BC OnLine

Court Services Online User's Guide

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Typographic Conventions

Typographic conventions are used with the following meanings:

Screen names and field names are capitalized. For example:

In the Transaction screen, move to the Search field.

Buttons and other "clickable" items appear in bold. For example: Click **Submit**.

Required input (that you enter exactly as shown) appears in Courier font. For example:

Type: BC OnLine

Variable input (that you provide) appears in italic Courier font. For example:

Type your *Password*

System messages (and other screen output) appear in bold Courier font. For example:

PASSWORD CHANGE COMPLETED

Tips, Notes, Important Notes, Cautions, and Warnings appear as shown below:

Tip

A way to make your work easier.

Note

Further information about the current subject.

Important

An emphatic note about the current subject.

Caution

An important point that could prevent an inconvenience.

Warning

An important point that could prevent a financial loss, or loss of data.

Introduction

Court Services Online (CSO) lets you search for and file BC court documents online.

Before you can use CSO, you must register your organization's BC OnLine account and userids. See Registration on page 3.

There are two main CSO services:

- e-Search (see page 15) provides access to:
 - file details and court documents for Supreme Court civil and family matters and for Provincial Court Small Claims matters.
 - file details (but *not* court documents) for Court of Appeal matters and for Provincial Court criminal matters.
- e-File (see page 86) lets you file court documents online, and view the documents that you have submitted.

Authorized users in your organization can add, edit, or delete userid privileges in your account. See Manage Group Account on page 138.

CSO also provides:

- Free access to daily courts lists for Provincial Court Small Claims and Criminal, Supreme Court chambers, and Court of Appeal.
- The Filing Assistant. You can use the Filing Assistant to prepare Small Claims documents online. Once completed, you can save the form as a PDF document for e-filing or manual filing.

Introduction 2

Registration

Before your organization can use CSO, your BC OnLine *Prime Contact* must register your account. This is a one-time procedure for the Prime Contact. See Register Your BC OnLine Account on page 4.

The first time each user in your organization accesses CSO, they must go through a one-time registration process. See Register Your BC OnLine Userid on page 9.

Register Your BC OnLine Account

Your BC OnLine account's *Prime Contact* must accept the CSO *Electronic Services Agreement* and provide some information about your organization. This one-time procedure must be done *before* the other people in your account can access CSO.

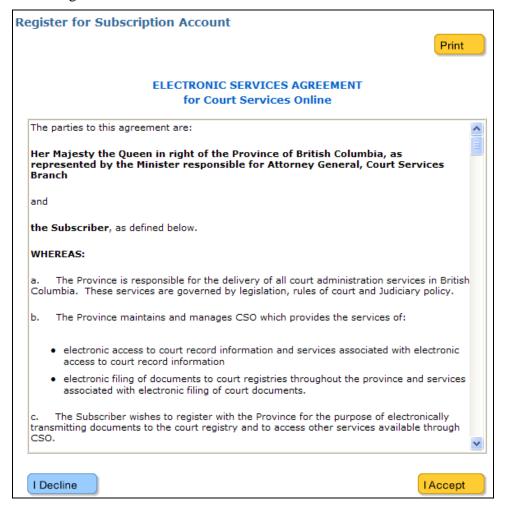
If you are the Prime Contact for your account, go to the BC OnLine home page, enter your BC OnLine User ID and Password, and click **Sign On**.



In the BC OnLine main menu, select Court Services Online and click Submit.

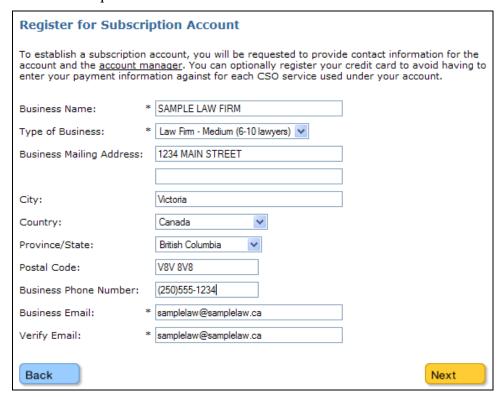


As your BC OnLine account's Prime Contact, you will be asked to accept the CSO *Electronic Services Agreement* on behalf of your account. Read the agreement on the screen, or click **Print** to print the agreement. Click **I Accept** or **I Decline** to accept or decline the agreement.



If you click **I** Accept, you will go to the Subscription Account Profile screen.

In the Subscription Account Profile screen, describe your organization. Fields marked with an asterisk are required.



After filling in this information, click **Next** to go to the Subscription Account Manager Profile screen.

In the Subscription Account Manager Profile screen, provide contact information for the person in your account who will manage CSO matters. Fields marked with an asterisk are required.



Check the box at the bottom of the screen, and CSO will send you important e-mail notifications about system upgrades, planned outages, and other matters.

After filling in this information, click **Next** to go to the Confirmation of Account Activation screen.

As your account's Prime Contact, you have registered your BC OnLine account with CSO. The other people in your account can now register their BC OnLine userids (see Register Your BC OnLine Userid on page 9).

Use your browser's Print button to print the Confirmation of Account Activation screen. You will need this information if you contact the BC OnLine Help Desk.

Register for Subscription Account

Thank you! Your subscription account has been processed. If you provided an email address please check your email.

Use the "Print" button to print a copy for your records. This information will be required if you need to contact our Help Desk. You can contact our help desk at 250-953-8200 OR by sending an email to bcolhelp@accessbc.com.

Service Type: CSO Subscription Account Registration

Date and Time: 14Sep2010

CSO Account Name: SAMPLE LAW FIRM

CSO Account Number: SA404
CSO Account Manager: Sample, Pat
CSO Client ID: CS645
CSO Client Name: Sample, Pat

Click **CSO Home Page** to end the registration.

The next time you choose Court Services Online from BC OnLine's main menu, you will go straight to the CSO Main Screen (see page 13).

Register Your BC OnLine Userid

After your organization's Prime Contact registers your BC OnLine *account* with CSO, each user in your account must register their BC OnLine *userid* with CSO. This is a one-time procedure that each user must complete.

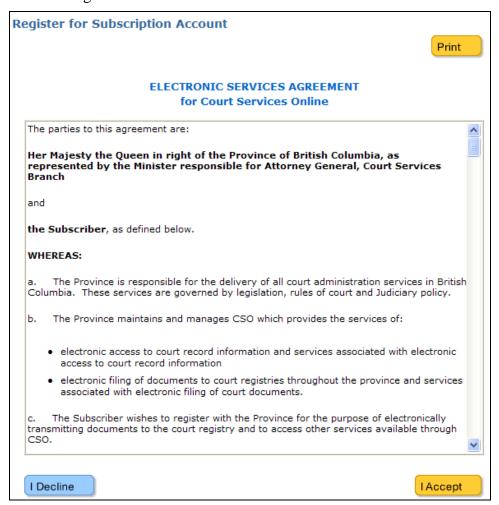
Go to the BC OnLine home page, enter your BC OnLine User ID and Password, and click **Sign On**.



In the BC OnLine main menu, select Court Services Online and click Submit.

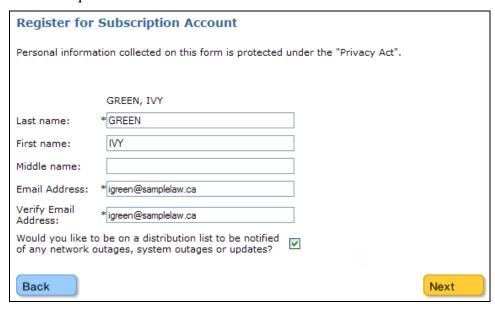


You will be asked to accept the CSO *Electronic Services Agreement*. Read the agreement on the screen, or click **Print** to print the agreement. Click **I Accept** or **I Decline** to accept or decline the agreement.



If you click **I Accept**, you will go to the User Profile screen.

In the User Profile screen, provide information about yourself. Fields marked with an asterisk are required.



Check the box at the bottom of the screen, and CSO will send you important e-mail notifications about system upgrades, planned outages, and other matters.

After filling in this information, click **Next** to go to the Confirmation of Account Activation screen.

Now you have established a connection between your BC OnLine userid and CSO.

Use your browser's Print button to print the Confirmation of Account Activation screen. You will need this information if you contact the BC OnLine Help Desk.

Register for Subscription Account

Thank you! Your subscription account has been processed. If you provided an email address please check your email.

Use the "Print" button to print a copy for your records. This information will be required if you need to contact our Help Desk. You can contact our help desk at 250-953-8200 OR by sending an email to bcolhelp@accessbc.com.

Service Type: CSO Subscription Account Registration

Date and Time: 10Sep2010

CSO Account Name: SAMPLE LAW CORPORATION

CSO Account Number: SA389

CSO Account Manager: SAMPLE, PAT (P)

CSO Client ID: CS644
CSO Client Name: GREEN, IVY

Click **CSO Home Page** to end the registration.

The next time you choose Court Services Online from BC OnLine's main menu, you will go straight to the CSO Main Screen (see page 13).

CSO Main Screen

The CSO main screen contains links to all of the system's functions.

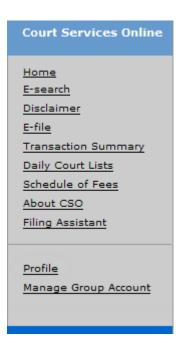


There are two main CSO services: e-Search and e-File.

- **e-Search** provides three search methods:
 - Search Civil lets you view file details and court documents for Supreme Court civil and family matters and for Provincial Court Small Claims matters.
 - **Search Appeal** lets you view file details (but not court documents) for Court of Appeal matters.
 - **Search Traffic/Criminal** lets you view file details (but not court documents) for Provincial Court traffic/criminal matters.
- **e-File** provides two options:
 - **Submit Package** lets you file a package of court documents online.
 - View Packages lets you view document packages that you have submitted.

Recent Packages at the bottom of the screen lists packages containing one or more documents that have not yet been filed by the registry. "Pending" packages are in the queue waiting to be processed. "Action Required" packages have either been rejected or returned to you for a "courtesy correction". You will see packages that you submitted, and packages that others in your organization have given you permission to access. You can page through the Recent Packages list, and click **View** to open a package for viewing.

CSO Main Screen 13



The navigation bar at the left of the screen provides another way to access e-Search and e-File, as well as the other parts of the Court Services Online system.

This documentation provides help for the following topics:

- e-Search (see page 15).
- e-File (see page 86).
- Transaction Summary (see page 124).
- Daily Court Lists (see page 129).
- Profile (see page 130).
- Manage Group Account (see page 138).

CSO Main Screen

e-Search

CSO's e-Search provides *general* access (for all CSO users) to:

- Provincial Court Small Claims information (and filed court documents).
- Supreme Court civil information (and filed court documents).
- Court of Appeal information (but **not** court documents).
- Provincial Court traffic/criminal information (but **not** court documents).

CSO's e-Search provides *restricted* access (for authorized CSO users) to information and filed court documents for:

- Supreme Court Family files.
- Files that are subject to a judicial order restricting access.

Note

See Appendix A: About Restricted Access Files on page 148.

The following files are **not** available through e-Search:

- Files prior to 1989.
- Victoria Supreme Court files prior to 2002.
- Provincial Court Family files (FRA, CFCSA, FMEP, etc.).
- Supreme Court adoption files.

For details on how to use e-Search, see:

- Search Civil (see page 18).
- Search Appeal (see page 51).
- Search Traffic/Criminal (see page 68).

e-Search 15

General Search Tips

The following tips apply to all CSO searches.

Complete and Incomplete Searches

The system returns a maximum of 300 search results. A "complete" search is one that returns up to 300 results. An "incomplete" search is one that exceeds 300 results. Incomplete search results might or might not contain the case you are looking for.

To reduce the number of results, you can add limiting criteria to your search. For example, a search for "Smith" would certainly exceed 300 results. A search for "Robert Smith" would return fewer results, and a search for "Robert Smith in Prince George between March 1 and March 5" would return fewer still. By adding search criteria to reduce the number of search results, you can achieve a complete search.

When a search exceeds 300 results, CSO will notify you and give you two choices: you can **refine** your search criteria and search again, or you can **continue** to view the incomplete search results.

With incomplete search results, the 300 cases are sorted so that those with viewable details appear at the top of the list. For example, if 400 cases match your search, and 100 of them have viewable details, the first 100 cases in the list will have viewable details, and the next 200 will not. Another 100 cases will not appear in the search results, but none of these will have viewable details.

The system uses ALL of your search criteria

Bear in mind that the system uses *all* of the search criteria that you enter. Each extra field that you fill in will reduce the number of search results.

Refine Search button

If your search returns too many files or too few files, try using the **Refine Search** button. This will return you to your last Search screen, with all the information you entered still there. You can add, change, or remove information to reduce or expand the scope of your search.

Match Types: Exactly or Partially

In name searches, two buttons let you control how the system matches your search criteria to court records:

Exactly looks for matches that are *exactly* the same as your search criteria. For example, if you enter Jones Mike, the system will search for Mike Jones, but not for Michael Jones. This method produces the most focused search results, but does not find name variations.

Partially looks for matches that *begin with* your search criteria. For example, if you enter Jones Mi, the system will search for Mike Jones, Michael Jones, Miles Jones, Mickey Jones, and so on. This method finds variations of your search criteria based on spelling, but might find too many names.

e-Search 16

Location field

You can use the Location field's drop-down list to restrict your search to a specific registry location. If you leave the Location field blank, the system will search all registry locations.

Level field

You can use the Level field's drop-down list to restrict your search to Provincial Court or Supreme Court files. If you are looking for a Court of Appeal file, you must use Search Appeal rather than Search Civil. For example, searching for a party named *Smith* and selecting a level of *Provincial* will look for all files where the surname is Smith **and** the level is Provincial. This search will not find any files where the surname is Smith and the level is Supreme. If you leave the Level field blank, the system will search both levels.

Class field

You can use the Class field's drop-down list to restrict your search to files of a specific file class. For example, if you search for a party named *Smith* and select a class of *Bankruptcy*, the search results will display only bankruptcy files. If you leave the Class field blank, the system will search all file classes.

Provincial classes include Motor Vehicle Accidents and Small Claims.

Supreme classes include Bankruptcy, Caveat, Divorce, Enforcement Proceedings, Family Law Proceedings, Foreclosure, Motor Vehicle Accidents, Probate, and Supreme Civil (General).

The classes that appear in the Class drop-down list are determined by the setting of the Level field (i.e., Provincial or Supreme). If neither level is selected, the Class list will display all classes.

Date fields

You can use the Date fields to restrict your search to a range of dates. For example, if you suspect that a file was opened sometime in June, you can search from June 1 to June 30.

Note

By providing these additional criteria, you are being more specific in your search and increase the chances that the system may not find what you are looking for. Generally, it is a good idea to start with few criteria, and add more if you receive too many results.

e-Search 17

Search Civil

Search Civil lets you search for Provincial Court Small Claims, and Supreme Court civil matters. It costs \$6.00 to view detailed information for a file, and an additional \$6.00 to view all online documents that are associated with a file. For documents that are not online (that exist only as paper) you can request to have copies faxed or mailed to you for \$10.00 per document.

To start, click **Search Civil** under CSO Services to go to the e-Search Home Page.



This page provides an overview of all of the search methods you can choose from.



There are five Search Civil methods. For details, see:

- Search Civil by Party Name on page 19.
- Search Civil by Deceased Name on page 24.
- Search Civil by File Number on page 29.
- Search Civil by Date Range on page 34.
- Search Civil by My Restricted Access on page 38.

Search Civil by Party Name

To search by party name: a) click the **Party Name** tab, b) choose Exactly or Partially, c) choose Individual, Organization, or Both, d) fill in some search criteria, and e) review the search results.

The system classifies a *party* as either an individual or an organization. You can limit your search to the names of individuals or the names of organizations, or you can search both individuals and organizations at the same time. Your search should be *wide* enough to include the file you want, but *narrow* enough to exclude too many similar names. For example:

- An Individual search for *Smith* in all of BC would find hundreds of results. A search for *Robert Oscar Smith* in *Prince George* might not find any results.
- An Organization search for *Western* in all of BC might find hundreds of results. A search for *Western Pickle Forks Inc* in *Prince George* might not find any results.

CSO provides a number of optional settings (click **Use More Search Fields**) that you can use to fine-tune your searches. It is usually a good idea to start with only one or two fields, then add more fields if there are too many search results.

For an Individual search:

- Only the Last Name field is required.
- If you choose Partially, enter only the first part of the Last Name. For example, to search for the last name *Anderson*, you could enter *Ander* but not *derson*.

For an Organization search:

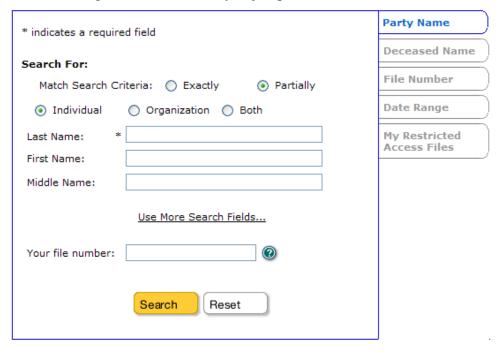
- Only the Organization Name field is required.
- If you choose Partially, enter only the first part of the name. If you enter *Brady Fish*, the system might find *Brady Fish and Chips* or *Brady Fishing Expeditions* but will not find *The Brady Fish Store* or *Frank Brady Fishing Expeditions* (because these do not start with *Brady Fish*).
- The system searches all organization names, including *doing business as* name, *also known as* name, and any legal representative names that are entered against the court file.
- For numbered corporations, use only the number. If a number contains a space, be sure to include it. For example, the number 348 219 (with a space) is different from the number 348219 (without a space).

For all searches:

- The system will find only files that match *all* of your search criteria.
- Make sure to include apostrophes, hyphens, and periods if the name contains them. For example, *O'Brian* is different from *Obrian*, *Fife-Brown* is different from *Fife Brown*, and *St. Denis* is different from *St Denis*.
- The less information you enter, the faster (and wider) your search will be.
- See General Search Tips on page 16 for more information.

Search Civil by Party Name Instructions

The tabs at the right of the screen let you jump to the other Search Civil methods.



Match Search Criteria: choose Exactly or Partially.

Caution

If a filed document contains a party name with a typographical error or a variant spelling, this spelling may be used in the system. If this is the case, an Exact search might not find the file you are looking for. It is usually best to use **Partially**.

Choose Individual, Organization, or Both.

Search by Individual Name

Last Name (required)

If you chose Exactly, enter the individual's complete *last name*. If you chose Partially, enter only the *first part* of the name.

First Name (optional)

Enter the individual's *first* name (or the first part of the name). If you are not sure of the name or how it is spelled, it is best to leave this field blank in order to maximize the search results.

Middle Name (optional)

If you need to narrow a search for a common last name (e.g., Smith) you can enter the individual's *middle name* (or the first part of the middle name). If you are not sure of the name or how it is spelled, it is best to leave this field blank in order to maximize the search results.

Search by Organization Name

Organization Name (required)

If you chose Exactly, enter the organization's complete *name*. If you chose Partially, enter only the *first part* of the name.

Search by Both Individual and Organization Name

Name (required)

If you chose Exactly, enter the complete last name or organization name. If you chose Partially, enter only the *first part* of the name.

Note

You can enter an organization's name or an individual's surname, but you cannot enter an individual's first name or middle name.

More Search Fields

Click **Use More Search Fields...** to access these optional fields.

Location (optional)

Choose the court registry location where the case is currently filed. If you are unsure of the location, leave the field blank to search all locations.

Note

Cases may move between locations.

Level (optional)

Choose a level of court for the case: Supreme or Provincial. If you are unsure of the level, leave the field blank to search all levels.

Class (optional)

Choose a file class (e.g., Civil General, Motor Vehicle, Probate, etc.) from the drop-down list. If you are unsure of the class, leave the field blank to search all classes.

Party Role (optional)

Select a role from the drop-down list. If you are unsure of the role, leave the field blank to search all party roles.

Date File Opened — From — To – (optional)

If you know the approximate date that a file was opened, you can limit your search to a date range. The format is ddmmmyyyy (for example, 12MAY2008).

Click the calendar icons to select a date range using your mouse.

Click **Use Fewer Search Fields...** to close these optional fields.

Your File Number

This is the same as BC OnLine's Folio field. You can enter your own internal case number or client number. Whatever you enter here will appear on your CSO receipt and your BC OnLine statement.

Click **Search** to go to the Search Civil by Party Name Results screen (see page 22).

Search Civil by Party Name Results

This screen displays all files that match the search criteria you entered in the Search by Party Name screen. Please note:

- You can scroll up and down to find the file you want.
- If there is more than one page of results, you can click **Next** to view the next page.
- You can use your browser's Find command to look for a word or name on the current page.
- If there are too many files, or if the file you want does not appear, you can click **Refine Search** to change your search criteria.
- Provincial Family and Supreme Adoption files will not appear in any search results.
- Supreme Family files will appear, but access will be restricted. See Appendix B: Requesting Access in e-Search on page 151.
- If a file does not have a View button, access to file details is not permitted through e-Search.



A brief description of each column is provided below:

Last Name, First Name, Style of Cause

The name that matched your search criteria (as it appears in filed documents). Beneath the name, in italics, is the "style of cause". This is the name of the case, derived from the names of the first party for each side of the case as they appear on the originating document (e.g., Smith v. Jones).

Note

This column might not show the names of all of the parties for the file. It only displays the name matching your search criteria and the names of the parties that make up the style of cause.

Classification of File

Type of file as classified by the registry.

Court Location

The court registry location where the case is currently filed.

File Number

The numeric component of the file number.

Date File Opened

The date on which the document that started the case was filed.

View

If file details are available, you can click **View** to go to the Search Civil Payment Screen (see page 41). If you require access to a restricted file, you will go to the Create Access Request screen (see Initiating an Access Request in e-Search on page 152). If a file does not have a View button, access to file details is not permitted through e-Search.

Search Civil by Deceased Name

This method searches only Probate and Caveat files based on a deceased person's name.

To search by a deceased person's name: a) click the **Deceased Name** tab, b) choose Exactly or Partially, c) fill in some search criteria, and d) review the search results.

