File & ServeXpress™

# New Case Filings -
## User Guide



Last Updated: 2/3/2017

# File & Serve*Xpress*

## New Case Filing

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# File & ServeXpress Resources

**File & Serve*Xpress* has many resources available to you in order to address your questions and concerns.**

- **<u>File & Serve*Xpress* 24/7 Client Support</u>** is available to assist you with technical, ID, functionality and any other questions you may have. You can contact Client Support at 1-888-529-7587.

- **File & ServeXpress Resource Center** is available within File & ServeXpress by clicking on the Resource Center link at the bottom of your screen. The Resource Center contains our training registration information, jurisdiction specific rule & procedures, user guides, best practices, pricing and much more!

- **File & ServeXpress Login Page** **https://secure.fileandservexpress.com/Login/Login.aspx** is where you can find password help, what's new and any important information like scheduled maintenance or system changes.

- **File & ServeXpress Notices** is an information page that is available on the top, right-hand side of the File & ServeXpress Home tab, once you sign into File & ServeXpress. This page will provide you with any critical information, such as system maintenance or downtime, changes in fees, legal notices, litigation launches and much more.

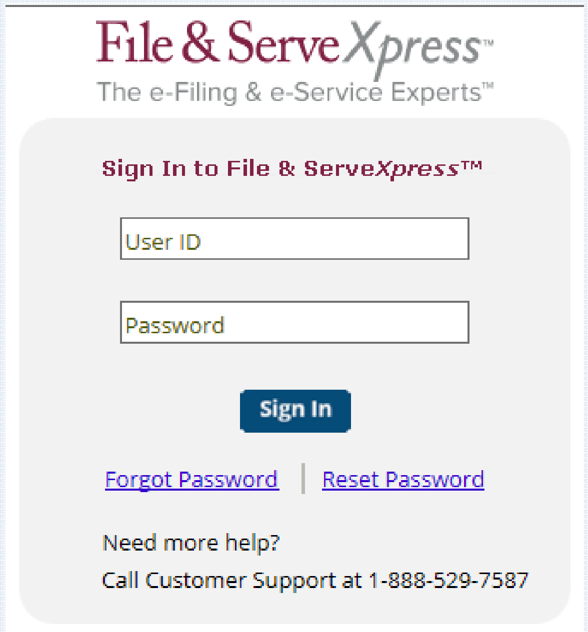
# New Case Filing Overview

The File and ServeXpress Quick Guide provides a convenient source of information to help you efficiently E-file a new case.

## Before You Begin

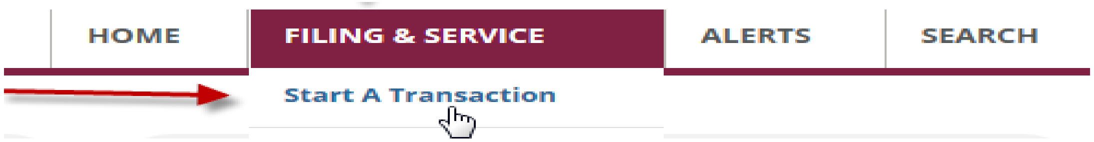
1. Refer to the appropriate court rules on electronic filing prior to using File & ServeXpress to ensure you are in compliance with local requirements. Copies of the rules can be found on the **Resource Center** once logged into the application.
2. Check our minimum system requirements to be sure your computer is correctly configured for using File & ServeXpress.
3. All tables are sortable. Any time a grid or table appears, click the column headings to sort by that information.
4. Hyperlinks take you to additional information – don't forget to use them!
5. When running searches, less is more. Enter only partial information to get the most results.
6. The fastest way to access a transaction is with a Transaction ID.
7. When using File & ServeXpress for the first time, or if you need assistance, call our 24/7 Client support line at 1-888-529-7587.

