



Apex Police Department General Order



Title Legal Process		Order Number 712-20
Effective Date: September 1, 2020	Amends: 712-13	
CALEA Standard: 74.1.1, 74.1.2, 74.1.3, 74.2.1, 74.3.1, 74.3.2, 84.1.8	Rescinds:	
Reference: NCGS 15 - Article 2; 15A, Subchapter II, Articles 9, 10, 11, 14, 15; 15A, Subchapter III, Article 17; 15A, Subchapter IV, Article 20; 15A, Subchapter V, Article 23; 15A-402 (b)(c)(d)	Pages: 15 + addendums	
Forms: F712 – Legal Process Control Form AOC-A-152 - Security Approval - Law Enforcement DCI-608F – Arrest Report		

Legal Process

Purpose

The purpose of this directive is to ensure sufficiency of information, accuracy, timeliness, accessibility, and delivery of the legal process service.

Policy

It is the policy of the Apex Police Department to execute legal process papers in conformance with established North Carolina criminal law and procedures. In general, civil process, including the service of subpoenas, is a function of the Wake County Sheriff; however, the Apex Police Department will serve subpoenas on employees of the Apex Police Department. (74.2.1)

The execution of criminal process papers is governed by the following North Carolina General Statutes (NCGS):

- 15A, Subchapter III, Article 17 (Criminal Process)
- 15A, Subchapter IV, Article 20 (Arrest)

Legal Process

- 15A, Subchapter V, Article 23 (Police Processing and Duties and Duties Upon Request)

The procedures for search and seizure, with or without a warrant and arrest, with a warrant, or without a warrant, are governed by the following NCGS:

- 15A, Subchapter II, Articles 9, 10, 11, 14, and 15
- 15A, Subchapter IV, Article 20

Definitions

Civil Process – A term that covers the service of pleadings, motions, orders, and other papers on a party in a civil case and the service of writs to enforcement judgments entered by a court. (SOURCE: North Carolina Justice Academy).

Criminal Justice Law Enforcement Automated Data Services (CJLEADS) – A database of comprehensive criminal information that can be accessed via the internet and is designed to integrate data found within additional NC databases including warrants, jail records, court records, prison records, probation and parole status, sex offender registration, DMV, Wildlife, and Concealed Handgun Permits. (SOURCE: NC Dept. of Information Technology)

Criminal Process – A directive issued by a judicial official that orders the arrest or appearance of a person, in order for that person to answer for an alleged crime, infraction, or failure to appear.

Criminal Summons – A criminal summons consists of a statement of the crime or infraction for which the person to be summoned is accused and an order directing that the person so accused appear and answer to the charges made against him/her. It is based upon a showing of probable cause supported by oath or affirmation. (SOURCE: NCGS 15A-303(a))

Defendant – The person or entity who is the subject of a charge or lawsuit.

Execution – The performance of an act required by a writ, warrant, or other process requiring the seizure of a person or thing by a sworn officer.

Foreign Jurisdiction – Another municipality, county, or state in which the department has no legal authority to serve or execute a process by use of department personnel.

Foreign Process – Any writ, warrant, order, summons, or other process originating in a foreign jurisdiction and intended to be served or executed in the department's jurisdiction.

Legal Process – Any item of civil or criminal process, whether original, intermediate, or final, that is valid on its face and is to be served or executed by the law enforcement agency. (SOURCE: CALEA)

Legal Process

North Carolina Warrant Repository (NCAWARE) – A comprehensive statewide repository of unserved criminal processes. NCAWARE is widely accessible to all North Carolina court officials and law enforcement officers and houses all orders, summons, warrants, release orders, appearance bonds, and orders for arrest, as well as a great deal of demographic information on defendants, complainants, and witnesses. NCAWARE allows for name search and cross-referencing of the related identification information. (74.1.3 (d))

Order for Arrest (OFA) – An order for arrest is an order issued by a justice, judge, clerk, or magistrate that a law enforcement officer take a named person into custody. (SOURCE: NCGS 15A-305(a))

Plaintiff – The person who brings a charge or lawsuit.