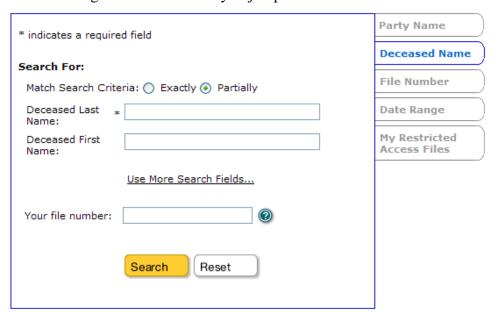
Your search should be *wide* enough to include the file you want, but *narrow* enough to exclude too many similar names. For example, a search for *Smith* in all of BC might find too many results. A search for *Oscar Smith* in *Prince George* might not find any results. CSO provides a number of optional settings you can use to fine-tune your searches. It is usually a good idea to start with only one or two fields, then add more fields if there are too many search results.

When you search by deceased name:

- Choose a match type (Exactly or Partially).
- Only the Deceased Last Name field is required.
- The system will find only files that match *all* of your search criteria.
- If you choose Partially, enter only the first part of the Last Name. For example, to search for the last name *Anderson*, you could enter *Ander* but not *derson*.
- Make sure to include apostrophes, hyphens, and periods if the name contains them. For example, *O'Brian* is different from *Obrian*, *Fife-Brown* is different from *Fife Brown*, and *St. Denis* is different from *St Denis*.
- See General Search Tips on page 16 for more information.

Search Civil by Deceased Name Instructions

The tabs at the right of the screen let you jump to the other Search Civil methods.



Choose your Match Search Criteria: Exactly or Partially.

Caution

If a filed document contains a party name with a typographical error or a variant spelling, this spelling may be used in the system. If this is the case, an Exact search might not find the file you are looking for. It is usually best to use **Partially**.

Deceased Last Name (required)

If you chose Exactly, enter the deceased individual's complete *last name*. If you chose Partially, enter only the *first part* of the name.

First Name (optional)

Enter the deceased individual's first name (or the first part of the name). If you are not sure of the name or how it is spelled, it is best to leave this field blank in order to maximize the search results.

More Search Fields

Click **Use More Search Fields...** to access these optional fields.

Date File Opened — From — To – (optional)

If you know the approximate date that a file was opened, you can limit your search to a date range. The format is ddmmmyyyy (for example, 12MAY2008).

Click the calendar icons to select a date range using your mouse.

Click Use Fewer Search Fields... to close these optional fields.

Your File Number

This is the same as BC OnLine's Folio field. You can enter your own internal case number or client number. Whatever you enter here will appear on your CSO receipt and your BC OnLine statement.

Click **Search** to go to the Search Civil by Deceased Name Results screen (see page 27).

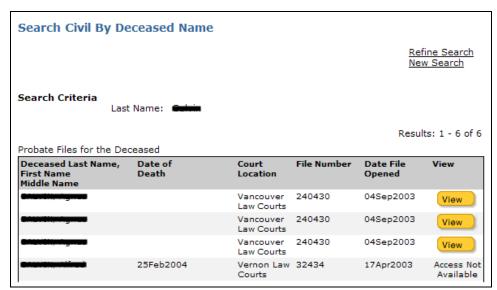
Search Civil by Deceased Name Results

This screen displays an index of any Probate files or Caveat files that match the search criteria you entered in the Search by Deceased Name screen.

Please note:

- Only Probate and Caveat files will appear in the search results.
- You can scroll up and down to find the file you want.
- If there is more than one page of results, you can click **Next** to view the next page.
- You can use your browser's Find command to look for a word or name on the current page.
- If there are too many files, or if the file you want does not appear, you can click **Refine Search** to change your search criteria.

The system lists all Probate files first, then all Caveat files. Click the page numbers or **Next** to see all the search results.



Probate search results will show:

Deceased Last Name, First Name, Middle Name

The name that matched your search criteria (as it appears in filed documents).

Date of Death

The date of death as it was provided on the initiating document.

Court Location

The court registry location where the case is currently filed.

File Number

The numeric component of the file number.

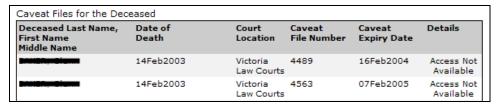
Date File Opened

The date on which the file was initiated.

View

If file details are available, you can click **View** to go to the Search Civil Payment Screen

(see page 41). If you require access to a restricted file, you will go to the Create Access Request screen (see Initiating an Access Request in e-Search on page 152). If a file does not have a View button, access to file details is not permitted through e-Search.



Caveat search results will show:

Deceased Last Name, First Name

The name that matched your search criteria (as it appears in filed documents).

Date of Death

The date of death as it was provided on the initiating document.

Court Location

The court registry location where the case is currently filed.

Caveat File Number

The numeric component of the file number.

Caveat Expiry Date

The date on which the caveat will expire.

View

If file details are available, you can click **View** to go to the Search Civil Payment Screen (see page 41). If you require access to a restricted file, you will go to the Create Access Request screen (see Initiating an Access Request in e-Search on page 152). If a file does not have a View button, access to file details is not permitted through e-Search.

Search Civil by File Number

To search by file number: a) click the **File Number** tab, b) enter a file number, c) optionally enter more search criteria, and d) review the search results.

This is the easiest civil search method if you know the court file number of the case you are looking for. The file number will have four components separated by dashes. The last component of the file number is the number that you enter.

For example, in the file number VLC-P-M-012345678:

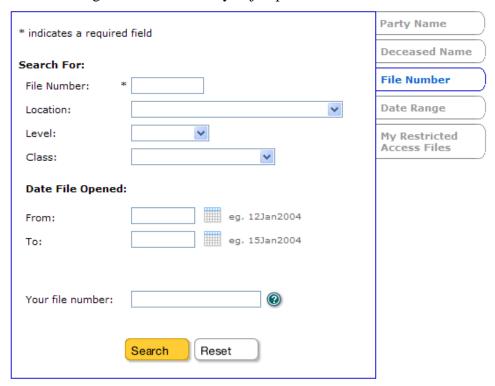
- VLC is the court registry *location*.
- P is the *level* of court (Supreme or Provincial).
- M is the *class* of court filing (e.g., motor vehicle, bankruptcy, etc).
- 012345678 is the *part of the file number* that you enter (up to 13 numbers or letters).

When you search by file number:

- Only the File Number field is required.
- Enter the file number component *exactly* as it appears on the document.
- The Location, Level, and Class fields are all optional. Leave these blank if you want to maximize the number of files returned.
- The system will find only files that match *all* of your search criteria.
- See General Search Tips on page 16 for more information.

Search Civil by File Number Instructions

The tabs at the right of the screen let you jump to the other Search Civil methods.



File Number (required)

Enter the court file number, up to 13 digits or characters.

Location (optional)

Choose the court registry location where the case is currently filed. If you are unsure of the location, leave the field blank to search all locations.

Note

Cases may move between locations.

Level (optional)

Choose the level of court (Supreme or Provincial) from the drop-down list. If you are unsure of the level, leave this field blank to search both levels.

Class (optional)

Choose a file class (e.g., Civil General, Motor Vehicle, Probate, etc.) from the drop-down list. If you are unsure of the class, leave the field blank to search all classes.

Date File Opened — From — To – (optional)

If you know the approximate date that a file was opened, you can limit your search to a date range. The format is ddmmmyyyy (for example, 12MAY2008).

Click the calendar icons to select a date range using your mouse.

Your File Number

This is the same as BC OnLine's Folio field. You can enter your own internal case number

or client number. Whatever you enter here will appear on your CSO receipt and your BC OnLine statement.

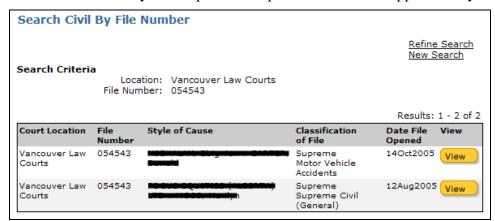
Click **Search** to go to the Search Civil by File Number Results screen (see page 32).

Search Civil by File Number Results

This screen displays all files that match the search criteria you entered in the Search by File Number screen.

Please note:

- If you specified a location, level, and class as part of your search criteria, you should see only one file. If you did not specify a location, level, and class you may see multiple results.
- You can scroll up and down to find the file you want.
- If there is more than one page of results, you can click **Next** to view the next page.
- You can use your browser's Find command to look for a word or name on the current page.
- If there are too many files, or if the file you want does not appear, you can click **Refine Search** to change your search criteria.
- Provincial Family and Supreme Adoption files will not appear in any search results.



A brief description of each column is provided below:

Court Location

The court registry location where the case is currently filed.

File Number

The numeric component of the file number.

Note

As shown in the example above, more than one case can have the same File Number component, but these cases will always be in a different Court Location or have a different Classification of File.

Style of Cause

The name of the case, derived from the names of the first party for each side of the case as they appear on the originating document (e.g., Smith v. Jones). This does not display all named parties to the file.

Classification of File

The class of file for the level of court. These are predetermined classes set out by the court registry. For example, Supreme, Motor Vehicle, or Provincial Small Claims.

Date File Opened

The date on which the file was initiated.

View

If file details are available, you can click **View** to go to the Search Civil Payment Screen (see page 41). If you require access to a restricted file, you will go to the Create Access Request screen (see Initiating an Access Request in e-Search on page 152). If a file does not have a View button, access to file details is not permitted through e-Search.

Search Civil by Date Range

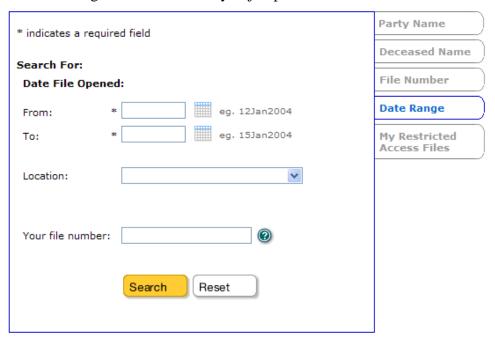
To search by date range: a) click the **Date Range** tab, b) fill in some search criteria, and c) review the search results.

When you search by date range:

- You can search for Small Claims or Supreme Court Civil files that were initiated during the date range you choose.
- You can search *all* locations, or restrict the search to a *single* location.
- The maximum date range you can search is seven consecutive calendar days (including weekends and holidays).
- You can *reduce* the seven-day date range by changing the From and To fields, but you cannot *expand* the date range past seven days. Reducing the date range to less than seven days will reduce the number of search results.
- See General Search Tips on page 16 for more information.

Search Civil by Date Range Instructions

The tabs at the right of the screen let you jump to the other Search Civil methods.



Date File Opened — From — To – (required)

If you know the approximate date that a file was opened, you can limit your search to a seven-day (or less) date range. The format is ddmmmyyyy (for example, 12MAY2008).

Click the calendar icons to select a date range using your mouse. Make sure that you set the From and To fields to seven days (or less) apart.

Location (optional)

Choose the court registry location where the case is currently filed. If you are unsure of the location, leave the field blank to search all locations.

Note

Cases may move between locations.

Your File Number

This is the same as BC OnLine's Folio field. You can enter your own internal case number or client number. Whatever you enter here will appear on your CSO receipt and your BC OnLine statement.

Click **Search** to go to the Search Civil by Date Range Results screen (see page 36).

Search Civil by Date Range Results

This screen displays all files that match the search criteria you entered in the Search by Date Range screen.

Please note:

- You can scroll up and down to find the file you want.
- If there is more than one page of results, you can click **Next** to view the next page.
- You can use your browser's Find command to look for a word or name on the current page.
- If there are too many files, or if the file you want does not appear, you can click **Refine Search** to change your search criteria.
- Provincial Family and Supreme Adoption files will not appear in any search results.



A brief description of each column is provided below:

Court Location

The court registry location where the case is currently filed.

File Number

The numeric component of the file number.

Style of Cause

The name of the case, derived from the names of the first party for each side of the case as they appear on the originating document (e.g., Smith v. Jones). This does not display all named parties to the file.

Classification of File

Type of file as classified by the registry.

Date File Opened

The date on which the file was initiated.

View

If file details are available, you can click **View** to go to the Search Civil Payment Screen (see page 41). If you require access to a restricted file, you will go to the Create Access Request screen (see Initiating an Access Request in e-Search on page 152). If a file does not have a View button, access to file details is not permitted through e-Search.

Search Civil by My Restricted Access

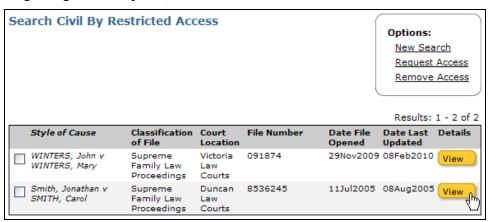
Note

See Appendix A: About Restricted Access Files on page 148.

In the e-Search home page, the **Search Civil By** box contains an option that lets you view and manage your restricted access files. Click **My Restricted Access**.



This screen displays all restricted files for which you have requested access (including both pending and granted requests).



Please note:

- You can scroll up and down to find the file you want.
- If there is more than one page of results, you can click **Next** to view the next page.
- You can use your browser's Find command to look for a word or name on the current page.

The Options box provides a number of things you can do with the displayed files:

- To request access for someone else, click a box on the left to select a file, then click **Request Access** in the Options box. You will go to the "Add an Access Request" screen (see Initiating an Access Request in e-Search on page 152).
- To *remove access*, click a box on the left to select a file, then click **Remove Access** in the Options box. See Removing Your Access to Restricted Files on page 40.

To view a file, click the **View** button in the Search Civil By Restricted Access screen. If your access request has been completed, you will go to a payment screen. After payment, the file will be open for viewing. If your access request is pending, you will see the instructions for completing the request.

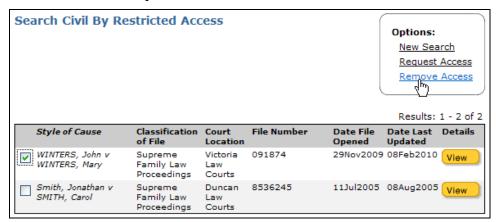
Tip

Normal e-Search service fees apply to viewing restricted files. To save time and money, always check Date Last Updated column. If the date has not changed since the last time you viewed file details, then nothing has been added to the file. If the date has changed, you might want to view the file and find out what has been added.

Removing Your Access to Restricted Files

You can remove your access to a restricted file, or you can remove the access of a person you added. You might want to do this if the matter is concluded, or if you are no longer involved with the file.

In the Search Civil By Restricted Access screen, select the file you want, then click **Remove Access** in the Options box.



The Remove Authorization screen shows details of your restricted access and, if you are a lawyer, the restricted access that you have authorized for others in your CSO account.



In the Action column, click the **Remove** link next to the names you want removed.

Note

If counsel for a party removes their access, any user who has an access request authorized by the counsel will also be automatically removed.

Search Civil Payment Screen

When you click a **View** button on one of the Search Results screens, you will come to the Payment screen.



This page displays the total amount payable in Canadian funds. Click **Continue with Purchase** to view details of the file you selected. The service fee will be applied to your BC OnLine account, and will appear on your next BC OnLine statement.

After you pay, the system will display the file details. See View Civil File Details on page 42.

View Civil File Details

This screen displays details of the file you selected in one of the Search Results screens. The file number you selected appears at the top of the screen.



Five tabs let you jump to different sections of the file details you are viewing. See:

- Case Basics on page 43.
- Parties on page 44.
- Documents on page 45.
- Hearings and Results (Terms of Order) on page 49.
- Transfers on page 50.

In the File Options box, you can click:

- **File Summary Report** to generate a *Civil Summary Report* (there is an additional \$6.00 charge for this optional service). The report is a formatted PDF version of all of the file details available through e-Search.
- **Request Documents** to jump to the Documents tab, where you can order any documents that are on file for this case. See Documents on page 45.
- New Search to go back to the Search Civil page, where you can start again.
- **Back to Search Results** to return to your previous search results page, where you can select another file to view.
- Enter your file number to add or change your own internal case number or client number to this search (if you forgot to add your file number when you were on the search screen). This is the same as BC OnLine's Folio field -- whatever file number you enter here will appear on your CSO receipt and your BC OnLine statement.

Case Basics

This tab displays basic information for the file you selected.



The Case Basics screen displays:

Date File Opened

The date on which the file was initiated.

Style of Cause

The name of the case, derived from the names of the first party for each side of the case as they appear on the originating document (e.g., Smith v. Jones). This does not display all named parties to the file.

Location

The court registry location where the case was filed.

Level of Court

Provincial or Supreme.

Class of Court

Type of file as classified by the registry.

Initiating Document

The type of document that initiated the file.

Parties

This tab lists the parties on the file and their roles. The list is sorted alphabetically by party name.



The Parties list displays:

Party name

Each party name as it appears in filed documents. You can click any of the name links to view additional details (if they are part of the file). Date Entered: The date when the party was added to the file. Also Known As Names: Any additional names for the party in documents filed at the registry. Other Legal Representatives For Party: The party's other legal representatives.

Note

Party names may appear more than once with different spellings. This can happen when a name is spelled multiple ways on documents filed at the registry.

Role of Party On File

The party's role on the file.

Counsel Name/Counsel Phone

The party's counsel name and telephone number (if they have been provided).

Note

Where there is a change of counsel, the information on the name of counsel may not be current if counsel have not yet filed a notice of change of solicitor.

Documents

This tab lists documents that have been filed and accepted by a court registry. If a document has not been accepted by a court registry, it will not appear in this list.



The Documents list displays:

Initiating Document

A checkbox indicates the initiating document. Typically, there will be only one.

Amended Document

A checkbox indicates a document for which an amended version has been filed.

#

A sequential number assigned by the registry to each document entered in the file.

Document Description

The type of document that has been filed. Click any of the Document Description links to view additional details (if they are part of the file). Date Filed: The date that the document was accepted by the registry. Filing Parties: Who filed the document. Hearings for Document: Each hearing that has been scheduled for the *document* (to see a list of all hearings for the *file*, view the Hearings and Results tab).

Date Document Filed

The date when the document was filed, or the date the order was granted.

Claim Amount

If the registry entered a claim amount for the file, it will appear here. This usually applies to Small Claims matters.

Document Request

If a document has been e-filed or scanned by the registry, it may be available online in PDF format. You can click **View** to view an online file immediately. If the document is only available as paper, you can click **Request** to request a copy by fax or mail. See Viewing and Requesting Documents on page 46. If a document is not available through e-Search, neither link will appear.

Note

Some document types (such as affidavits) will not have a View or Request link, as they are not available through e-Search.

Viewing and Requesting Documents

It costs \$6.00 to view and download all online PDF documents that are associated with a file. For documents that are not online (that exist only as paper) you can request to have copies faxed or mailed to you for \$10.00 each.

View, Print, and Save Online PDF Documents

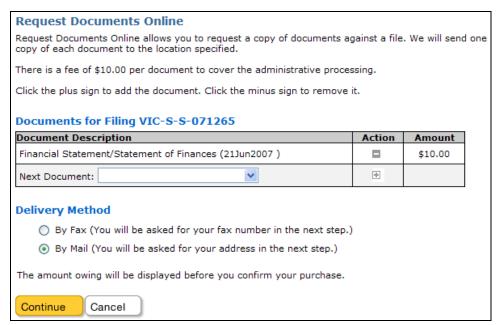
If one or more documents are available online in PDF format, you can click **View** in the Document Request column. This will take you to the Search Civil Payment Screen (see page 41). A single \$6.00 charge lets you to view *all* online PDF documents associated with the current file. You will need software (e.g., Adobe Acrobat or Acrobat Reader) to view, print, and save the PDF documents.

Requesting Documents

If a document is not available online as a PDF file, you can click **Request** to request a copy by fax or mail.



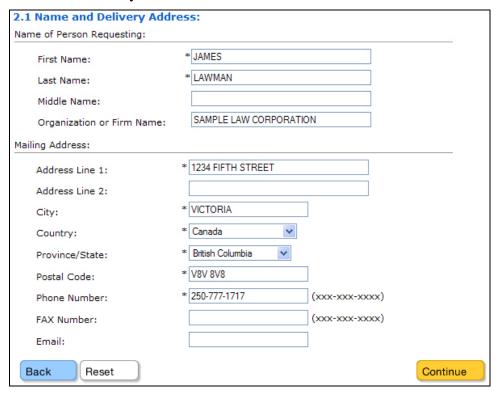
When you click **Request**, you will see the first of three Request Documents Online screens.



The document you requested shows in the table. Click the drop-down list to see all of the other documents you can request for this file. Click a document to select it, then click (add) in the Action column to add it to your list. To remove one of the documents you have selected, click (delete).

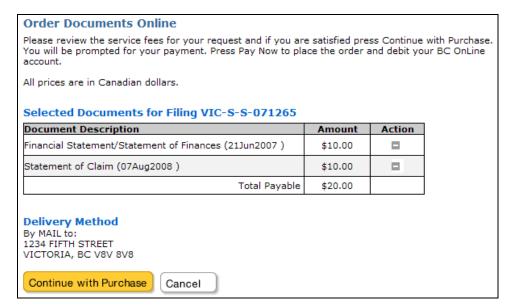
When you have selected all the documents that you want to request, specify a delivery method: fax or regular mail.

Click **Continue** when you have finished with this screen.

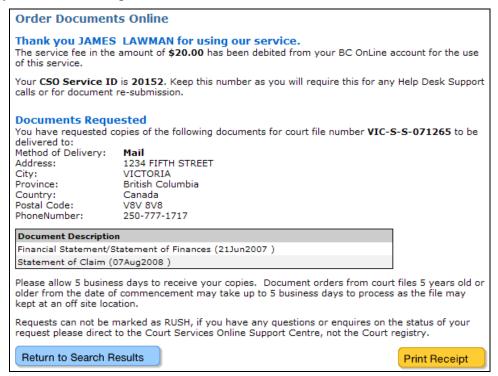


The second screen lets you specify a destination for the document(s). Your default name and address will appear in the screen, but you can change the information if you want the documents sent elsewhere. If you request FAX delivery, enter the FAX number manually.

You can click **Back** to return to the first screen, or **Reset** to clear all the fields and start again. Click **Continue** when you have finished with this screen.



The third screen lists the documents you have requested, and shows the cost (\$10.00 per document). In the Action column, you can click (delete) to remove a document from the list. You can click **Cancel** to cancel the request, or **Continue with Purchase** to proceed to the Payment screen. When you have paid, you will see a summary screen, showing details of your document request.