## Signing on to File & ServeXpress:




1. Before using File & ServeXpress, you must have an ID and password. If you do not have these, contact Client Service.
2. Open your browser and go to [https://fileandservexpress.com](https://fileandservexpress.com)
3. Enter your assigned ID and password and click **Sign in.**

# Filing & Service

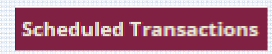



There are 4 easy steps to submitting documents using the File & ServeXpress “Filing & Service” tab to E-file a new case.  Each of these steps is detailed in this guide:

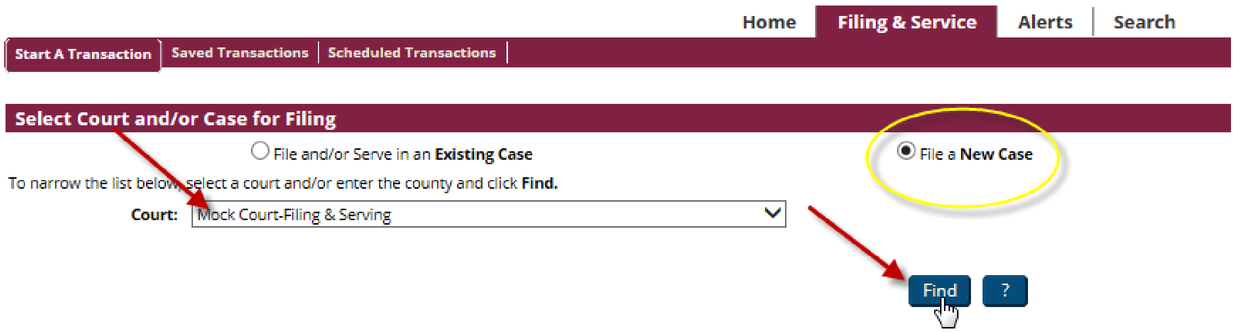
1. **Start A Transaction Queue-** Allows you to select a case to E-file and/or E-serve into.
2. **Documents Tab-** Lets you select the type of document you are submitting and attach your documents.
3. **Case Parties Tab-** Allows you to enter parties named in the case.
4. **Review & Submit Tab -** Allows you to review your work and submit the transaction to the court.

## Filing & Service Tab Tips:

- ✓ **Saved Transactions Queue:**
  
  
  The *File & Serve*Xpress system is designed to save your work as you go.  If you lose connectivity or power for any reason, check your Saved Transactions to resume work on an unfinished transaction.

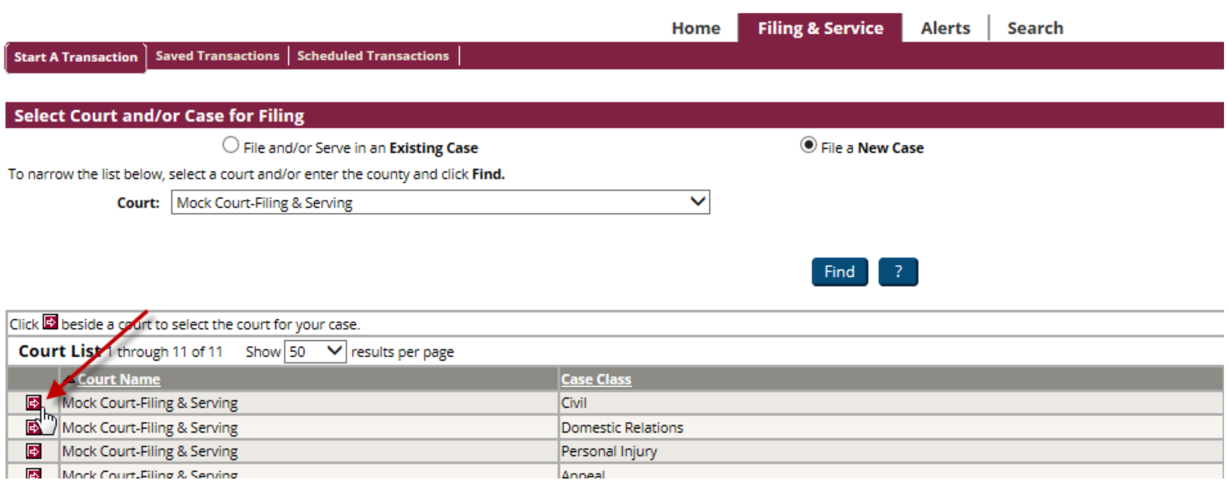
- ✓ **Scheduled Transactions Queue:**
  
  
  *File & Serve*Xpress allows users to schedule submittals of transactions for future dates and times. Users can update/delete these transactions in the Scheduled Transactions queue up to the date and time they are scheduled to be submitted.