Post-Judgment Remedy – Remedies which are available only after a decision or final judgment has been reached in a civil action. The most common post-judgment remedy is an “execution.” (SOURCE: North Carolina Justice Academy)

Pre-Judgment Remedy – A method used to enforce a right, redress an injury, prevent a violation of a right, or compensate for a violation of rights before a final judgment is decided in a civil action. There are four basic remedies: attachment, garnishment, claim and delivery, and restraining orders or injunctions. (SOURCE: North Carolina Justice Academy).

Service – The delivery of an item of legal process that is complete with the act of delivery and does not require physical or legal seizure of a person or thing.

Subpoena – A legal process that commands a person to appear in court at an appointed time. Subpoenas take two forms: a *Subpoena to Testify* and a *Subpoena Duces Tecum* (subpoena to produce evidence).

Warrant for Arrest (WFA) – A warrant for arrest consists of a statement of the crime for which the person to be arrested is accused and an order directing that the person so accused be arrested and held to answer to the charges made against him/her. It is based upon a showing of probable cause supported by oath or affirmation. (SOURCE: NCGS 15A-304(a))

Authority

1. As a peace officer, a police officer will have within the corporate limits of the city all of the powers invested in law enforcement officers by statute or common law. He/she will also have power to serve all civil and criminal process that may be directed to him/her by any officer of the General Court of Justice and may enforce the ordinances and regulations of the city as the council may direct. (SOURCE: NCGS 160A-285).

Process Access

1. The primary responsibility for the recording, maintenance, and forwarding of legal processes will be assigned to the Records Section. The department maintains a computerized records management system (RMS) with a module designed for legal process tracking. Its function is to provide accurate information regarding the location and status of each paper warrant, summons, and subpoena assigned to the Apex Police Department. Electronic warrants, summonses, and other legal processes are accessible to department personnel through the North Carolina Warrant Repository (NCAWARE). All legal processes are available on a 24-hour basis. (74.1.1) (74.1.3 (f))

Types of Legal Process

Criminal

1. Criminal Summons
2. Order for Arrest
3. Warrant For Arrest
4. Search Warrant

Civil

1. Magistrates Summons – Issued when a plaintiff files a complaint to be heard in small claims court by a magistrate.
2. Civil Summons – Issued when a plaintiff files a complaint to begin a civil action in District or Superior Court.
3. Special Proceedings Summons – Issued when a party initiates a special proceeding, which includes adoptions, adjudications of incompetence and sale of property belonging to an incompetent person, name changes, partitions, and sale of property belonging to an estate.
4. Juvenile Summons – Issued when a juvenile proceeding is initiated against a juvenile for delinquency.
5. Summons in Proceeding to Terminate Parental Rights – Issued when a proceeding has been initiated to terminate the rights of a parent with regard to his/her minor child.
6. Child Custody Orders – Issued after a District Court Action.
7. Pre and Post-Judgment Remedies.

Legal Process

8. Domestic Violence Protective Orders – Issued to protect a victim from violence from another person in which he/she has a personal relationship.
 - Violation of a Domestic Violence Civil Protective Order may also be a criminal violation.

Other

1. Subpoena
2. Release Order
3. Repossession
4. Eviction
5. Involuntary or Emergency Mental Health Commitment

Legal Process, Generally

1. When legal process (other than an NCAWARE warrant) is received, all information from the process will be entered into the RMS, including: (74.1.3 (c))
 - Date and time process was received by the department (74.1.1 (a))
 - Type of process (criminal) (74.1.1 (b))
 - Nature of document (arrest, summons) (74.1.1 (c))
 - Source of document (74.1.1 (d))
 - Name of defendant (74.1.1 (e))
 - Address (which determines the district/officer) and date assigned for service or execution (74.1.1 (f) (g))
 - Court docket number (74.1.1 (h))
 - A unique number generated by the RMS
 - Date service due will be noted in the 'Remarks' field, if applicable (74.1.1 (i))
 - OFA/WFA processes are active until served or recalled by the Clerk of Courts; therefore, there is no "date service due"
 - **NOTE:** NCAWARE Warrants are in an electronic repository; as such, a paper copy is not "received"
2. The Apex Police Department does not receive or disburse funds in conjunction with the administration of legal process.
3. The Apex Police Department does not receive property through the delivery of civil process.