Make note of this information. We suggest that you click **Print Receipt** to generate a PDF receipt that you can save and/or print.

Hearings and Results (Terms of Order)

This tab lists all hearings that have been scheduled or have already taken place.



For each hearing, the list displays:

Hearing Date

The date of the hearing.

Hearing Time

The time the hearing is scheduled to begin.

Hearing Location

The court location for the hearing.

List Type for the Hearing

The court list where the hearing will appear. CSO provides access to court lists -- see Daily Court Lists on page 129 for details.

Document Description

All documents that are scheduled for the hearing are shown, with the document sequence number and document description.

Reason

The reason for the hearing.

Result

The result of the hearing.

Canc.

"Y" indicates that the scheduled hearing or trial was cancelled. This will usually be blank.

Terms of Order

Short free-form notes describing an order made during the hearing. Where a copy of the order is available online, the terms of order will indicate that you can "View electronic image for terms of order".

Transfers

This tab lists all transfers between court registries.



For each transfer, the list displays:

Date Transferred

The date the file was transferred.

Transfer Type

The type of transfer (In or Out).

Transfer Reason

The reason for the transfer.

Location Transferred From

The registry location that the hearing was transferred from.

Location Transferred To

The registry location that the hearing was transferred to.

Date Transfer Accepted

The date that the transfer was accepted.

Original File Number

The original registry's file number.

New File Number

The new registry's file number.

Search Appeal

Search Appeal lets you search for BC Court of Appeal cases. Note that file details are available only for appeals filed *after* January 1, 2004. Also note that there is no access to Court of Appeal documents online.

It costs \$6.00 to view detailed information for a file.

To start, click **Search Appeal** under CSO Services to go to the e-Search Home Page.



This page provides an overview of all of the search methods you can choose from.



There are two Search Appeal methods. For details, see:

- Search Appeal by Case Number on page 52.
- Search Appeal by Party Name on page 55.

e-Search: Search Appeal 51

Search Appeal by Case Number

To search by case number: a) click the **By Case Number** tab, b) enter a case number for an appeal filed after January 1, 2004, and c) review the search results.

If you know the case number, this is the most direct way to use Search Appeal.

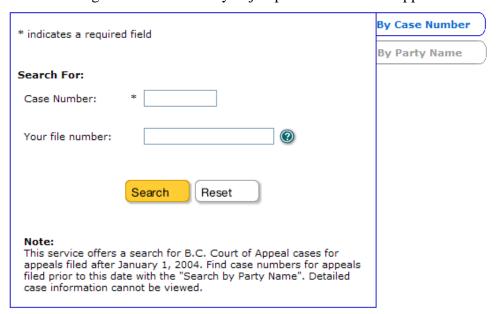
When you search by case number:

- Enter the case number *exactly* as it appears on the document.
- Note that a special rule applies to Victoria filings that begin with the letter "V". For these case numbers only, enter "V0" (that's V zero) followed by the four-digit case number. For example, V01234.
- For all other Court of Appeal cases, enter CA##### or CAO##### or just the five-digit case number ##### (where # is a number).

e-Search: Search Appeal 52

Search Appeal by Case Number Instructions

The tabs at the right of the screen let you jump between Search Appeal methods.



Case Number (required)

Enter the case number as either V0 (V zero as noted above) or two letters, followed by some numbers. For example, V098765 or CA12345.

Your File Number

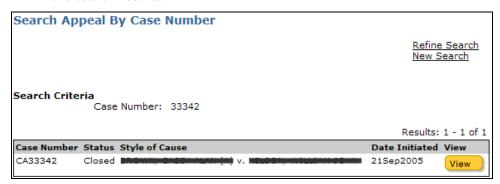
This is the same as BC OnLine's Folio field. You can enter your own internal case number or client number. Whatever you enter here will appear on your CSO receipt and your BC OnLine statement.

Click **Search** to go to the Search Appeal by Case Number Results screen (see page 54).

Search Appeal by Case Number Results

This screen displays all files that match the search criteria you entered in the Search Appeal by Case Number screen. Please note:

- If the file you want does not appear, you can click **Refine Search** to change your search criteria.
- Details of appeals initiated before January 1, 2004 cannot be viewed.
- Any appeal that has a ban on publication or other search restriction will not appear in the search results.



A brief description of each column is provided below:

Case Number

The case number for the appeal.

Status

Whether the appeal is Active, Inactive, or Closed.

Style of Cause

The name of the file that is the subject of the appeal.

Date Initiated

The date on which the appeal was filed.

View

If file details are available, you can click **View** to go to the Search Appeal Payment Screen (see page 60). Details of appeals initiated before January 1, 2004 cannot be viewed.

Search Appeal by Party Name

To search by party name: a) click the **Party Name** tab, b) choose Individual or Organization, c) fill in some search criteria, and d) review the search results.

The system classifies a *party* as either an individual or an organization. You can limit your search to the names of individuals or the names of organizations. Your search should be *wide* enough to include the file you want, but *narrow* enough to exclude too many similar names. For example:

- A Civil *and* Criminal search for *Smith* might return more results than you would want to review.
- A Civil search for *Robert Oscar Smith* would return far fewer results.

For all searches:

- This search method is always set to *Partially*. To widen a search, you can enter only the first part of an Individual name or Organization name.
- The system will find only files that match *all* of your search criteria.
- Make sure to include apostrophes, hyphens, and periods if the name contains them. For example, *O'Brian* is different from *Obrian*, *Fife-Brown* is different from *Fife Brown*, and *St. Denis* is different from *St Denis*.
- The less information you enter, the faster (and wider) your search will be.
- See General Search Tips on page 16 for more information.

For an Individual search:

- Only the Last Name field is required. It is usually a good idea to start with just a
 last name, then add first name, type, status, and/or role fields if there are too many
 search results.
- To widen a search, you can enter only the first part of the Last Name. For example, to search for the last name *Anderson*, you could enter *Ander* but not *derson*.

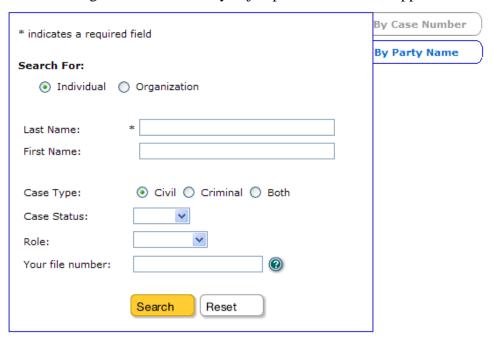
For an Organization search:

- Only the Organization Name field is required.
- To widen a search, you can enter only the first part of the Organization name. For example, if you enter *Brady Fish*, the system might find *Brady Fish and Chips* or *Brady Fishing Expeditions* but will not find *The Brady Fish Store* or *Frank Brady Fishing Expeditions* (because these do not start with *Brady Fish*).
- The system searches all organization names, including *doing business as* name, *also known as* name, and any legal representative names that are entered against the court file.
- For numbered corporations, use only the number. If a number contains a space, be sure to include it. For example, the number 348 219 (with a space) is different from the number 348219 (without a space).

e-Search: Search Appeal 55

Search Appeal by Party Name Instructions

The tabs at the right of the screen let you jump between Search Appeal methods.



Choose Individual or Organization.

Search by Individual Name

Last Name (required)

You must specify all or part of a name.

First Name (optional)

Enter the individual's *first* name (or the first part of the name). If you are not sure of the name or how it is spelled, it is best to leave this field blank in order to maximize the search results.

Search by Organization Name

Organization Name (required)

Enter the organization's name, or just the first part of the name.

All Searches

Case Type (optional)

Select civil cases only, criminal cases only, or both civil and criminal.

Case Status (optional)

You can select the case's status from the pull-down menu. If you are unsure of the status, leave the field blank to search all.

e-Search: Search Appeal

Role (optional)

You can select the individual's role from the pull-down menu. If you are unsure of the role, leave the field blank to search all.

Your File Number

This is the same as BC OnLine's Folio field. You can enter your own internal case number or client number. Whatever you enter here will appear on your CSO receipt and your BC OnLine statement.

Click **Search** to go to the Search Appeal by Party Name screen (see page 58).

e-Search: Search Appeal

57

Search Appeal by Party Name Results

This screen lists all cases that match your search by party name. You can scroll up and down the list to find the case you are interested in.

Please note:

- Details of appeals initiated before January 1, 2004 cannot be viewed.
- Any appeal that has a ban on publication or other search restriction will not appear in the search results.
- If your search exceeds 300 results, or if the file you want does not appear, you can click **Refine Search** to change your search criteria.
- You can use your browser's Find command to find a word in a long list.



To view a case, click the **View** button beside the one you want. Any case that is not available for viewing will not have a View button.

A brief description of each column is provided below:

Case Number / Type

The case number. The case type (Civil or Criminal) appears below the case number.

Style of Cause

The name of the case, derived from the names of the first party for each side of the case as they appear on the originating document (e.g., Smith v. Jones). This does not display all named parties to the file.

Status

Whether the case is active, closed, inactive, or stayed.

Party

The party name that matched your search criteria, as it appears in filed documents.

Date Initiated

The date on which the appeal was filed.

Role

The role of the specified party in the appeal.

View

If file details are available, you can click **View** to go to the Search Appeal Payment Screen (see page 60). If a file does not have a View button, access to file details is not permitted through e-Search.

Search Appeal Payment Screen

When you click a **View** button on one of the Search Results screens, you will come to the Payment screen.



This page displays the total amount payable (including taxes) in Canadian funds. Click the **Continue with Purchase** button in order to view the contents of the file you selected. The charge will be applied to your BC OnLine account, and will appear on your next BC OnLine statement.

When you pay, the system displays details of the file you chose to view. See View Appeal Case Details on page 61.

View Appeal Case Details

This screen displays file details for the case you selected in one of the Search Results screens. The case number you selected appears at the top of the screen.



Five tabs let you jump to different sections of the case details you are viewing. See:

- Case Basics on page 62.
- Parties on page 64.
- Filings on page 65.
- Court on page 66.
- Chambers on page 67.

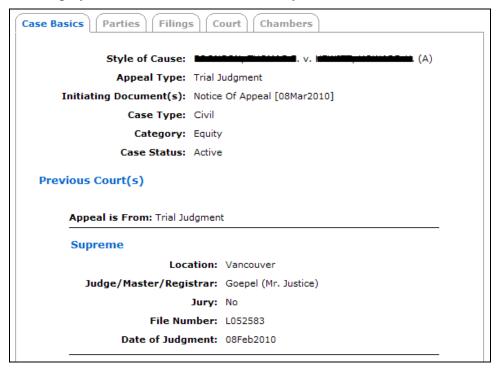
In the File Options box, you can click:

- Case Summary Report to generate an *Appeal Case Summary Report* (there is an additional \$6.00 charge for this optional service). The report is a formatted PDF version of all of the case details available through e-Search.
- New Search to go back to the search method page, where you can start again.
- **Back to Search Results** to go back to your previous search results page, where you can select another file to view.
- Enter your file number to add or change your own internal case number or client number to this search (if you forgot to add your file number earlier, when you were on the search screen). This is the same as BC OnLine's Folio field -- whatever file number you enter here will appear on your CSO receipt and your BC OnLine statement.

e-Search: Search Appeal 61

Case Basics

This tab displays basic information for the case you selected.



Depending on the case, some or all of the following items will appear under Case Basics:

Style of Cause

The name of the case, derived from the names of the first party for each side of the case as they appear on the originating document (e.g., Smith v. Jones). This does not display all named parties to the file.

Appeal Type

Where the appeal originates (e.g., Appeal from Statutory Body, Conviction & Sentence, Trial Judgment, etc).

Initiating Document(s)

The document that was filed to initiate the appeal. The date on which the document was filed is also shown.

Case Type

Identifies whether this is a civil appeal or a criminal appeal.

Category

What area of law this appeal is concerned with, as shown on the initiating document (e.g., Civil Procedure, Family Law, Commercial, Real Property, etc).

Case Status

Whether the case is active, closed, inactive, or stayed.

Close Date

The date on which the case was closed (appears only if the case status is closed).

Disposition

The result of the appeal (appears only if the case status is closed).

Date Re-Opened

The date on which the case was re-opened (appears only if the case was closed and then re-opened).

Reason for Re-opening

The reason for re-opening the case (appears only if the case was closed and then re-opened).

The Previous Court(s) section will display:

Appeal is From

The type of decision that is the subject of the appeal.

Location

The court location where the previous judgment was given.

Judge/Master/Registrar

The name and salutation of the adjudicator who made the decision that is the subject of the appeal.

Jury

Whether a jury was involved in the decision that is the subject of the appeal.

File Number

The previous court file number.

Civil appeals also will display:

Date of Judgment

The date the previous decision was made.

Criminal appeals also will display:

Date of Conv/Acq

The date of conviction or acquittal in the previous court.

Date of Sentence

The date sentencing occurred in the previous court.

Charge

The charge considered in the previous court.

Sentence

The sentence handed down from the previous judgment

Parties

This tab lists the parties in the case and their roles.



The Parties screen has two main parts: one for the appellant, the other for the respondent.

Appellant(s)

One or more appellant names, followed by the appellant's role in the previous court, and their lawyer(s) and law firm (s).

Respondent(s)

One or more respondent names, followed by the respondent's role in the previous court, and their lawyer(s) and law firm (s).

Note

If a party is self-represented, the Lawyer and Law Firm headings will not appear.

Filings

This tab lists all of the documents that have been filed at the registry.



The Filings list displays:

Date Filed

The date on which the document was filed at the registry.

Filing

The type of document filed.

Filed By

The name of the person who filed the document

Formats

The format in which the document was filed (E=electronic, P=paper).

Volumes

The number of volumes in the document filed.

Copies

The number of copies of the document that were filed.

The list is presented according to filing date, with the most recent at the top.

Court

This tab lists all court hearings that have been scheduled or have already taken place. Appearances are listed by Hearing Date, with the most recent first.



The Hearings section displays:

Hearing Date

Date on which the hearing occurred or is scheduled to occur.

Type of Court Hearing

The nature of the hearing, most commonly Hearing of Appeal.

Location

The court location where the hearing took place, or is scheduled to take place.

Appearance Results

Judge

The names of the judges who sat at this hearing.

Judgment Type

The type of judgment: Oral, Written, or Reserved.

Decision

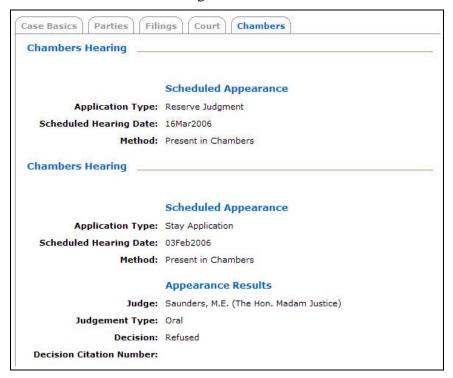
The outcome of the appeal.

Decision Citation Number

A unique reference number assigned to a Court of Appeal decision. Not all decisions are assigned a number.

Chambers

This tab lists all chambers hearings that have been scheduled or have already taken place.



For each **scheduled appearance**, the list displays:

Application Type

The type of application presented at the hearing.

Scheduled Hearing Date

The date the hearing occurred or is scheduled to occur.

Method

Whether the party was Present in Chambers or appeared via video or tele-conference.

The list also displays **appearance results**. (If no results have been entered, this section will not appear).

Judge

The name of the judge who heard the application.

Judgment Type

The type of judgment: Oral, Written, or Reserved.

Decision

The outcome of the hearing.

Decision Citation Number

A unique reference number assigned to a Court of Appeal decision. Not all decisions are assigned a number.

Search Traffic/Criminal

Search Traffic/Criminal lets you search for Provincial Court criminal matters or offences charged through a violation ticket, such as traffic offences. There is no charge to view detailed information for a file.

To start, click **Search Traffic/Criminal** under CSO Services.



This page provides an overview of all of the search methods you can choose from.



There are three Search Traffic/Criminal methods. For details, see:

- Search Traffic/Criminal by Participant Name on page 69.
- Search Traffic/Criminal by File Number on page 72.
- Search Traffic/Criminal by Agency Name on page 75.

Search Traffic/Criminal by Participant Name

To search by an individual's name: a) click the **By Participant Name** tab, b) choose Exactly or Partially, c) choose Individual or Organization, d) choose Current or Alias, e) fill in some search criteria, and f) review the search results.

Your search should be *wide* enough to include the file you want, but *narrow* enough to exclude too many similar names. For example, a search for *Smith* in all of BC would find hundreds of results. A search for *Robert Oscar Smith* in *Prince George* might not find any results. CSO provides a number of optional settings you can use to fine-tune your searches. It is usually a good idea to start with only one or two fields, then add more fields if there are too many search results.

For an Individual search:

- The individual that you search for must be the accused (you cannot search by other participants in the case such as a lawyer or a witness).
- If you choose Exactly, only the Last Name field is required.
- If you choose Partially, the Last Name field is required *and* you must enter at least one letter in the First Name field.
- If you choose Partially, enter only the first part of the Last Name. For example, to search for the last name *Anderson*, you could enter *Ander* but not *derson*.

For an Organization search:

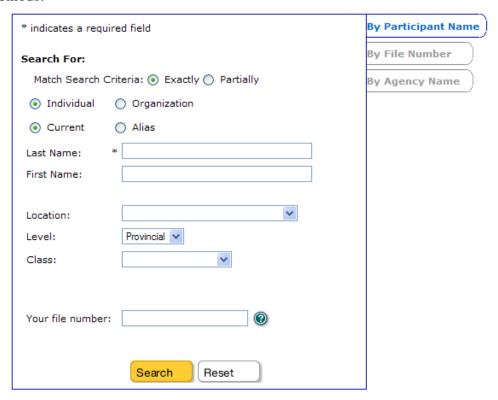
- The organization that you search for must be the accused (you cannot search by other participants in the case such as a lawyer or a witness).
- Only the Organization Name field is required.
- If you choose Partially, enter only the first part of the name. If you enter *Brady Fish*, the system might find *Brady Fish and Chips* or *Brady Fishing Expeditions* but will not find *The Brady Fish Store* or *Frank Brady Fishing Expeditions* (because these do not start with *Brady Fish*).
- For numbered corporations, use only the number. If a number contains a space, be sure to include it. For example, the number 348 219 (with a space) is different from the number 348219 (without a space).

For all searches:

- The system will find only files that match all of your search criteria.
- Make sure to include apostrophes, hyphens, and periods if the name contains them. For example, *O'Brian* is different from *Obrian*, *Fife-Brown* is different from *Fife Brown*, and *St. Denis* is different from *St Denis*.
- The less information you enter, the faster (and wider) your search will be.
- See General Search Tips on page 16 for more information.

Search Traffic/Criminal by Participant Name Instructions

The tabs at the right of the screen let you jump to the other Search Traffic/Criminal methods.



Match Search Criteria: choose Exactly or Partially.

Caution

If a filed document contains a name with a typographical error or a variant spelling, an Exact search might not find the file you are looking for. It is usually best to use **Partially**.

Choose **Individual** or **Organization** to limit your search to the names of individuals or the names of organizations.

Choose **Current** or **Alias** to limit your search to the accused individual's current legal name or an alias. The "Current" name is the name that the enforcement agency has identified as the name of the accused on the document that initiates the criminal file. The document may also identify aliases, which are also recorded in the system.

Search by Individual Name

Last Name (required)

If you chose Exactly, enter the individual's complete *last name*. If you chose Partially, enter only the *first part* of the name *and* enter at least one letter in the First Name field.

First Name (required if Partially selected)

Enter the individual's *first* name (or the first part of the name). If you are not sure of the name or how it is spelled, it is best to leave this field blank in order to maximize the search results. If you chose Partially, you must enter at least one letter.

Search by Organization Name

Organization Name (required)

If you chose Exactly, enter the organization's complete name. If you chose Partially, enter only the *first part* of the name.

All Searches

You can fill in these optional fields to reduce your search results.

Location (optional)

Choose the court registry location where the case is currently filed. If you are unsure of the location, leave the field blank to search all locations.

Note

Cases may move between locations.

Level (optional)

Only information from traffic/criminal matters at the Provincial Court level is available at this time.

Class (optional)

Choose a file class (i.e., Adult or Ticket) from the drop-down list. Adult will search only criminal files. Ticket will search only traffic or other violation ticket offences. If you are unsure of the class, leave the field blank to search both classes.

Your File Number

This is the same as BC OnLine's Folio field. You can enter your own internal case number or client number. Whatever you enter here will appear on your CSO receipt and your BC OnLine statement.

Click **Search** to go to the Search Traffic/Criminal Results screen (see page 77).

Search Traffic/Criminal by File Number

To search by court file number: a) click the **By File Number** tab, b) fill in some search criteria, and c) review the search results.

This is the easiest search method if you know the court file number. The number may contain numbers or a combination of numbers and letters. Every file number will have an identifying numeric component followed by a dash and another number. To search by file number, enter all of the numbers that appear before the dash. Do not enter any letters or dashes.

For example, in the file number 12345-2-ZBZ

• 12345 is the *file number* that you enter.

In the file number AH28372019-1

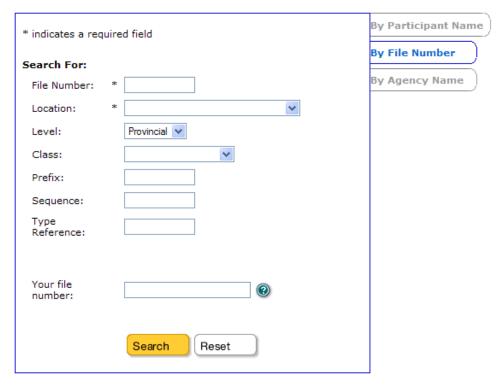
• 28372019 is the *file number* that you enter.

When you search by file number:

- Both the File Number and Location fields are required.
- Enter the file number component *exactly* as it appears on the document.
- The other fields are optional. Leave these blank if you want to maximize the number of files returned.
- The system will find only files that match *all* of your search criteria.

Search Traffic/Criminal by File Number Instructions

The tabs at the right of the screen let you jump to the other Search Traffic/Criminal methods.



File Number (required)

Enter the court file number.

