

# ATTENTION COURT REPORTING FIRMS

TIME TO RENEW YOUR FIRM REGISTRATION!

Once again that time of year is upon us. Registrations will expire on December 31<sup>st</sup>.

## THE RENEWAL PERIOD BEGINS SEPTEMBER 01, 2009!

- **The renewal process is as follows:** 1) Forms are to be obtained from our website: [www.crcb.state.tx.us](http://www.crcb.state.tx.us). You may complete/download all renewal items by going to the “Forms” link on our homepage, and then going to the section for Firm Forms. Forms will be available starting 09/01/09. If you cannot access the forms online, you must submit a written request for the forms to the Board office via mail, email or fax to have them mailed or faxed to you. 2) Mail all completed forms and the renewal fee to P O Box 13122, Austin, TX 78711-3122, and 3) Certificates will be issued by the Board via US mail, barring any insufficiencies.
- **Delinquent Renewals.** Registrations which have been expired for 90 days or less may be renewed but the registrant shall be required to pay 1½ times the renewal fee (\$300). Registrations which have been expired for more than 90 days but less than one year may be renewed but the registrant shall be required to pay twice the renewal fee (\$400). If the registrant has not renewed within a year of expiration, they shall be required to meet the original registration requirements. Exceptions cannot be granted and fees cannot be waived or refunded.
- **You are strongly urged not to submit renewals at the last minute.** Renewals submitted in late November-December would be an example of (possibly) being considered last minute due to the large volume of applications that historically arrives during that time. The sooner you submit your renewals the more time you will have to correct any errors w/o being subject to the additional fees outlined above.
- **Please complete/return surveys with renewal applications.** Survey forms may be downloaded from our website and returned to the Board office at the same time you mail your renewal form and payments.
- **The Board office does not accept business/personal checks or cash.** You may only pay by money order, bank certified check, or cashiers check.
- **Your registration is not considered renewed until a certificate has been issued.** If you do not mail your renewal until the end of December you will not be registered to provide court reporting services on January 1<sup>st</sup>. Furthermore, until a new certificate is issued your expiration date shall remain 2009 and you cannot indicate otherwise.

## **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. We only contact you (by email or regular mail) if there's a problem. The Board office does not call, email, or fax to advise you've been renewed. You can confirm your renewal by reviewing the 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. We respectfully ask you to comply with this procedure.

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

**A.** Yes. The additional fees are for those whose licenses/registrations have expired. If yours expired you are subject to the fees. 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 pay additional fees. Also, after 12/31, if you have not been renewed you cannot provide court reporting services until a new certificate 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 – early November a normal processing time is likely. This means within 7 business days. Mid-November - December (even January) processing times tend to far exceed the 7 days goal we strive for. This is typically due to the large number of licensees who make last minute submissions. The Board office has absolutely no control over the delays caused by these late submissions. The processing time largely depends on the licensees. Other issues to consider are holidays (i.e., days we're closed), etc.

**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 registration. 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.