# E-Filing A New Case



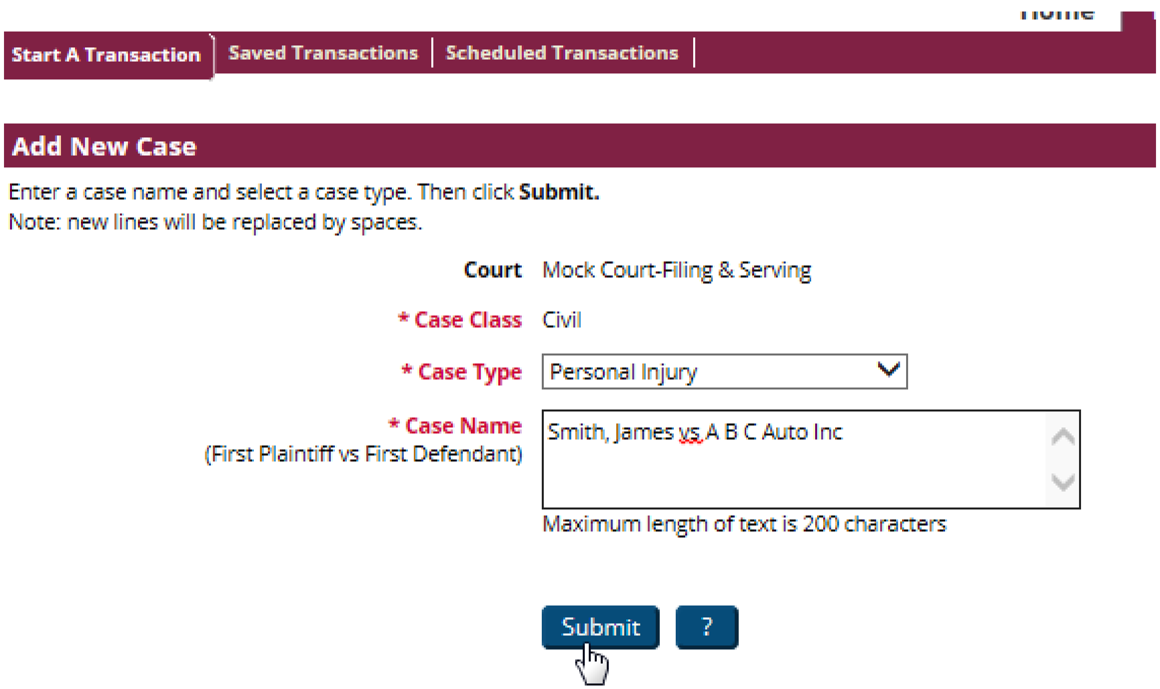

Follow these steps:

1. Select **File a New Case** radio button.
2. Select the appropriate **Court** using the dropdown menu**.**
3. Click **Find**.
4. Select the appropriate case class from the **Court List** by selecting the red box with a white arrow to the left of the proper class.

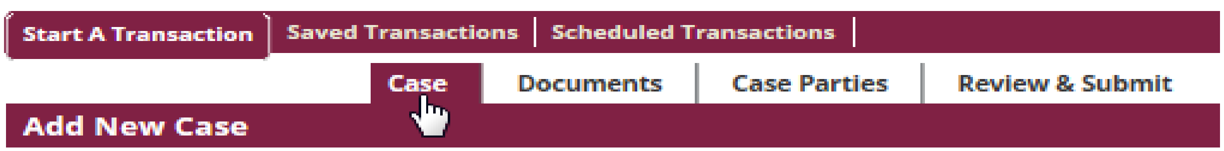



## E-Filing A New Case Tips:

- ✓ **Note:** A new case is a case that does not have a case number assigned assigned buy a court clerk.
- ✓ **File and/or Serve in Multiple Cases:** This function is never used in Colorado.
- ✓ **Case Name:** Only enter the abbreviated form of a case name (e.g. Smith, Sue vs Asbestos Defendants).
- ✓ **Naming a Plaintiff:** If the plaintiff is an individual, enter “last name, first name vs defendant name”. Defendants do not need to be listed in “last name, first name” form. (e.g. Brown, Jack vs Bob White, et. al.).