Location (required)

Choose the court registry location where the case is currently filed.

Note

Cases may move between locations.

Level (optional)

Only information from traffic/criminal matters at the Provincial Court level is available at this time.

Class (optional)

Choose a file class (e.g., Adult or Ticket) from the drop-down list. If you are unsure of the class, leave the field blank to search all classes.

Prefix (optional)

Some file numbers may include a prefix consisting of a letter or letters. You can enter the prefix letters here to narrow your search results. For a typical search, leave this field blank.

Sequence (optional)

In the document reference number 12345-7-ZBZ the number "7" is the sequence number. If you enter a sequence number, you will narrow the search results to a specific document, rather than all of the documents associated with the file number

Type Reference (optional)

Some file numbers include a type reference consisting of a letter or letters appearing after the file number or sequence number. You can enter a type reference here to narrow your search results. For a typical search, leave this field blank.

Your File Number

This is the same as BC OnLine's Folio field. You can enter your own internal case number or client number. Whatever you enter here will appear on your CSO receipt and your BC OnLine statement.

Click **Search** to go to the Search Traffic/Criminal Results screen (see page 77).

Search Traffic/Criminal by Agency Name

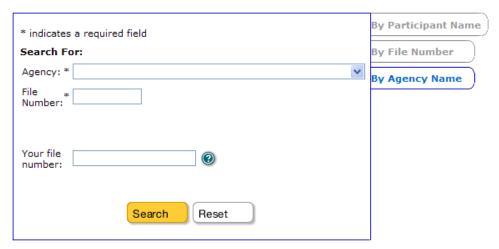
To search by agency name: a) click the **By Agency Name** tab, b) fill in some search criteria, and c) review the search results.

When you search by agency name:

- The Agency is the law-enforcement agency that is involved in the case.
- The File Number is the law-enforcement agency's file number (e.g., a police report file number). Note that this is not the same as the court file number.
- Both the agency name and the agency's file number are required.

Search Traffic/Criminal by Agency Name Instructions

The tabs at the right of the screen let you jump to the other Search Traffic/Criminal methods.



Agency (required)

Choose a law-enforcement agency from the drop-down list.

File Number (required)

Enter the law-enforcement agency's file number for the case.

Your File Number

This is the same as BC OnLine's Folio field. You can enter your own internal case number or client number. Whatever you enter here will appear on your CSO receipt and your BC OnLine statement.

Click **Search** to go to the Search Traffic/Criminal Results screen (see page 77).

Search Traffic/Criminal Results

This screen displays all files that match the search criteria you entered in the Search screen.

Please note:

- You can scroll up and down to find the file you want.
- If there is more than one page of results, you can click **Next** to view the next page.
- You can use your browser's Find command to look for a word or name on the current page.
- If there are too many files, or if the file you want does not appear, you can click **Refine Search** to change your search criteria.



A brief description of each column is provided below:

Level Class

The Level will always be P for Provincial. The Class can be A for Adult or T for Ticket.

Document Reference

The file number and document sequence number of the document that contains the charge against the accused.

Last Name, First Name

The accused name that matched your search criteria (as it appears in filed documents). If a ban has been imposed on the file, "Ban Imposed" will appear in place of the accused name.

Court Location

The location of the court appearance. If blank, no court date has been set.

Date and Time

The date and time of the court appearance. If blank, no court date has been set.

Room

The courtroom in which the appearance took place. If blank, no court date has been set.

Reason

A code indicating the reason for the appearance. If blank, no court date has been set.

Last Result

A code indicating the result of the previous hearing or trial. If blank, there was no previous hearing or trial.

Note

If you hover your cursor over a code in the table, you will see an explanation of the code. For an alphabetical list of code explanations, see either Appendix C: Commonly-used Traffic/Criminal Codes on page 161 and Appendix D: Complete List of Traffic/Criminal Codes on page 164.

Agency File Number

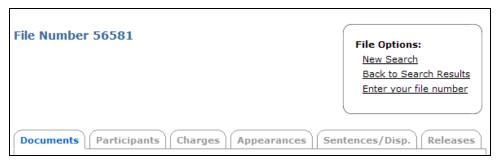
The file number assigned to the case by the law-enforcement agency that is involved.

View

If file details are available, you can click **View** to go to the View Criminal Case Details (see page 79). If a file does not have a View button, access to file details is not permitted through e-Search.

View Criminal Case Details

This screen displays details of the file you selected in the Search Results screen. The file number you selected appears at the top of the screen.



Six tabs let you jump to different sections of the file details you are viewing. See:

- Documents on page 80.
- Participants on page 81.
- Charges on page 82.
- Appearances on page 83.
- Sentences/Dispositions on page 84.
- Releases on page 85.

In the File Options box, you can click:

- New Search to go back to the Search Criminal page, where you can start again.
- **Back to Search Results** to go back to your previous search results page, where you can select another file to view.
- Enter your file number to add or change your own internal case number or client number to this search (if you forgot to add your file number earlier, when you were on the search screen). This is the same as BC OnLine's Folio field -- whatever file number you enter here will appear on your CSO receipt and your BC OnLine statement.

Documents

This tab lists the documents that were filed with the registry to initiate the case. Note that e-Search does not provide access to documents for criminal or violation ticket cases.



The Documents screen displays:

Document

The document number, as entered in the court registry.

Document Type

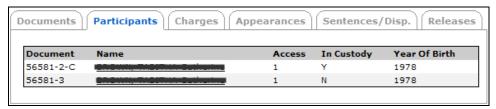
The type of document.

Sworn Date

The date the document was sworn.

Participants

This tab displays information about the accused in the case you selected.



The Participants screen displays:

Document

The document number, as entered in the court registry.

Name

The accused name, as entered in the court registry. If the accused has known aliases or alternate names, the name will appear as a link. Click any Name link to view additional details, including Alias, Also Known As, or Doing Business As (for organizations). If there are no aliases or alternate names, the link will not appear.

Access

The document's access level.

In Custody

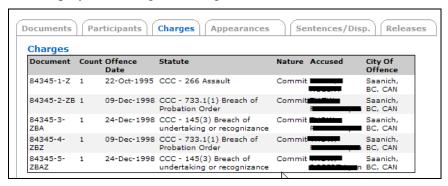
Whether the accused was in custody at the time the document was filed.

Year of Birth

The accused individual's year of birth.

Charges

This tab displays the charges filed against the accused individual.



The Charges screen displays:

Document

The document number, as entered in the court registry.

Count

The count number as indicated in the initiating document.

Offence Date

The date the offence is alleged to have occurred.

Statute

The statute and section reference of the offence for which the accused is charged.

Nature

Whether the accused is charged with committing the offense, with being an accessory, etc.

Accused

The accused name, as entered in the court registry.

City of Offence

The place where the offence is alleged to have occurred.

Appearances

This tab displays information about court appearances involving the accused.



The Appearances screen displays:

Document

The document number, as entered in the court registry.

Accused

The accused name, as entered in the court registry.

Count

The count number as indicated in the initiating document

Location

The location of the court appearance.

Date and Time

The date and time of the court appearance.

Room

The courtroom in which the appearance took place.

Reason

A code indicating the reason for the appearance.

Result

A code indicating the result of the appearance.

Finding

A code indicating the verdict, where applicable.

Note

You can hover your cursor over a code in the table to see what the code means. For an alphabetical list of code explanations, see Appendix C: Commonly-used Traffic/Criminal Codes on page 161 and Appendix D: Complete List of Traffic/Criminal Codes on page 164.

Canc.

"Y" indicates that the scheduled hearing or trial was cancelled. This will usually be blank.

Sentences/Dispositions

This tab displays sentencing outcomes of court appearances.



The Sentences/Dispositions screen displays:

Appearance Date

The date of the court appearance.

Document Reference

The document number, as entered in the court registry.

Accused

The accused name, as entered in the court registry. If the accused has been sentenced, the name will appear as a link. Click any Accused link to view sentencing details, including Sentence Type, Fine Amount, Due Date/TPP (the due date of the fine or the length of time the accused has to pay the fine), Term1 Unit (duration of the first term of the sentence), Term2 Unit (duration of the second term of the sentence), Effective Date (date sentence is ordered to begin), Interim (whether or not the sentence includes intermittent incarceration), Secure (whether the sentence includes secure custody), and A/Y Sentence (nothing will appear in this column, as it applies only to accused who are not adults, and e-Search does not provide information for youth sentences). If there are no sentencing details, the link will not appear.

Count Number

The count number. Each count has its own document number.

Count

The statute and section reference of the offence for the count.

Lesser/Included

If other lesser offences are included in the offence, they are named here.

Finding

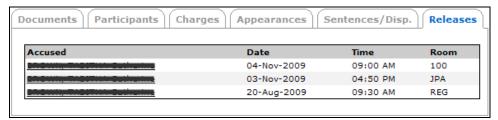
A code indicating the case outcome.

Note

For an explanation of the codes, Appendix C: Commonly-used Traffic/Criminal Codes on page 161 and Appendix D: Complete List of Traffic/Criminal Codes on page 164.

Releases

This tab displays information regarding the accused individual's release from custody.



The Releases screen displays:

Accused

The accused name, as entered in the court registry. If the accused has been released, the name will appear as a link. Click any Accused link to view release details, including JIR Type (a code indicating the type of judicial interim release), Adjudicator (the name of the judge or justice of the peace who ordered the release), Bail (the amount of bail), Deposit (the amount of bail deposit required), Order Granted (the date the release order was granted), Release Date, and YOA (whether the accused was released under the Young Offender Act—because e-Search does not provide information for youth sentence, this will always be N for no). If there are no release details, the link will not appear.

Date and Time

The date and time of release.

Room

The courtroom in which the release was granted.

Note

For an explanation of the codes, see Appendix C: Commonly-used Traffic/Criminal Codes on page 161 and Appendix D: Complete List of Traffic/Criminal Codes on page 164.

e-File

CSO's **e-File** lets you file civil court documents to BC court registries online, eliminating the need to visit a court registry in person.

There are two main parts to e-File:

- Submit Package (see page 87).
- View Packages (see page 111).

E-File is currently available for Small Claims matters in the B.C. Provincial Court, and for most civil matters in the B.C. Supreme Court. It is not available for Provincial Court Family or Supreme Court probate matters. E-File will be available for B.C. Court of Appeal matters in 2012.

The rules of court govern the use of e-filing. The rules set time limits for when certain steps must be completed, and they contain the forms that must be used when creating court documents for filing. You should be familiar with these rules before you e-File any court documents. You can find the court rules at a courthouse library or on the BC Courts website. The BC Courts website also lets you view or print blank court forms to assist you in preparing your documents for e-filing.

Note

For rules regarding e-filing, please refer to Rule 23-3 (*Supreme Court Civil Rules*), Rule 22-4 (*Supreme Court Family Rules*), and Rule 22 (*BC Provincial Court - Small Claims Court Rules*).

All documents submitted for filing must be in PDF format. See PDF Document Guidelines on page 110.

Important

It is your responsibility to ensure that the PDF documents you e-File are readable and complete. If you cannot convert your document(s) to PDF format, you cannot e-File and must bring the document(s) to the court registry instead.

e-File 86

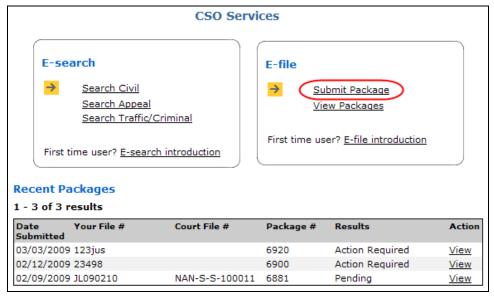
Submit Package

The *Submit Package* service lets you send legal documents to court registries for filing. You can initiate a new court file or add documents to an existing court file.

It costs \$7.00 to submit a *filing package*. Each filing package is like an envelope containing one or more documents for a single court file. Statutory filing fees will be charged to your BC OnLine account after the registry completes the filing.

All documents must be in PDF format, so you will need software such as Adobe Acrobat to create PDF files from Word documents or scanned images.





Recent Packages at the bottom of the screen lists packages containing one or more documents that have not yet been filed by the registry. "Pending" packages are in the queue waiting to be processed. "Action Required" packages have either been rejected or returned to you for a "courtesy correction". You will see packages that you submitted, and packages that others in your organization have given you permission to access. You can page through the Recent Packages list, and click **View** to open a package for viewing.

Submitting a new package is a multi-step process. Each step is described below:

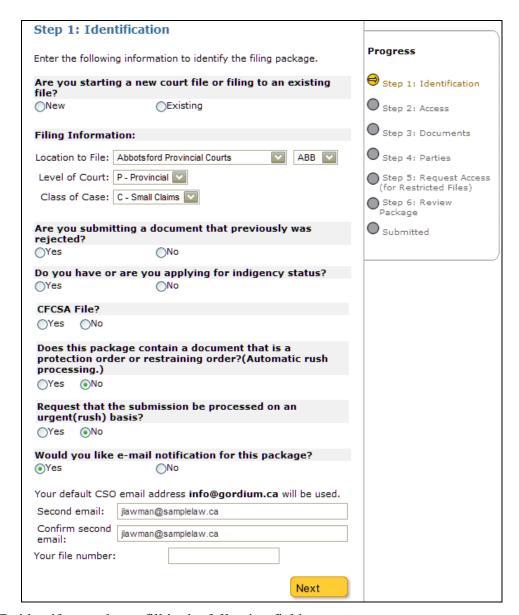
- Step 1: Identification (see page 88).
- Step 1B: Rush Details (optional) (see page 94).
- Step 2: Package Access (see page 98).
- Step 3: Add Documents (see page 99)
- Step 4: Identify the Parties (see page 101).
- Step 5: Request Access in e-File (if Supreme Court Family file) (see page 103).
- Step 6: Review Filing Package (see page 106).

Step 1: Identification

Note the *progress bar* on the right side of the screen. This shows which steps you have completed, and which step you are currently on. If necessary, you can click one of the links to return to an earlier step.



In the Identification screen, identify the filing package that you are submitting.

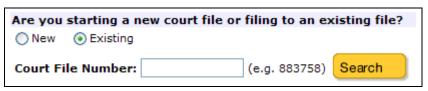


To identify a package, fill in the following fields.

Are you starting a new court file or filing to an existing file?

Choose **New** to submit a package that will initiate a new court file.

Choose **Existing** to submit a package for an existing court file. A Court File Number field will appear, where you can enter the existing file's number.



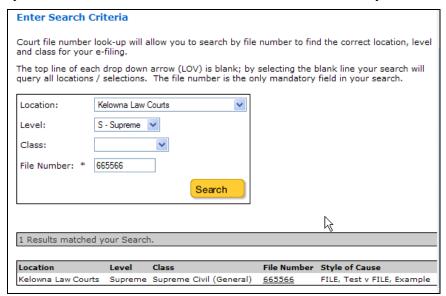
Tip

The court file number appears on documents that have already been filed for this case. Enter only the *last* segment of the complete court file number. For example, if the court file number were DUN-S-S-898989, you would enter 898989.

Location, Level and Class

For a *new* case, choose the appropriate values from the drop-down lists. For example, in the court file number **DUN-S-S**-898989, DUN indicates a *location* of Duncan, the first S indicates a *level* of Supreme, and the second S indicates a *class* of Supreme Civil General.

For an *existing* case, you can either choose values from the drop-down lists, or search for the case and let the system fill in the location, level, and class. If you do not know one or more of these values, click the Search button next to the Court File Number field. In the Search screen, enter as much as you know and click **Search**. The system will display a list of all cases that match your search terms. Click the File Number of the case you want, and the system will fill in the location, level, and class values for you.



Are you submitting a document that previously was rejected? This applies *only* to e-filed documents (not to rejected paper documents). Choose **Yes** if you are re-submitting an e-filed document that the registry rejected. A new Filing Package Number field will appear, where you can enter the original filing package number.

Are you submitting a document that previously was rejected?			
Yes	○ No		
Filing Package Number:			

Tip

This number appears on the receipt you received when you originally filed the rejected document. You can also use e-File's View Packages service (see page 111) to look up the filing package number.

Do you have or are you applying for indigency status? If the filing party is exempt from court filing fees due to indigency status, or is applying for indigency status, choose **Yes**. Text will appear explaining the steps for submitting documents under indigency status.

Do you have or are you applying for indigency status? Yes No To claim indigence status, you must submit either the proper application or a copy of the court order granting indigent status. If the required documentation is not provided, the filing will be

CFCSA File?

rejected.

Choose **Yes** only if you are filing a document pursuant to the Child, Family, and Community Service Act.

Does this package contain a document that is a protection order or restraining order? (Automatic rush processing.) Choose **Yes** only if your package contains a protection order or a restraining order. A package with a protection/restraining order will automatically receive rush processing by the registry.

A protection order, also known as a restraining order, is an order containing a condition that affords safety and security to a specific person or persons. Orders containing a no contact, limited contact, or other protective condition are considered protection orders. This also includes an order that a child not be removed from the jurisdiction or a specific location.

Request that the submission be processed on an urgent(rush) basis?

Choose **Yes** if want to request that your package be processed on an urgent (rush) basis. If you choose **Yes**, you will be required to provide additional information about your request after you complete this step and click **Next**. (Note that you should only make this request in exceptional circumstances. See Step 1B: Rush Details on page 94 for more information.)

Would you like e-mail notification for this package? If you do not want to be notified by e-mail when the registry processes this package, choose **No**. By default, e-mail notification will *always* be sent to your account's default address (shown in bold). If you also want someone else to be notified, enter their e-mail address in the Second Email field, and enter it again in the Confirm Second E-mail field.

Note

Your default e-mail address can be changed only by one your account managers in the Manage Group Account screens (see page 138).

Your File Number

This is the same as BC OnLine's Folio field. For your convenience, you can enter your file number for the filing package (such as your own internal case or client number). This can be any combination of text and/or numbers. You can use your file number to locate the status of your filings, and it will appear on your CSO receipt and BC OnLine statement.

When you have finished, click **Next** to go to Step 2: Package Access (see page 98). If you requested that the package be processed on an urgent (rush) basis, you will go to Step 1B: Rush Details (see page 94).

Step 1B: Rush Details

This screen only appears if you have requested that a package be processed on an urgent (rush) basis. There are three bases on which a request for urgent (rush) processing can be made:

- 1. Application under Supreme Court Civil Rule 8-5(1). If requesting on this basis, you should review the rule and the requirements in Practice Direction 20, Short Notice Applications Civil.
- 2. A specific direction from the court that an order be processed on an urgent basis.
- 3. Other exceptional and compelling reasons.

When your package is submitted, the registry will review the information provided on this screen and determine whether the package warrants processing on an urgent basis. If the registry rejects the request, you will receive an email notification and the package will be processed on a non urgent basis.

The registry will consider the following reasons for processing an order on an urgent(rush) basis:

- The order must be served immediately.
- The order is necessary for immediate enforcement purposes.
- The order is a protection order or restraining order.
- For any reason considered by the registry to be sufficient.

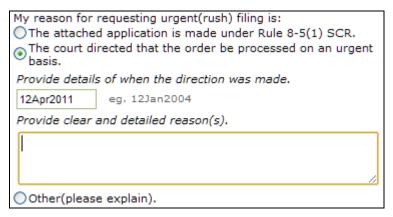
The following types of orders are generally entered on an urgent (rush) basis:

- Restraining orders.
- Injunctions.
- Transfer of lands when completion date is imminent.
- Custodial.

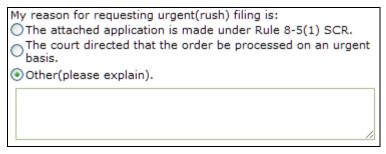
Step 1B: Rush Details	L
	Progress
Submitting on an urgent basis:	
If you wish to request that this package be submitted on an	Step 1: Identification
urgent(rush) basis, you must provide a reason and contact information for your request to be considered.	O Step 2: Access
My reason for requesting urgent(rush) filing is: The attached application is made under Rule 8-5(1) SCR.	Step 3: Documents
The court directed that the order be processed on an urgent basis.	Step 4: Parties
Other(please explain).	Step 5: Request Access (for Restricted Files)
Supporting documentation:	Step 6: Review Package
Attach any documents from counsel that explain the reasons for an urgent(rush) order.	Osubmitted
Please note that documents uploaded on this screen will not be processed into the file. To submit a document for e-filing, upload it on the "ADD DOCUMENTS" screen.	
Select document: Choose File No file chosen	
Save Cancel	
# File Name Action Add your documents above	
Add your documents above	
I understand that the registry has the discretion to reject this request.	
Surname: *	
First Name: *	
Organization:	
Contact country: Canada	
Phone number: *	
Email: *	
Back	

Submitting on an urgent basis Choose one of the three options to identify the basis for your request.

If you are making a request under SC Civil Rule 8-5(1), go to Supporting Documentation below.



If you are making a request based on the direction of the court, provide the date the direction was made (the format must be ddmmmyyyy, e.g. 12Aug2008), the name of the judge who made the direction, and any additional details that may be required.

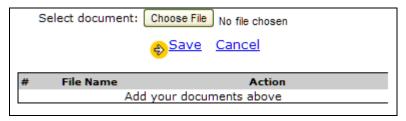


If you are making a request based on other reasons, provide the reason for the request.

Supporting documentation

You may attach documents to support your request for urgent (rush) processing. Please note:

- Documents that you upload here will only be used when reviewing your request and will not be filed by the registry. Documents to be filed in this package must be added in Step 3: Add Documents.
- All documents must be in PDF format. See PDF Document Guidelines on page 110.



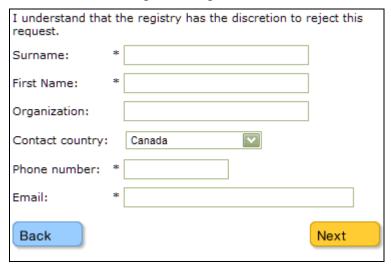
Click **Choose File** and navigate to the folder on your local PC or network that contains the document. Select the document and click **Open**. To add the document to your request, click Save. Repeat this process for all of the documents you want to add to your request.

As you add documents, their number and filenames appear in the list. Click **View** if you want to view a document that you have added (e.g. to make sure it is the right one). To remove a document from the request, click **Remove**.

