

NUMBER:	2.1
SUBJECT:	QUEUE DESK PROCEDURES
CATEGORY:	BOOKING
DATE:	AUGUST 28, 2010
REVISED DATE:	MAY 16, 2012; JULY 16, 2012; APRIL 30, 2013; JULY 24, 2013; MAY 31, 2018
RELATED SECTIONS:	2.3 UPDATE PROCEDURES ; 2.6 WRONG DEMOGRAPHICS PROCEDURES; 2.7 WRONG PERSON ON WARRANT PROCEDURES; 2.27 BOOKINGS OF INMATES WITHOUT HANDS; 3 CAL-ID SECTION
IN COMPLIANCE WITH:	N/A

PURPOSE:

To establish standard procedures for the accurate processing of all bookings on individuals booked into a San Diego County facility.

POLICY:

It is the policy of the Sheriff's Records & ID Division Booking Section to accurately update criminal history information on an individual booked into a San Diego County jail facility after the correct demographics and livescan have been received.

PROCEDURE:

The Queue Clerk should be on the floor 5 minutes prior to the time scheduled to take over, so that they can coordinate with the outgoing Queue Clerk (i.e. problems such as incomplete wrong demographic checklist that needs to be passed on, what booking number the outgoing Queue Clerk left off, etc.). If the incoming Queue Clerk comes in at the exact or past the time the shift takes over, the outgoing Clerk will relay any information to the Screen Desk/Systems Manager, Lead Clerk or incoming Supervisor.

A. To prepare the Queue sheet for printing:

1. Log in the Cogent computer. Click on CAFIS Client and log in the Data Base Query. Enter your User name and Password. Click OK.
2. Font Setting for the Queue sheet is as follows:
 - Click File/Configuration/Fonts, Icons
 - Click CaptionFont tab and choose Segoe UI, 12 Style, Bold
 - Click ContentFont tab and choose Univers, 12 Style, Bold
 - IconSize – Large
 - SimpleThemeStyle-Default
 - Click Apply, Click OK.

3. Set your QUEUE sheet by clicking on File/Configuration/Column selection. The following items are in the "To Be Selected" column. Move each to the "Selected" column in the order below by double clicking on the item with Trans No. at the first position. Use the up and down arrow to move it to the desired position. When all items are selected, click "APPLY", "OK". Give ample space in between columns. Click Start Date; click Transaction No.
 - a. Trans No.
 - b. Booking No.
 - c. Last Name
 - d. Comp State
 - e. Document N
 - f. Start Time (Setting Up Military Time)
 - g. Main No.
 - h. NEC No.
 - i. SID
 - j. FBI No.
 - k. Device ID

Double click all other items in the "Selected Columns" not mentioned in number 2 (if any), for each item to go back to the "To Be Selected" column.

4. Setting up Military time.
 - a. Click on Configuration
 - b. Click Display Options
 - c. Click Date & Time Formats
 - i. Date:M/D/YYYY
 - ii. Time:H:mm:ss (remove "tt" if defaulted to tt)
 - d. Click Apply, OK
5. Once the Comp State on the Queue sheet has turned over and the Main No. fields have populated with CAFIS numbers (beginning with C, M, or other letter designated by Cogent), Queue sheets will be printed using "Snipping Tool".
6. Steps to Snipping Tool
 - a. Go to the Task Bar/Start Menu
 - b. Click all Programs
 - c. Click Accessories
 - d. Click the Snipping Tool



7. Click New in the Snipping Tool Box. A plus (+) sign will appear. Position the plus (+) sign at the top left of the section you choose to crop. Hold and drag the mouse and a box will appear with your selected image/selected capture, then, paste the selected transaction numbers, booking numbers, etc. on Microsoft Word. Microsoft Word

would have been set up to Page Layout/Orientation (Landscape), Margins (Narrow) before you paste the screen capture. When you have the size you want, print 3 copies (one copy for the Queue clerk, Screen Desk Clerk/Systems Manager, and Update Clerk).

8. To prepare the Update Clerk's copy
 - a. Go into the Web Archive System and enter the CAFIS # from the Queue sheet's Main No. field.
 - b. Click Search
 - c. The Query Result pops up with the CAFIS # of the current arrest and may have a list of priors with Automated Fingerprint Identification Systems Number (AFIS) including demographic information under the following headings: Main No., NEC, SID, Booking #, TCN, ORI, TOT, Submit Date, Name & DOB.
 - d. Select the most recent Booking # or AFIS # from the Web Archive System and notate it in the NEC field on the Queue sheet.
 - e. The SID No. on the Queue sheet will either be populated with a SID (CII) # or blank. Compare the CII on the Queue sheet and the Web Archive System priors for possible match, possible duplicates and possible wrong demographics. Proceed accordingly.
 - i. For multiple CII numbers with matching prints, check DOJ JADE to see if the CII numbers have already been consolidated. If DOJ JADE shows the CII numbers have been consolidated, notify Cal-ID of the consolidation. For CII numbers that have yet to be consolidated, fax (see Booking Desk Reference 2.1) DOJ a request for consolidation of SID (CII) numbers.
 - ii. For duplicate names & DOB, duplicate CII numbers where prints do not match, check if a booking is tied to the wrong JIMS number or if the subject was rolled under another subject's booking #. If either one of these occurs, you may have a wrong demo (see P&P 2.6 Wrong Demographic Procedures).
 - iii. If there is a document number on the Wrong Demographic, you may have a Wrong Person on Warrant WPOW (see P&P 2.7 Wrong Person on Warrant Procedure).
 - f. If the CAFIS number is new and there is a CII number on the sheet, investigate to determine if consolidation of CAFIS numbers is needed or if it is a wrong demo issue.
 - g. If CAFIS numbers are consolidated, line out the deleted CAFIS # and notate it with the CAFIS # retained.
 - h. For wrong demographics, line out the booking # and follow P&P 2.6 Wrong Demographics Procedure.