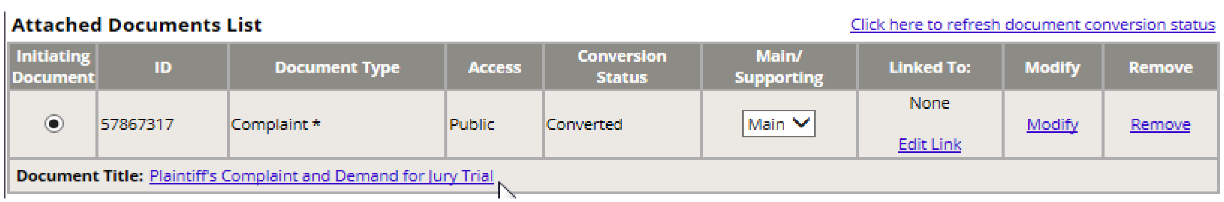



5. Select the appropriate **Case Type** from the drop down list.
6. Enter the **Case Name** using the naming convention: Last name, First Name vs Defendant.
7. Click **Submit**.
8. A **Case** tab will appear and can be used to make updates or changes to the information entered above.



# Documents


1. The **Documents Tab** is where users will browse for documents and attach them to be filed into the court.
    a. Choose the correct **Document Type**. Document types with an asterisk (* or **) denote acceptable filing types to open a new case (e.g. Complaint, Petition).
    b. **Browse** your computer's hard drive for the document you wish to attach.
    c. Choose the appropriate **Access** level (e.g. Public, Sealed, Suppressed, etc.).
    d. Enter the **Title** of the document.
    e. Click **Attach Document**.
2. The **Attached Documents List** allows users to view the PDF version of their documents that the court will see. Click the "Click here to refresh conversion status" link to update the document conversion and then click on the document title to view the document.
3. The **Remove** link will purge the document from the system.
4. The **Modify** link will take the user one step back to modify the document information.
5. When all documents have been attached and associated, click the *Case Parties* tab to continue.


Attached Documents List — Click here to refresh document conversion status

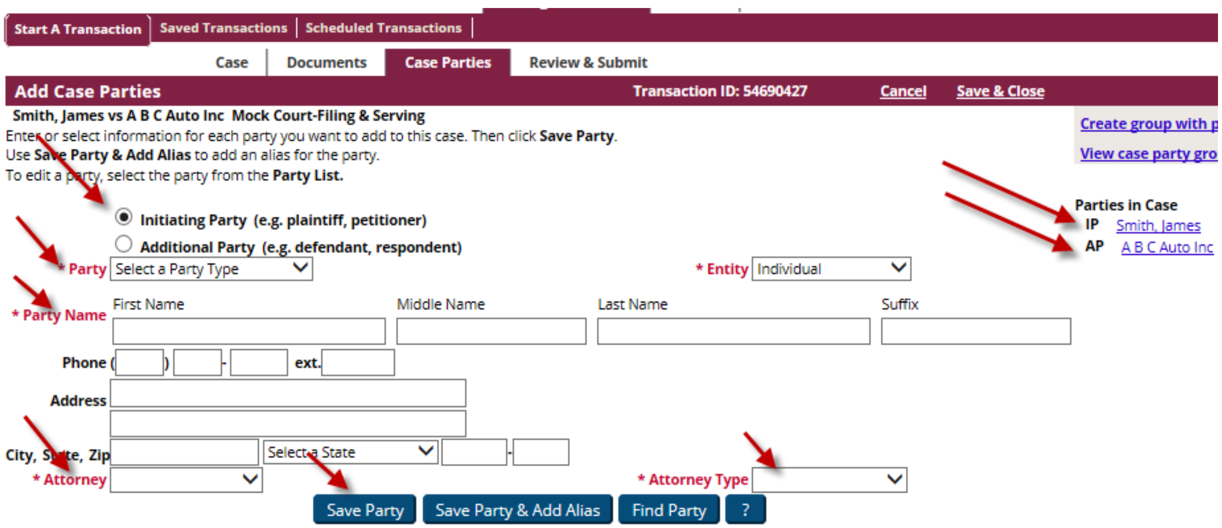
| Initiating Document | ID | Document Type | Access | Conversion Status | Main/ Supporting | Linked To: | Modify | Remove |
|---|---|---|---|---|---|---|---|---|
| ◉ | 57867317 | Complaint * | Public | Converted | Main | None<br>Edit Link | Modify | Remove |

