File & Serve Xpress™

Filing & Serving Documents User Guide



File & ServeXpress

Filing and Serving Documents

Table of Contents

Filing and Serving Documents Overview	4
Filing & Service Tab	
Start A Transaction Queue	
Documents Tab	
Sending Parties Tab	
Service Tab	
Additional Recipients Tab	
Review & Submit Tab	
Transaction Receipt/Report	
Adding a Case While E-Filing	
Adding a Party While E-Filing	
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File & Serve Resources

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

- **File & ServeXpress 24/7 Client Support** 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.

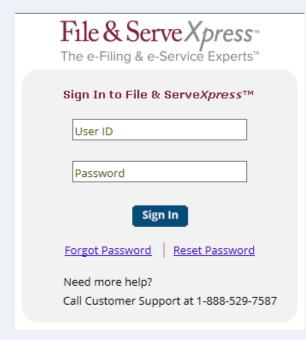
Filing and Serving Documents Overview

The File and ServeXpress Quick Guide provides a convenient source of information to help you efficiently file and serve your documents.

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:



- Before using File & ServeXpress, you must have an ID and password. If you do not have these, contact Client Support.
- Open your browser and go to <u>https://fileandservexpress.com</u>
- Enter your assigned ID and password and click Sign in.

Filing & Service Tab



There are 6 easy steps to submitting documents using the File & ServeXpress "Filing & Service" tab. 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. **Sending Parties Tab** Allows you to select the client for which you are submitting the transaction.
- 4. **Service Tab-** Allows you to select the recipients of the transaction you are submitting.
- 5. **Additional Recipients Tab-** Lets you send the transaction to recipients not on the service list (i.e. your client or co-counsel).
- 6. **Review & Submit Tab** Allows you to review your work and submit the transaction to the court and other parties.

Filing & Service Tab Tips:

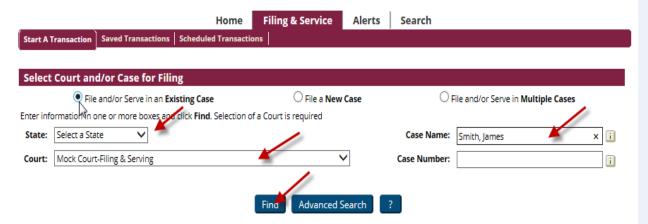
✓ Saved Transactions Queue:

Saved Transactions
The File & ServeXpress
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:

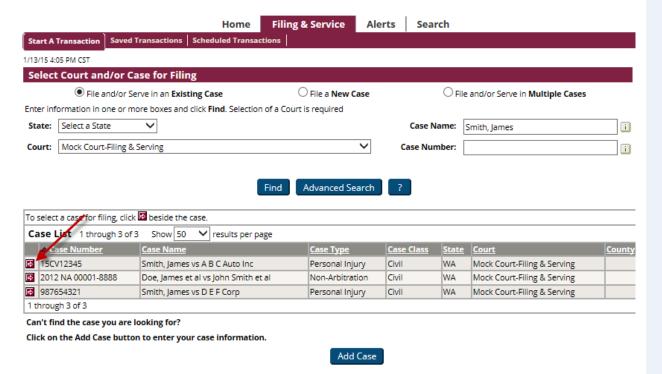
File & ServeXpress allows users to schedule submittals of transactions for future dates and times. Users can update/delete these transactions in the Scheduled Transactions queue up to the date and time they are scheduled to be submitted.

Start A Transaction



To E-file and/or E-serve into an Existing Case, follow these steps:

- 1. To begin the filing/serving process, click the **Filing & Service** tab. The *Start A Transaction* queue appears.
- 2. File and/or Serve in an existing case is already selected. An existing case is one that is already online with File & ServeXpress.
- 3. From the drop down menu, select the state and court in which you choose to file.
- 4. Enter the case number or case name in the fields available and click **Find.** (you may use partial names or numbers to search on as well).