Caution

Documents that you upload here will only be used by the registry when reviewing your request for urgent (rush) processing and will not be filed. Documents to be filed must be added to your package in Step 3: Add Documents.

You must include contact information that the registry can use to obtain further information about the request if required.



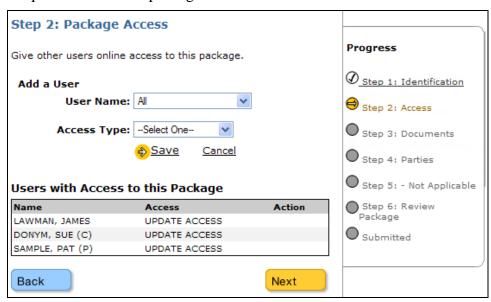
You must enter your surname, first name, phone number and email. You may also enter your organization name and your country (to assist with international calling).

When you have finished, click **Next** to go to Step 2: Package Access (see page 98).

Step 2: Package Access

This screen lets you share access to the package with other CSO-registered people in your organization. You can share access with one person, with several people, or with everyone in your account. For each person, you can specify which type of access they should have (from viewing the package to submitting corrections or withdrawing documents).

Choose a user name from the list of users, then specify which access level that person should have, then save your change to the list of users. Repeat this process for all users who require access to the package.



User Name

Select a user from the drop-down list. The drop-down list will display the names of people in your account who do not currently have access to this package. You can choose All if you want to give access to all CSO-registered users in your account.

Access

Specify what each person can do with the package after you submit it. *Read Access* allows the user to view this package and to download copies of documents that have been filed. *Update Access* allows the user to view this package, and also to withdraw a document or submit corrections for a document. You and your organization's account managers will have Update Access to any filing packages that you submit.

Click **Save** to save each change you make, or **Cancel** to cancel the change. Each time you save, the added user's name and access level appears in the list at the bottom of the screen. To change a user's access, click **Edit**, then change the Access setting and click **Save**. To remove a user's access, click **Remove**.

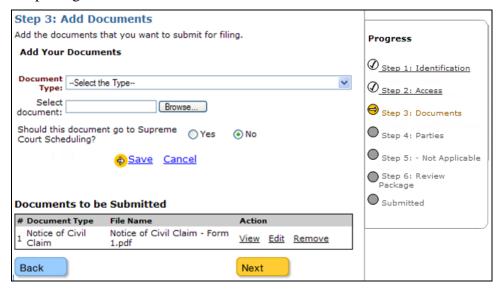
When you have finished, click **Next** to go to Step 3: Add Documents (see page 99).

Step 3: Add Documents

This screen lets you add the documents you wish to submit in this filing package.

When you add documents, consider the following:

- All documents *must* be in PDF format. See PDF Document Guidelines on page 110.
- A filing package can contain one or more documents; but all documents in a filing package *must* be for the same court file.



For each document, specify the document type, then browse to the PDF file on your system. If you are submitting a package to the Supreme Court, you will also be asked whether the document should go to Supreme Court Scheduling. Repeat this process for all documents you want to add to the package.

Document Type

Choose a document type from the drop-down list. The list will display all document types listed in the court rules for the level and class of case you have identified. If you are submitting a document that is not identified in the court rules, choose Other. A new blank field will open for you to specify a document type that is not in the list.

Select Document

Click **Browse**, navigate to the folder on your local PC or network that contains the document. Select the document, and click **Open**.

Should this document go to Supreme Court Scheduling?

This question only appears when you are submitting a package for a Supreme Court case. Choose Yes or No. The following documents should be directed to Supreme Court Scheduling:

- Appointment
- Notice of Application if it exceeds two hours or is being heard by a specific judge or master
- Notice of Hearing if it exceeds two hours or is being heard by a specific judge or master
- Notice of Hearing of Stated Case or Appeal if it exceeds two hours or is being heard by a specific judge or master
- Notice of Trial
- Notice of Case Planning Conference
- Notice Requiring Trial by Jury
- Trial Certificate
- Notice of Judicial Case Conference
- Requisition for Setting a Trial Management Conference.

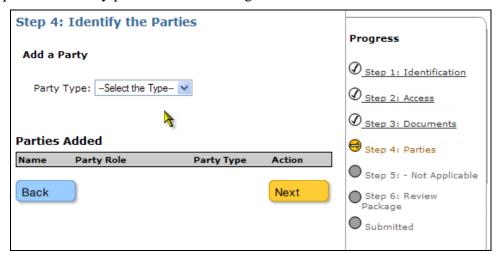
To add the document to your package, click **Save**. Repeat this process for all documents you want to add to the package.

As you add documents, their types and filenames appear in the list at the bottom of the screen. Click **View** if you want to view a document that you have added (e.g., to make sure it is the right one). To change a document type, click **Edit**, then change the Document Type setting and click **Save**. To remove a document from the package, click **Remove**.

When you have finished, click **Next** to go to Step 4: Identify the Parties (see page 101)

Step 4: Identify the Parties

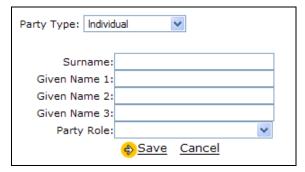
If you are initiating a *new* court file, this screen lets you identify the parties to the action. If you are adding documents to an *existing* file, this step will not appear because you are not required to identify parties for an existing file.



For a new court file, identify the party's type, name, and role. Repeat this process for all of the parties.

Party Type

Select either Individual or Organization. The system will display name entry fields for whichever type you choose.



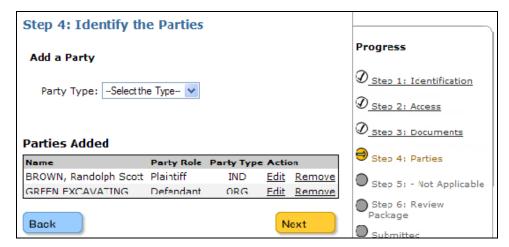
Party Name

For an *individual*, enter the person's surname and given names. For an *organization*, enter the full organization name.

Party Role

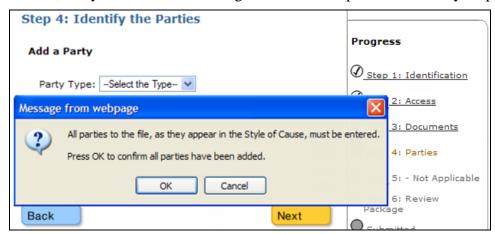
Choose a role from the drop-down list.

Click **Save** to save the party name and role, or **Cancel** to return to the previous screen.



As you add parties, their names and roles appear in the list at the bottom of the screen. To correct a party's name or role, click **Edit**, then make your correction and click **Save**. To remove a party, click **Remove**.

Click **Next**, and you will see the message below. It is important to identify all parties.



To add another party, click **Cancel** and repeat the name and role process. When you have added all the parties, click **OK** to go to Step 5: Request Access in e-File (see page 103) or Step 6: Review Filing Package (see page 106).

Step 5: Request Access in e-File

When you use **e-File** to file a document to a Supreme Court Family file, Request Access for Restricted Files appears as Step 5. This step will be active only if the filing is a Supreme Court Family matter (for other matters, the system skips Step 5).

Important

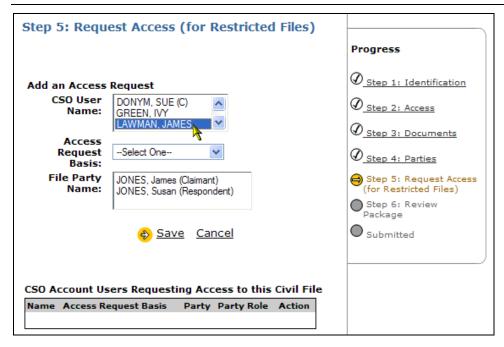
Lawyers must go through a one-time verification the first time they request access to a restricted file. See Verification Process (Lawyers Only) on page 149.

To request restricted access, you must be a registered CSO user and:

- counsel for the party on the file, or
- a person authorized by a party's counsel (e.g., a *legal assistant*, a *paralegal*, or an *agent*) or
- a *party* to the file, or
- a person authorized by a party (an *agent*).

Important

To minimize a counsel's tasks, law office staff should *initiate* requests for counsel and for other people in their CSO account. Staff can then inform the counsel that this has been done, and counsel can sign on and *complete* the access request. See Completing an Access Request on page 155.



For each person you want to have access to the restricted file, go through the steps below.

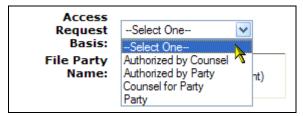
1: CSO User Name

Click the up and down arrows to scroll through the people in your CSO account.

- If you are *counsel* for a party, select your own name. (You can go through these steps again to authorize access for others in your firm if you want to.)
- If you are *legal office staff*, select the name of the counsel for a party. (You can go through these steps again to request access for yourself and other CSO users in your firm if you want to.)
- If you are a *party* to the matter, the system automatically displays your name unless there are other people in your CSO account. If there are other people in your account, select your own name.
- If you are an *agent* representing a party or a party's counsel, select your own name.

2: Access Request Basis

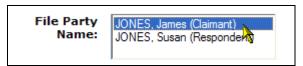
Select the option that applies to the CSO user name chosen in step 1.



- If you are *counsel* for a party, select Counsel for Party. (If authorizing access for others in your firm, select Authorized by Counsel.)
- If you are *legal office staff* making a request on behalf of counsel for a party, select Counsel for Party. (If requesting access for yourself or others in your firm, select Authorized by Counsel.)
- If you are a *party* to the matter, select Party.
- If you are an *agent*, select either Authorized by Counsel or Authorized by Party.

3: File Party Name

Select the appropriate party name.



Click **Save** to add your request to the box in the bottom of the screen (or click **Cancel** if you want to clear the fields and start again). You can go through the steps above more than once if you need to request access for more than one person.

CSO Account Users Requesting Access to this Civil File							
Name	Access Request Basis	Party	Party Role	Action			
JAMES LAWMAN	Counsel for Party	JONES, James	Claimant	<u>Remove</u>			
PAT SAMPLE	Authorized by Counsel	JONES, James	Claimant	<u>Remove</u>			

Click the **Remove** link in the Action column if you need to remove a name from the list.

After you submit your filing package, your next step should be to go to e-Search and *complete* your request. See Completing an Access Request155 on page 155.

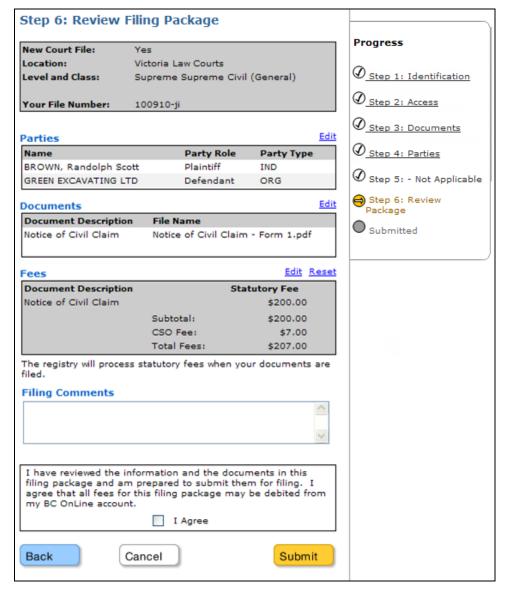
Tip

All of your restricted access requests can be found using CSO's **e-Search**. See Search Civil by My Restricted Access on page 38 for details.

Step 6: Review Filing Package

This screen lets you review the filing package that you are about to submit. Review this information carefully. If everything is correct, you can agree to the terms at the bottom of the screen, and authorize payment from your BC OnLine account.

The screen contains several tables displaying basic package information, parties, documents, fees, and a comments box.



Parties

Each party you added appears here. Click **Edit** at the top right corner of the table to add, change, or delete a party. If you make any changes, a **Save** button will appear.

Documents

Each document you added appears here. Click **Edit** at the top right corner of the table to add, change, or delete a document. If you make any changes, a **Save** button will appear.

Fees

CSO automatically inserts the statutory filing fee associated with each document you added (as indicated in the court rules). The CSO e-filing fee appears on its own line.



Important

You are responsible for ensuring that statutory fee amounts are correct for the documents that you are filing. In most cases, the system will provide the correct amount. If the amount is not correct, click **Edit**, then make the correction and click **Save**. To reset the fee amount to the way it was originally, click **Reset**.

Filing Comments

You have the option to add a note for court registry staff as they process your filing package. If there is something about the package (or about a document in the package) that you want to bring to the attention of registry staff, you can mention it here. Usually, this is just left blank.

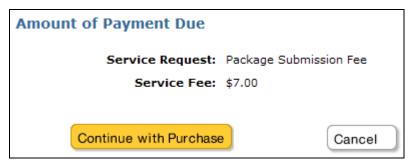
Agreement

Read the agreement carefully, then click **I Agree** if you want to go ahead with the package submission. Click **Cancel** if do not want to proceed.

Click **Submit** to go to the Submit Package Payment Screen (see page 108).

Submit Package Payment Screen

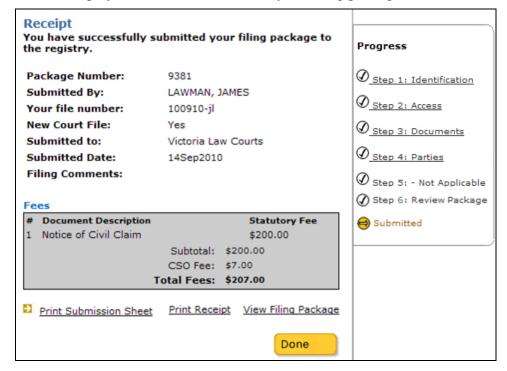
When you submit a filing package, the \$7.00 filing fee is charged immediately, and payment for any statutory filing fees will be authorized. Statutory fees will only be charged when the registry processes the documents in the filing package. All fees will be charged to your BC OnLine account.



Click **Continue with Purchase** to complete the package submission and go the Receipt screen (see page 109).

Receipt

This screen displays all fees associated with your filing package.



You can click:

- **Print Submission Sheet** to create a detailed report of all the information that was provided during the package's submission.
- **Print Receipt** to create a summary report of all fees paid for this package.
- **View Filing Package** to go to the View Packages service (see page 111) where you can review the status of all the packages you have submitted.
- **Done** to return to the CSO main screen.

PDF Document Guidelines

The following general tips describe how to prepare PDF documents for e-filing. For detailed instructions on setting up and using your PDF conversion software (e.g., Adobe Acrobat) see the software's documentation.

General Considerations

Please ensure that all PDF documents you e-file are:

- in portrait orientation (not landscape).
- no larger than 8 megabytes in size.
- not in colour.

Document Conversion

The most direct way to create a PDF file is to start with a document in your word processor (such as Microsoft Word) and convert the document to PDF using conversion software (such as Adobe Acrobat). The resulting PDF file will be "text searchable" and will retain the fonts, format, and structure of your original document.

Scanned Documents

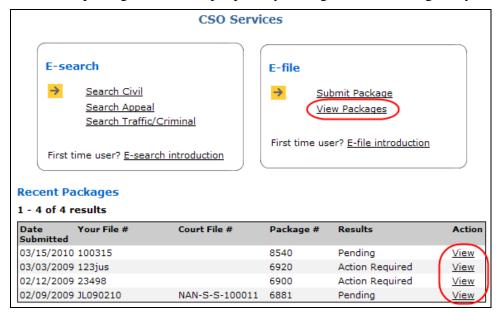
Although it is possible to convert scanned images of documents to PDF files, this is not recommended. A scanned image loses much of its usefulness (e.g., it cannot be searched, words cannot be copied or pasted). If you must scan a document, please consider the following:

- The DPI (resolution measured in dots-per-inch) should be 300 DPI or less.
- For standard text documents, 200 DPI will capture most fonts to minimum of seven points. Fonts smaller than seven points should be scanned at 300 DPI.

View Packages

There are a number of ways to view the packages that you (and others in your organization) have submitted.

- When CSO sends you an *e-notification* about a package (by e-mail), it will contain a link that you can click to view that package's details.
- Any package that has not yet been filed will appear in the Recent Packages list at the bottom of the CSO Services screen. You can click any View link to go straight to that package's details.
- Once a package has been filed, it will appear in the Recent Packages list as
 Complete. The following day, Complete packages will be removed from the list.
- The View Filing Packages screen helps you find packages that you submitted, as well as packages that other people in your organization have given you access to.



The Results column provides information on the processing of each package:

- **Pending** (at least one document in the package has not yet been processed).
- Complete (all documents have been accepted for filing). You can click **View** to view, print, and save filed copies of your documents.
- Action Required (at least one document has been rejected or returned for a courtesy correction). Click **View** immediately to see what the problem is (see Courtesy Correction -- Correcting a Document on page 119).

Details are explained below:

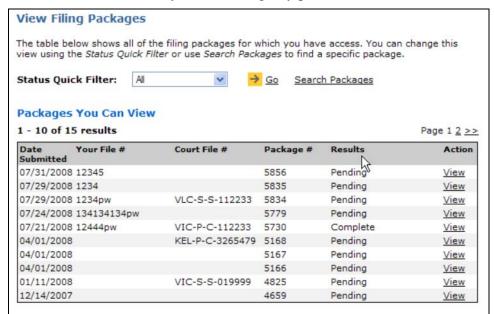
- View Filing Packages (see page 112).
- Filing Package Details (see page 116).

View Filing Packages

To start, click View Packages under CSO Services.



The View Filing Packages screen lets you view any packages you filed, and any packages that you have been given access to by other people in your organization. Packages will be available in this list for 30 days after the registry processes them.



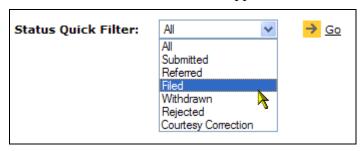
You can click the page numbers or >> to move through the list, or you can filter the list to focus on a smaller group or on an individual package.

There are two ways to filter the list:

- 1. **Status Quick Filter** lets you view only packages that contain documents with a specific status.
- 2. **Search Packages** provides more advanced search criteria.

Status Quick Filter

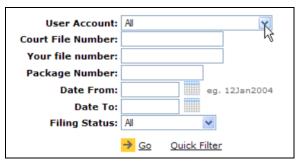
When the Status Quick Filter is set to All, the list displays all packages. You can use the Status Quick Filter to list only packages that contain documents with a specific filing status. For example, if you choose to filter by Filed, only packages that contain at least one document with the status "Filed" will appear in the list.



Click the drop-down list, select a status, and click **Go**. The list will display the filtered results.

Search Packages

If the Status Quick Filter doesn't narrow the list down enough, you can select **Search Packages**. Fill in one or more fields, and click **Go**.



User Account

Select a specific user from the drop-down list, or select All for all users in your account.

Court File Number

Search for filing packages submitted to a specific court file number. You must enter the full court file number, exactly as it appears on your filed document (for example, VLC-S-E-0434567).

Your File Number

This is the same as BC OnLine's Folio field. If you entered a case number or client number when submitting a package, you can use that number to find the package again.

Package Number

Search for a specific filing package number. The package number is like a courier tracking number assigned to your filing package by CSO during submission. This number appears on your submission confirmation.

Date From / Date To

Search for filing packages submitted between the dates specified in these two fields.

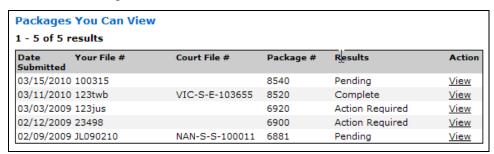
Filing Status

The default Filing Status is All, which will search for all packages, regardless of the status of the documents in the package. If you want to search for a package containing documents with a particular status, you can choose a status from the drop-down list.

Click Go to apply your search filters, or Quick Filter to exit the Search Packages screen.

Packages You Can View

The list is sorted by date. Packages will be available in this list for 30 days after the registry processes them. If the list contains multiple pages, you can click the page numbers or >> to move through the list.



The Results column provides information on the processing of each package (Pending, Complete, or Action Required).

Caution

If the result for a package is Action Required, the registry has identified a problem with at least one document in the package. You should view the package immediately.

Click **View** next to a package to go to its Filing Package Details (see page 116).

Filing Package Details

The top part of this screen lists the package details.



Links at the right of the screen provide greater detail:

- **Print Submission Sheet** creates a detailed report of all the information that was provided during the package's submission.
- **Print Receipt** creates a summary report of all fees paid for this package.
- **Registry Notice** will appear *only* if the court registry rejects a document or returns it for a courtesy correction. Click to view a communication from the registry. See Courtesy Correction -- Correcting a Document on page 119.

The bottom part of the screen has tabs that let you view the documents in a package, party names (if they were entered during submission), and payment status.



For details on each tab, see:

- Documents on page 117.
- Parties on page 121.
- Payment Status on page 122.
- Access Requests on page 123.

Documents

This tab lists all the documents in the package you chose.

This example shows a package containing documents that have been returned for a courtesy correction.



The Documents screen displays:

Document Type

The type of document.

File Name

The name of the document that you submitted.

Status

The document's status can be: Submitted (awaiting review by the court registry). Referred (sent for further review (e.g., to a judge or a registrar)). Filed (reviewed by the court registry and filed). Courtesy Correction (reviewed by the court registry and returned for correction). Rejected (reviewed by the court registry and rejected). Withdrawn (removed from the queue by you or by someone in your organization).

Trial Division

If the document has been directed to Supreme Court scheduling, the box will be checked.

Actions

Depending on the document's status and whether you have *Read Access* or *Update Access*, you can **View**, **Withdraw**, or **Correct** the document. See Withdrawing a Document on page 118 and Courtesy Correction -- Correcting a Document on page 119.

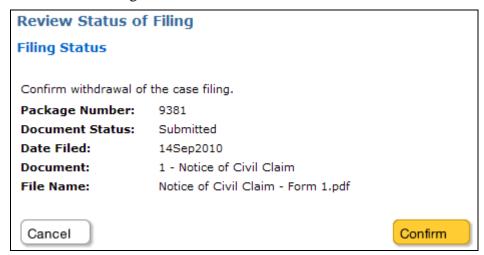
The **Return** button sends you back to the View Filing Packages screen (see page 112).

Withdrawing a Document

If you submit a document in error (e.g., a document intended for another case) you can withdraw the document if it has not yet been processed by the registry.



