



Superior Court of the District of Columbia
Notice of Clerk's Offices Operations
Revised November 19, 2020

In response to COVID-19 all Clerk's Offices for Superior Court continue to operate in a remote status with limited staff onsite. We have employees available to answer questions via telephone, email, and Live Chat. Below is information regarding operations that will be conducted by the Clerk's Offices.

If you are not able to file your documents electronically, you can mail them or file stamp and place them in the drop box located next to the information booth on the first floor in the Moultrie Courthouse, 500 Indiana Avenue, N.W.

Most hearings will be conducted by the judge remotely. Please provide a contact number and email address for all parties when filing your documents.

Cash Payments for Landlord-Tenant Protective Orders

Tenants can pay cash for landlord-tenant protective order payments. Cash payments are accepted on Tuesdays and Thursdays from 1:00 p.m. to 3:00 p.m. at the information booth located on the first floor of the Moultrie Courthouse, 500 Indiana Avenue, N.W.

Electronic Payments

The Superior Court is accepting payments for certain court fees, fines and costs, using PayPort and PromptPay, our new electronic payment portals. You may use a debit card, credit card (American Express, Discover, Mastercard, Visa), or an ACH electronic check. The non-refundable administrative fee is \$1.00 per transaction and an additional 2.5% fee for using a debit or credit card.



You will receive an invoice to pay for the following transactions using our PromptPay portal:

- bond payments (credit and debit card payments only for criminal and DV payments);
- protective order payments;
- sanctions;
- fines;
- court ordered payments including registry and escrow payments

You will continue to pay for these items using PayPort:

- certified copies;
- record search requests;
- marriage applications, adoption petitions, applications to break seal, documents for sealed case types;
- notices of appeal and court ordered payments for Domestic Violence matters; and
- additional letters and court costs for certain Probate matters

In December 2020, all electronic payments will be accepted through PromptPay only.

To use our electronic payment portals, you should contact the divisions as follows:

Division	Phone	E-mail
Criminal Division	202- 879-1840	BondPayPortal@dcsc.gov
Civil Division - Civil Actions Branch - Landlord & Tenant Branch - Small Claims Branch	202-879-1133 202-879-4879 202-879-1120	CivilDocket@dcsc.gov LandlordandTenantDocket@dcsc.gov SmallClaimsDocket@dcsc.gov
Domestic Violence Division	202-879-0157	CPO Court Ordered Payments FamilyCourtCIC@DCSC.gov DVM Bond and Court Ordered Payments BondPayPortal@dcsc.gov
Family Court	202-879-1212	Case Payments FamilyCourtCIC@dcsc.gov Copies FamilyCourtCertifiedCopies@dcsc.gov Marriage MarriageBureauReceipts@dcsc.gov Bonds FamilyBonds@dcsc.gov
Probate Division	202-879-9460	ProbateInquiries@dcsc.gov
Tax Division	202-879-1737	TaxDocket@dcsc.gov

You should pay for all other fees using our CaseFileXpress eFiling system at <https://www.dccourts.gov/superior-court/e-filing>.

If you need a regular copy of a document or to pay for services by cash, please call the Division's clerk office.

Please visit the DC Courts website <https://www.dccourts.gov/sites/default/files/Payment-Portal-FAQs.pdf> for frequently asked questions.

Copies and Certified Copies

All copies and certified copies will be issued by the respective Division. Please see the instructions below for each Division on how to request documents. When requesting a certified copy via email please type "Request for Certified Document" on the subject line. You should include the name of the document being requested, case number (if available), full name of the parties in the case; and your name, telephone number and email address in the body of the email for all copy requests.

Triple Seals

A request for triple seal must be made through the CaseFileXpress website at <https://www.dccourts.gov/superior-court/e-filing>. If you are not able to use the website, please call the clerk's office.

Auditor-Master Office

All Auditor-Master hearings are being conducted remotely by WebEx. Parties should attend the hearing via telephone or video and should not report to the office in person. Instructions for participating in the hearing remotely will be provided to all parties.

Parties should comply with all orders issued since August 1, 2020. The Office is issuing separate orders to reschedule all previously scheduled hearings, schedule hearings in new matters, and set new dates for production of documents.

All staff is available remotely Monday through Friday from 8:30 a.m. to 5:00 p.m. All documents are being processed by staff remotely. Documents may be submitted via email to Auditor.Master@dcsc.gov or mailed to: Office of the Auditor-Master, 500 Indiana Avenue NW, Washington, DC 20001. Sensitive documents should be emailed to AMFinancialBox@dcsc.gov.

Reports are currently being prepared for matters in which all hearings have been conducted and all documentation has been secured. Reports will be served on parties when they are completed.

For questions please contact the Office via telephone at 202-626-3280 or email at Auditor.Master@dcsc.gov.