Legal Process

- Any property seized, found, or recovered for any reason will be accounted for in agency records and disposed of in accordance with applicable federal and state laws and departmental policy. (84.1.8)
4. Each squad supervisor (sergeant or corporal) will:
 - On a regular basis, but at least once per seven day calendar week, check NCAWARE for legal process assigned to the department
 - Accept all subpoenas for service and assign responsibility for service of specific subpoenas/summons/warrants to district officers
 - Monitor efforts to ensure all active legal process is served in a timely manner and fully documented
 - Turn over unserved subpoenas to the next shift or return them to the Division Commander
 5. All attempts to serve legal process will include:
 - Date and time service was executed/attempted (74.1.2 (a))
 - Name of officer(s) executing/attempting service (74.1.2 (b))
 - Name of person on whom the process was served/executed (74.1.2 (c))
 - Method of service or reason for non-service (74.1.2 (d))
 - Address of service/attempt (74.1.2 (e))

Criminal Process, Generally

1. Effective March 2010, the official repository for all Criminal Summons and warrants (Orders for Arrest/Warrants for Arrest) is the Administrative Office of the Courts (AOC) NCAWARE System (<https://www.nccourts.org>).
 - The AOC Help Desk for NCAWARE issues can be reached 24-hours per day at (919) 890-2407.
2. Officers may add a legal process to the NCAWARE system to request a Criminal Summons or Warrant for Arrest.
 - Officers will follow the procedures as outlined in the NCAWARE LEO Quick Reference Guide.
 - Once the entry is made, the officer must appear before a magistrate to have the Criminal Summons or Warrant for Arrest issued.
 - Warrant information entered into NCAWARE will be verified with the information on the process to ensure accuracy.
3. A search of the NCAWARE system may be made by any officer or Telecommunicator that has previously been granted access.

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- For access, the employee must complete AOC-A-152 – *Security Approval – Law Enforcement* and submit it to the IT/Records Manager through the chain of command.
4. CJLEADS may be used as an additional investigative resource by any officer or Telecommunicator that has previously been granted access. Officers must not take enforcement action on information located through a CJLEADS search before the information is verified through NCAWARE.
5. All felony warrants received by the department must be entered into NCIC (Wanted Persons File).
- NCIC entry is a function of the Communications Center.
 - The investigating or case officer requesting a NCIC entry for a felony warrant will complete form F1204e – *NCIC Wanted Person Entry*.
 - The Telecommunicator will make the entry through the DCI system following [General Order 1204 – DCI Operations](#).
 - The Wanted Persons File contains personal descriptors and identifiers for persons who are being sought by the law enforcement community. (74.1.3 (a))
 - The NIC number will be entered into the ‘Tracking’ section of the warrant.
 - All warrants should be listed as non-extraditable unless written approval is received from the Wake County District Attorney’s Office.
 - This written approval should be printed and placed in the master case file.
 - The criteria needed for receiving information from other jurisdictions will be the same as the criteria used by the North Carolina Division of Criminal Information (DCI) system, the National Crime Information Center (NCIC) system, and NCAWARE. (74.1.3 (b))
6. The Wake County Clerk of Courts assigns summons/warrants for service in the Town of Apex to the Apex Police Department as follows:
- All felony warrants where an Apex police officer is the applicant/case officer
 - All summons/warrants where the subject/defendant resides in the Town of Apex
 - Any summons/warrants where an Apex police officer has requested assignment to the department
7. On a regular basis, but at a minimum of once per week, Records Section staff will:
- Check the NCAWARE system for any new legal process that is assigned to the Apex Police Department
 - Accept all legal process assigned to the Apex Police Department by selecting the “Accepted & Assigned to Zone” function through NCAWARE
 - Assign the legal process as follows:
 - If the subject/defendant resides outside the town limits of Apex, assign the process to the Criminal Investigation Division

