

Tips to Stretch Your Dollar When E-Filing

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Customer Service Information

LexisNexis® File & Serve NEWSLETTER

Thursday, March 19, 2009

NEWS & ANNOUNCEMENTS

Tips on Stretching Your Dollar & Time When E-Filing

When you use **File & Serve**, we all know certain fees are unavoidable, such as filing, service, court cost recovery and any applicable statutory fees. So how can you possibly save money or time on the application?

Maximize the Most of Your Transaction ID

E-file transactions should be treated like an envelope – and should be “stuffed”. For instance, when filing an entry of appearance, you can also include any other documents you have already prepared for the case, such as your answer. Maximizing each transaction will help you save in filing and service fees. Note – the courts do impose a size limitation on documents (1.5MB is the maximum document size), and a total transaction size limit of 10MB.

“Sharing” Alerts

If your firm uses “Alerts”, you can make the most of this premium feature by sharing your results with others in your organization.

[Cancel](#) [Save](#)

Alert Setup	
Alert Name	Alpine Shipping Company
Billing Reference	#265789
Email Notification	<input type="radio"/> Do not send me email notification <input checked="" type="radio"/> Send me email notification
Temporarily Disable Alert	<input checked="" type="radio"/> Do not disable alert <input type="radio"/> Disable alert
Share Alert	Select Party To Share With

Simply **select the name** of your colleague(s) and they will receive this alert at *no additional charge*.

Cost-Effective Searches

When conducting searches in your own cases, select “transactions in my firm’s cases” or “my cases” as these are “free” searches. Also, the sooner you file your entry of appearance in a case the sooner it becomes *your firm’s* case, making it available for free searches.

Paying Invoices Promptly

Invoices not paid within 60 days are assessed a 10% finance charge on statutory filing fees. Avoid the finance fees by reviewing your invoice and paying promptly. Contact your account representative or customer service right away if you see a discrepancy on your invoice or need to dispute any charges.

Review the Transaction Before Hitting “Submit”

Rejected transactions usually have to be re-filed with the court – at a cost to the filing firm. To help avoid rejected transactions, use the “Review & Submit” tab to view documents, filing parties and all other filing information. A few extra moments on this tab can save you the hassle and additional costs of re-filing.

PERSPECTIVES

File & Serve Training Offerings:

Web Classes:

Free training is available online by clicking on the [Resource Center](#) link. Click on the Education & Training link, choose the state of Colorado and you will see a list of classes we offer to our Colorado customers. You can register by clicking on the name of the class and completing the registration form online. You will then receive email confirmation of your registration as well as access information for attending the class.

COBAR Classes:

The Colorado Bar Association sponsors **File & Serve** training, monthly, free of charge. Attorneys & law firm staff are welcome. CLE is available to attorneys who complete the training.
 Location:
 Colorado Bar Association
 1900 Grant Street, 9th Floor
 Denver, CO 80203
 Dates of upcoming classes are:

- April 6, 2009
- May 4, 2009

Onsite Training:

2 Hours of **customized** training at your firm’s location. Minimum of \$250.00 (calculated at \$50 per person) and capped at \$500, plus a flat rate of \$30 for travel expenses. Fees incurred by booking this class will be billed to the account’s monthly **File & Serve** invoice.

TIPS & TRICKS

DOUGLAS COUNTY COUNTY COURT RETURN DATES

Douglas County Court provides **File & Serve** with a calendar of their County Court Return Dates for each quarter. This calendar is posted on the **Resource Center** and includes dates where the court is NOT going to have returns. When filing into Douglas County for Money or FED cases, it is important to review the return date calendar and make sure you have selected a correct return date. Cases filed with return dates where the court is not hearing returns will be rejected and cases will have to be re-filed.

February's Tip/Trick Winner is:

Mary Jane Vinette

Legal Assistant II, Attorney General's Office

On where to find all the Colorado rules for e-filing: In the **Resource Center**, under Rules & Procedures, select Colorado and CO Rules and Orders, then "All Colorado District Courts Mandatory E-Filing Orders, complete with Table of Contents -- updated 11/10/2008."

March's Tip/Trick:

How do specific tools in *File & Serve* help save you money? Do you have tips to share with other *File & Serve* users that will help them save valuable time and/or money? The reader who sends in the best answer will receive a \$10 Starbucks Gift Card. E-mail your answer to rosemary.willcox@lexisnexis.com by April 3, 2009. Each month's winner will be notified by e-mail.

CUSTOMER SERVICE

File & Serve offers Customer Support 24 hours a day, 7 days a week. If you have any questions, don't hesitate to call our Customer Service department at:

1-888-529-7587

BENEFITS OF SOCIAL NETWORKING

Users are welcome to read and post comments on the **File & Serve** blog at <https://law.lexisnexis.com/webcenters/fileandserve>

Did you know you can also find your **File & Serve** groups and training specialists on Twitter and LinkedIn? Also, check out <http://www.lexisnexis.com/communities/>.

These social networking sites allow us to constantly exchange ideas and learn from the experience of others. We look forward to seeing you out there!

NEXT MONTH'S NEWSLETTER...

Coming in April:

Update on e-filing into Denver County – County Court. Yes, Denver County will be coming online with **File & Serve!**

Also coming up... What's New in Colorado Courts and the Customer Tip/Trick of the Month.

Also, I welcome all of you to send me suggestions for future newsletter topics. I can be contacted at rosemary.willcox@lexisnexis.com.

CONTACT INFORMATION

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