



One of my campaign goals is to deliver consistently exceptional customer service. We need your feedback to make sure we're hitting our target. I'm happy to announce the Customer Comment Form is now available on our website under "Popular Destinations". We want to ensure it is as easy as possible to receive your input. We value you as a customer; please take a few minutes to let us hear from you.

A friendly reminder about Minimization of Filing Sensitive Information, Rule 2.425, Fla.R.Jud.Admin. In Family Law we frequently see documents with sensitive information that should be omitted under the rule. The most common examples are children's names and dates of birth of both adults and children.

You may want to take advantage of free online e-filing training, hosted by the Florida Courts Clerks & Comptrollers, to assist attorneys, paralegals and support staff with e-filing and e-service training. The seminars will be held at noon on September 30, October 3, and October 9, 2013. To participate, go to the e-filing Resources Page of the Florida Bar's website.

*Wishing you and yours a great fall season! **Stacy***

THE BUTTERFIELD BRIEF September 2013

CIVIL E-FILING NEWS YOU CAN USE

Civil eFiling continues to be a success, with filings reaching a high in August of 35,349 documents. Please keep in mind that when you eFile a new case or subsequent documents, the Clerk's Office staff still must verify and process the work after it is received electronically from the ePortal. The documents will not appear on the case docket until they have been accepted in our local system. Once accepted, you will receive a second email from the ePortal with this status. Pursuant to Article V standards, 2-3 business days

are allowed for processing time after the received date. Business days are days staff are physically in the office and exclude weekends and holidays. For example, if you file a pleading on a Friday, it should show up in the case docket by Wednesday. If your filings are not on the docket after 3 business days, please contact the appropriate department.

Information relating to eFiling in Polk County can be found in the News & Information section of the portal as

well as on our website under "eFiling Information". Topics included are issuance of summons, proposed orders, and filing hard copies of original documents.

You may have noticed a recent change to our document groups as our office has implemented standards established by FCCC Best Practices and adopted by the Florida Courts eFiling Authority. The purpose of the standards is to provide consistency for filers who file in multiple counties.

LIKE US ON FACEBOOK <https://www.facebook.com/#!/polkcountyclerk?fref=ts>

You'll find information on eFiling and many topics relating to conducting business with the Clerk's Office. Please share our page!

CRIMINAL E-FILING UPDATE

Starting tomorrow, October 1, 2013, the Clerk's Office will be ready to accept criminal pleadings through the Florida Courts E-Portal. The Supreme Court's

most recent administrative order concerning criminal case E-Filing is found at www.floridasupremecourt.org/clerk/adminorders/2013/AOSC13-48.pdf

PASSPORT NEWS—SMILE!

What's important to us?

Your convenience.

On the horizon is a new service designed to save you time. Before the end of the year you will be able to have your passport photo taken at any of our three locations (Bartow, Lakeland and Northeast). Just one more way we "aim" to please.

NEW JURY SYSTEM DEBUT

This summer the Clerk's Office converted to a new and improved jury system we call JAS (Jury Application System). Advantages of this technology include:

- Less need for paper
- Reduced costs of printed jury summons
- Automatic address updating, resulting in less return mail
- Fast and accurate scanning of jury summons
- Faster juror check-in process on Mondays

We're excited about the new system and look forward to Phase II which will make the process even more efficient, accurate, and expeditious.

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DID YOU KNOW? E-Service is now available through the Florida Courts eFiling Portal for both Trial and Appellate Courts.