

ATTENTION COURT REPORTERS

THE RENEWAL PERIOD BEGINS SEPTEMBER 01, 2009!

(Refer to the 'Renewals' page of our website for details on renewals/CE requirements.)

- **If you choose to renew via US mail the process is as follows:** 1) Mail your Renewal Form, Continuing Education Reporting Form, and the renewal fee to P O Box 13122, Austin, TX 78711-3122 and, barring any insufficiencies, 2) your license will be issued by the Board via regular US mail. Renewals are not to be submitted until September 1, 2009. Please be certain to complete the renewal survey as well. The survey is optional. Forms are to be obtained from the [Forms](#) page of our website starting 09/01/09. If you cannot access the forms online, you must submit a written request to the Board office to have them sent to you. Requests may be submitted to (F) 512/463-1117, (E) info@crCB.state.tx.us, or to our general correspondence address of PO Box 13131, Austin, TX 78711-3131. Form requests are not accepted by phone.
- **If you use the online renewal website, the process is as follows:** 1) Enter your renewal data online and, barring any insufficiencies, 2) your license will be issued by the Board via regular US mail. The renewal window for the online process is September 1, 2009 - December 31, 2009. Please be certain to complete the renewal survey located on our website. The survey is optional. Renewals submitted after 12/31/09 must be mailed to P O Box 13122, Austin, TX 78711-3122 w/the appropriate fees and forms.
- **Delinquent Renewals.** Licenses which have been expired for 90 days or less may be renewed but the licensee shall be required to pay 1½ times the renewal fee (\$310). Licenses which have been expired for more than 90 days but less than one year may be renewed but the licensee shall be required to pay twice the renewal fee (\$410). If the licensee has not renewed within a year of expiration, they shall be required to sit for the public CSR exam. Exceptions cannot be granted and fees cannot be waived or refunded.
- **You are strongly urged not to submit renewals at the last minute.** Allow yourself plenty of time to make corrections, if any, and possibly avoid the penalty fees outlined above. Mid-November through end of December is the busiest time for renewals; therefore, items sent during that time frame may take longer to process due to high volume. For timeline purposes, estimate approximately 1 week from when you mail your papers to the time we may receive them as they must go through our payment processing center before being routed to our office.
- **CE Compliance Verification:** The Board operates under a random review process for CE Compliance. Please be advised that, per the CE Rules, you must maintain your CE documentation for 2 renewal periods. If you are selected for review you must follow the instructions in your review notice. Those chosen for review will be required to provide copies of documentation for continuing education earned during the 2 year compliance period of 2008-2009. We strongly recommend these items be submitted no later than **11/30/2009**, otherwise there is a high probability your license may not be renewed by the **12/31/09** deadline. If your license expires you shall be required to pay the additional fees outlined above. Be advised that per section (f) (7) of the CE Rules, not receiving a review notice is insufficient grounds for exemption from being reviewed by the Board.
- **CE Waiver Applications are to be submitted between January 1st and September 30th of the year your license expires.** Applications submitted after September 30th will be denied. *See section (m) (1) of the CE Rules.*
- **Your license is not considered renewed until a new license has been issued.** If you do not mail your renewal until the end of December you will not be licensed to work on January 1st. Furthermore, until a new license is issued, your expiration date shall remain **2009** and you may not indicate otherwise.
- **Completing your forms.** Please make certain to read the instructions and proof your paperwork before you submit it to the Board office. Catching/correcting errors beforehand may prevent you from paying penalty fees later.

FREQUENTLY ASKED QUESTIONS

Q. When can I work after I submit my renewal to the Board office? Will you call, email, or fax me on the status?

A. The Board office does not call, email, or fax to advise you've been renewed. You can confirm your renewal by reviewing the renewal list on our website. Once your papers are processed a new license will be issued. We will only contact you (by email or regular mail) if there's a problem with your renewal.

Q. I have until the postmark date of 12/31 to submit my renewal. If it's postmarked on time will I have to pay any additional fees if for some reason my renewal cannot be processed?

A. Yes. Per section 52.026 of the statute the renewal fee increases once a certification has expired. If yours expired you are subject to this fee. Though you have a postmark deadline of 12/31 we strongly urge you not to wait. This will help to allow time for corrections w/o having to incur any additional fees. Also, after 12/31 if you have not been renewed you cannot provide court reporting services until a new license is issued, regardless of the postmark date on your papers. This is another great reason not to put off your renewal any longer than absolutely necessary.

Q. How long does it take to process renewals once the Board office receives them?

A. Based on previous renewal periods: September – Mid-November a normal processing time is likely. This means within 7 days of receipt. Mid-November - December (even January) processing times tend to far exceed the 7 day goal we strive for. This is typically due to the large number of CSRs who make last minute submissions. The Board office has absolutely no control over the delays caused by these submissions. The processing time largely depends on the licensees. Another item to consider is days we're closed (i.e., holidays and weekends).

Q. Can you tell me if you have received my paperwork or check on the status of my paperwork?

A. The Board is unable to confirm receipt of items sent to the office. The following options are available to you: **1)** track the money order you sent to see if it's been cashed, or **2)** send it by certified mail or another method to allow for tracking on your end. Once your papers have been reviewed and processed you should, in turn, receive one of two items from the Board: **a)** notification indicating any corrections to be made (including any additional fees that may be due) or **b)** your new license. We strongly recommend that you refer to the renewal list on our homepage to check your renewal status prior to contacting the Board office. Please be advised that calling to check on statuses significantly slows down the processing of renewals as applications cannot be processed while staff is conducting status checks; therefore, status checks will not be conducted unless deemed necessary by staff. For example, if it has been more than 2-3 weeks since you submitted your items to us. Additionally, to help ensure a smooth renewal process, inquiries for status checks will only be accepted by one of the following methods: mail, email, or fax. Inquiries are not accepted by phone. Responses to inquiries will be submitted by mail, email or fax.

Q. I received a CE review notice. What do I need to send in order to comply?

A. Examples of acceptable documentation would be a copy of your certificate of attendance, a transcript from TCRA or a transcript from NCRA. You can also contact the sponsor (i.e., program provider) directly to see what they can provide which will give us the information we need to process your renewal. CRCB staff cannot provide pre-approvals for programs. You must submit a CE Course Approval application for approval on a course if you are not sure it will be accepted by us. CRCB staff cannot pre-approve program documentation. Procedure is to make determinations only when renewals are actually submitted. Documentation must provide the following information: Name of program, name of program provider, date(s) of program, city/state of program, sponsor # (or indicate if NCRA sponsored), and how many hours you earned for the program (including hours in Ethics/Rules) as indicated in section (c) (7) of the CE Rules. Note: NCRA transcripts will only be helpful for programs sponsored by NCRA. They will not contain the CRCB program number assigned for programs which were approved by the Board. A certificate of attendance would be best for Board approved programs.

Q. Can I renew my license if I have a criminal history or have been the subject of disciplinary action?

A. Per section 52.029 of the Government Code, it is possible your renewal may be denied. Refer to this section of the Government Code on our website for more information. Additionally, the online renewal process is not available to those who indicate they have a criminal history or have been the subject of disciplinary action. These individuals must mail their forms along w/documentation relating to their conviction(s) and/or actions.

Q. How many hours of continuing education do we need?

A. Per section (a) (1) of the CE Rules, you are required to obtain 10 hours inclusive of 2 ½ hours in ethics/rules.