

Attachment B- San Bernardino County

B.1 Hours of Operation

a) Daily Documents

All documents may be submitted to SECURE each day from 4:30 p.m. the previous day to 4:00 p.m. the same day (Pacific Time).

Documents will be recorded on a FIFO basis. Documents in the daily queue not processed the day they were electronically received will be processed within two business days thereafter.

Submissions will be processed by the County of San Bernardino Monday through Friday, excluding County Holidays.

B.3 Concurrent Packages

Government Agency must identify concurrent documents. Documents shall be identified and submitted in the proper recording order; i.e., 1 of 3, 2 of 3 etc. Concurrent documents shall be submitted as one batch and shall not be combined with additional orders.

B.4 Correction Handling

Submitters will have the opportunity to correct only those documents that have been marked as "Correction". When a package is received in SECURE with a status of "Correction Uploaded by County", submitters will have 30 minutes to complete the necessary corrections and resubmit the package for recording. The 30-minute timeframe includes packages that are returned for correction after the 4:00 p.m. queue closure. Packages returned for correction after 4:00 p.m. will have one opportunity to be corrected before they are expired for the day.

Upon the return of the corrected package, it will be processed "in priority" using the original submission date and time.

Packages that are not resubmitted within the 30-minute timeframe will be expired and will then receive an updated status in SECURE of "Completed Uploaded by County". If customers choose to resubmit a package that has previously expired, they can do so by creating a new package.

B.5 Package Submittals

The Submitters are required to request a unique "Account Code" from the County of San Bernardino Assessor- Recorder-County Clerk for financial billing purposes.

Packages shall be submitted using the unique "Account Code" as the leading prefix, followed by the transaction order number: i.e. COR-125630.

Attachment B- San Bernardino County

The Submitter shall limit the size of each package to a maximum of 25 documents.

B.6 Recording Fees

All fees shall be paid in accordance with San Bernardino County's approved process as described in C.12 and may be amended from time to time by the County.

B.7 Return Options

Recorded documents will be returned to the Submitter in electronic format after recordation is complete. Recorded documents will include endorsement labels which will provide the following: Document Number, Recording Date and Time, Fees, Transfer Tax Paid (if applicable), and Number of Pages.

The County of San Bernardino reserves the right to make changes to the indexing and/or Documentary Transfer Tax information, as well as any fee adjustments as necessary.

Submitted documents that are rejected for correction will be returned to the Submitter in electronic format along with a description of the reason(s) for rejection.

B.8 Scanning Requirements

- Solid black characters on white paper
- Embossed text and seals shall be shaded and legible
- Minimum font size is 10 pt. Arial font type is recommended
- Scan in black and white scale. Grey or colored scale will not be accepted
- Original page size must be maintained when scanning into SECURE. Page size must not exceed 8 ½ x 14

B.9 Illegible Documents

The Submitter is responsible for scanning documents at 300 dpi quality level and performing quality assurance on each page of all documents to ensure compliance with photographically reproducible requirements. Documents or pages not meeting this requirement will be rejected for rescanning and resubmission.

B.10 Preliminary Change of Ownership Report (PCOR)

PCORs shall be scanned as a separate attachment to the document and submitted into the "PCOR" image field. Documents containing PCORs as part of the recordable document will be rejected and returned to the Submitter for correction and resubmission.

Attachment B- San Bernardino County

B.11 Technical Service Help and Security Incident Contact Information

If assistance is required for technical issues or a security issue requires reporting, please call SECURE at (714) 478-9891, Monday through Friday between the hours of 7:00 a.m. and 5:00 p.m. Pacific Time.

B.12 Payment Options

Submitter is responsible for the payment of all recording fees. The Submitter agrees to submit payment to the County of San Bernardino in the form of electronic funds transfers to the Assessor-Recorder-County Clerk's bank account, or payment by check. If payment is delinquent or of non-sufficient funds, the San Bernardino County Recorder's Office may immediately stop the submission and recording of electronic documents from said Submitter. The Submitter must pay all outstanding balances and returned item fees.

B.13 Account Setup Procedures

The Submitter is required to complete the Charge Account Request Form. Once the Account Request Form is approved, a Customer Code will be created and activated for use.

B.14 Reporting and Reconciliation

The County of San Bernardino will e-mail a Customer Statement to each submitter at the start of each month for the previous months recording transactions reflecting the fees due to be paid. The Submitter is responsible for reconciling the Customer Statements of any discrepancies and notifying the County Recorder Office, electronic recording unit supervisor via email.

Agency Name:		
Signature of Agreement and Approval:		Date:
Printed Name:		
Title:		
Office Location:		
Telephone Number:		
Email Address:		