Civil Division

The Civil Division will continue to process all documents submitted via eFiling. Emergency motions will be forwarded to the judge for review.

1. Attorneys and self-represented litigants must file documents electronically using CaseFileXpress at <https://dc.casefilexpress.com/Login.aspx>.
2. Self-Represented litigants must submit an application for waiver of prepayment of cost (Fee Waiver Application) by emailing the application and documents to

Civilefilings@dcsc.gov. After the application for waiver of prepayment of cost is approved or if the application is denied, all subsequent documents should be filed using CaseFileXpress.

- a. Fee Waiver Applications are available on our website at <https://www.dccourts.gov/services/judge-in-chambers/in-forma-pauperis-fee-waiver>.
3. Applications for name change, and petitions for death and birth certificate amendments can be filed electronically using CaseFileXpress or by email only if a fee waiver application is being filed.
4. If you are not able to submit your documents electronically, you can mail your documents with the fee to: D.C. Superior Court, Civil Division, 500 Indiana Avenue, N.W., Washington, D.C. 20001 or place the documents and fee in the drop box at the Moultrie Courthouse.
5. If you have a landlord-tenant or housing conditions issue and are not able to submit a document or fee waiver application electronically, you can contact the Landlord Tenant Legal Assistance Network at 202-780-2575.
6. The Neighborhood Legal Services Program provides legal information for small claims matters. You can leave a message with the NLSP Small Claims Resource Center hotline at 202-849-3608.
7. The Consumer Law Resource Center provides information regarding small claims cases, debt collection, rent deposit recovery, and other consumer matters. You can contact the D.C. Bar Pro Bono Center - Consumer Law Resource Center Temporary Phone Line at 202-780-2574 if you have questions about a consumer case, such as the attachment of your bank account, and are not able to submit a motion and fee waiver application electronically.

Please contact the respective Clerk's Offices using the following telephone numbers or by clicking the Live Chat button located on the right side of the division's webpage.

Civil Actions Branch:

202-879-1133

Live Chat: <https://www.dccourts.gov/services/civil-matters/requesting-over-10k>

Request for Copies: CivilDocket@dcsc.gov

Landlord and Tenant Branch:

202-879-4879

Live Chat: <https://www.dccourts.gov/services/civil-matters/landlord-tenant>

Request for Copies: LandlordandTenant@dcsc.gov

Small Claims Branch:

202-879-1120

Live Chat: <https://www.dccourts.gov/services/civil-matters/requesting-10k-or-less>

Request for Copies: SmallClaimsDocket@dcsc.gov



Crime Victims Compensation Program

All applications for crime victims' compensation funds will be processed by staff remotely. New applications can be emailed to: CVCPApplications@DCSC.gov. Please submit a proof of crime document along with the application.

The application for crime victims' compensation can be located on the Courts website at <https://www.dccourts.gov/sites/default/files/CVCPApplicationJune2020.pdf>.

If you are not able to complete an application online, you can contact the office via telephone at 202-879-4216 or email at CVCPOffice@dcsc.gov for assistance with new and existing claims.

Please submit all appeals to CVCPappeals@DCSC.gov.

Criminal Division

The court docket and some documents can be viewed and payments for fines and restitution made online at <https://eaccess.dccourts.gov/eaccess>. Please call 202-879-1840 for questions about bond payments in cash.

Requests for certified copies should be submitted via email at CriminalMotionSealTeam@dcsc.gov or you can call 202-879-1362.

Please contact the Criminal Division Clerk's Office at 202-879-1373 or via email at CriminalCaseManagement@dcsc.gov for questions or to request a copy of documents.

Domestic Violence Division

If you are in immediate danger, you should call 911. A request for a Temporary Protection Order (TPO) or Civil Protection Order (CPO) can be filed in three ways by:

1. calling the DC SAFE Critical Response Team at 800-407- 5048;
2. filing electronically, through www.probono.net/dccourts; or
3. emailing the filing to domesticviolencemanagement@dcsc.gov.

To submit any other filings, including a request for an Ex Parte and Final Extreme Risk Protection Order, please email the filing to domesticviolencemanagement@dcsc.gov. If parties are able to reach an agreement in a CPO matter, they can email the proposed CPO agreement to DVDhearings@dcsc.gov.

Fillable Forms are located on the DC Courts website at <http://www.dccourts.gov/services/forms?title=&combine>.

On November 9, 2020, the Division started hearing civil protection order matters remotely. Parties are required to participate in the hearing by video or telephone and should not report to the court building in person

To request a copy of documents and for questions about your court date, how to join a remote hearing, and any other concerns, please contact the office at 202-879-0157 or visit the DC Courts website at <https://www.dccourts.gov/superior-court/domestic-violence-division>.