Under the Documents tab, look at the Status and Action columns. If the document's status is Submitted or Courtesy Correction, a Withdraw link will appear in the Action column (you cannot withdraw a document with any other status). Click **Withdraw** to go to the Review Status of Filing screen shown below.



This screen shows you some details of the document. Review these details, then click:

- Confirm if you are sure that you want to withdraw the document from the package.
- **Cancel** to cancel the withdrawal.

Courtesy Correction -- Correcting a Document

During processing, registry staff may find an error or omission that does not justify rejecting a document but still should be corrected. In this case, the registry may issue a *courtesy correction* notice. A *Courtesy Correction* allows you to correct the error within the original filing package. This means that your corrected documents will retain the original filing date. You have two business days after the day a Courtesy Correction is issued in which to submit a corrected or previously omitted document.

Common reasons for a courtesy correction include:

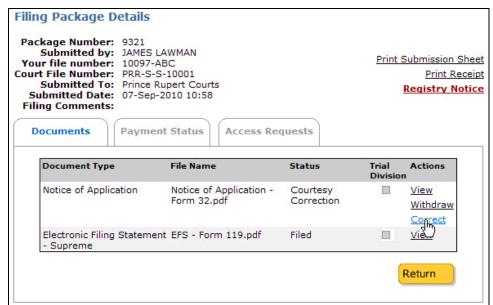
- incorrect file number or style of cause
- documents missing from filing package
- minor omissions in a document
- spelling error, typo, or other minor error in document
- technical issue with document (e.g., unacceptable scan).

If you correct a document within the two-day grace period, the filing package will retain its original filing date and time. You will be charged another \$7.00 filing fee for submitting a corrected or previously omitted document.

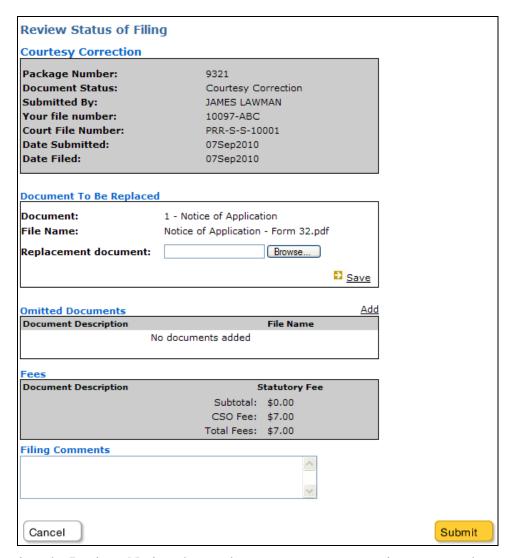
Caution

If you receive a courtesy correction and do not take any action during the two-day grace period, the registry will file the document as submitted including the error.

A red **Registry Notice** link will appear in the upper part of the Filing Package Details screen. Click the link to read why the document received a courtesy correction.



Under the Documents tab, look at the Status and Action columns. If the status is *Courtesy Correction*, a *Correct* link will appear in the Action column. Click **Correct** to go to the Review Status of Filing screen shown below.



Review the Registry Notice, then make any necessary corrections to your document.

In the **Document to be Replaced** section: Click **Browse** and navigate to the folder on your local PC or network that contains the corrected document. Select the document, and click **Open**. The document's name will appear in the Replacement Document field. Click **Save** to save the corrected document to the current package.

In the **Omitted Documents** section: Click **Add** and navigate to the folder on your local PC or network that contains the missing document. Select the document, and click **Open**. The document will be added to the current package and its name will appear in the list.

In the **Filing Comments** section, you can enter a message for registry staff (e.g., letting them know what corrections you made).

Click **Submit**, to go through the Payment screen. The document's status in the Documents tab of the Filing Package Details screen (see page 117) will now show as Submitted.

Parties

This tab will *only* appear if the package you submitted contained an initiating document. The list displays each party's name, role, and type.



The **Return** button sends you back to the View Filing Packages screen.

Payment Status

The Payment Status tab shows a summary of fees for the filing package.

When you submit a filing package, the \$7.00 filing fee is charged immediately. Statutory fees will be charged when the registry processes the documents in the filing package. All fees will be charged to your BC OnLine account.



The **Return** button sends you back to the View Filing Packages screen.

Access Requests

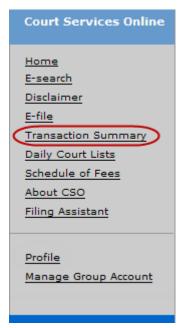
This tab lists any access requests that have been made on the current file.



The **Return** button sends you back to the View Filing Packages screen.

Transaction Summary

Click the **Transaction Summary** link in the navigation bar.



The Transaction Summary screen shows a running tally of all the CSO transactions you have completed during your current online session.

Transaction Summary									
The information below shows your purchases for this session. A session is the time you have your prowser open. If you close your browser and reopen it, the purchases made earler do not appear.									
CSC	CSO Session Summary: Session ID - 44145 Option								
	CSO Account Name: SAMPLE LAW CORPORATION Print Receip								
C	CSO Account Number: SA389								
		Date and T	ime: 15Mar20:	10 4:26:05	PM PDT				
P	Person Using Service: LAWMAN, JAMES								
		_	ID: CS597	, 27 122					
	Client ID: C224/								
Service Description	File No.	Amount	CSO Invoice Number	CSO Service ID	Approval Code	Payment Method	Credit Card	Refund	
View File - CLB-S-S- 2010005 MULLER, Anesta v ABC BROKERS		\$6.00	1500016188						
Document Request Payment		\$30.00	1500016189	22253	TEST		V		
Report - CLB-S-S- 2010005 MULLER, Anesta v ABC BROKERS		\$6.00	1500016190					>	
Total For Session: \$42.00 Canadian Dollars Request Refund									

The top part of the screen contains a **Print Receipt** link which creates a PDF receipt for your current session. You can request a refund for a transaction listed here by using the **Request Refund** button. See Refund Request (Current Session) on page 126.

Refund Request (Current Session)

If there was a problem with a transaction in your *current* CSO session, you can request a refund using the Transaction Summary screen.

Note

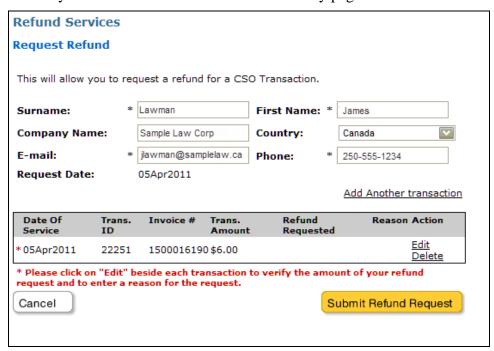
If you want to request a refund for a transaction from a *previous* session, see Refund Requests (Previous Session) on page 132. If you are an account manager and you want to request a refund for another user in your account, see Refund Requests (Account) on page 143.

To request a refund for a transaction in your current CSO session, find the transaction in the list, and select the corresponding box in the Refund column. You can request a refund for more than one transaction in the list if required.

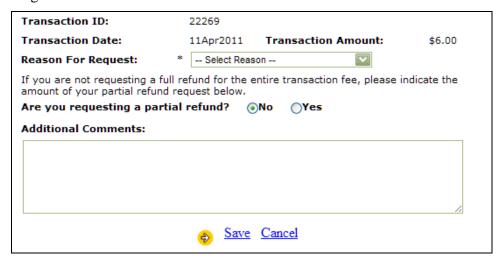
Service Description	File No.	Amount	CSO Invoice Number	CSO Service ID	Approval Code	Payment Method	Credit Card	Refund
View File - CLB-S-S- 2010005 MULLER, Anesta v ABC BROKERS		\$6.00	1500016188					
Document Request Payment		\$30.00	1500016189	22233	TEST		V	
Report - CLB-S-S- 2010005 MULLER, Anesta v ABC BROKERS		\$6.00	1500016190					>
Total For Session: \$42.00 Canadian Dollars Request Refund								

Click the **Request Refund** button to go to the Refund Services page.

This Refund Services page lets you complete and submit a refund request for the transaction you selected on the Transaction Summary page.



The information for the transactions you selected will appear in the table. Before you submit your refund request, you must verify the amount and reason for the request by clicking on **Edit** in the Action column.



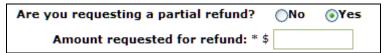
Fill in the applicable information about your refund request and click **Save**.

Reason for Request

Select a reason for the refund request from the drop-down list. If you choose **Other**, you should explain the reason in the **Additional Comments** box.

Are you requesting a partial refund?

If you are requesting a partial refund of the transaction amount, click on Yes and enter the amount of the refund that you are requesting.



Additional Comments

You can add any additional comments to help clarify your refund request. If you chose **Other** as the reason for your request, you should explain the reason here.



You are now ready to submit your refund request. Click **Edit** if you want to change the request or **Delete** if you want to remove the request. Otherwise click **Submit Refund Request** to submit your request.

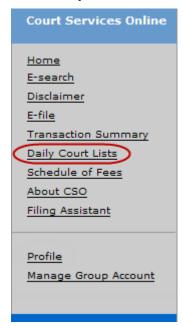


The Refund Details screen gives you a refund request number and shows a summary of your request in the table. You should make a note of the request number or print this screen for your records. You will be notified by email when your refund has been processed or if further information is required.

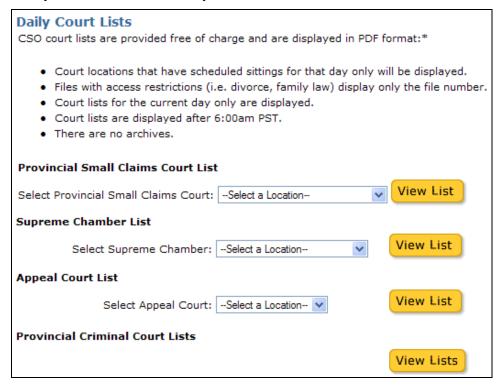
You can review the status of your refund requests on the View Refund Requests (Individual) screen (see page 136).

Daily Court Lists

Click the **Daily Court Lists** link in the navigation bar.



The Daily Court Lists screen lets you choose from four lists.



Select a court location from one of the drop-down lists, then click **View List** to create a PDF file.

Click **Back** to return to your previous screen.

Daily Court Lists 129

Profile

Click the **Profile** link in the navigation bar.

Note

Each user in your account can view and change their own name and e-mail information. You are responsible for keeping your own profile up to date.

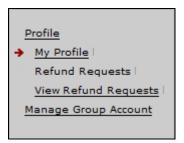


Under Profile, you can choose:

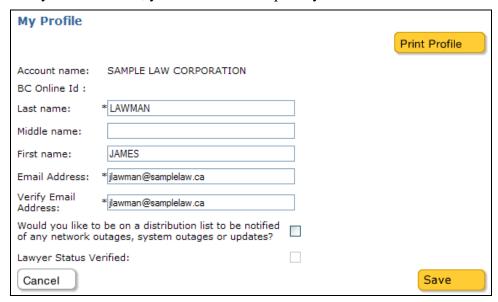
- My Profile (see page 131).
- Refund Requests (Previous Session) (see page 132).
- View Refund Requests (Individual) (see page 136).

My Profile

Click the **My Profile** link under Profile in the navigation bar.



In the My Profile screen, you can view and update your information.



Click **Print Profile** to create a PDF file that you can save or print. Your account name appears at the top of the screen. Fields marked with an asterisk are required.

Last Name, Middle Name, First Name

Fill in the name fields as appropriate.

E-mail Address

Enter the e-mail address where you can be contacted.

Verify E-mail Address

If you change your e-mail address, re-type the address in the Verify E-mail Address field.

Distribution list

Check the box if you want CSO to automatically send you e-mails to notify you of outages, updates, or other news.

Lawyer Status Verified

The check box indicates whether or not you have been verified as a lawyer. See Verification Process (Lawyers Only) on page 149.

Click **Save** to save your changes, or **Cancel** to cancel your changes.

Refund Requests (Previous Session)

If there was a problem with a transaction in a *previous* CSO session, you can request a refund using the Refund Request under the Profile option.

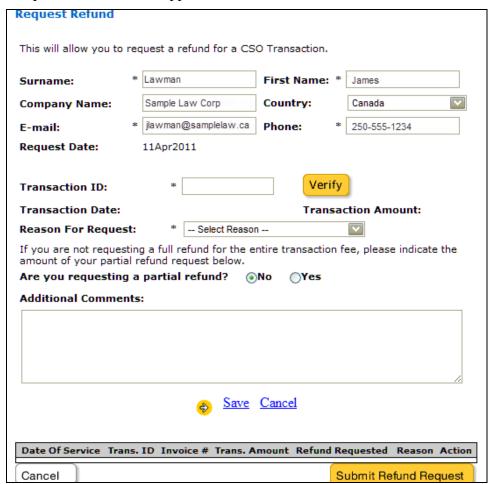
Note

If you want to request a refund for a transaction from your *current* session, see Refund Request (Current Session) on page 126. If you are an account manager and you want to request a refund for another user in your account, see Refund Requests (Account) on page 143.

Click the **Refund Requests** link under Profile in the navigation bar



The Request Refund screen appears.



To begin a refund request, enter the transaction ID of the CSO transaction for which you are requesting a refund and click **Verify**.

Tip

You can find the transaction ID for any CSO transaction on your monthly BC OnLine statement, or for an e-filing package, you can check the Submission Sheet link on the Filing Package Details screen (see page 116).



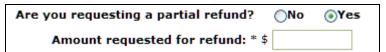
The system verifies the transaction ID and indicates the transaction date and amount. Fill in the remaining information about your refund request and click **Save**.

Reason for Request

Select a reason for the refund request from the drop-down list. If you choose **Other**, you should explain the reason in the **Additional Comments** box.

Are you requesting a partial refund?

If you are requesting a partial refund of the transaction amount, click **Yes** and enter the amount of the refund that you are requesting.



Additional Comments

You can add any additional comments to help clarify your refund request. If you chose **Other** as the reason for your request, you should explain the reason here.



You are now ready to submit your refund request. Click **Edit** if you want to change the request or **Delete** if you want to remove the request. Otherwise click **Submit Refund Request** to submit your request.



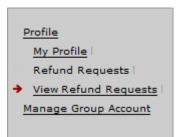
The Refund Details screen gives you a refund request number and shows a summary of your request in the table. You should make a note of the request number or print this screen for your records. You will be notified by email when your refund has been processed or if further information is required.

You can review the status of your refund requests on the View Refund Requests (Individual) screen (see page 136).

Click **Return** to go the CSO main screen.

View Refund Requests (Individual)

Click the View Refund Requests link under Profile in the navigation bar.



The View Refund Requests screen lets you view any refund requests that you have made.

Note

If you have made a refund request, you will receive an email notification when the request has been processed. You can then confirm the details of the refund from the View Refund Requests page.

You can filter the list of refund requests to show only requests with a specific status. For example, if you choose to filter by Completed, only requests that have been processed will appear in the list.



Click the drop down list, select a status, and click **Go**. The list will display only the filtered results.



To view the details for a request, click **View**.



When a refund request has been approved, the amount of the refund provided will appear in the Transactions table.

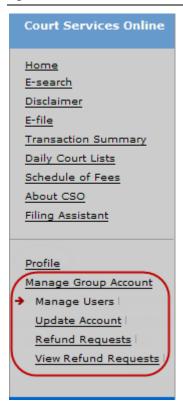
Click **Return** to go back to the main View Refund Requests page.

Manage Group Account

Click the Manage Group Account link in the navigation bar.

Note

Only your BC OnLine account's Prime Contact and users who have been given CSO account manager status will see this option. Other users will see only the Profile option.



Under Manage Group Account, you can choose:

- Manage Users (see page 139).
- Update Account (see page 142).
- Refund Requests (Account) (see page 143).
- View Refund Requests (Account) (see page 146).

Manage Group Account 138

Manage Users

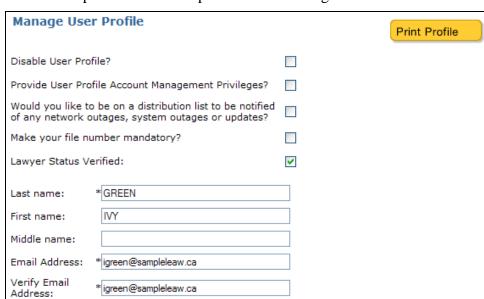
Click the Manage Users link under Manage Group Account in the navigation bar.



Your BC OnLine account's Prime Contact and users who have been given CSO account manager status can update or disable existing profiles.



Click **Print Report** to create a PDF file of your account and all of its user profiles.



Click **View** to open an individual profile in the Manage User Profile screen.

This screen lets you change an individual user's profile. Fields marked with an asterisk are required. Click **Print Profile** to generate a PDF file of this profile.

Save

Disable User Profile

Cancel

If this box is checked, the user will not be able to access CSO from your BC OnLine account, and their name will not appear in package access lists. If someone in your account goes on vacation, you might want to disable their profile. You can clear the box to reenable their profile when they return.

Provide User Profile Account Management Privileges

If this box is checked, the user will be designated as a CSO account manager, and will be able to view and change other CSO user profiles. Depending on the size of your organization, you might want to give this level of authority to one or several people.

Distribution list

If this box is checked, CSO will automatically send the user e-mails to notify them of outages, updates, or other news.

Make your file number mandatory

If this box is checked, the *Your File Number* field that appears on many CSO screens will be mandatory. Your CSO users will be **required** to add an internal case number or client number (this is the same as BC OnLine's Folio field). Whatever file number is entered in this field will appear on your CSO receipt and your BC OnLine statement. If your firm has a policy that internal file number *must* be added to transactions, you can select this box.

Lawyer Status Verified

If this box is checked, the user has been verified as a lawyer by Court Services. See Verification Process (Lawyers Only) on page 149.

Last Name, Middle Name, First Name

Change the user's name fields as appropriate.

E-mail Address

Change the user's e-mail address.

Verify E-mail Address

If you change the e-mail address, re-type in the Verify E-mail Address field.

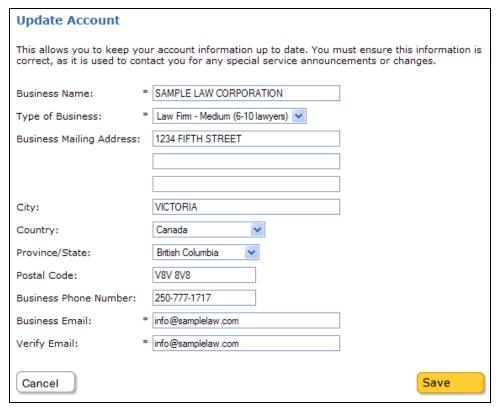
Click **Save** to save your changes, or **Cancel** to cancel your changes.

Update Account

Click the **Update Account** link under Manage Group Account in the navigation bar.



Your BC OnLine account's Prime Contact and users who have been given CSO account manager status can use this option to keep your CSO account information up-to-date.



The Update Account screen displays your organization's account information. Review these fields and change them as necessary. Fields marked with an asterisk are required.

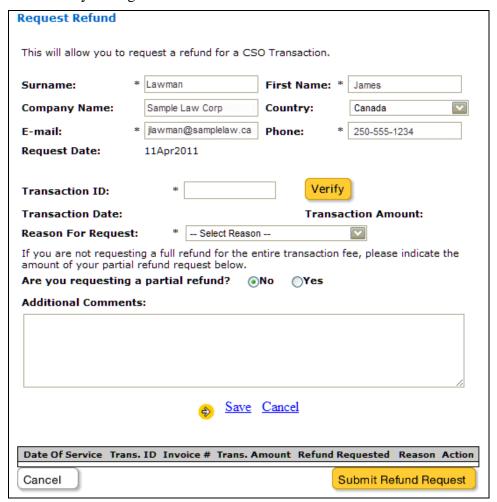
Click Save to save your changes, or Cancel to cancel your changes.

Refund Requests (Account)

Click the **Refund Requests** link under Manage Group Account in the navigation bar.



A user who has been given CSO account manager status can request a refund for any CSO transaction for your organization's account.



To begin a refund request, enter the transaction ID of the CSO transaction for which you are requesting a refund and click **Verify**.

Tip

You can find the transaction ID for any CSO transaction on your monthly BC OnLine statement, or for an e-filing package, you can check the Submission Sheet link on the Filing Package Details screen (see page 116).



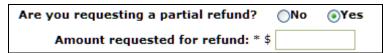
The system verifies the transaction ID and indicates the transaction date and amount. Fill in the remaining information about your refund request and click **Save**.

Reason for Request

Select a reason for the refund request from the drop-down list. If you choose **Other**, you should explain the reason in the **Additional Comments** box.

Are you requesting a partial refund?

If you are requesting a partial refund of the transaction amount, click **Yes** and enter the amount of the refund that you are requesting.



Additional Comments

You can add any additional comments to help clarify your refund request. If you chose **Other** as the reason for your request, you should explain the reason here.



You are now ready to submit your refund request. Click **Edit** if you want to change the request or **Delete** if you want to remove the request. Otherwise click **Submit Refund Request** to submit your request.



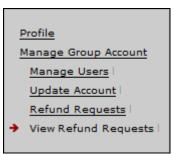
The Refund Details screen gives you a refund request number and shows a summary of your request in the table. You should make a note of the request number or print this screen for your records. You will be notified by email when your refund has been processed or if further information is required.

You can review the status of your refund requests on the View Refund Requests (Account) screen (see page 146).

Click **Return** to go the CSO main screen.

View Refund Requests (Account)

Click the View Refund Requests link under Manage Group Account in the navigation bar.



The View Refund Requests screen lets a CSO account manager view any refund requests for your organization's account.

Note

If a user has made a refund request, the user will receive an email notification when the request has been processed. The details of the refund can then be confirmed from the View Refund Requests page.



With the status quick filter, you can filter the list of refund requests to show only requests with a specific status. For example, if you choose to filter by Completed, only requests that have been processed will appear in the list.



Click the drop down list, select a status, and click **Go**. The list will display only the filtered results.

To view the details for a request, click **View**.



When a refund request has been approved, the amount of the refund provided will appear in the Transactions table.

Click **Return** to go back to the main View Refund Requests page.

Appendix A: About Restricted Access Files

Most files in the CSO system have *general* access (the file details and documents can be viewed by any CSO user).

Supreme Court Family files have *restricted* access (the file details and documents can be viewed only by those directly involved in the matter). To view a restricted file, you must be granted access by the court registry.

