



COURT  
SERVICES  
ONLINE


## Purchase Documents Online

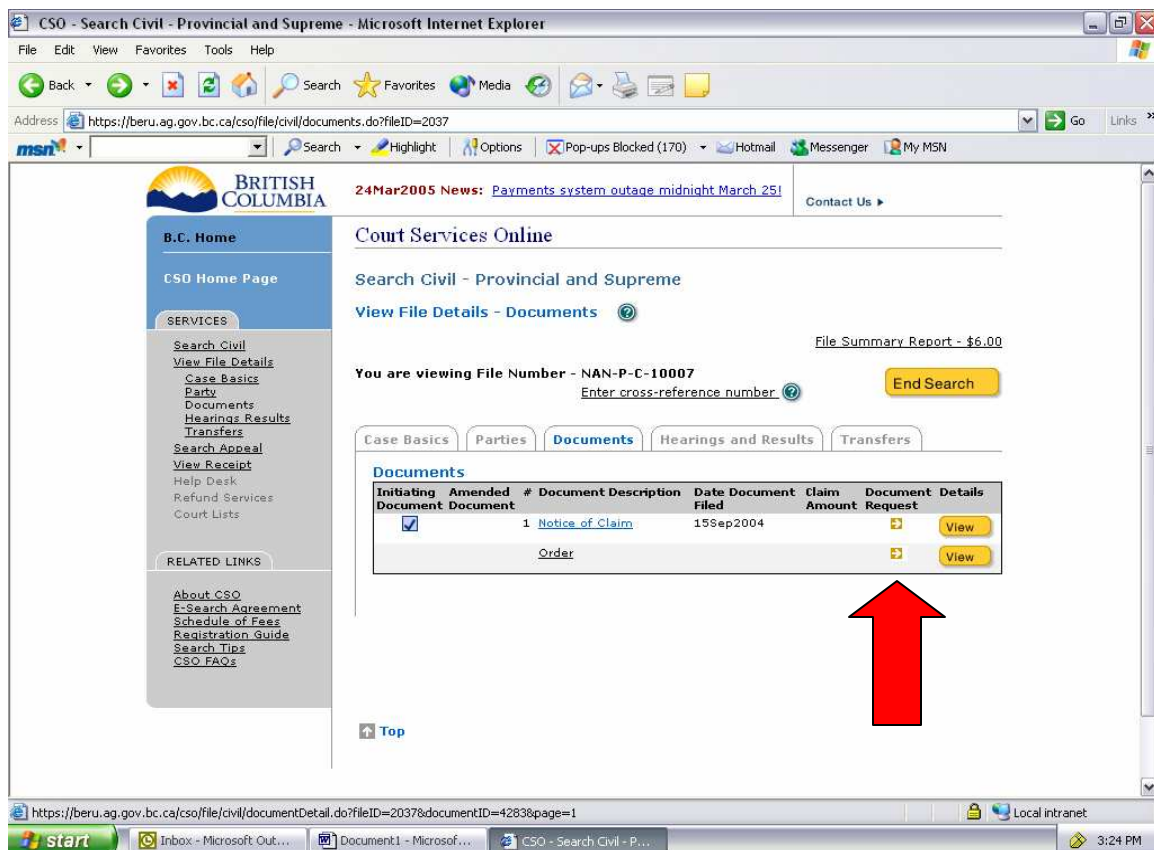
Court Services Online e-search has been successfully running since October 2004. Giving clients the ability to purchase copies of documents online is the next portion of functionality to be added to CSO e-Search.

With this addition, clients will be able to purchase documents that are currently viewable through e-Search. E-search displays all documents that are entered through CEIS and do not have a ban or restriction on access. However, CSO does not show any Provincial Family or Supreme Divorce files, so documents from these files will not be available.



Due to the fact that Affidavits are often lengthy documents (or have lengthy exhibits attached), clients will not be able to request copies of these.