Family Court

The Family Court will continue to process documents submitted via eFiling. Emergency matters will be forwarded to the judge for review and all hearings will be conducted remotely. Please note that all emergency matters must be filed by 4:00 p.m., Monday through Friday, except holidays.

Attorneys and self-represented litigants can file documents electronically using Case File Express at <https://dc.casefilexpress.com/Login.aspx>.

Self-represented litigants who require assistance completing and filing requests for custody, divorce and/or child support should contact the Family Court Self-Help Center at 202-879-0096.

For questions or to request a copy of documents please contact the Family Court Call Center at 202-879-1212 or send an email to FamilyCourtCertifiedCopies@dcsc.gov.

Marriage Bureau

The Marriage Bureau is processing applications for marriage licenses remotely and performing weddings by videoconference. All parties – both the parties to the wedding and the person performing the wedding – must be physically present in the District of Columbia at the time of the ceremony.

To begin the application process, please complete and submit the online application at <https://www.dccourts.gov/form/marriage-application>. You can use a computer or mobile

device (iPad, Tablet or smartphone) to complete and submit the application. A representative from the Marriage Bureau will then contact you to complete the application process.

If you are not able to apply online, contact the Family Court Call Center at 202-879-1212 for assistance.

If you require a marriage license or a certified copy on an emergency basis (health insurance, child birth, immigration, etc.), please submit an email to emergencycertifiedcopies@dcsc.gov. For a certified copy of a marriage certificate (non-emergency), please complete this form: https://www.dccourts.gov/webform/marriage_certified_copy/. You can also call 202-879-1212 for assistance.

Due to the COVID19 pandemic and significant changes to office operations, there may be a delay in the processing time. We thank you, in advance, for your patience.

Jurors' Office

Jurors can complete the juror questionnaire, defer jury duty service, and make requests to be excused from jury duty service online at www.dccourts.gov/jurorservices. Jurors can also email the completed questionnaire or an image of their completed questionnaire to jurorhelp@dcsc.gov.

The Jurors' Office is available to respond to questions by telephone at 202-879-4604, email at jurorhelp@dcsc.gov or by clicking the Live Chat button located on the right side of the webpage at <https://www.dccourts.gov/jurors/about-your-jury-duty>, Monday through Friday between the hours of 8:30 a.m. - 5:00 p.m. Grand jurors can also email grandjurorhelp@dcsc.gov for questions.



Probate Division

The Probate Division will continue to process documents submitted via eFiling. Emergency matters (21-day and provisional guardianship) will be forwarded to the judge for review and all hearings will be conducted remotely. Judges will also issue a ruling for non-emergency matters if no hearing is required.

1. Attorneys and self-represented litigants can file documents electronically using Case File Express at <https://dc.casefilexpress.com/Login.aspx>.
2. To file an emergency 21-day temporary guardian petition, email the document to ProbateEmergencyFilings@dcsc.gov.

3. To file a new Petition for 90-day HealthCare Guardian or Petition for General Proceeding, email the petition to probatefilings@dcsc.gov. If you have a case number, the petition should be filed electronically using Case File Express.
4. If you need prepayment of costs to be waived, please complete a Fee Waiver Application located on our website at <https://www.dccourts.gov/services/judge-in-chambers/in-forma-pauperis-fee-waiver>
5. If you are not able to submit a petition for an emergency matter electronically, you can contact the Probate Emergency Filing Telephone Line at 202-879-9436.
6. Documents for non-emergency matters can also be mailed to the D.C. Superior Court Probate Division, 515 5th Street, N.W. Washington, DC 20001. Attention: Probate Clerk's Office.

Please see the Probate Division's webpage at <https://www.dccourts.gov/services/probate-matters> for specific instructions on how to file a Petition for an emergency matter.

You can contact the Probate Division by calling one of the telephone numbers and leaving a message, sending an email, or by clicking the Live Chat button on the right side of the division's webpage.

General Probate Questions

Telephone: 202-879-9460 or 202-879-9461

Email: Probateinquiries@dcsc.gov

Specific Guardianship Questions

Email: GuardianshipAssistanceProgram@dcsc.gov.

Live Chat: <https://www.dccourts.gov/services/probate-matters>

Request for Copies: Probatefilings@dcsc.gov

Tax Division

Attorneys and self-represented litigants can file documents electronically using Case File Express at <https://dc.casefilexpress.com/Login.aspx>. Self-Represented litigants can also email their pleadings or an image of their pleadings to TaxDocket@dcsc.gov and mail a check or money order for their filing fee to D.C. Superior Court, Tax Division, 500 Indiana Ave., NW, Suite 4100, Washington, DC 20001.

For questions, please contact the Tax Division at 202-879-1737 or by email at TaxDocket@dcsc.gov.

You can also contact the Clerk of the Superior Court Office at 202-879-1400 for questions.



