied in the data fields above or choose to have a different city checked in the search.

Hard Copy and Business Report Orders



Ordering Case Files

After you login, you are immediately directed to your view screen. This database will be empty until you place an order.

Required Fields

When requesting Case Files, you need to enter as much information as possible. We will need the state and county of the case, the type of case i.e. criminal or civil, the specific case number and the individual's name. If additional information is known such as the court name or if you have a reference number for this search you can enter that as well.

Hard Copy Return

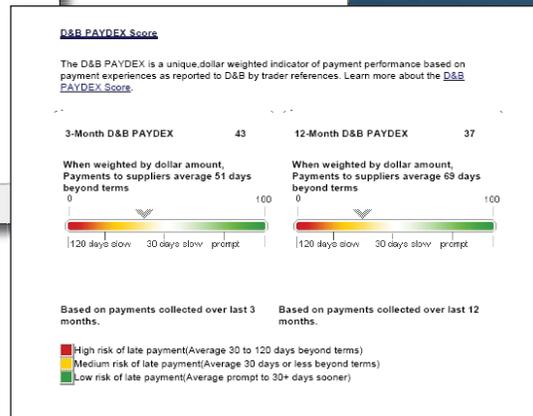
Case Files can be returned in one of two ways either by fax or by mail. A faxed hard copy is the easiest and quickest form of return. Hard copies can be mailed as well. If you choose this option you can either request standard copies mailed for a \$2.00 fee or you can order certified copies which is a \$5.00 additional fee.

Selecting the Search

Each Search has a tab header. By selecting the appropriate tab you will be given the required text fields for the respective search. In this example the Case File Copies tab has been selected.

In-Depth Business Reports

The comprehensive business report is the same industry leading report that retails for \$139.99. Through CourtCouriers.com this same search costs just \$25.00. This business report contains valuable credit information, locations of branches and subsidiaries, history and operations and much more. Our experience suggests a success rate of over 95% on business report searches.



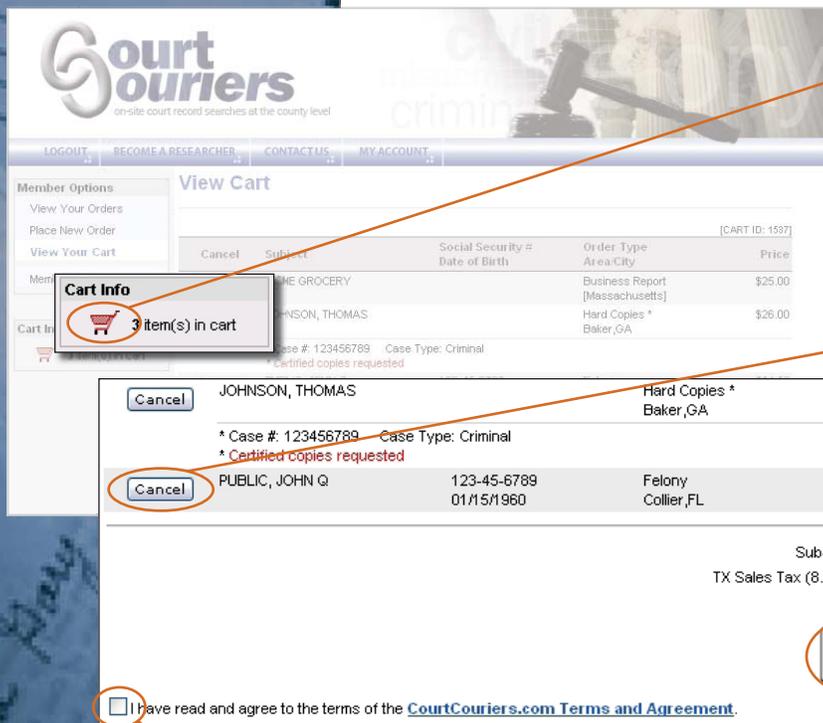
Viewing Your Cart

- Member Options
- View Your Orders
- Place New Order
- View Your Cart



Order Cart

When you have finished entering the information for an order, the search is sent to your Order Cart and will remain until you are ready to checkout. You can order as many as you would like and will only be charged for the orders you accept.



Cart Info link

This handy link allows you to see at a glance how many orders you have in your cart before you checkout. When you are ready to proceed to the checkout to confirm an order you can either click on the "View Your Cart" tab or simply click on the shopping cart icon here. Either option will take you to the order confirmation page.