- i. When a rebook has been received, check to see if it stopped in the Wait/Verify/Doc number phase. If it did not, check SD Law and JIMS for document number. If there is a document number, check Archive to verify that the correct charges are on the fingerprint card (FPC). If the charges are incorrect and associated with the "A" booking, this is what is called an F4 issue. See P&P 2.25 F4 issues.
- j. For rebooks, verify that the prior booking was received (i.e. if the rebook is the B booking, have we received prints for the "A" booking. Or if it's the C booking check to see if the B Booking was received or if it is a HOLD or ERR). We do not enter Holds. We do not need prints for arrests that have been errored out. The detention facility will need to give an arrest a new booking # if the A being was booked as a HOLD. If the A booking is errored out, the Queue clerk will call the jail to request for prints if there is a re-book and the re-book prints have not been received.
- k. Highlight all the bookings that read "Wait Verify" under the COMP STATE column on the Queue sheet going to the Update Clerk. Write the next page number at the bottom. Page numbers go from 0001-9999 then back to 0001.
- l. Date Stamp the copy of the Update Clerk.
- m. Once the Queue sheet has been distributed, it is the Update Clerk's responsibility to take care of any and all problems that are associated with the bookings listed on that queue sheet. When wrong demographics are missed, bring it to a supervisor's attention.

B. For Bookings of Inmates Without Hands - See P&P 2.27 Processing Inmates Without Hands

C. Other Responsibilities of the Queue Clerk

1. The Queue Clerk will check the Web Archive at least once during the shift to verify that DOJ, FBI and DHS responses are being received electronically.
2. The Queue Clerk will log off before leaving on breaks and lunch. Occasionally during the shift, the screen should be refreshed by clicking on the TRANSACTION No. and START DATE tabs.
3. Duplicate bookings received at the Queue will come in COMP STATE with DUPLICATE CHECK. If it is an exact duplicate, Cal-ID examiner may ask the Queue clerk to see if the booking has already been linked. Queue Clerk will link the arrest if it had been on a previous sheet and not linked.
4. Juvenile, Probation and cite and release will not be processed and should be lined out.

5. After an update sheet has been returned to the Queue desk, the Queue Clerk will process each booking in the Data Base Query that is in the Wait/Verify document phase by double clicking on the booking. A box titled DOJ Submission will open. Click on **C** for Continue to submit to DOJ or **S** for Skip and Click **OK**. Put a check on the queue sheet after each submission or skip, and when you finish, initial the sheet.
6. If SDLaw is not responding, notify the Screen Desk Clerk/Systems Manager.
7. The Queue Clerk will sort faxes received during the shift.
8. When bookings have not been received for more than 1 hour, check with Cal-ID to see if they are receiving prints or if they are aware of any problems. If not, call San Diego Central Jail to see if they are having any problems and/or to verify that they have livescanned people during the last hour. If they have been printing, notify the Scanning Desk/Systems Manager and Cal-ID. Cal-ID will contact the CAFIS vendor and will keep the Booking Section updated on the status.
9. When some of the bookings are not going to the next phase under COMP STATE, check with the Cal-ID Section for any Cogent issues or system maintenance problem.
10. On rare occasions, you might see a CAFIS assigned to another subject's CAFIS number, it may be a de-consolidation issue. Investigate and consult with a Cal-ID senior fingerprint examiner. In the absence of a senior fingerprint examiner, consult with a fingerprint examiner.
12. The Queue Clerk will write each transaction no. deleted by Cal-ID on the appropriate Queue sheet.
13. The detention processing technician may call to check if Book & Release (B&R) fingerprints have been received. If the prints have been received and have yet to be identified and receive a CAFIS number, the Queue clerk will respond with "The prints have been received; however, the prints have not been verified by Cal-ID".
14. When the Queue clerk has 3 or more Queue sheets to be worked, the Queue clerk will call the attention of the Investigator I or another clerk from the same/previous/next shift to update.
15. About 5 minutes prior to the end of shift, check who will be the oncoming Queue Clerk and coordinate if there is any problem or information needs to be passed on.

For samples and screenshots, please refer to Booking Desk Reference Section 2.1