Legal Process

- If the subject/defendant resides inside the town limits of Apex, assign the process to the “district” in which the subject/defendant resides
8. Officers will check for legal process that should be served on any person they come into contact with who is known to have or suspected of having a criminal record.
 9. Criminal process will only be served by sworn law enforcement officers and officers must confirm the validity of all warrants prior to service. (74.3.2)
 10. Officers serving warrants in other North Carolina jurisdictions will contact that jurisdiction's police or sheriff's department and advise them of the pending action. The serving officer must request the presence of an officer from the local law enforcement having jurisdiction. Territorial jurisdiction of city officers to make arrests is governed by NCGS 15A-402 (b) (c) (d). (74.3.1)
 11. Any paper-based criminal legal process will be taken to the Clerk of Courts for entry into the NCAWARE system and will be returned to the Clerk of Courts upon service.

Criminal Process – Specifics by Type (74.3.1)

Citation

1. A citation is a directive issued by a law enforcement officer, or other person authorized by statute, that a person must appear in court and answer a misdemeanor or infraction charge or charges.
2. The citation must be dated and signed by the officer who issues it.
3. An officer will deliver the citation to the person cited who may sign a receipt on the original. Failure of the person to sign a citation does not constitute grounds for arrest or the requirement that he/she post a bond.
4. An officer may issue a citation to any person who he/she has probable cause to believe has committed a misdemeanor or infraction. The citation must:
 - Identify the crime charged, including the date of occurrence, and where applicable, identify the property and other persons involved
 - Contain the name and address of the person cited, or other identification if that cannot be ascertained
 - Identify the officer issuing the citation
 - Cite the person issued to appear in a designated court, at a designated time, and on a designated date

Legal Process

5. Any electronic citation issued by an officer during his/her tour of duty will be transmitted to AOC prior to the end of his/her scheduled shift and any paper citation will be forwarded to the Records Section by the end of the scheduled shift.

Criminal Summons (AOC-CR-113)

1. A Criminal Summons does not authorize the person charged to be taken into custody.
2. A Criminal Summons is valid for 90 days and must be served on the defendant before the court date.
3. A Criminal Summons may be served by any law enforcement officer having authority and territorial jurisdiction to make an arrest for the offense charged. (SOURCE: NCGS 15A-301 (b))
4. A Chief of Police may appoint a person to serve Criminal Summons in person at the law enforcement headquarters.
 - A defendant may be contacted by phone or letter asking him/her to come to the headquarters to accept the summons. (SOURCE: NCGS 15A-301 (b))
5. When a Criminal Summons is served, the serving officer will:
 - Provide a copy to the subject
 - Update the NCAWARE record to "served"

Order for Arrest (AOC-CR-217AS)

1. An Order for Arrest (OFA) is issued by a judicial official on a person for a failure to appear (FTA) in court when required or upon a True Bill of Indictment to direct a police officer to arrest the person. **NOTE:** A copy of the Indictment should be attached.
2. OFAs must be directed to a particular officer, a class of officers, or a combination thereof, having authority and territorial jurisdiction to execute the process. (SOURCE: NCGS 15A-301 (b))

Warrant for Arrest (AOC-CR-100)

1. A Warrant for Arrest (WFA) is issued by a judicial official and directed to a police officer to arrest a person for a specific charge.
2. WFAs must be directed to a particular officer, a class of officers, or a combination thereof, having authority and territorial jurisdiction to execute the process. (SOURCE: NCGS 15A-301 (b))