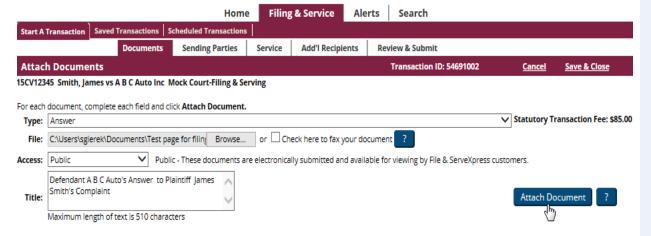


- 5. Cases matching your criteria will appear in the list below the "Find" button.
- 6. To select the case, click the arrow icon to the left of the desired case number.

Start A Transaction Tips:

Adding a Case: If the case you are trying to file in is not available but is currently a pending case in your court you may be able to submit an Add Case request. If the court you are filing with allows this type of request, click the Add Case button. Detailed instructions on adding a new case are included on page 18 of this guide.

Documents Tab

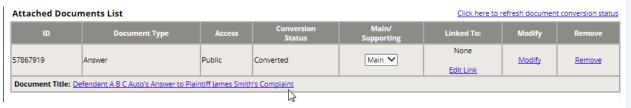


- 1. Select a Document Type for your document using the drop down menu entitled **Type**.
- 2. To attach your document, click the **Browse** button in the *File* section. A dialog box will open. Browse to the file you have saved to your hard drive or network.
- 3. If you have documents to upload that are not in electronic format, you may select the *Check here to fax your document* box. For detailed information on how to fax documents to File & ServeXpress, click the blue box. *Please note that additional charges will apply if you choose to use the fax filing feature.*
- 4. Enter a title for your document in the *Title* field. The title should comply with local rules for electronic filing.
- 5. Select an access type for your filing access is defined by each court but may include the following:
 - Public: The document is a publicly filed instrument.

Documents Tab Tips:

- ✓ Transaction ID: This number is the tracking number for this transaction and can be used to view the details of the transaction within the File & ServeXpress system.
- ✓ **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.

- **Filed Conventionally:** Some courts use this option to indicate that documents are in paper format at the courthouse for viewing and the e-file record uses this term to indicate a placeholder in the file jacket for those paper filed documents.
- In camera: Documents designated as in camera are only viewable by the Judge on the case. Other court personnel, attorneys or firms on the case cannot access in camera documents.
- Sealed: Sealed documents may be handled in one of two ways, depending on how the receiving court has opted to handle sealed instruments:
 - a. The sealed document can be attached to the e-filed transaction and only available online to the court and served parties.
 - **b.** The court may require that the documents be filed in hard copy with the court and that a placeholder be e-filed into the electronic docket.
- 6. Click **Attach Document**. The document will appear in the *Attached Documents* list:



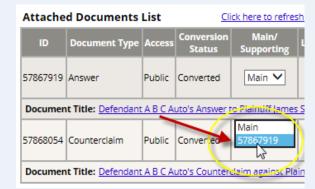
- 7. To add more documents, repeat steps 1-5.
- 8. If you need to remove a document, click the *Remove* link next to the document you wish to delete from the Filing.
- 9. When all of the documents have been attached and associated, click the **Sending**Parties tab to continue.

Documents Tab Tips:

✓ When uploading your documents, you can check the document by clicking on the hyperlinked Document Title in the Attached Documents list.



✓ When filing supporting documents, you can use the Main/Supporting feature to reflect the association. In the column next to each supporting document, select the document ID for the main document to which it supports.



Sending Parties Tab



1. To select the party or parties you represent in this case place a check in the box next to the party name in the *Parties Available for Selection* list.

-Or-

- 2. You may search for a specific party by searching the available parties.
- 3. To search the available parties, click **Search**.
- 4. A series of search fields is available to help you find the party you are looking for.
- 5. You must place a check in the box by the party name to select that party.
- 6. Close the search fields by clicking **Close Search**.
- 7. Continue with this process until you have completed the sending parties list.
- 8. You may edit your selections by selecting or deselecting the parties.
- 9. Click the **Service/Notice** tab to continue.