This document describes CSO's new (as of December 2010) *Restricted Access Request* feature. To request access to a restricted file, you must be a registered CSO user and:

- *counsel* for a party to the file, or
- a person authorized by a party's counsel (e.g., a *legal assistant*, a *paralegal*, or an *agent*) or
- a *party* to the file, or
- a person authorized by a party (e.g., an *agent*).

Important

Lawyers must go through a one-time verification the first time they request access to a restricted file. See Verification Process (Lawyers Only) on page 149.

There are two ways to initiate a request to access a restricted file:

- In **e-File**, when you file a document to a Supreme Court Family file. See Step 5: Request Access in e-File on page 103.
- In **e-Search**, when you search for a BC Supreme Court Family file. See Appendix B: Requesting Access in e-Search on page 151.

After you initiate a request, you *complete* the request by confirming that you are entitled to access the file. Verified lawyers and their staff can complete requests online, while others must attend a court registry. See Completing an Access Request on page 155.

Once your access to a restricted file is approved, it will remain active for one year. One month prior to the expiry date, the lawyer or party who authorized the request will receive e-mail notification with instructions on how to renew access. You can remove access at any time prior to expiry. See Removing Your Access to Restricted Files on page 40.

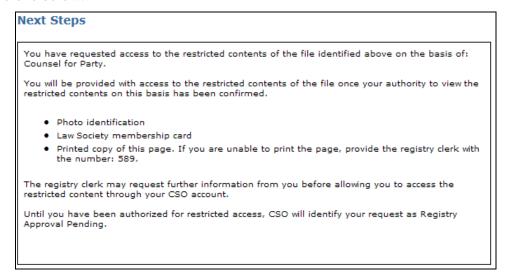
Verification Process (Lawyers Only)

As a lawyer, you must go to a court registry and verify your identity the *first time* you request access to a restricted file. Any court registry in BC can do this (by linking your Law Society membership to your CSO user name). Once you have been verified, you can use CSO to request access to restricted files online, without attending the registry. You will also be able to authorize access for other CSO users in your firm (e.g., staff) so they won't need to attend the registry.

Your CSO profile shows your verification status. If the Lawyer Status Verified check box is empty, you will not be able to access restricted files until you are verified.



The *first time* you request access to a restricted file, the system will display a message like the one below.



Print the message (or just write down the request number if you are unable to print) and take it to any court registry. Make sure you also take:

- your Law Society membership card.
- one piece of photo identification.
- your CSO user name and account name. (You can confirm your CSO user name and account name under your Profile in the menu bar to the left of the screen.)

Appendix B: Requesting Access in e-Search

In **e-Search**, you can view restricted Supreme Court Family file details only if you request and receive access from the court registry.

Important

Lawyers must go through a one-time verification the first time they request access to a restricted file. See Verification Process (Lawyers Only) on page 149.

There are two parts to requesting access: *initiating* the request and *completing* the request.

- 1. To find out how to initiate an access request in e-Search, see Initiating an Access Request in e-Search on page 152.
- 2. If you already initiated your access request in e-File, jump straight to Completing an Access Request on page 155.

Initiating an Access Request in e-Search

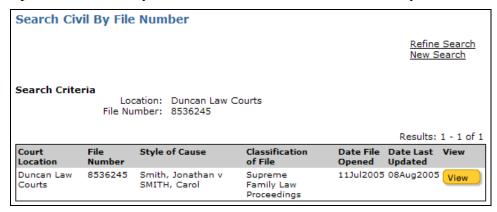
To initiate an access request, you must be a registered CSO user and:

- counsel for the party on the file, or
- a person authorized by a party's counsel (e.g., a *legal assistant*, a *paralegal*, or an *agent*) or
- a *party* to the file, or
- a person authorized by a party (an *agent*).

Important

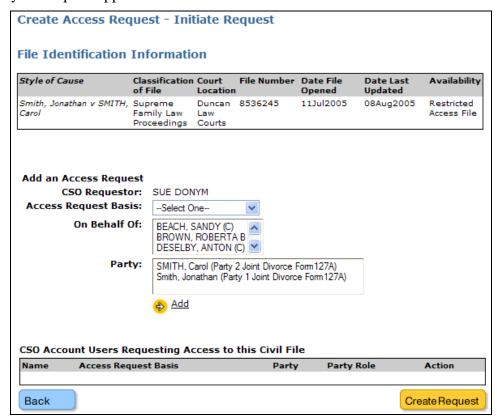
To minimize a counsel's tasks, law office staff should *initiate* requests for counsel and for other people in their CSO account. Staff can then inform the counsel that this has been done, and counsel can sign on and *complete* the access request. See Completing an Access Request on page 155.

The screen below shows Search Civil by File Number results. Because the file is classified as Supreme Court Family, access will be restricted to those directly involved in the matter.



Click **View** to initiate the "Add an Access Request" process.

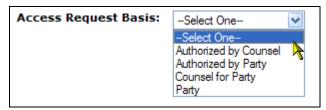
This screen lets you specify the basis for the request, who the request is for, and which party the request applies to.



For each person you want to have access to the restricted file, go through the steps below.

1: Access Request Basis

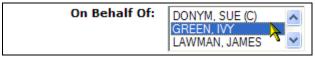
Select the option that applies to the person you are making the request for.



- If you are *counsel* for a party, select Counsel for Party. (If authorizing access for others in your firm, select Authorized by Counsel.)
- If you are *legal office staff* making a request on behalf of counsel for a party, select Counsel for Party. (If requesting access for yourself or others in your firm, select Authorized by Counsel.)
- If you are a *party* to the matter, select Party.
- If you are an *agent*, select either Authorized by Counsel or Authorized by Party.

2: On Behalf Of

Click the up and down arrows to scroll through the people in your CSO account.



- If you are *counsel* for a party, select your own name. (You can go through these steps again to authorize access for others in your firm if you want to.)
- If you are *legal office staff*, select the name of the counsel for a party. (You can go through these steps again to request access for yourself and other CSO users in your firm if you want to.)
- If you are a *party* to the matter, the system will automatically display your name unless there are other people in your CSO account. If there are other people in your account, select your own name.
- If you are an *agent* representing a party or a party's counsel, select your own name.

3: Party

Select the appropriate party name.



Click **Add** to add your request to the box in the bottom of the screen. You can go through the steps above more than once if you need to request access for more than one person.



Click the **Remove** link in the Action column if you need to remove a name from the list.

When everything is correct, click Create Request.

Having *initiated* your access request, your next step should be to *complete* the request. See the section that applies to you:

- If You are Counsel for a Party (see page 156).
- If You are Law Office Staff (see page 157).
- If you are a Party to the File (see page 159).
- If you are an Agent (see page 160).

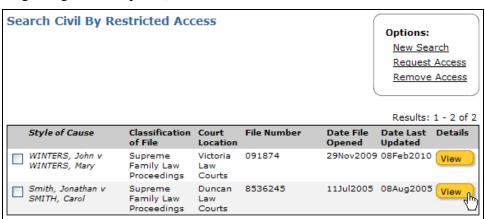
Completing an Access Request

Once you have *initiated* an access request, your next step is to *complete* the request. If you initiated the request in e-File, you will complete the request in e-Search.

The **Search Civil By** box contains an option that lets you view and manage your restricted access files. Click **My Restricted Access**.



This screen displays all restricted files for which you have requested access (including both pending and granted requests).



Find the request you initiated, and click its **View** button. What happens next depends on your relationship to the file. See the section below that applies to you:

- If You are Counsel for a Party (see page 156).
- If You are Law Office Staff (see page 157).
- If you are a Party to the File (see page 159).
- If you are an Agent (see page 160).

If You are Counsel for a Party

Important

Lawyers must go through a one-time verification the first time they request access to a restricted file. See Verification Process (Lawyers Only) on page 149.

If you were named as counsel for a party in an access request, you must confirm acknowledgement of this role before the registry can grant access to you or your staff.

Click the **View** button in the Search Civil By Restricted Access screen. You will see a screen like the one below.



Review the Acknowledgement section carefully, then check the tick box if you agree. When you click **Confirm Acknowledgement** you will go to a payment screen. After payment, the file will be open for viewing by you. If your staff were added to access request, they will also be able to view file details.

Note

Your access to the restricted file stays active for one year. One month prior to the expiry date, you will receive an e-mail with renewal instructions. If the matter is resolved before then, or if you cease to be involved with the matter, you can remove your own access. See Removing Your Access to Restricted Files on page 40.

If You are Law Office Staff

If counsel is a CSO user, access requests for staff will be automatically completed as soon as counsel acknowledges that they are counsel of record (see above).

Caution

Before counsel acknowledges that they are counsel of record, staff can initiate access requests on behalf of counsel and any staff. *After* counsel acknowledges that they are counsel of record, only that counsel will be able to initiate new access requests for that file.

Click the **View** button in the Search Civil By Restricted Access screen. If the counsel has acknowledged that they are counsel of record, you will go to a payment screen. After payment, the file will be open for viewing.

If counsel is not a CSO user (or has not yet completed their one-time verification), staff can still complete an access request by visiting a court registry. To complete the request, you must print a copy of the request you created in CSO.

Next Steps

You have requested access to the restricted contents of the file identified above on the basis of: Authorized by Counsel.

You will be provided with access to the restricted contents of the file once your authority to view the restricted contents on this basis has been confirmed.

- · Photo identification
- Authorization letter from counsel. This letter must clearly identify the counsel and the individual being given the authorization
- Printed copy of this page. If you are unable to print the page, provide the registry clerk with the number: 557.

The registry clerk may request further information from you before allowing you to access the restricted content through your CSO account.

Until you have been authorized for restricted access, CSO will identify your request as Registry Approval Pending.

Bring it to any court registry along with:

- Written authorization from the lawyer stating that they represent the party on the restricted file and they authorize your access to the file.
- Your CSO user name and account name. (You can confirm your CSO user name and account name under your Profile in the menu bar to the left of the screen.)
- Photo ID.

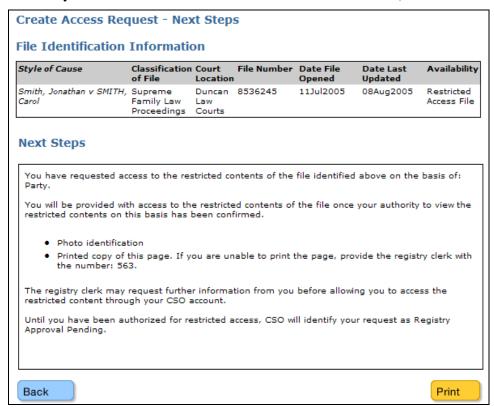
Registry staff will verify your access to the file.

Note

Your access to the restricted file stays active for one year. One month prior to the expiry date, the lawyer who authorized the request will receive an e-mail with renewal instructions. If the matter is resolved before then, or if you cease to be involved with the matter, you can remove your own access. See Removing Your Access to Restricted Files on page 40.

If you are a Party to the File

If you are a party, you must print a copy of the request you created and bring it to any court registry along with photo ID and your CSO user name. (You can confirm your CSO user name under your Profile in the menu bar to the left of the screen.)



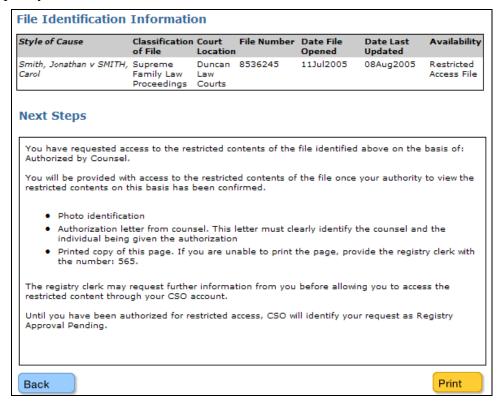
Registry staff will verify that you are a party to the file and authorize your restricted access to the file in e-Search.

Note

Your access to the restricted file stays active for one year. One month prior to the expiry date, you will receive an e-mail with renewal instructions. If the matter is resolved before then, you can remove your own access. See Removing Your Access to Restricted Files on page 40.

If you are an Agent

If you are an agent for a party (or for counsel for a party) you must print a copy of the request you created in CSO.



Bring it to any court registry along with:

- A letter of authorization from the party or lawyer. The letter of authorization must specifically authorize you personally so that the authorization can be matched to your CSO profile.
- Your CSO user name and account name. (You can confirm your CSO user name and account name under your Profile in the menu bar to the left of the screen.)
- Photo ID.

Registry staff will verify your status as agent and authorize your restricted access to the file in e-Search.

Note

Your access to the restricted file stays active for one year. One month prior to the expiry date, the lawyer or party who authorized the request will receive an e-mail with renewal instructions. If the matter is resolved before then, or if you cease to be involved with the matter, you can remove your own access. See Removing Your Access to Restricted Files on page 40.

Appendix C: Commonly-used Traffic/Criminal Codes

Note

The codes shown here are those most frequently encountered when viewing traffic/criminal information. For a complete list, see Appendix D: Complete List of Traffic/Criminal Codes on page 164.

Appearance Reasons

Code	Description	Explanation
AHR	Arraignment	Used when the anticipated event is an arraignment hearing before an
	Hearing	adjudicator - See CCFM Rule 5(2)(a) and Rule 8.
APP	Application	Used when an Application is scheduled before the Court.
ARB	Application to	Used as an "Appearance Reason" for the scheduled appearance when a
	Revoke Bail	verbal Application is made by Crown to revoke bail.
ARG	Argument	Used when a case is scheduled before the court for a Pre-Trial Argument.
AVB	Application to	Used as the "Appearance Reason" for the scheduled appearance when an
	Vary Bail	Application is made by Defence/accused to vary bail.
BR	Bail Review	Used for review of existing Provincial Court bail, Detention Orders, or
		90-day bail review.
CLC	Consult legal	Used when an accused has been adjourned to another date to consult
	Counsel	with counsel (See CCFM Rule 8(2)(g))
CNT	Continuation	Only to be used when a trial, preliminary inquiry or hearing has been
		scheduled previously and is adjourned to continue in Provincial Court or
		when a trial in Supreme Court or a hearing of an appeal has been
		scheduled previously and is being adjourned to continue.
CTD	Confirm Trial	Used when the accused is adjourned/scheduled to attend to confirm trial
	Date	date.
DEC	Decision	Used when a case has been adjourned for decision of the Court.
DSP	Disposition	Used when there is an indication that the matter is for disposition.
ELE	Election of	Used when a case is adjourned so that the accused may elect their mode
	Mode of Trial	of trial when Crown is proceeding by Indictment.
FA	First Appear-	Used when the accused is not in custody on that document and the
	ance	expectation is that the accused will be attending for the first time before
		the court related to a specific matter.
JIR	Judicial Interim	Used to indicate an appearance by an accused who is in custody on the
	Release	matter before the court and is used until bail has been granted or denied
		or the accused has chosen to remain in custody by consent.
OBC	Obtain Counsel	To be used as a next appearance reason when the result of the
		appearance for today is "TGC" (To Get Counsel).
PLE	Plea	Used when an adjournment is for the purpose of entering a plea at the
		next appearance.
PSR	Pre-Sentence	Used for Adult Court only. Used when Pre-Sentence Report is requested
	Report	by the Court after a finding of "guilt". (May include an additional
		request for an Technical Suitability Report).
PSY	Psychiatric/Psy-	Used when the Court requires a doctor's report on the fitness of the
	chological	accused, or when an application has been made for finding that an
	Exam & Report	offender is a Dangerous Offender.

Appearance Results

Code	Description	Explanation
ADG	Adjourned Gen-	Used when a matter is adjourned, but not to a specifically designated
	erally	date.
APA	Adjourned for	Used when the court indicates that the adjournment is for the purpose of
	Parents Appear-	the parents attending to prove age and notice in conjunction with the
	ance	Appearance Reason "TPA" (To Prove Age).
END	Concluded	Used at the conclusion of an issue or a count.
HJ	Hung Jury	Used when a jury is unable to reach a verdict.
IBA	Adjourned by	Used as the appearance result when an adjournment to a future court
	Applicant	date is initiated/requested by the applicant.
IBC	Adjourned by	Used as the appearance result when an adjournment to a future court
	Consent	date is consented to by all parties.
IBD	Adjourned by	Used as the appearance result when an adjournment to a future court
	Defence	date is initiated/requested by the accused/defendant/offender or their
		counsel.
IBP	Adjourned by	Used as the appearance result when an adjournment to a future court
	the Prosecutor/	date is initiated/requested by the prosecutor.
	Crown	
TGC	To Get Counsel	Used as the result when the reason for the next appearance is "OBC"
		(Obtained Counsel).
WI	Bench Warrant	Used when a warrant is issued by an adjudicator.
	Issued	

Pleas

Code	Description	Explanation
ADM	Admit	Used when there is an admission to an Application, Peace Bond
		Application, at a hearing of allegations of a conditional sentence order.
DNG	Deemed to Plea	Used when the accused refuses to plea or does not answer directly and
	Not Guilty	the court directs the clerk to enter a plea of not guilty.
DNY	Deny	Used when there is a denial of an Application, Peace Bond Application
	-	at a hearing of allegations of a conditional sentence order.
G	Guilty	Used when the accused pleads guilty to the offence.
N	Not Guilty	Used when the accused pleads not guilty to the offence.
PLI	Plea to Lesser,	Used when the accused pleads not guilty to the offence(s) charged but
	Included or	guilty to a lesser/included or other offence.
	Other Offence	

Findings

numgs		,
Code	Description	Explanation
AB	Abated by	Used when it is determined that the accused is deceased.
	Crown	
ACQ	Acquitted	Used when the accused is found not guilty. The charge is dismissed and
		the accused is acquitted.
ALL	Appeal Allowed	Used when a summary (provincial) court appeal is heard and the appeal
		is allowed.
APD	Application/	Used after a hearing of an Application when the court rules against the
	Appeal	Application.
	Dismissed	
APG	Application	Used after a hearing of an Application when the court rules in favour of
	Granted	the Application.
BV	Bail Varied	Used when an application by Defence Counsel/Accused to vary bail has
		been entered and the application to vary bail has been granted.
DND	Deemed not to	Used when a disputant fails to appear for a scheduled hearing date.
	be Disputed	
DSM	Dismissed	Used when an adjudicator makes a finding that a charge is dismissed.
DWP	Dismissed for	Used when court dismisses charge/s due to non-appearance by the
	want of	Prosecutor of the case (accused/applicant/disputant does attend).
	prosecution	
G	Guilty	Used when the adjudicator makes a determination of guilt after a plea
		has been entered, and may be made with or without a trial/hearing.
GLI	Guilty of lesser,	The accused pleads not guilty to the offence charged, the adjudicator
	included or	finds the accused guilty of a lesser/included or other offence arising out
	other	of the same incident.
NG	Not Guilty	Used when the only finding of the adjudicator states as "Not Guilty".

Appendix D: Complete List of Traffic/Criminal Codes

Appearance Reasons

Code	Description	Explanation
AHR	Arraignment	Used when the anticipated event is an arraignment hearing before an
71111	Hearing	adjudicator - See CCFM Rule 5(2)(a) and Rule 8.
AIR	Appearance	Used for Youth Court only. Used when scheduling the substantive file
AIK	after allegation	for an application after allegation of Breach of Intensive Rehabilitative
	Breach of	Supervision Order.
	Intensive	Supervision Order.
	Rehabilitative	
A DD	Supervision	Hand when an Application is sakeduled before the Court Places are
APP	Application	Used when an Application is scheduled before the Court. Please see
A DIVI	A 11 .1 C	code values for more definitive appearance reasons.
APW	Application for	Used as the next appearance reason when an application for a warrant is
	Warrant	made after the non appearance of the accused is noted.
ARB	Application to	Used as an "Appearance Reason" for the scheduled appearance when a
	Revoke Bail	verbal Application is made by Crown to revoke bail.
ARG	Pre-Trial	Used when a case is scheduled before the court for a Pre-Trial
	Argument	Argument.
ASC	Aboriginal	Used when scheduling matter and Judges to courtrooms. Used when the
	Sentencing	case will be proceeding by an Aboriginal Sentencing Circle.
	Circle	
AVB	Application to	Used as the "Appearance Reason" for the scheduled appearance when an
	Vary Bail	Application is made by Defence/accused to vary bail.
BR	Bail Review	Used for review of existing Provincial Court bail, Detention Orders, or
		90-day bail review.
CLC	To Consult	Used when an accused has been adjourned to another date to consult
	Counsel	with counsel (See CCFM Rule 8(2)(g))
CNA	Continuation of	Used when a hearing of an application has been scheduled previously
	hearing on an	and is adjourned to continue.
	application	
CNT	Continuation of	Only to be used when a trial, preliminary inquiry or hearing has been
	a trial or hearing	scheduled previously and is adjourned to continue in Provincial Court or
		when a trial in Supreme Court or a hearing of an appeal has been
		scheduled previously and is being adjourned to continue.
CTD	Confirm Trial	Used when the accused is adjourned/scheduled to attend to confirm trial
	Date	date.
CWI	For compliance	Used when an accused has been adjourned to perform certain tasks and
	with instructions	return when they are completed (See CCFM Rule 8(2)(f))
DBJ	For direction by	Used when an accused has been referred to a Judge by the Judicial Case
	a Judge	Manager - See CCFM Rule 5(6), 6(2), 7(2), 8(7).
DEC	Decision to be	Used when a case has been adjourned for decision of the Court.
	rendered by	
	court	
DFW	Dispute Fine	Used when a disputant is seeking a reduction in the fine amount and/or
	Amount in	time to pay a ticket and does not want to appear in person
	Writing	1 7
DSP	For Disposition	Used when there is an indication that the matter is for disposition.
ELE	Accused will	Used when a case is adjourned so that the accused may elect their mode
	1 Teedbed Will	osea when a case is adjourned so that the accused may elect their mode

	elect mode of	of trial when Crown is proceeding by Indictment.
	trial	or time mon crown is protecting by indication.
FA	First	Used when the accused is not in custody on that document and the
	Appearance	expectation is that the accused will be attending for the first time before
		the court related to a specific matter.
FAW	First	To be added in future. Used after the execution of a warrant where the
	Appearance	accused has been released by the police and the accused is making a first
	Warrant/Police	appearance in accordance with that release document (not in-custody).
	Release	
FOH	Focus Hearing	Used when a case has been adjourned for a focus hearing.
FT	For Trial	Used for the first day of a trial on an Information or Indictment when a
		case is set before a Judge/Justice.
FTJ	For Trial By	Used for the first day of a trial by jury on an indictment when a case is
TILD	Jury	set before a Supreme Court Justice.
FXD	To Fix a Date	Used when a matter is adjourned for the purpose of setting a trial or
IID	D 11 '	hearing date.
HR	For Hearing	Used for the first day of a Hearing for traffic matters scheduled before
ICD	T	an adjudicator and for Applications.
IGP	Intention to	Used when an accused has indicated an intention to enter a guilty plea
	enter a guilty	before a Provincial Court Judge (See CCFM Rule 5 (a) & 5 (b))
JIR	plea Judicial Interim	Used to indicate an appearance by an accused who is in custody on the
JIK	Release	matter before the court and is used until bail has been granted or denied
	Release	or the accused has chosen to remain in custody by consent.
JMT	Judgment	Used when a case has been adjourned for the Court to render judgment.
JSC	Jury Selection	Used when an application has been granted and the matter is scheduled
350	Challenge	to challenge the jury for cause.
JSL	Jury Selection	Used when a case is adjourned to a date to select a jury.
JST	Jury Selection	Used when a case is adjourned to a date to select a jury and commence
	and Trial	the trial.
OBC	Obtained	Used as a next appearance reason when the result of the appearance for
	Counsel	today is "TGC" (To Get Counsel).
PAR	For Particulars	Used when a case has been adjourned for the purpose of defence
		receiving particulars of the case from the prosecutor.
PGR	Progress Report	Used when the Court requires an update as to the progress of the
		offender (post-disposition).
PI	Preliminary	Used for the first day of a Preliminary Inquiry when the accused has
	Inquiry	elected to be tried by a Supreme Court Judge or a Supreme Court Judge
		and Jury.
PLE	Plea	Used when an adjournment is for the purpose of entering a plea at the
		next appearance.
PRH	Progress	Used for Drug Treatment Court at Vancouver Provincial Court only.
	Hearing	Used to schedule a progress hearing appearance (for an accused who is
DGE	D ·	enrolled in the Drug Treatment Program).
PSR	Pre-sentence	Used for Adult Court only. Used when Pre-Sentence Report is requested
	Report	by the Court after a finding of "guilt". (May include an additional
DCV	Dayahiatnia/	request for an Technical Suitability Report).
PSY	Psychiatric/	Used when the Court requires a doctor's report on the fitness of the
	Psychological	accused, or when an application has been made for finding that an
	exam & report, Assessment	offender is a Dangerous Offender.
	Order	
PTC	Pre-trial	Used when the Court requires the parties to attend a conference to
110	110 11111	a sea when the court requires the parties to attend a conference to