Document Title: Plaintiff's Complaint and Demand for Jury Trial

## Documents Tab Tips:

- ✓ **Scheduled Transactions Queue:** *File & Serve*Xpress allows users to schedule submittals of transactions for future dates and times. Users can update/delete these transactions in the Scheduled Transactions queue up to the date and time it is scheduled to be submitted.
- ✓ **Cancel Link:** This function will purge the entire transaction from the system.
- ✓ **Save & Close Link:** This function will save all information for this transaction in the Saved Transactions queue until the transaction is resumed.
- ✓ **Main/Supporting:** This option lets the user subordinate a document and "electronically staple" it to the document it supports. In the column by each supporting document, select the document ID for the main document to which it supports.

# Case Parties




1. The **Case Parties Tab** is where users will enter case party information.
    a. Choose the **Initiating Party (IP)** radio button.
    b. Choose the correct **Party** and **Entity** type using the drop down menus.
    c. Enter **Initiating Party** information in the open fields.
    d. Select the **Attorney** and **Attorney Type** using the drop down menus.
    e. Click **Save Party**.
2. To add **Additional Parties**:
    a. Click the **Additional Party (AP)** radio button
    b. Choose the correct **Party** and **Entity** type using the drop down menus.
    c. Enter **Additional Party** information.
    d. Click **Save Party**.
3. Follow the same process above to continue to add parties.

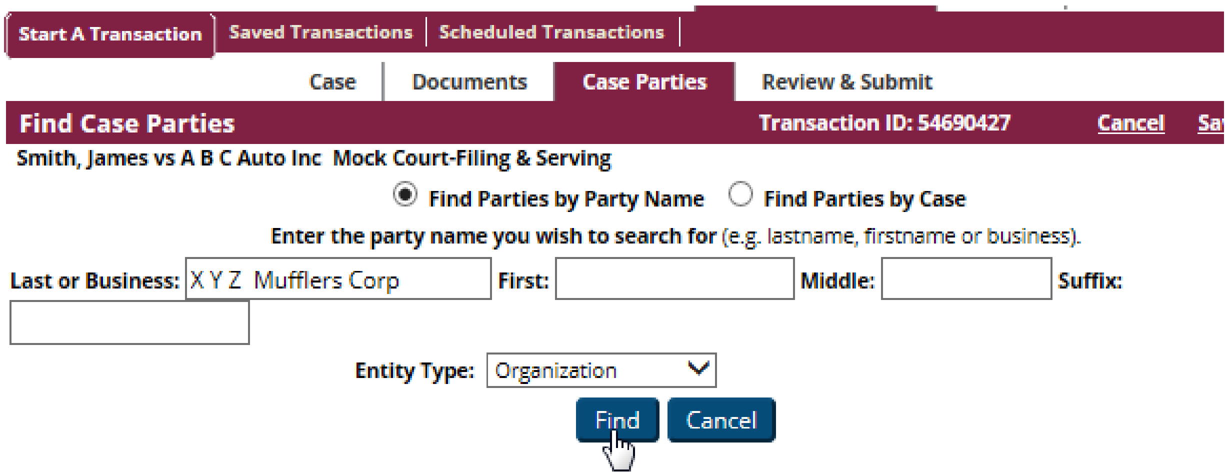
## Case Parties Tab Tips:

- ✓ **Initiating parties:** Initiating parties are the clients your office represents in the case. All required fields are red and have an asterisk (*). Some courts require additional information to be provided. For example: Address Information, City, State and Zip.
- ✓ **Note:** In all Courts except Colorado, you should try to **Search** for party names to add to cases prior to entering them in manually to avoid duplicate entries, miss-spellings, etc. See steps to **Searching for Party Names** on next page.
- ✓ **IP and AP:** IP is the initiating party and AP is the additional party.
- ✓ **When adding a new party:**
    a. Do not include "The" in company names.
    b. Use "&" instead of the word "and".
    c. Avoid punctuation in company names.
    d. Always abbreviate Inc., Corp., Co.
    e. If you want to add aliases (dba's and aka's), add them as separate parties.
    f. Place a space between parties with Initials in the name (i.e. A W Chesterson, A P Green, A I S Insurance).
- ✓ **Note:** Designating an attorney to represent Additional Parties is not required.