Sending Parties Tab Tips:

Adding a Party to a Case: If the party you are trying to file for is not available in either the represented or unrepresented parties' lists, you may be able to submit an Add Party request with your transaction. If the court you are filing with allows this type of request with your transaction, click the Add Party button. Details for adding a party while filing are included on page 23 of this guide.

Create Custom Group

You can save your selection as a **Custom Group** for future transactions. After selecting your parties, type the name of your group in the space provided, then click **Create Custom Group**.

Custom Groups

To use a custom group click **Custom Groups**. A list of your custom groups
will appear. Select the custom group
you wish to use for Sending by clicking
the check mark box beside the name.

Service Tab



- 1. To select a party/parties to receive **Service** (a copy of the document(s) you are transmitting), place a check in the corresponding box in the Service column next to the party names.
- 2. To select all parties, click the box below service on the gray header bar. This will automatically select all parties on the service list.
- 3. The method of delivery File & ServeXpress will use to deliver your documents is listed under the Method column.
 - If the designated recipient *is* a registered user of File & ServeXpress, then the documents or notice will be delivered to their **online** account.
 - If the designated recipient is not a registered user, then the documents will be delivered via US Mail or Fax, depending on the rules for service for that court.

Service Tab Tips:

- ✓ Serving Pro Se Parties: If available in the court you are filing in, you may be able to serve a Pro Se or Pro Per party by typing in a U.S. Mail delivery address. You will be prompted to enter an address for each Pro Se or Pro Per party you select to serve via regular U.S. Mail.
 - The most recently used addresses will display for each party you have selected to serve. You can use the address provided or enter your own address. The source of the information will appear in the *Entered By* field.
 - You can opt to share this address with other E-filers, or you can mark it as "private" so that it will be available only to your firm.
 - If you do not want to serve the Pro Se party, click the Do Not Serve This Party radio button.

- 4. If a checkbox does not appear for you to select, then you cannot use File & ServeXpress as a delivery method to send documents to that party and will have to send service to that party via traditional means.
- 5. You may search for a specific party by searching the available parties, attorneys or firms.
- 6. To search the available parties, click **Search**. A series of search fields is available to help find the party you are looking for.
- 7. You must place a check in the box next to the party name to select that party.
- 8. Close the search fields by clicking **Close Search**.
- 9. Continue with this process until you have completed adding parties to the service list.
- 10. You may edit your selections by selecting or deselecting the parties.

Service Tab Tips:

✓ Note: If the court you are filing into does not approve service via File & ServeXpress to a Pro Se or Pro Per party, then you will not be able to select the party and must serve the party traditionally. Service to a Pro Se/Pro Per party via File & ServeXpress will be completed via regular U.S. Mail and is not guaranteed if the information you provide is not accurate. If this does not meet your needs, then please serve the party using traditional methods.

Create Custom Group

You can save your selection as a **Custom Group** for future transactions. After selecting your parties, type the name of your group in the space provided, then click **Create Custom Group.**

Custom Groups

To use a custom group click **Custom Groups**. A list of your custom groups
will appear. Select the custom group
you wish to use for Sending by clicking
the check mark box beside the name.