### The steps to Purchase Documents Online:

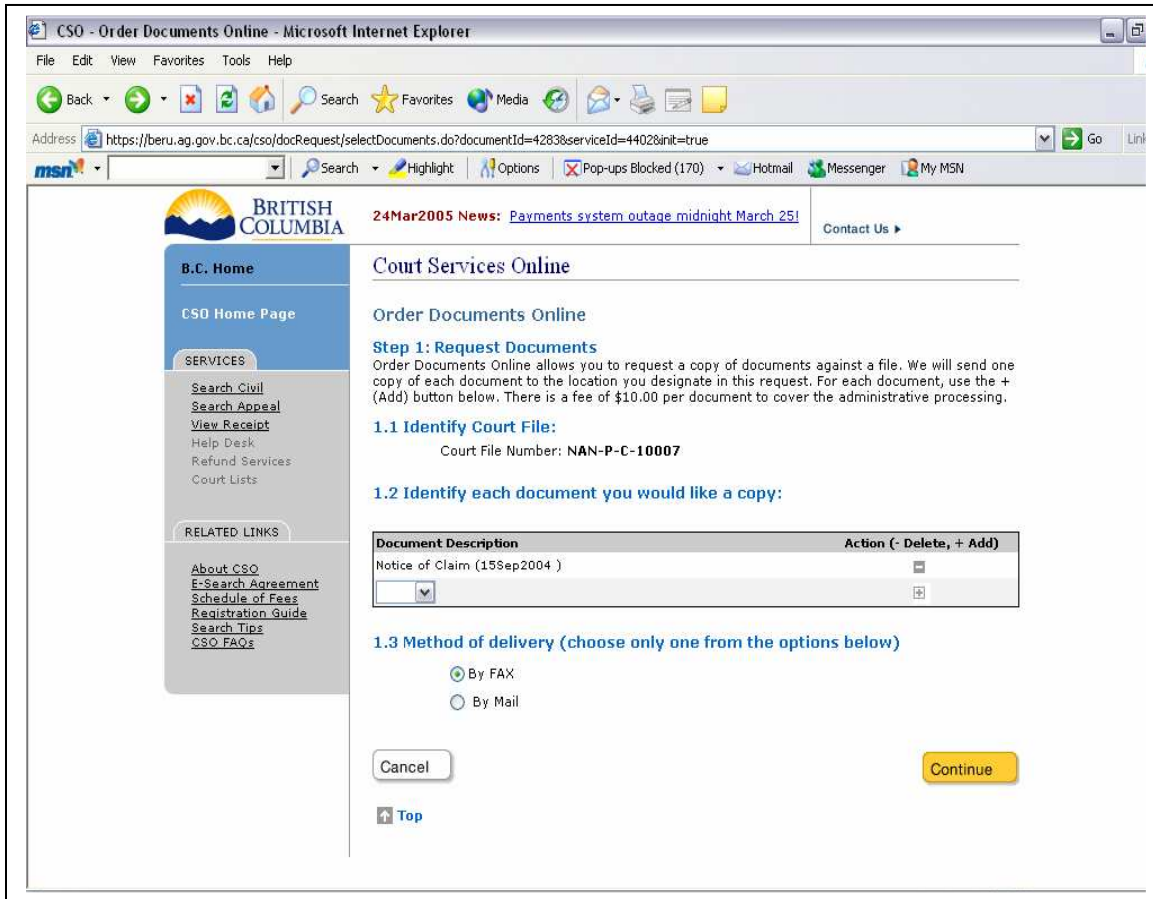
Conduct a search in CSO, select and **VIEW** a file; under the **DOCUMENTS** tab, you may then select a document that you wish to purchase a copy of. **Click the Document Request button**  in the same row as the document you wish to purchase. The following is an example of the process, complete with the screen shots:



The screenshot shows the CSO web application interface. The browser address bar displays the URL: <https://beru.ag.gov.bc.ca/cso/file/civil/documents.do?fileID=2037>. The page title is "Court Services Online" and the sub-header is "Search Civil - Provincial and Supreme". The "Documents" tab is selected, showing a table of documents for file number "NAN-P-C-10007".