Last Updated: 2/3/2017

# Searching For Party Names



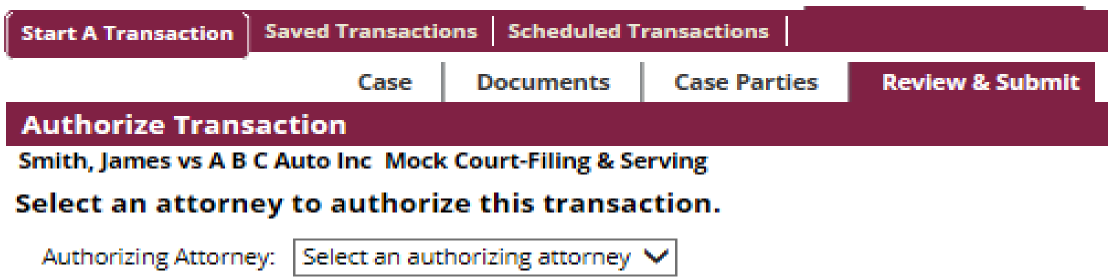

To search/find a party:

1. Follow steps a-c the above section “Case Parties Tab”.
2. Click **Find Party** and a Search Screen appears.
3. Click the Entity Type to search and click **Find**.
4. All parties with that name are displayed.
5. If your party name is in the list, click on the name to select
6. The party name is added to the name field under *Case Parties*.
7. Click **Save Party**.
8. To add another new party, click **Add New Party**.
9. To remove or edit a party, click the name on the Party List, then remove the party or make edits and save the changes.
10. Click the *Review and Submit* tab to continue.

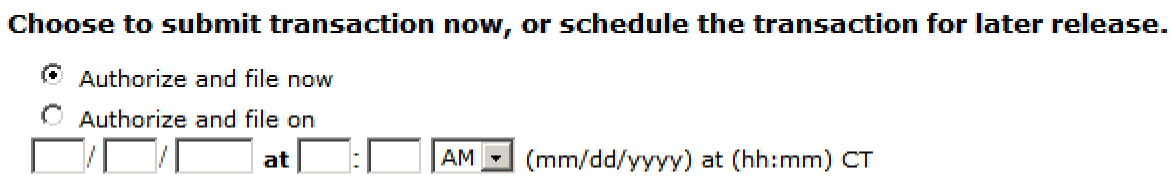
## Party Names Tips:

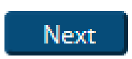
✓ **Note on Party Names:** Party names are stored in File & ServeXpress using standard naming conventions. They serve as a placeholder only. Exact legal names, addresses, DOB and SS# information is not required nor stored for each party so that our clients have flexibility when searching for party names to add to the File & ServeXpress case parties lists. Your pleadings, however, should contain the proper identification of parties sued. If you have any questions about the names or searching for names, please contact our 24/7 Client Service line at 888-529-7587.

# Review & Submit Tab




1. Select an authorizing attorney from your office in the dropdown list.
2. Enter any billing information you want included on your invoice.