Legal Process

3. WFAs are processed in the same manner as an OFA.
4. When a warrant (OFA/WFA) is served:
 - The serving officer will:
 - Complete DCI-608F – *Arrest Report* pursuant to applicable regulations
 - Update the NCAWARE record to “served”
 - If the warrant is also entered into NCIC, notify the Communications Center
 - If the warrant is related to an Apex Police Department case, complete a supplemental case report
 - **NOTE:** For the service of a warrant that originated from another jurisdiction, only the arrest report will be completed
 - Transport the person arrested to a judicial official without unnecessary delay
 - The Telecommunicator will:
 - Clear the NCIC entry
 - Update form F1204E – *NCIC Wanted Person Entry* and file in the “Cleared” Folder
 - If the Apex Police Department is not the originating agency for a warrant, notify the originating agency via DCI “locate,” telephone, or some other method (74.1.3 (e))
 - The magistrate will update the entry to show “cleared” in NCAWARE
5. Any order issued for a juvenile will be filed separately from all adult records.

Search Warrant – (AOC-CR-119)

1. Search warrants must be executed within 48 hours of issuance or returned to the Clerk of Court.
2. Once the search warrant is executed it must be returned to the Clerk of Court within 96 hours.
3. Execution of search warrants will be in accordance with General Order 703 - *Search & Seizure*.

Civil Process – Specifics by Type (74.2.1)

1. In general, all civil process in the Town of Apex is served by the Wake County Sheriff’s Office. The Apex Police Department does not serve civil process other than outlined in this directive.
 - When requested to assist other agencies serving a civil process, officers will stand-by for the purposes of keeping the peace.

Domestic Violence Protective Order (50B) (AOC-CV-304)

1. The victim/petitioner requesting a Domestic Violence Civil Protective Order should provide a copy of the order to the Apex Police Department if the subject of the order lives in the town limits of the Town of Apex.
2. Copies of Domestic Violence Civil Protective Orders may also be received from attorneys or other agencies.
3. When a copy of an order is received by any method, it will be forwarded to the Records Section.
 - The Records Section will date and time stamp the order indicating receipt and log it on form F712 – *Legal Process Control Form*.
 - The Records Section will check DCI to verify the original order has been entered into the state system.
 - Once the order has been verified in DCI, the paper copy will be destroyed in house.
4. Arrests for a violation of a Domestic Violence Civil Protective Order will be made ONLY after verifying the validity of the order through NCIC in accordance with applicable directives.

No Contact Order (50C) (AOC-CV-524)

1. The victim/petitioner requesting a No Contact Order must provide a copy of the order to the Apex Police Department if the subject of the order lives in the town limits of the Town of Apex.
2. Copies of No Contact Orders may also be received from attorneys or other agencies.
3. When a copy of an order is received by any method, it will be forwarded to the Records Section.
 - The Records Section will date and time stamp the order indicating receipt and log it on form F712 – *Legal Process Control Form*.
 - The Records Section will check DCI to verify the original order has been entered into the state system.
 - Once the order has been verified in DCI, the paper copy will be destroyed in house.
4. Arrests for a violation of a No Contact Order will be made ONLY after verifying the validity of the order through NCIC in accordance with applicable directives.

Other

Subpoena (AOC-G-100) (74.2.1)

1. A subpoena may be served by any person at least 18 years of age and who is not a party to the court action.
2. A subpoena is served by personally delivering it to the person named in the subpoena; if authorized, telephone communication with the person named in the subpoena; or mailing the subpoena to the person named by using certified/registered mail and return receipt requested.
3. There is no time limit to the validity of the subpoena, but as a practical matter, the subpoena must be served before the time set for the appearance of the person named.
4. Typically, subpoenas are delivered to the department by a Wake County Sheriff's Deputy, a private attorney, via fax from the District Attorney's Office, or received via US postal mail.
5. Subpoenas received by any manner will be forwarded to the Records Section.
6. Upon receipt, the Records Section will:
 - Date and time stamp the subpoena indicating receipt
 - Enter the details of the subpoena in the WARRANTS module of the RMS
 - For EXTERNAL subpoenas only, complete and attach form F712 – *Legal Process Control Form*
7. The subpoena will be forwarded as follows:
 - Internal subpoenas for personnel
 - Forward the subpoena to the employee's Division Commander who will assign the subpoena for service
 - Internal subpoenas for records/videos/documents
 - Forward the subpoena to the Administrative Division Commander
 - External subpoenas
 - Forward the subpoena and form F712 – *Legal Process Control Form* to the Patrol Division Commander who will assign the subpoena for service
8. If a subpoena is received for an employee of the rank of Sergeant or higher, it will be served by the employee's Division Commander or the Administrative Division Commander.
9. The Administrative Division Commander is responsible to ensure all subpoenas for department employees, records, videos, or documents are served in a timely manner.