Initiating Document	Amended Document	#	Document Description	Date Document Filed	Claim Amount	Document Request	Details
<input checked="" type="checkbox"/>		1	Notice of Claim	15Sep2004			<a href="#">View</a>
			Order				<a href="#">View</a>

A red arrow points to the "Document Request" button (document icon) for the "Notice of Claim" document.





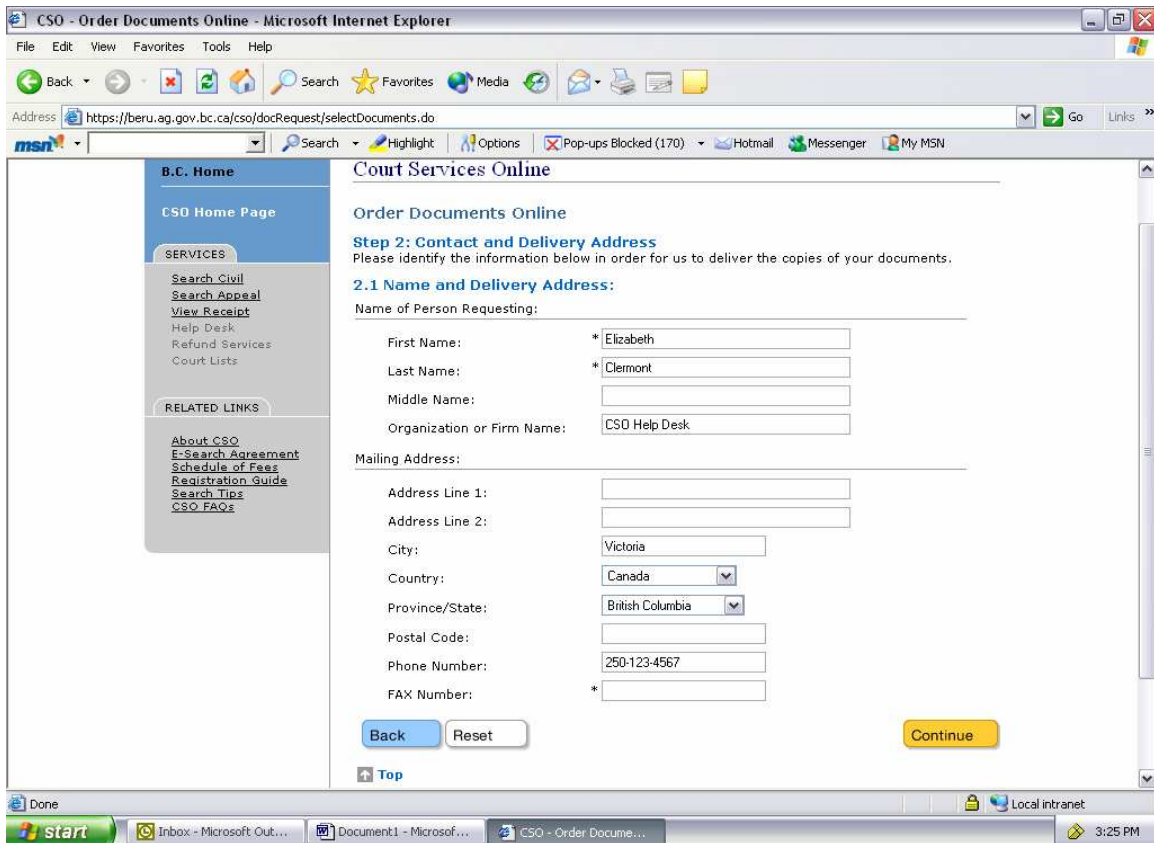
## **Step 1 : Request the Document**

**Step 1.1 – Identify Court File:** Indicates the file number you are in.

**Step 1.2 – Identify each document you would like a copy:** The document that you selected will appear in the first line. The drop down box below will allow you to order any additional documents from that same file. The Action Buttons will allow you to **delete** the selections that you have made, or **add** additional rows.

**Step 1.3 – Method of delivery (choose only one from the options below):** Select one of the options for delivery.


Click  to proceed to the next steps or  if you wish to cancel your request.


