

Reference Guide for the CourtMail Subscriber

Keep this information as a reference for what to expect from CourtMail and what to do if you have questions or problems with your account.

• Delivery Time

For most express CourtMail clients (\$.35 per name), the daily records are sent to your email account automatically from our system prior to 8:00 a.m.

For any express accounts (\$.35 per name) that CourtMail representatives have to make adjustments to, delivery can be expected between 8:00 a.m. and 10:00 a.m.

For all edited accounts (\$.50 per name) that are scanned for accuracy and completeness each day delivery can be expected prior to 12:00 p.m.

No matter what type of account you have, you should always have your records before noon each weekday. If you do not have the records by noon and have not received any information from a CourtMail representative about the delay, please call or email us immediately so we can get them to you in a timely fashion.

You will receive a notice from CourtMail if there were no records found for you on a given day matching your selection of violations and counties. You should expect an email from CourtMail each business day that your account is active.

• Making Changes to Your Account

You are welcome to make changes to your CourtMail account whatever the need arises. This includes adding or removing violations and counties as well as turning your account off or on.

The best way to notify CourtMail of desired account changes is to send an email to dwyance@castlebranch.com with your request detailed so that we have a hard copy of your new preferences on file.

The changes will go into effect for the next business day if your request is received prior to 4:30 p.m. If it is received after that time, it will not take effect until the second business day.



You will receive a confirmation email from a CourtMail representative as soon as your requested changes have been made.

The master lists of all traffic, drug, and criminal violations available through the CourtMail system are available for your review. Call or email a CourtMail representative to request that a copy of these lists be faxed to your office.

• What to Do if You Have a Problem

Anytime there is a problem with your CourtMail records, please call a CourtMail representative as soon as possible at (910) 815-3880 ext. 7156 or send an email to dwyance@castlebranch.com to let us know. The sooner you make us aware of a problem, the sooner we are able to correct it and insure that you can utilize your records for that day.

• Information About Free Trial Accounts

The CourtMail free trial period runs two weeks from the first day that you receive a set of records. During this time, there is absolutely no charge for your records.

The day before your free trial ends, you will receive an email or phone call from CourtMail as a reminder. Your account will simply be turned off at this time if you do not respond with your intentions to continue with the program. Usually no additional paperwork is required to continue your account, although you may want to alter your selection of violations.

It is our goal to make CourtMail an easy and profitable venture for you and your business. Please do not hesitate to contact a CourtMail representative if you have questions or need assistance with your program. We will be happy to do anything within our capabilities to make CourtMail a true partner in the success of your business.

**Call today. (888) 723-4263
Get connected today.**

Visit us @ www.courtsearch.com and click on Court-Mail.