

## IVR GROUPS FOR THE CLERK OF THE SUPERIOR COURT

Callers transferred to the IVR Group extensions below will place a caller in a queue to speak to the staff assigned to that queue. The caller may be placed on hold if other calls are already in a queue waiting to speak to staff. L.R.D. 3-22-16

Ext	Group/Skill Name	Primary Functions
44776	Accounting	Posting/refunds of court ordered cash bonds/trust funds, Refunds for fees/eFiling fees, Questions/disputes about credit card charges, Bank related issues, Cashier deposits, Returned items, Fraud claims
44774	Appeals	Processing of the records on appeal and petitions for review (Requests for copies of the Appeals Index are processed by Support Services - General Records)
44773	Billing & Deferral	Billing/payment processing of deferred filing fees, Interceptions of tax refunds for payment of deferred fees, Court ordered jury fee judgments, Parenting conference/mediation/family court no-show fee payments
41898	Criminal Financial Obligations (CFO)	Handles restitution, fines and fees for adult criminal cases
41897	Distribution	Inquiries for changing/protecting addresses and receiving minute entries via email/mail
44777	ECR Online Access	Handles registration and access to online electronic court records in ECR Online
44781	eFiling - Criminal	Handles eFiling of Documents, eFiling guidelines and Returned phone calls
44826	eFiling - All other case types	
44775	Exhibits	Intake, storage/viewing and release of exhibits (Requests for copies of exhibits are processed through Support Services - General Records)
41896	Family Support Services	Inquiries for Child/spousal support payments, Income Withholding Orders (IWO)/garnishment, Changing employer address, Service for a protected address, Arrearage calculations, Payment histories and Support orders/judgments
44783	File Counter - Criminal	Inquiries for Fees/fines, Filing court documents into the court record, Documents that were mailed or dropped in a drop box, Returned phone calls and Court to court case transfers
44786	File Counter - Probate Registrar	
44833	File Counter - All other case types	
44782	Grand Jury	Primarily internal calls from MCSO and MCAO regarding Grand Jury cases
44793	Juvenile	All Juvenile case related telephone calls
44788	Marriage License & Passports	Issues marriage licenses and accepts passport applications to send to Federal passport agency for processing
44791	Marriage License - Recording Services	Records/scans marriage licenses for Maricopa County, Copies of marriage licenses, Sends letters regarding a problem with a license
44790	Process Servers	Handles Process server applications, tests for applicants and I.D. badges, Customer complaints about process servers, Coordinates with Judge on applications and complaints
44792	Receptionist - DJC	Calls related to COSC Administrative matters, Calls for Administrative staff members and DJC/COSC conference room reservations
44799	Support Services - Change of Venue	Processes outgoing Change of Venue requests (incoming Change of Venues handled by File Counter)
44789	Support Services - Credit Card Line	Processes credit card payments for copies (or certified copies) of court case records/documents and new weekly filings list
41899	Support Services - General Records	Processes copy requests for case records/documents and questions about sealed and confidential documents