



Superior Court of the District of Columbia  
Notice of Clerk's Offices Operations  
Revised August 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 remotely by the Clerk's Offices. If you are not able to file your documents electronically, you can file stamp and place them in the drop box located next to the information booth on the first floor in the Moultrie Courthouse. 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**

Beginning August 11, 2020, tenants can pay cash for landlord-tenant protective order payments. Cash payments will be accepted on Tuesdays and Thursdays from 1:00 p.m. to 3:00 p.m. at the information booth located on the 1<sup>st</sup> 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 new 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

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

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

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 the documents. When requesting a certified copy via email please use “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 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 currently **cancelled** and parties are not to appear. All orders that have been issued directing parties to produce documents are continued.

The Office will issue separate orders that will reschedule all previously scheduled hearings, schedule hearings in new matters, and set new dates for production of documents. Where possible, hearings will be conducted remotely until the Court resumes onsite operations.

Be advised that all staff is currently teleworking and all documentation will be processed by staff remotely. Documentation may be submitted via email to [Auditor.Master@dcsc.gov](mailto:Auditor.Master@dcsc.gov) or mailed to: Office of the Auditor-Master, 500 Indiana Avenue NW, Washington, DC 20001.

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](mailto: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 can file documents electronically using CaseFileXpress at <https://dc.casefilexpress.com/Login.aspx>.
2. Self-Represented litigants without access to eFiling can file documents with an application for waiver of prepayment of cost (Fee Waiver Application) by emailing these documents to [Civilefilings@dcsc.gov](mailto:Civilefilings@dcsc.gov).
3. We are in the process of adding applications for name change, and petitions for death and birth certificate amendments to CaseFileXpress for eFiling. Until such time, you can submit these filings via email to [Civilefilings@dcsc.gov](mailto:Civilefilings@dcsc.gov) if filed with a Fee Waiver

Application. If you are not requesting fees to be waived you can mail the application or petition with the fee to: D.C. Superior Court, Civil Division, 500 Indiana Avenue, N.W., Washington, D.C. 20001.

- a. Fee Waiver Applications are available on our website at <https://www.dccourts.gov/services/judge-in-chambers/in-forma-pauperis-fee-waiver>. If your fees are waived, the clerk's office will send you information on how to submit the documents via eFiling.
4. 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.
5. 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.
6. 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](mailto:CivilDocket@dcsc.gov)

*Landlord and Tenant Branch:*

202-879-4879

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

Request for Copies: [L&TGroup@dcsc.gov](mailto:L&TGroup@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](mailto: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](mailto: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](mailto:CVCPOffice@dcsc.gov) for assistance with new and existing claims.

## **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 contact the office for questions about bond payments in cash.

Requests for certified copies should be submitted via email at [CriminalMotionSealTeam@dcsc.gov](mailto: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](mailto: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](http://www.probono.net/dccourts); or
3. emailing the filing to [domesticviolencemanagement@dcsc.gov](mailto: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](mailto: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](mailto:DVDhearings@dcsc.gov).

Fillable Forms are located on the DC Courts website at <http://www.dccourts.gov/services/forms?title=&combine>. For questions and to request a copy of documents please contact the office at 202-879-0157 or send an email to [domesticviolencemanagement@dcsc.gov](mailto:domesticviolencemanagement@dcsc.gov).

## 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 that 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](mailto: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 for an emergency (health insurance, child birth, immigration, etc.), please submit an email to [emergencycertifiedcopies@dcsc.gov](mailto: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/](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](http://www.dccourts.gov/jurorservices). Jurors can also email the completed questionnaire or an image of their completed questionnaire to [jurorhelp@dcsc.gov](mailto:jurorhelp@dcsc.gov).

The Jurors' Office is available to respond to questions by telephone at 202-879-4604, email at [jurorhelp@dcsc.gov](mailto: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.



## 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](mailto: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](mailto: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 5<sup>th</sup> 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](mailto:Probateinquiries@dcsc.gov)

#### Specific Guardianship Questions

Email: [GuardianshipAssistanceProgram@dcsc.gov](mailto:GuardianshipAssistanceProgram@dcsc.gov).

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

Request for Copies: [Probatefilings@dcsc.gov](mailto: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](mailto: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](mailto:TaxDocket@dcsc.gov).

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