Shopping Cart

The shopping cart is the list of all the searches you have ordered but have not purchased yet. This is a convenient way to hold all orders until you have finished. This shopping cart also allows you to review your orders, before the purchase, for errors or misspellings. From this list you can cancel any order that has not been purchased.

Terms and Agreement

Be sure to read over the terms and agreement statement thoroughly to ensure a clear communication by both parties. You must click the box acknowledging that you have read and agree with all the terms within the agreement before you can purchase and thus complete an order. You only have to click the box once per purchase so in an instance with multiple orders you can save time by ordering in bulk and only clicking the box once.

Buy Now

When you have reviewed your shopping cart and are ready to proceed with the order click the "Buy Now" button to confirm the order. This will take you to the PayPal payment site where you will be able to complete your purchase.

For additional information on the PayPal ordering site see the back page.

Viewing & Archiving Record Request Orders



Viewing Orders

After you login, you are immediately directed to your view screen. This database will be empty until you place an order.



Search Functions

Once multiple orders have been placed a search function is very helpful to manage your records. Until you manually archive orders they will remain here in the view page. As some orders will be in progress while some are already completed this list can become complex. This search function will allow you to sort the searches based on specific criteria. You can sort by the search number, the ordered date, the subject's last name or social security number, the actual type of search or the status of the order, i.e. completed versus pending searches.

Current Orders List

The current order list will contain all orders whether completed or pending. This is a working database and as such may be sorted by the column headers. The list will provide, at a glance, the search number, order date, social security and DOB, the search area and type, the order status and the search cost. To remove an order you may archive the search once it has been completed. The search will then reside in the archive and will be available anytime.

Archiving an Order

When an order is completed you can archive the data to your archive page. This helps simplify your view page and can save time managing your records. Once archived you can access these files by simply clicking the link to the archive page. This page will only contain completed orders but will have the same searching capabilities.

Ordered	Subject	Social Security #	Date of Birth	Order Type	Area/City	Status	Price	Archive
2/14/2006	SMITH, J	123-45-6789	06/14/1954	Felony	Harris, TX	Active	\$14.50	
2/14/2006	ACME TOOLS			Business Report	[Texas]	Active	\$25.00	
2/14/2006	SMITH, J			Hard Copies*	Harris, TX	Active	\$21.00	

Subject	Social Security #	Date of Birth	Search Type	Area/City	Status
SMITH, J	123-45-6789	12/28/1963	Felony	Harris, TX	Active
SMITH, J	123-45-6789	12/28/1963	Civil	Harris, TX	Complete
SMITH, J	123-45-6789	12/28/1963	Misdemeanor	Harris, TX (City Seat)	Active

Completed Reports

When a report is finished the status is changed to "Complete." This not only signifies that the search is finished but the Complete tab is now a link to the respective report summary. In this example a civil records search was ordered and has been completed. By clicking the link, the civil report summary is opened in a new window.

The example report summary is displayed to the right.



Purchasing Process

Checkout

There are two main payment options. You can either pay directly by credit card or you can pay with an existing PayPal account. You do not have to have an existing PayPal account in order to complete the sale. Once you select a payment option you will be sent to a secure site to enter your billing information.

Credit Card Payment

The credit card will actually run through PayPal's secure system but you will not have to be an active account holder with PayPal to take advantage of this service. All four major credit cards are accepted: Visa, Master Card, American Express and Discover. Although not an account holder you will still be able to save your information for future transactions after completing the sale. Your information will be stored and accessible for future sales on a secure site but you have the option of saving or not.

PayPal™ Account Payment

If you have an existing account with PayPal you can use this to complete the transaction with CourtCouriers as well. There are a few variations of payment forms if you choose this method. PayPal accounts can be simple credit card accounts or even direct access to your bank account. You will have to know your PayPal account information, i.e. username and password, in order to choose this option.

Secure Billing Site

Once you select the payment option you will be directed to the secure billing site. Here you will need to enter the required information in the appropriate data fields. This is the final step in the ordering process. Once completed you will be directed back to your CourtCouriers account and you will receive a confirmation email sent to the address specified on the account.

Security Code

Used on many secure websites, this security code prevents credit card fraud. The system is very easy, you simply re-type the 5 character code shown left of the data field. This will be a combination of letters and numbers. The code is not case sensitive, in other words it does not matter if the code is in capital letters or lower case letters you can enter it in either and it will work.



That is the entire site! As you can see CourtCouriers.com is very user friendly and we are continually working on ways to make this even easier for you.

info@courtcouriers.com ▶ www.courtcouriers.com