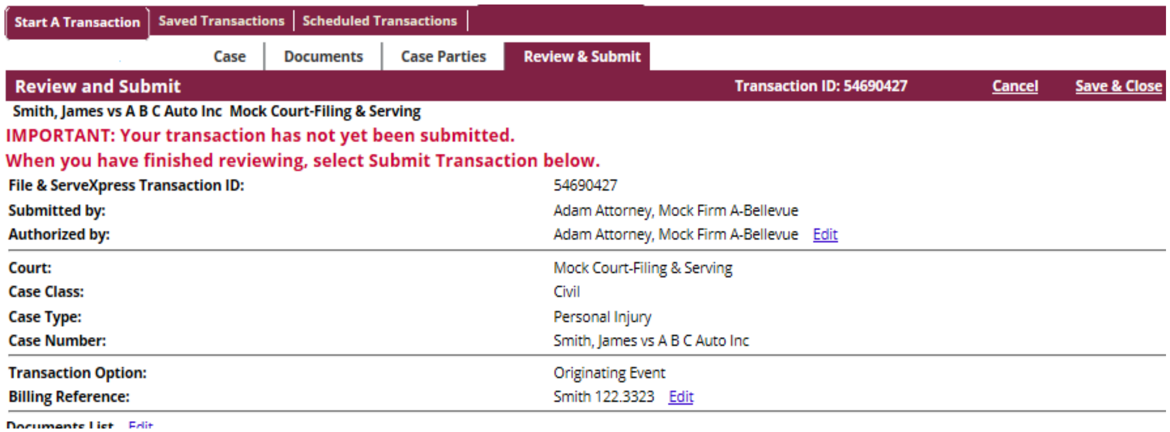



3. You can choose to authorize and file your documents now, or you may choose to enter a future date and time for the document to be submitted.
4. 

Click **Next** to proceed with Filing.

## Review & Submit Tab Tips:

- ✓ **Billing Reference:** This is an internal function and will only be seen by the filing party.
- ✓ **Court Appointed Counsel Box:** Only use if you meet the stipulations for doing so.



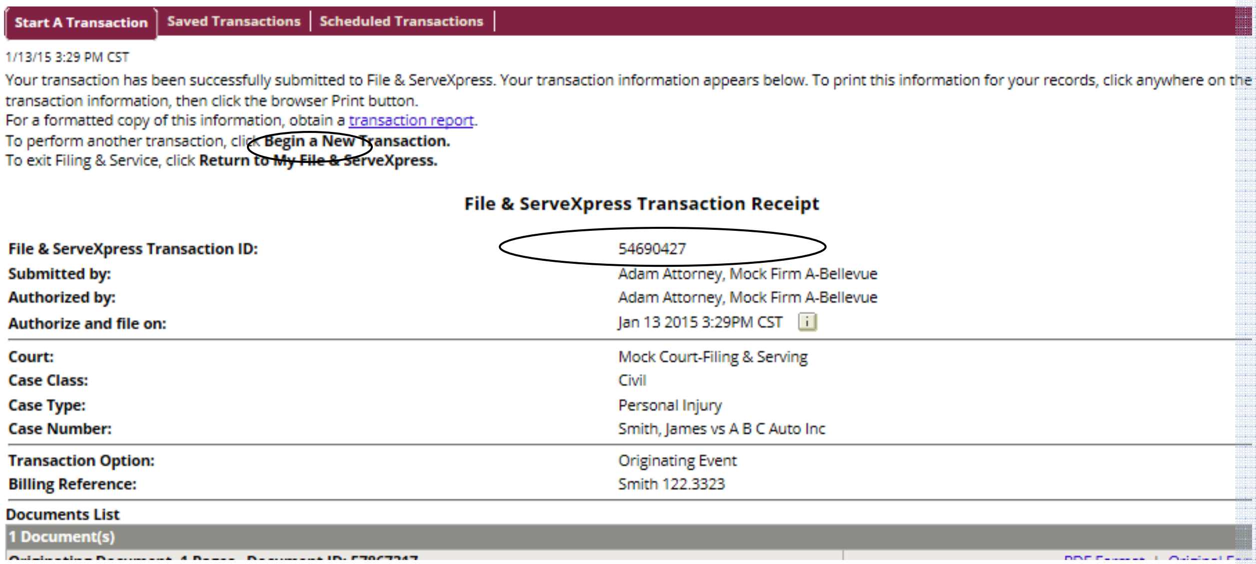

5. Review the summary information.
6. To make any changes to your information, click the edit link provided in that section or click the tab containing the information to be changed.
7. 

When the information has been verified and you are ready to proceed, click **Submit Transaction.**
8. A Transaction Receipt appears containing your date and time of filing “stamp”, print a copy for your records.

## Review & Submit Tab Tips:

✓ **Clerk Review:** Once the Court Clerk reviews the filing, you will receive an email containing the case number, judge assignment, and other pertinent information. Remember to complete Service of Process traditionally. For more information on Service of Process of e-filed documents, contact your account manager.