Legal Process

10. Officers assigned a subpoena for service will:

- Make attempt(s) to serve the subpoena prior to the scheduled court date
- Ensure all attempts for service are documented in CAD and on form F712 – *Legal Process Control Form*
- Upon service, complete the Return of Service section on the subpoena and return the subpoena and form F712 – *Legal Process Control Form* to the Records Section
- If the subpoena cannot be served, document the reason(s), and return it to the Records Section

11. Records Section staff will:

- Enter the service attempt information into the RMS
- Enter the status (i.e. served, unserved)
- Return the subpoena to the Clerk of Court
- File form F712 – *Legal Process Control Form* in the designated location

Release Order (AOC-CR-200)

1. A Release Order is issued by a judicial official to define conditions for release from custody pending trial.
2. A copy of the Release Order may be provided to the investigating officer by the Magistrate or Clerk of Courts for informational purposes.
3. Release Orders received on a specific case will be included in the case file.
4. If a violation of conditions of a Release Order is alleged, the officer will:
 - Attempt to verify that the Release Order is valid
 - If the alleged violation was not committed in the officer's presence, he/she will refer the victim/complainant to the magistrate
 - Refer to NCGS for exceptions
 - If appropriate, notify the Magistrate or other judicial official of the violation
 - **NOTE:** Unless the violation is in itself a criminal offense (i.e. violation of a Release Order that also violates a 50B/50C Order) officers typically will not make an arrest
 - Refer to NCGS for further information if necessary

Expungement (AOC-CR-264)

1. All petitions and orders of expungement records received will be forwarded to the IT/Records Manager who will expunge the record according to General Order 401 – *Records Administration*.

Legal Process

Repossession

1. All repossessions in the Town of Apex are served by the Wake County Sheriff's Office.
2. All persons who take custody of a vehicle or property as a result of a repossession, other than a law enforcement officer, must notify the local law enforcement agency having jurisdiction of the repossession.
3. All notifications will be forwarded to the Communications Center.
4. The Telecommunicator receiving the call will create a CAD entry using the nature code REPO. Details of the repossession including location, vehicle information, owners information, bank information, and the name and contact information for the repossession company will be listed in the CAD entry. The call will then be cancelled using the cancel code TEL (Handled by Telecommunicator).

Eviction

1. All evictions in the Town of Apex are served by the Wake County Sheriff's Office.

Involuntary or Emergency Mental Health Commitment

1. The service of mental commitment process documents will normally be initiated through the Magistrate's Office and will be documented through CAD as a call for service.
2. Officers assigned to serve a mental commitment process will exercise all safety precautions necessary to effect the service of the document and to protect themselves or other parties from injury. Officers will remain cognizant of the fact that the individual named in the process is not being taken into custody for a criminal violation.
3. Upon service of the process, the officer will transport the individual to the medical facility directed within the document.
4. Following the individual's disposition by medical authority, the serving officer will:
 - Complete and return all documents related to the involuntary/emergency commitment to the Magistrate's Office
 - Document the circumstances in a case report through RMS

Text in "Green" denotes a significant change in policy

BY ORDER OF:

A handwritten signature in black ink, reading "John W. Letteney". The signature is written in a cursive style with a horizontal line extending from the end of the name.