Additional Recipients Tab

		Documents	Sending Par	rties Service	Service Add'l Recipients			Review & Submit		
Select Addit	ional Recip	ients	1	Transaction ID: 54691110 Cance			Cancel	Sav	e & Close	
Enter a few chara	cters in Last N	ame, Email, o		ng & Serving nd click Find to sea te Additional Reci		ailable red	ipients. If you	ur search i	s unsu	ccessful,
First Name	Last Name Litigato			ır						
Email				Organizatio	n					
Find Clear ? Select each person you want to add as an additional recipient and, for each, indicate the delivery method (online or fax). To remove a person, deselect them.										
1 through 1 of 1	Add to Re	Create Addi	reate Additional Recipient Show 50 🗸 n			results per page				
Select Send	First Name	Last Name	▲ Organization	Email			Fax	City	<u>State</u>	User Type
Onlin	le Larry	Litigator	Mock Firm B	sqatest@fsxs1- mail.fileandserve	rpress.con	n	5551234567	Bellevue	WA	Attorney
1 through 1 of 1	Add to Re	cipient List	Create Addi	itional Recipient						

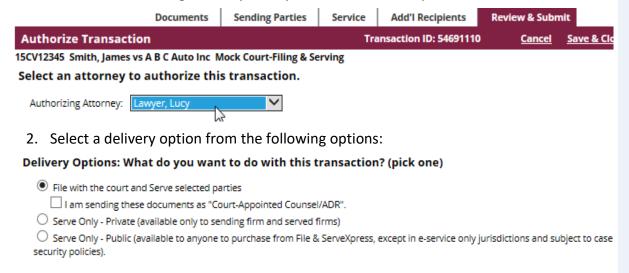
- 1. The system requires a user to initially "search" for an additional recipient before being given the option to create a new additional recipient.
- 2. Search results will display both File & ServeXpress subscribers and non-member users.
- 3. Create Additional Recipient If no results or inaccurate results appear for the search, then the user will see a button to "Create Additional Recipient".
- 4. When creating a new Additional Recipient, the user will now enter both a First and Last Name and will then select either "Online" or "Fax" as the delivery method.
- 5. After entering a new Additional Recipient, the system will then create a non-member "account" for the additional recipient.
- 6. That non-member account will now appear in the search results when filers search the name and will display the notification method previously entered for the additional recipient non-member.

Additional Recipients Tab Tips:

✓ New Additional Recipients: Newly added recipients will receive emails with instructions as to how to retrieve the documents. They will be provided with a login/password for the sole purpose of retrieving those documents.

Review & Submit Tab

1. Select an authorizing attorney from your office in the dropdown list.



- **File and Serve:** The transaction will be filed with the court and served to all designated recipients. It will be available to be viewed and purchased by registered File & ServeXpress users as a publicly-filed instrument.
- Serve Only Private: Sends the transaction ONLY to your selected service recipients. The document IS NOT filed with a court. It is not available to any registered File & ServeXpress users that you did not select for service, and may not be viewed or purchased as a publicly filed document.
- Serve Only Public: Sends the transactions ONLY to your selected service recipients. The document IS NOT filed with a court. The document is available to be searched, viewed, printed and purchased by any registered File & ServeXpress users as a publicly available document unless the transaction is submitted in a

Service Only jurisdiction. If the document is served in a Service only jurisdiction, the document is only viewable by other users within the same litigation.

3.	Enter any billing information you want included on your invoice.							
	Add billing reference. This reference will appear on your invoice.							
4.	If you would like to pre-order a "Read Status" report that shows when an e-served recipient opened the transaction, click the box as shown. (A one-time fee applies – anyone in firm can access thereafter as often as they want). 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 automatically sent.							
	Purchase read status for e-service documents (optional) \$							
	Track when the e-served recipients open this transaction. This feature is not available for tracking any US Mail or fax recipients, any courtesy email notifications, nor the Read Status of court personnel. Additional charges apply.							
5.	Next Click Next to proceed with Filing.							

Review & Submit Tab Tips:

✓ Read Status: To access this report after the transaction is completed, go the Transaction Details from anywhere in the application, scroll down to the "Read Status" link, click the link and you will see the report – which is printable. If you did not preorder the Read Status during the transaction process, you will be prompted with the fee after clicking the Transaction Details.



- 6. Review the summary information.
- 7. 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.
- 8. Submit Transaction When the information has been verified and you are ready to proceed, click **Submit Transaction**.

Transaction Receipt/Report

			Home	Filing & Service	Alerts	Search				
St	art A Transaction	Saved Transactions	Schedule	d Transactions						
rec For To	Your transaction has been successfully submitted to File & ServeXpress. Your transaction information appears below. To print this information for you records, click anywhere on the transaction information, then click the browser Print button. For a formatted copy of this information, obtain a <u>transaction report</u> . To perform another transaction, click Begin a New Transaction. To exit Filing & Service, click Return to My File & ServeXpress.									
	TIP: Receive not	tifications of new Filing	g & Service a	activity that match your sea	arch criteria. C	Click on the Alerts tab.				

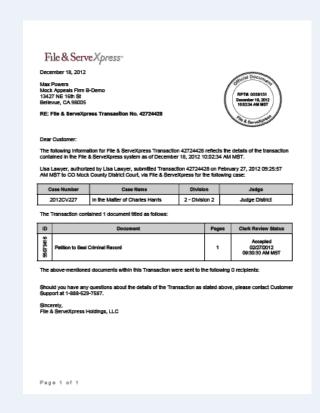
File & ServeXpress Transaction Receipt

File & ServeXpress Transaction ID:	54691110
Submitted by:	Lucy Lawyer, Mock Firm B
Authorized by:	Lucy Lawyer, Mock Firm B
Authorize and file on:	Jan 16 2015 7:30PM CST 🔃
Court:	Mock Court-Filing & Serving
Division/Courtroom:	N/A
Case Class:	Civil
Case Type:	Personal Injury
Case Number:	15CV12345
Case Name:	Smith, James vs A B C Auto Inc

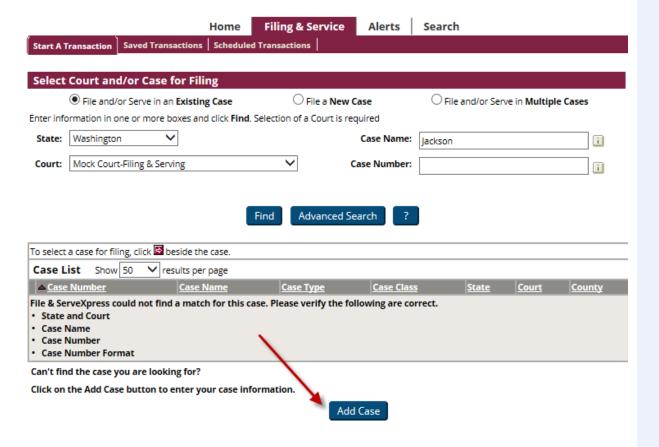
- 1. Once you click the Submit tab, the page will refresh and you will see a Transaction Receipt. You may print this receipt off for your records or search for it on File & ServeXpress by Transaction ID in the future.
- 2. You may order a "Transaction Report" after the transaction is submitted. This 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".

Transaction Receipt/Report Tips:

✓ Sample Transaction Report:



Adding a Case While E-Filing



- 1. Search for your case on the Start a Transaction tab.
- 2. If you do not find your case and you are in a jurisdiction that allows use of the Add Case feature, Add Case button.

- 3. From the drop down menu, select the Case Class and Case Type. You can only add cases that are in the available case types to be added in that court.
- 4. Enter the **case name** and the **case number** of the case you wish to add in the space provided. Click **Submit**.

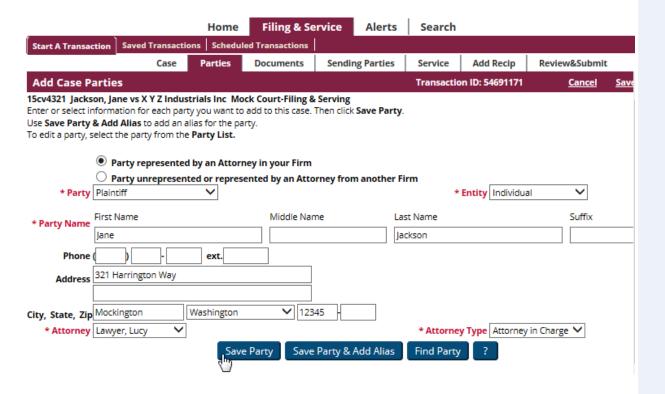
			Home	Filing & Service	Alerts	Search		
Start A Transaction	Saved Tran	sactions	Schedule	d Transactions				
Add Case Inform	nation					Transaction ID:	<u>Cancel</u>	Save & Close
Enter a case name ar Note: new lines will b			nen click S i					
	Court	Mock Cou	urt-Filing &	Serving				
*	Case Class	Civil 🗸						
*	Case Type	Persona	I Injury 🗸]				
* (First Plaintiff vs First	Case Name Defendant)	Jackson,	Jane vs X Y	Z Industrials Inc	$\hat{\sim}$			
		Maximun	n length of	text is 200 characters				
* Ca:	se Number	15cv432	1					
		Submi	t ?	1				

Adding A Case Tips:

- ✓ Only enter the abbreviated form of a case name. Do not list each party (i.e. Smith, Sue v Asbestos Defendants).
- ✓ If the plaintiff is an individual, enter "last name, first name v. defendant name".
 Defendants do not need to be last name, first name.

✓ Examples:

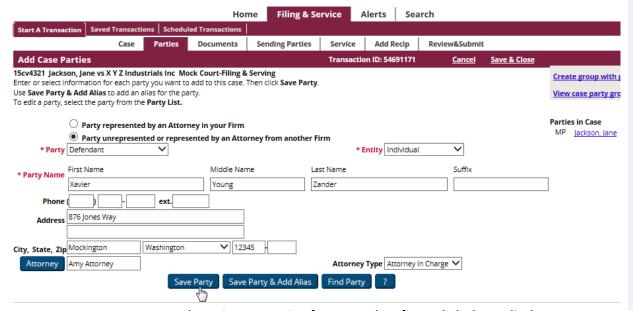
- Smith, Sue v. Asbestos Defendants et al.
 al.
- Brown, Jack v. Bob White et al. al.
- ABC Corporation v. Airline Industries et. al.



- 1. Select Party represented by an Attorney in your firm from the radio buttons.
- 2. Select a **Party Type** from the drop-down menu.
- 3. Select an **Entity Type** from the drop-down menu (Individual or Organization).
- 4. Enter the party information (name, address, etc.) in the fields provided.
- 5. Enter the attorney information in the fields provided.
- 6. Click Add Party. The party name appears under the Parties in Case caption.
- 7. Repeat the steps to add additional parties represented by your firm.

Adding A Case Tips:

- Case Party Information: Entering case party information will allow you to designate parties and attorneys to serve with copies of your transactions and will be available to you to use the next time you submit documents into the case you have added.
- ✓ Note: In order to serve parties and attorneys in an added case, you must enter all party information before continuing on the Case Parties tab.

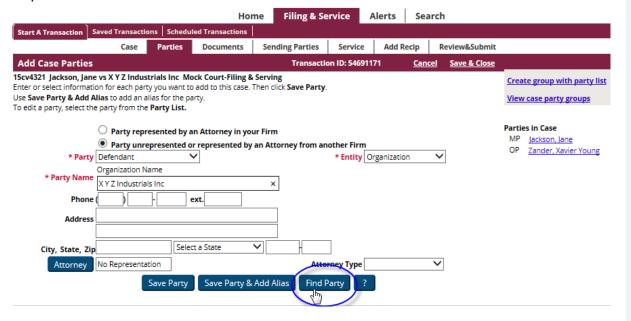


- 1. To enter unrepresented parties or parties from another firm, click the radio button labeled **Party unrepresented or represented by an Attorney from another firm.**
- 2. Select a **Party Type** from the drop-down menu.
- 3. Select an **Entity Type** from the drop-down menu (Individual or Organization).
- 4. Enter the party name in the fields available.
- 5. The attorney default is **No Representation**. Click **Attorney** to search for an attorney from another firm.
- 6. Click **Save Party.** The party name appears under the **Party List**.
- 7. Repeat the steps to add additional parties unrepresented or represented by an attorney at another firm.
- 8. After entering all party information click the **Documents** tab to continue.
- 9. For detailed information on attaching **Documents**, selecting **Filing Parties**, designating **Service**, adding **Additional Recipients** and **Review & Submit** please see the first section of this quick Guide.

Adding A Case Tips:

✓ Searching for Party Names: To minimize data entry of party information, first Search for party names to add to cases as many corporate names are already listed in the database. See steps to Search for Party Names below.

You can search for parties in File & ServeXpress to add to your case by taking the following steps:



- 1. You can **search for a party name** in File & ServeXpress prior to entering it in. Click **Find Party** and a search screen appears.
- 2. Type in the **Last or Business** name of the entity you are searching for.
- 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**.

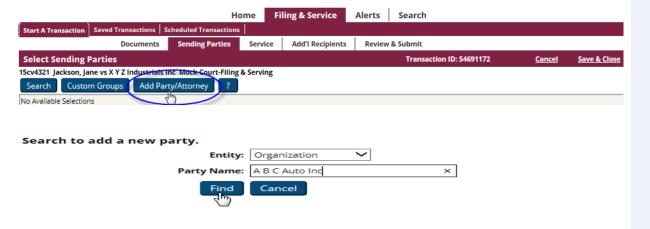
Adding A Case Tips:

✓ **Note:** Party names are stored in File & ServeXpress using standard naming conventions. They serve as placeholders 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.

22

Adding a Party While E-Filing

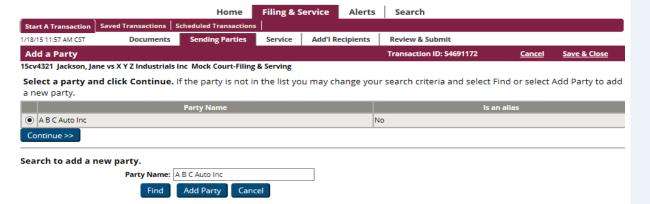
If the party you are trying to file for is not available, if the court you are filing with allows you to submit an Add Party request with your filing, click the **Add Party** button.



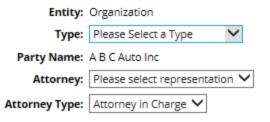
- 1. Select whether you are adding an individual or an organization.
- 2. Enter the party name.
- 3. Click Find.

Adding A Party Tips:

- ✓ Note: When adding or searching for a party, follow these simple rules:
 - For individuals, enter last name, first name (i.e. jones, billy).
 - Do not include "the" in company names.
 - Use "&" instead of the word "and".
 - Avoid punctuation in company names.
 - Always abbreviate Inc., Corp., and Co.
 - If you want to add aliases (dba's and aka's), add them as separate parties.
 - Place a space between parties with initials in the name (i.e. A W Chesterson, A P Green).



- 4. If a match is found, select the party by clicking the radio button next to the **Party**Name on the available list.
- 5. Click **Continue** and you will be brought to the following screen:



- 6. Select the party **Type** using the drop down menu.
- 7. Select the attorney from your office that represents the party and select an attorney type.
- 8. Click **Continue** when finished. You will be returned to the Sending Parties tab to complete the filing/service process.
- 9. If a match is not found, search again using different criteria, or click **Add Party** and create a new party entry.

Adding A Party Tips:

✓ **Note:** The party you are filing for is added to the filing in a pending status. When the document is reviewed by court personnel, the added party may be accepted or rejected. Once accepted, the party status will change from pending to active. If rejected, the filer will get notice that the party has not been added. Documents in the transaction may be rejected if the Clerk's office opts to reject documents submitted by a rejected party.