# Transaction Receipt/Report



Start A Transaction | Saved Transactions | Scheduled Transactions

1/13/15 3:29 PM CST

Your transaction has been successfully submitted to File & ServeXpress. Your transaction information appears below. To print this information for your records, click anywhere on the transaction information, then click the browser Print button.
For a formatted copy of this information, obtain a transaction report.
To perform another transaction, click **Begin a New Transaction.**
To exit Filing & Service, click **Return to My File & ServeXpress.**

**File & ServeXpress Transaction Receipt**

| | |
|---|---|
| **File & ServeXpress Transaction ID:** | 54690427 |
| **Submitted by:** | Adam Attorney, Mock Firm A-Bellevue |
| **Authorized by:** | Adam Attorney, Mock Firm A-Bellevue |
| **Authorize and file on:** | Jan 13 2015 3:29PM CST |
| **Court:** | Mock Court-Filing & Serving |
| **Case Class:** | Civil |
| **Case Type:** | Personal Injury |
| **Case Number:** | Smith, James vs A B C Auto Inc |
| **Transaction Option:** | Originating Event |
| **Billing Reference:** | Smith 122.3323 |

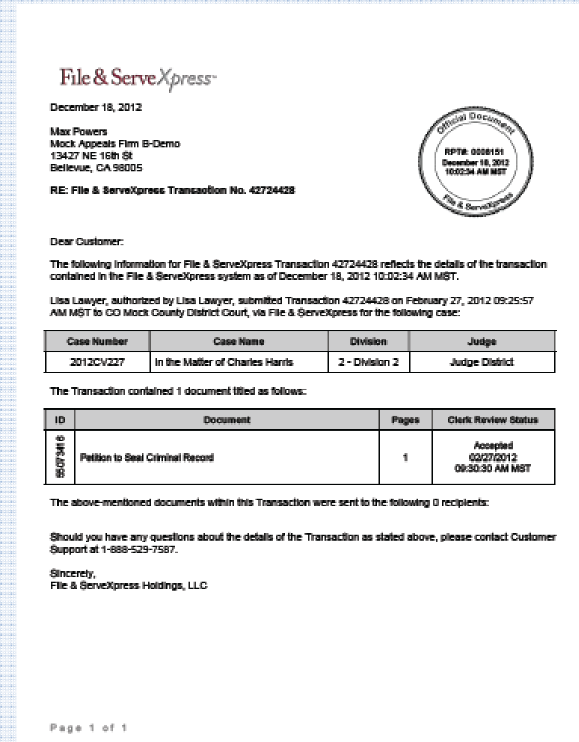
**Documents List**

**1 Document(s)**

## Transaction Receipt/Report Tips:

✓ **Sample Transaction Report:**

✓



File & ServeXpress

December 18, 2012

Max Powers
Mock Appeals Firm B-Demo
13427 NE 16th St
Bellevue, CA 98005

RE: File & ServeXpress Transaction No. 42724428

Official Document
RPT#: 0008151
December 18, 2012
10:02:34 AM MST
File & ServeXpress

Dear Customer:

The following information for File & ServeXpress Transaction 42724428 reflects the details of the transaction contained in the File & ServeXpress system as of December 18, 2012 10:02:34 AM MST.

Lisa Lawyer, authorized by Lisa Lawyer, submitted Transaction 42724428 on February 27, 2012 09:25:57 AM MST to CO Mock County District Court, via File & ServeXpress for the following case:

| Case Number | Case Name | Division | Judge |
|---|---|---|---|
| 2012CV227 | In the Matter of Charles Harris | 2 - Division 2 | Judge District |

The Transaction contained 1 document titled as follows:

| ID | Document | Pages | Clerk Review Status |
|---|---|---|---|
| 55073416 | Petition to Seal Criminal Record | 1 | Accepted 02/27/2012 09:30:30 AM MST |

The above-mentioned documents within this Transaction were sent to the following 0 recipients:

Should you have any questions about the details of the Transaction as stated above, please contact Customer Support at 1-888-529-7587.

Sincerely,
File & ServeXpress Holdings, LLC

Page 1 of 1

1. Once you click the Submit tab, the page will refresh and you will see a Transaction Receipt. You may print this receipt off for your records or search for it on File & Serve by Transaction ID in the future.
2. You may order a “Transaction Report” after the transaction is submitted.  This report is a comprehensive, up to the date, document that will provide all of the transaction details, including Clerk & Judge review (if applicable) -- with the option of ordering the “read status” as well.   Simply click the link on the top that says “transaction report”.