John W. Letteney
Chief of Police

North Carolina Administrative Office of the Courts

Court Services Division

NCAWARE - Statewide Warrant Search

Tip Sheet

Logging on

1. Open the link, **NC COURTS INTRANET** or open the Internet Explorer icon and type <https://www3.nccourts.org>
 - a. Click "Yes" to proceed at Security Alert, if required
2. Click on the *Web Application Logon* button located in the upper right had corner.
3. Sign on using your RACF ID (m##xxx) and password (should be the same ID you use to access TAO and ACIS)
4. Click **Statewide Warrant Search**
 - a. Click "Yes" to proceed past the Security Alert, if required

Searching for Outstanding Processes

1. From the STATEWIDE SEARCH main menu, click on either **Search by Person** or **Search by File Number**
2. If using **Search by Person**, choose a **Search Level*** and enter as much information (first and last name, DOB, age, race, gender, address, etc) as required.

NOTE: *Providing a lot of information in the search screen will result in a smaller result set. Providing less information will result in a broader result set.*

3. Click **Search**
4. If using **Search by File Number**, choose the **County** and enter the **File Number**
5. Click **Search**

***Search Level:** Uses Soundex, which is based on the phonetic sound of the search criteria as opposed to the strict spelling and order of the criteria. There are 5 Soundex levels:

- **Level 1 – Near-Exact Match / fixed name order**
- **Level 2 – Soundex / fixed name order (Default Search Option)**
- **Level 3 – Near-Exact Match / variable name order**
- **Level 4 – Soundex / variable name order**
- **Level 5 – Broadest Soundex / variable name order**

Interpreting Search Results

1. The **Search for Person** results will return with typical person and process data fields which include:

- **Defendant Name**
- **DOB**
- **Race**
- **Sex**
- **DMV ID**
- **Address**
- **County/File Number**
- **Height**
- **Weight**
- **Hair Color**
- **SSN**
- **Process Type**
- **Offense**

NOTE: *These fields may or may not be fully populated based on how much information was entered on the original process.*

2. Also contained on the search results screen are fields that are unique to NCAWARE:
 - **Score:** A measurement of the accuracy of the associated return. The most accurate returns are listed first.
 - **System Maintained:** System name of where the specific case file is currently maintained (ACIS, Magistrate System, NCAWARE) Also, any processes converted to NCAWARE and the source system will be noted here.
 - **Process Verified:** Identifies if the paper document associated with the process has been verified as being currently outstanding.
3. Options to directly access the Person or Case records:
 - Click on the **Defendant Name** and the Person record displays defaulted to the **PERSON DEMOGRAPHICS tab**. All information is view-only.
 - Click on the File Number and the **CASE SUMMARY TAB VIEW** (or OFA - SUMMARY TAB VIEW) of the selected File Number displays. All information is view-only.
4. Option to print a report of selected records:
 - To print or display the **Outstanding Process Report**, select the more processes () and click **Generate Report**.

Create A Shortcut To SWS

1. Open up **Internet Explorer**
2. Type <https://www3.nccourts.org> in the address bar.
3. Press **Enter**
 - Click "Yes" to proceed past the Security Alert, if required
4. Select **FILE / SEND / SHORTCUT TO DESKTOP**
5. Close **Internet Explorer** and look for a new icon on your desktop named **NC Courts Intranet**
 - Right-click on the icon to re-name it.

NCAWARE LEO Quick Reference Guide

INITIATE PROCESS

1. From the MAIN MENU, click **Add a Process**.
2. Select the radio button to the left of the appropriate process type
3. Click **Create A Process**.
4. Enter Offense Date/Start Date of Offense
5. Enter (or select) a value in the End Date of Offense field, if appropriate.
6. Click **Submit**.
 - a) The PROCESS TAB VIEW displays, defaulted to the Defendant Tab.