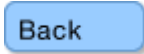


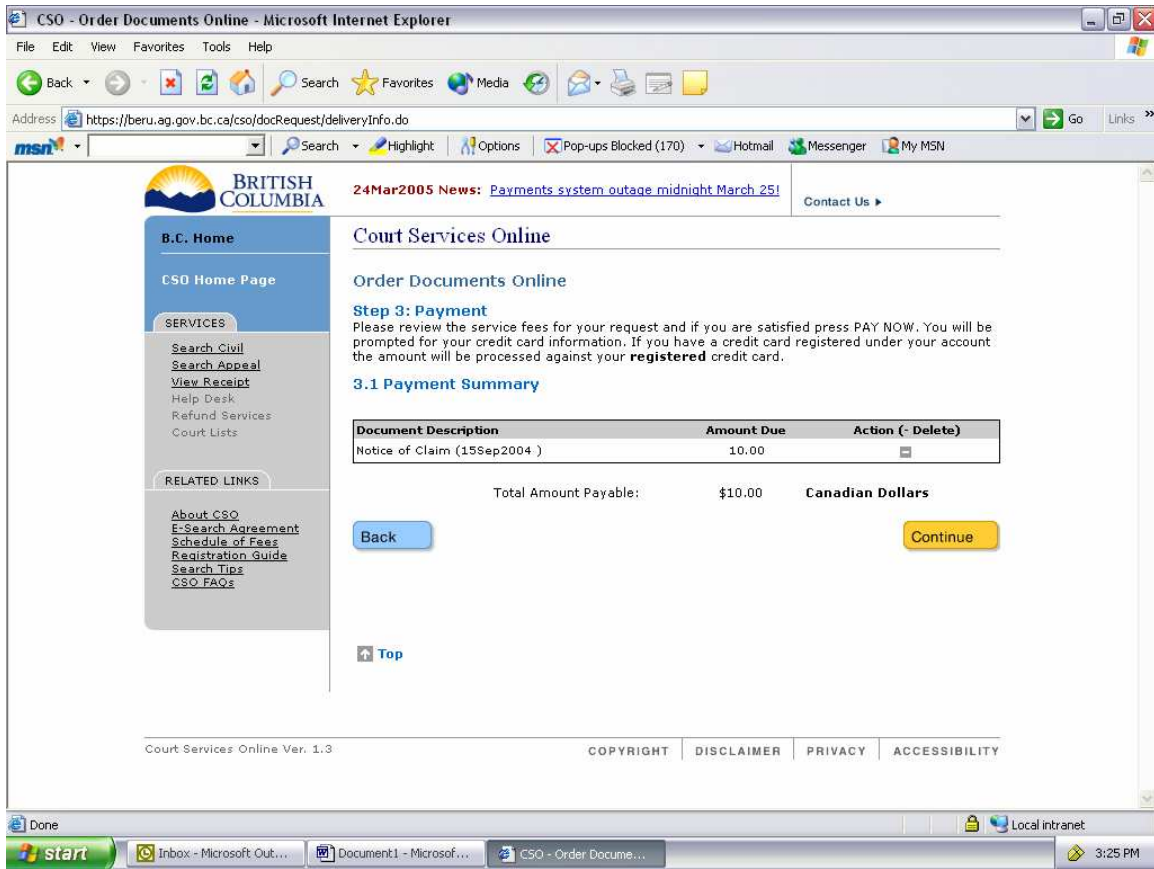
## Step 2: Contact and Delivery Address

**Step 2.1 Name and Delivery Address:** If you are a registered, logged in user, your information will populate through as you have outlined in your PROFILE (see My Profile). All other users simply enter your contact information, if you chose fax as your delivery method this is the only mandatory field, if you chose mail, your full address will be mandatory.

**QUICK TIP:** *Even if you chose fax, it's helpful for us to have your address if the fax doesn't go through we have an alternative delivery method.*

The  button will allow you to enter the information again or change any pre-populated fields.

Click  to proceed to the next Steps or  to reach the Cancel button.

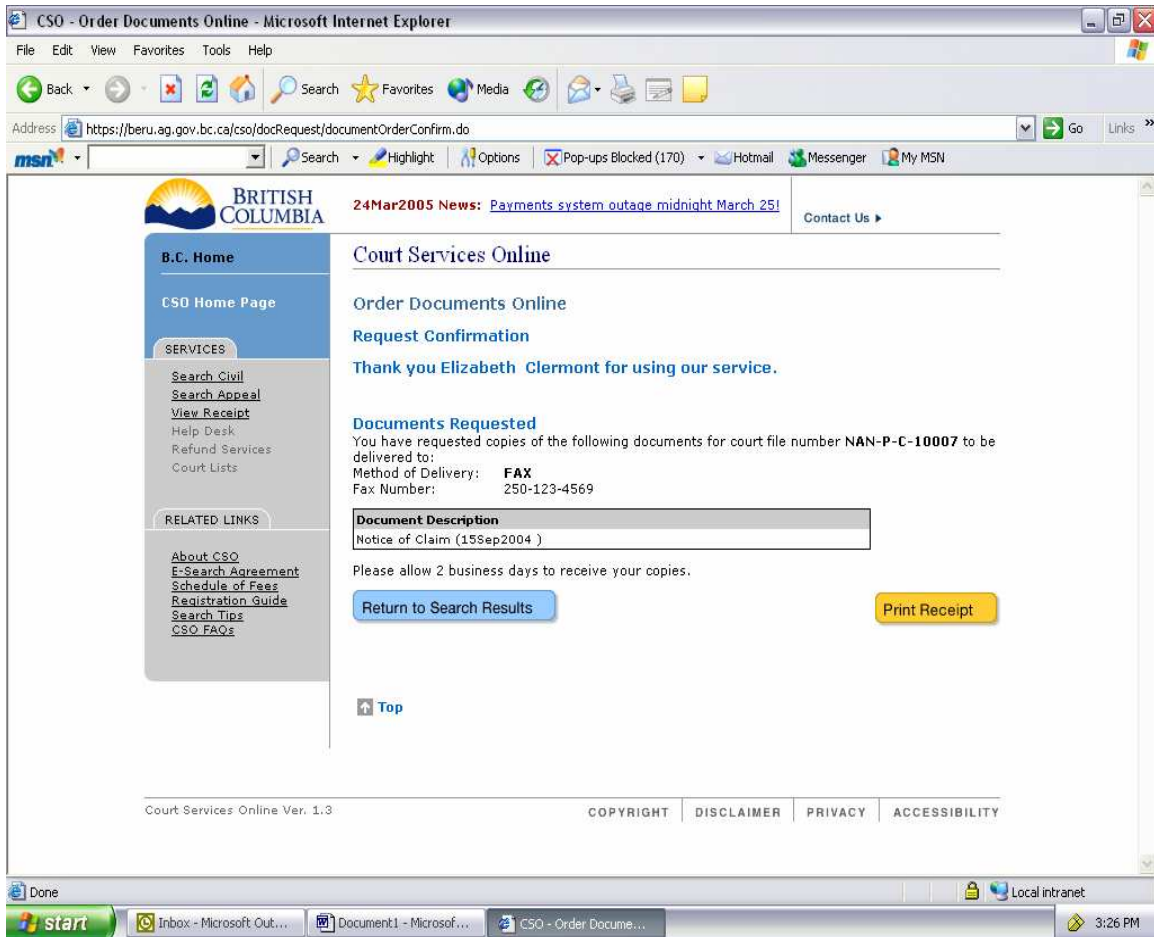


## Step 3: Payment

**Step 3.1 Payment Summary:** Please review the service fees for your request and if you are satisfied press **Pay Now** to proceed to the payment screen. There, you will be prompted for your credit card information.

Proceed as you do for e-Search payments, once you have the approved screen, click **Continue**

**Step 3.1 Payment Summary (Registered Users):** Please review the service fees and documents for your request and if you are satisfied, click the **Continue** button to proceed. The amount indicated will be processed against your registered credit card.



Your transaction is now complete; you may click [Return to Search Results](#) return to your search results or click [Print Receipt](#) to print your receipt.

If you have any question regarding this or any part of Court Services Online click [Contact Us](#) for contact information for the CSO Support Centre.