	Conference	discuss issues prior to commencement of hearing/trial.
REE	Re-election	Used when the accused indicates that they are going to change their
		previously elected mode of trial.
REV	Review of	Used for reviews of sentences/dispositions only, upon an application
	Sentence/	being filed.
	Disposition	
SCA	Summary	Used for a hearing of an appeal on a Provincial Court
	Conviction	conviction/sentence.
	Appeal Hearing	
SNT	Sentence	Used after a finding of "guilt" when the case is adjourned for
	Hearing	sentencing.
TCH	Trial	Used when the anticipated event is a Trial Confirmation Hearing (See
	Confirmation	CCFM Rule 8(6)(b) and Rule 10)
	Hearing	
TDC	Trial Date	Used to replace FT, PI and HR where those scheduled appearances have
	Cancelled	been cancelled. To be used by JCM and for traffic matters only.
TH	Transfer	Used when a hearing is required upon application to determine whether
	Hearing	the young person is to proceed in adult or youth court.
TSR	Technical	Used when a Judge orders that a Technical Suitability Report be
	Suitability	prepared for sentencing.
	Report	
VD	Voir Dire	Used when a Voir dire is the next anticipated court event.

Appearance Results

Code	Description	Explanation
ADG	Adjourned	Used when a matter is adjourned, but not to a specifically designated
	Generally	date.
APA	Adjourned for	Used when the court indicates that the adjournment is for the purpose of
	Parents	the parents attending to prove age and notice in conjunction with the
	attendance	Appearance Reason "TPA" (To Prove Age).
END	Concluded	Used at the conclusion of an issue or a count.
HJ	Hung Jury	Used when a jury is unable to reach a verdict.
IBA	Adjourned by	Used as the appearance result when an adjournment to a future court
	Applicant	date is initiated/requested by the applicant.
IBC	Initiated by	Used as the appearance result when an adjournment to a future court
	Consent-	date is consented to by all parties.
	adjournment	
IBD	Initiated by	Used as the appearance result when an adjournment to a future court
	Defence-	date is initiated/requested by the accused/defendant/offender or their
	adjournment	counsel.
IBJ	Initiated by	Used as the appearance result when an adjournment to a future court
	Judge/Justice -	date is initiated by an adjudicator, for example: adjourned to give
	adjournment	judgment/sentence/disposition/continuation.
IBL	Adjournment	Used as the appearance result when the court indicates there is not
	for lack of court	sufficient time on that day to complete the hearing/trial/sentence in the
	time	time allotted.
IBP	Initiated by	Used as the appearance result when an adjournment to a future court
	Prosecutor -	date is initiated/requested by the prosecutor.
	adjournment	
IBR	Adjourned by	Used as the appearance result when an adjournment to a future court
	Respondent	date is initiated/requested by the respondent or their counsel.

MIS	Mistrial	Used when the adjudicator indicates a mistrial.
RJ	Reserved	Used when the adjudicator adjourns to render written judgment (no next
	Judgment	appearance date is scheduled).
SBC	Scheduled by	Used when an accused is scheduled by a Judicial Case Manager to
	Consent	another appearance as consented to by Crown and Defence/Accused.
SBD	Scheduled	Used when an accused is scheduled by a Judicial Case Manager to
	(Defence/	another appearance as requested by the Defence/Accused.
	Accused)	
SBP	Scheduled	Used when an accused is scheduled by a Judicial Case Manager to
	(Prosecutor)	another appearance as requested by the Prosecutor.
SBS	Scheduled by a	Used when the accused is scheduled back to another appearance before
	Trial Scheduler	a JCM.
SL	Struck from list	Used for cases that are struck from list when new process is issued.
TGC	Adjourned -	Used as the result when the reason for the next appearance is "OBC"
	accused to get	(Obtained Counsel).
	counsel	
VDT	Jury Trial	Used when the matter is set over awaiting verdict. (Next appearance
	Verdict	reason would be "CNT"-Continuation.)
WH	Warrant issued	Used when the court indicates that a Warrant is issued, but held until a
	and held	specific date. (There is always a next appearance date in conjunction
		with this result.) The next appearance reason should be the same as the
		last appearance reason.
WI	Bench Warrant	Used when a warrant is issued by an adjudicator.
	issued	
WR	Warrant	Used when the warrant that was previously ordered to be held is now
	Released	released.
WRD	Warrant for	Used when an Offender fails to appear for DNA sampling as ordered.
	DNA Issued	An application is made by police to a Justice of the Peace to have this
		warrant issued. Note: This warrant can only be issued when a form
		5.041 DNA Order to Report for Samples has previously been issued
		(PCR887 or YTH805)

Class

Code	Description	Explanation
A	Adult	Used for criminal offence where the accused is an adult.
	Ticket	Used for an offence for which a violation ticket was issued.
T	(Traffic/Bylaw)	

Election Types

Code	Description	Explanation
J	Supreme Court	Used when the accused elects to be tried by a Supreme Court judge.
	Judge	
JJ	Supreme Court	Used when the accused elects to be tried by a Supreme Court judge and
	Judge and Jury	a jury.
PCJ	Provincial Court	Used when the accused elects to be tried by a Provincial Court judge.
	Judge	
SUM	Crown	Used where the Crown is proceeding summarily and the accused is not
	proceeded	entitled to elect the mode of trial – trial is to be by a Provincial Court
	summarily - no	judge.
	election	

Findings

Code	Description	Explanation
AB	Abated by	Used when it is determined that the accused is deceased.
Ab	Crown	Used when it is determined that the accused is deceased.
ACQ	Acquitted	Used when the accused is found not guilty. The charge is dismissed and the accused is acquitted.
ACR	Acquitted - Recognizance	Used when the accused is found not guilty and acquitted on the charge and is placed on a Recognizance.
ALL	Appeal Allowed	Used when a summary (provincial) court appeal is heard and the appeal is allowed.
APA	Application/ Appeal Abandoned	Used when the Applicant/Appellant files a Notice of Abandonment or does not appear on the scheduled date. Also used in the case of Appeal, when the Appellant fails to appear for a scheduled appearance.
APD	Application/ Appeal Dismissed	Used after a hearing of an Application when the court rules against the Application.
APG	Application Granted	Used after a hearing of an Application when the court rules in favour of the Application.
BV	Bail Varied	Used when an application by Defence Counsel/Accused to vary bail has been entered and the application to vary bail has been granted.
DIS	Discharge at preliminary inquiry	Used when there is a finding of insufficient evidence at the Provincial Court level to warrant a trial at the Supreme Court level.
DND	Deemed not to be Disputed	Used when a disputant fails to appear for a scheduled hearing date.
DSM	Dismissed	Used when an adjudicator makes a finding that a charge is dismissed.
DWP	Dismissed for want of prosecution	Used when court dismisses charge/s due to non-appearance by the Prosecutor of the case (accused/applicant/disputant does attend).
G	Guilty	Used when the adjudicator makes a determination of guilt after a plea has been entered, and may be made with or without a trial/hearing.
GLI	Guilty of lesser included or other	The accused pleads not guilty to the offence charged, the adjudicator finds the accused guilty of a lesser/included or other offence arising out of the same incident.
JSP	Judicial Stay of Proceedings	Used when an adjudicator enters a Stay of Proceedings on the case.
KSP	Kienapple Stay of Proceedings	Used to record the preclusion of multiple convictions for the same offence.

Loss of			
NCR Not Criminally Responsible due to Mental Disorder NFP No Further Process Information; or used when an Information is being sworn, and an adjudicator subsequently makes a decision related to a process hearing that no process is to issue for one or more counts on that Information. NG Not Guilty Used when the Only finding of the adjudicator states as "Not Guilty". NTO New Trial Ordered NUL Nullity on summary proceeding OSL Ordered Ostand Trial on lesser included or other charge or other c	LOJ		defendant is lost - Section 485 (2) CCC. If jurisdiction is not regained within a period of three months from the date of loss of jurisdiction, the
Process Information; or used when an Information is being sworn, and an adjudicator subsequently makes a decision related to a process hearing that no process is to issue for one or more counts on that Information. NG Nor Guilty Used when the only finding of the adjudicator states as "Not Guilty". NTO New Trial Ordered Used when a superior court makes an order that a new trial be held. Ordered Information is laid or ticket is issued and it exceeds the applicable statute's limitations. Ordered to Stand Trial on lesser included or other charge or other charge of or other charge of other charge or other charges are being proceeded on. OSN Order to Stand Trial (No Preliminary Inquiry Health or other charges are being proceeded on. OST Ordered to stand trial in superior court from the proceeding on a superior court or of the proceeded on price of the proceeded on price of the proceeded on the proceeded on trial in superior court. PFI Proceeded on New Ticket or other	NCR	Responsible due to Mental	Used when there is a finding of Not Criminally Responsible on account
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Nullity on summary proceeding		New Trial	
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QSD Quashed Used when an adjudicator makes a finding that a count on the face of an Indictment/Information/Ticket is found to be defective. REE Re-election Used when an application to re-elect has been filed on a Supreme Court matter and the Provincial Court Information is to be transferred back to Provincial Court. RGN Reasonable Grounds Not example used in relation to a finding after hearing on a Peace Bond Application and also after hearing of Conditional Sentence Order breach allegation and for some youth matters.) RGS Reasonable Grounds Used when a finding is made that the allegation did take place. (For example used in relation to a finding after hearing on a Peace Bond Application, and also after hearing of Conditional Sentence Order breach allegation, and also after hearing of Conditional Sentence Order breach allegation and for some youth matters).	PPA	Scheduled	
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RGS Reasonable Used when a finding is made that the allegation did take place. (For example used in relation to a finding after hearing on a Peace Bond Application, and also after hearing of Conditional Sentence Order breach allegation and for some youth matters).	RGN	Grounds Not	example used in relation to a finding after hearing on a Peace Bond Application and also after hearing of Conditional Sentence Order breach
	RGS	Grounds	Used when a finding is made that the allegation did take place. (For example used in relation to a finding after hearing on a Peace Bond Application, and also after hearing of Conditional Sentence Order
	SOF	Stay of	

	Proceedings -	and the Court orders a "Notice of Preventative Order".
	Firearms	
SOP	Stay of	Used when a Stay of proceedings is directed by Crown.
	proceedings	
	directed by	
	Crown	
SOR	Stay of	Used when the Crown enters a Stay of Proceedings against the charge as
	Proceeding -	laid, but the accused enters into a Recognizance to Keep the Peace.
	Recognizance	
SP	Special	Used only when no other code applies and must receive approval from
	Disposition or	Supervisor. (Must be used in conjunction with Comments).
	Decision	
SUP	Superintendent	To be added in future. Used in the Ticket module when ICBC cancels a
	Cancelled	ticket after it has been disputed.
TAC	Transferred to	Used when a hearing is held in Youth Court, and the young person is
	adult court	ordered to be tried as an adult.
TIP	Transferred in	Used when a case is transferred within the province.
	province	
TOP	Transferred out	Used when a case is transferred outside the province.
	of province	
TYC	Transfer to	Used when a hearing is held in Adult Court, and the young person is
	Youth Court	ordered to be tried as a youth.
UFT	Unfit to stand	Used when the accused is found unfit to stand trial due to a mental
	trial	disorder.
WD	Withdrawn	Used when an Application is withdrawn or when Crown makes
		application to withdraw the charge's on an Indictment, Information or
		Ticket.

JIR Result Types

Code	Description	Explanation
AOI	Assessment	Used when an in custody assessment order is made.
	Order - In	
	Custody	
AOO	Assessment -	Used when an out of custody assessment order is made.
	Out of Custody	
DO	Detention Order	Used only when the accused is ordered detained in custody or has been
		charged with an offence under 486 CCC.
OR	Recognizance -	Used when a recognizance of bail is ordered without deposit or surety.
	no Deposit/no	
	Surety	
PPA	Previous	Used when the process or bail is traversed from a previous
	Process/Bail	information/indictment.
	Applies	
RDS	Recognizance	Used when without deposit by the accused but with surety and surety
	without Deposit,	deposit.
	with Deposit &	
	Surety	
RIC	Remand in	Used when the accused waives their JIR Hearing and contends to remain
	Custody by	in custody.
	Consent	
RSD	Recognizance	Recognizance with deposit by accused with surety.

	with Deposit/	
	with Surety	
RWD	Recognizance	Recognizance with deposit by accused without surety.
	with Deposit/	
	without Surety	
RWS	Recognizance	Recognizance without deposit by accused with surety.
	without Deposit/	
	with Surety	
URP	Undertaking by	Used when court orders a young person to stay out of detention. (Used
	Responsible	in combination with UTA)
	Person (Youth	
	Justice Court)	
UTA	Undertaking to	Undertaking to Appear.
	Appear	
AOI	Assessment	Used when an in custody assessment order is made.
	Order - In	
	Custody	
AOO	Assessment -	Used when an out of custody assessment order is made.
	Out of Custody	
DO	Detention Order	Used only when the accused is ordered detained in custody or has been
		charged with an offence under 486 CCC.
OR	Recognizance -	Used when a recognizance of bail is ordered without deposit or surety.
	no Deposit/no	
77.	Surety	
PPA	Previous	Used when the process or bail is traversed from a previous
	Process/Bail	information/indictment.
DDG	Applies	
RDS	Recognizance	Used when without deposit by the accused but with surety and surety
	without Deposit,	deposit.
	with Deposit &	
DIC	Surety	II. 1 1 4
RIC	Remand in	Used when the accused waives their JIR Hearing and contends to remain
	Custody by	in custody.
DCD	Consent	Decomigance with denosit by seemed with source
RSD	Recognizance	Recognizance with deposit by accused with surety.
	with Deposit/	
	with Surety	

Pleas

Code	Description	Explanation
ADM	Admit	Used when there is an admission to an Application, Peace Bond
		Application, at a hearing of allegations of a conditional sentence order.
DNG	Deemed to Plea	Used when the accused refuses to plea or does not answer directly and
	Not Guilty	the court directs the clerk to enter a plea of not guilty.
DNY	Deny	Used when there is a denial of an Application, Peace Bond Application
		at a hearing of allegations of a conditional sentence order.
G	Guilty	Used when the accused pleads guilty to the offence.
N	Not Guilty	Used when the accused pleads not guilty to the offence.
PLI	Plea to Lesser,	Used when the accused pleads not guilty to the offence(s) charged but
	Included or	guilty to a lesser/included or other offence.
	Other	
SP	Special plea	Used when the matter before the court relates to liable 1) autrefois
		acquit 2) autrefois convict 3) pardon 4) justified

Sentence Types

Code	Description	Explanation
ABD	Absolute Discharge	Used when the accused is discharged absolutely on the offence.
С	Custody	Used when a judge imposes a period of custody for a provincial offence and the level of custody is not specified
CCO	Change to Court Order	To be used when a change (variation) has been made to a court order (including change to conditions).
CND	Conditional Discharge	Conditional discharge
СО	Open Custody	Custody - open
CS	Conditional Sentence	Conditional Sentence Order
CSS	Conditional Sentence Order Suspended	Used after a hearing where the Judge orders that the offender is to serve a portion of the unexpired sentence in custody, with the Conditional Sentence Order resuming upon release, with or without changes to the optional conditions.
CSW	Community Service Work	Community Service Work.
DDN	DNA Application Denied	Used as the Sentence/Disposition code when a request for DNA order is denied.
DIH	Detention in Hospital	Detention in Hospital.
DNA	DNA Authorized	Used when the Judge makes an order for a sample of DNA on a retroactive application.
DND	DNA Order Secondary (Discretionary/ Hybrid)	Used when the Crown is proceeding by Indictment and there is a finding of G (Guilty) or GLI (Guilty of lesser included or other) on an offence that has a DNA designation of Secondary: Discretionary or Secondary: Hybrid. Also used when there is a finding of NCR (Not Criminally Responsible due to Mental Disorder) on a Primary or Secondary.
DNM	DNA Order Primary (Mandatory/ Presumptive)	Used when the Crown is proceeding by Indictment and there is a finding of G (Guilty) or GLI (Guilty of lesser included or other) on an offence that has a DNA designation of Primary: Mandatory or Primary: Presumptive. NOT USED when there is a finding of NCR (Not

		Criminally Responsible due to Mental Disorder) on a Primary:
		Mandatory or Primary: Presumptive offence. See DNA Order
DNS	Order to	Authorizing - Secondary. Used when a Form 5.03 (Primary) order or a Form 5.04 (Secondary)
Bitto	Report for Sample Collection	order has been made, and Crown also makes a request for this reporting order. The DNA Order Authorizing - Primary or the DNA Order Authorizing - Secondary, as applicable, will be an attachment to this order. This order will be requested mainly when the offender is not incustody, and will specify the place, day and time for the offender to report to provide a DNA sample. May also be used when Retro (Pre-
		1990- orders are made (Surrey only).
DSO	Disposition Order	Disposition Order.
F	Fine	Fine
FOR	Forfeiture	Forfeiture(ss.164,401,462.37,462.38,491,491.1,492, NC ss.16,17, FD ss.27, 43(4),44,51
J	Jail	Jail
JSP	Judicial Stay of Proceedings	Code is set for deactivation. JSP can be found under Findings.
JTS	Jail Time Served	Used when sentence to time served.
NAD	NCRMD Absolute Discharge	Used when a Judge orders absolute discharge after a finding of not criminally responsible on account of mental disorder.
NCD	NCRMD Conditional Discharge	Used when a Judge orders conditional discharge after a finding of not criminally responsible on account of mental disorder.
OM	Order Made	Used when an order is made.
OSA	Original Sentence Applies	Original Sentence Applies.
OTH	Other	Used only when no other code applies.
P	Probation Order	Probation order
PB	Peace Bond	Used when a Judge orders that the accused be placed on a peace bond.
PBC	Common Law Peace Bond	Common Law Peace Bond.
PDC	Prohibition Driving - Criminal	Prohibition, driving - criminal
PDM	Prohibition Driving - (MVA)	Prohibition, driving - Motor Vehicle Act
PFD	Prohibition, Firearms, Discretionary	Used when a Judge orders that the accused be given a firearms prohibition order under Section 110 CCC
PFM	Prohibition, Firearms, Mandatory	Used when a Judge orders that the accused be given a firearms prohibition order under Section 109 CCC
PFP	Prohibition, Firearms, Preventative	Used as notification to the Security Programs when a Judge makes a prohibition order on application by a peace officer where no criminal charges are laid and Crown Counsel does not submit the order on the same day as the order was made by the Court.

PHB	Prohibit	Used in conjunction with offences when a person is prohibited from
	Attendance	being in a place where persons under the age of 14 years are or may be
	where child	present.
	present	
PHF	Prohibition -	Prohibition, firearms prior to criminal code changes
	Firearms	
RAA	Recognizance	Used when a recognizance is ordered after an allegation.
	After	
	Allegation	
RCO	Recognizance	Used when a stay of proceedings has been entered against charges or the
	Ordered	offender has been acquitted of charges and the offender is placed on a
		Recognizance by Consent.
RES	Restitution (s.	Restitution
	738)	
ROA	Recognizance -	Used when an offender is charged under the Offence Act and is placed
	Offence Act	on a peace bond, the sentence code would be ROA - Recognizance
		Offence Act.
SS	Suspended	Suspended passing of sentence
	Sentence	
SVO	Serious	Serious violent offence determination.
	Violent	
	Offence	
	Determination	
VS	Victim	Victim Surcharge.
	Surcharge	
VSE	Victim	Victim Surcharge exempt.
	Surcharge	
	Exempt	
XCJ	Order	Used after a hearing where the Judge orders an Order be terminated
	Terminated	