NOTE: *You do not need to select the following tab options in order. Use the summary tab to check progress and determine the required tabs for the process type you are entering*

ADD DEFENDANT

1. On the bottom left of the Defendant tab, **Click Add Defendant**.
2. The PERSON SEARCH screen displays.
3. Enter search criteria.
4. The SEARCH RESULTS screen will display with a list of Person records (if any) that match the search criteria.
 - a) If one of the returned names matches the Defendant, select the radio button to the left of the record and click **Select**
 - b) If no returned names match the Defendant, click **Add**.
5. The PERSON DETAILS screen displays. Add information as required and then click **Add**.

NOTE: *This is where you can upload a new image to attach to the process*

6. The PERSON-DEMOGRAPHICS TAB displays the person information you added. Click **Select as Defendant**.
7. The DEFENDANT ASSIGNMENT screen displays
8. Select an image to attach to the process if available.
9. Select up to two Aliases to associate with the Defendant's true name.
10. Select an appropriate value from the required Reason for linking the Defendant dropdown.

ADD OFFENSE(S)

1. Click the OFFENSES tab and then click **Add Offense**.
2. The OFFENSE SEARCH screen displays. Enter search criteria and click **Search**
3. The OFFENSE SEARCH RESULTS screen displays, showing the Offense Titles returned from the search. Select the radio button to the left of the appropriate offense and click **Select**.
4. Fill out the appropriate information on the charges by following the screen prompts if required. Select **Next** after each entry
5. When you have completed the template, select **Add**
6. Review the charging text and make any necessary edits.
7. Click **Add** to add the offense to the process.

NOTE: *You can add up to three offenses for a WFA and two offenses on a Summons. Follow your local rules to determine how many offenses to add per process.*

ADD COMPLAINANT / WITNESS / VICTIM

Click the appropriate COMPLAINANT, WITNESS or VICTIM tab

Legal Process

1. Select the appropriate Complainant, Witness or Victim type (Person, Business, or LEO) from the dropdown.
2. Click **Add Complainant / Witness / Victim**

NOTE: *If you are adding yourself, select Add Self
When adding a name, you must first search the database.*

3. To add someone other than yourself, enter your search criteria, and select **Search by Name** or **Search by ID Number**.
4. The related SEARCH RESULTS screen displays with a list of record(s) that match the search criteria.
 - c) If one of the returned names matches, select the radio button to the left of the record and click **Select**
 - d) If no returned names match, click **Add**.
 - a) The PERSON (or BUSINESS) ADD screen displays. Add information as required and then click **Add**.
5. The PERSON (or BUSINESS) DEMOGRAPHIC TAB displays. Click **Select as Complainant / Witness / Victim**.
6. The COMPLAINANT/WITNESS/VICTIM ASSIGNMENT screen displays, enter the appropriate information and click **Select as Complainant/Witness/Victim** and follow the prompts

Subpoena Information

1. The Subpoena Required dropdown will default based on local requirements
2. Select the **Generate Subpoena** checkbox, if necessary.
3. Enter appropriate Subpoena detail.

NOTE: *Court Information is required when Generate Subpoena selected.
At least one of the "appearance" checkboxes must be selected if the Generate Subpoena checkbox is selected.*

4. Click **Add**. The COMPLAINANT/WITNESS/VICTIM tab displays the added Person / Business record.

SUMMARY TAB

1. The process **must** be in **Complete** status before the Magistrate can find probable cause.
 - a) If it is not Complete, check the SUMMARY TAB to determine what information is missing. All fields marked with an asterisk (*) must be filled out.
2. The SUMMARY TAB is also where you enter additional LEO specific information
 - a) On the bottom of the SUMMARY TAB, click **Edit Summary**.
 - b) Add or edit the appropriate information and select **Edit** when done.

BE SURE TO MAKE NOTE OF THE FILE NUMBER, PROCESS NUMBER OR DEFENDANT(S) NAME(S) TO PROVIDE TO THE MAGISTRATE FOR PC.

ADDITIONAL NOTES:
