



The Honorable Maryellen O'Shaughnessy
Franklin County Clerk of Courts

Clerk of Courts Administration
373 South High Street, Floor 23
Columbus, Ohio 43215
614.525.3600

**Certified Mail Service:
Eliminating Certified Mail Requests to "Unknown" Addresses**

The Franklin County Clerk of Courts (Common Pleas) will be going live with an updated Pitney Bowes certified mail solution on December 16, 2024. With the implementation of the SendPro Live Enterprise solution, there will be several changes that will take place with certified mail requested through the Franklin County Clerk of Courts.

1. A certified mail cover sheet will now be generated for most certified mail recipients. This sheet will be placed in the envelope with the information showing through a clear window.

Example:

MARYELLEN O'SHAUGHNESSY
FRANKLIN COUNTY CLERK OF
COURTS
APPEALS DIVISION
373 SOUTH HIGH STREET
23RD FLOOR
COLUMBUS OHIO 43215

USPS CERTIFIED MAIL



9414 8149 0350 3866 0125 98

FORWARDING SERVICE REQUESTED

MORTGAGE ELECTRONIC REGISTRATION
SYSTEMS
C/O CT CORPORATION SYSTEM
4400 EASTON COMMONS WAY
SUITE 125
COLUMBUS, OH 43219

23AP000498 HENDE E ADDR: 2
68390 RYAN ZERBY
10/10/2024
SERVICE ITEM CODE: 01 - COMPLAINT/SUMMONS

TEST

23AP000498HENDE 202410090004

2. The SendPro Enterprise software utilizes the United States Postal Services (USPS) address validation tool. Therefore, any address that **does not** have a valid city, state, zip combination **will not** generate a certified mail cover sheet and will not be sent to the United States Post Office (USPS) for processing/delivery.

Examples of invalid addresses when a **party is not known or not named** are as follows:

John Does 1-5
Unknown
Unknown, ZZ 99999

John Doe
Streets of Columbus
Columbus, OH 11111

Examples of invalid addresses when a **party is known, but their address is unknown** are as follows:

Sam Smith
Unknown
Unknown, ZZ 99999

Sam Smith
Streets of Columbus
Columbus, OH 11111

3. Both **unknown parties** (e.g. John or Jane Doe) and **known parties with unknown addresses** can be added to the case; however, serving them by certified mail is typically not required under the Ohio Rules of Civil Procedure. Certified mail service attempts can be avoided in the eFiling system. Please refer to the screen shot of the filer's interface in the eFiling system below.

When selecting service to defendants, simply do not check the box for the party(ies) with an invalid address on the *Request for Service-Certified Mail* screen in the eFlex Filer's Interface.

Example:

REQUEST FOR SERVICE - CERTIFIED MAIL

Instructions for Service

Service Method: CERTIFIED MAIL

Service Requestor * N/A

Documents to be served

Document Title	Proposed Document Title
COMPLAINT WITH CLERK GENERATED NOTICE OF HEARING	

Select the Party and Address to be Served

For	Participant Name	Address	Current Role
<input type="checkbox"/>	JOHN Q SMITH	500 MAIN COLUMBUS, OH 43215	Primary Plaintiff/Petitioner - ALLEGED FATHER
<input type="checkbox"/>	JOHN DOES 1-5	125 MAIN UNKNOWN, OH 99999	Secondary Defendant(s)/Petitioner(s)/Respondent(s) - ALLEGED FATHER
<input checked="" type="checkbox"/>	SALLY Q TEST	125 MAIN GROVE CITY, OH 43123	Primary Defendant/Petitioner/Respondent - MOTHER

Leave this unchecked so certified mail is not requested. Remember, certified mail will not generate to an unknown address.

Please contact our office if you have questions or need further information regarding requests for certified mail service to unknown addresses.