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Customer Service & Training

LexisNexis® File & Serve NEWSLETTER

Thursday, April 16, 2009

NEWS & ANNOUNCEMENTS

Changes and Enhancements to the "Add Alias" Feature

Some of you may have noticed that we recently improved the way our users enter "Alias Information" in File & Serve when opening and filing new cases. Previously, you had to "know" to click on the party name you entered that displayed on the right hand side of the screen. Now we have made the process more intuitive by displaying a button at the bottom of the Case Parties tab called "Save Party & Add Alias".

If you need to enter an Alias after entering the party name, simply click on the "Save Party & Add Alias" button. You will then be prompted to enter the Alias Type, Alias Entity and the Alias Party Name:

You will also be able to enter an organization alias name for an individual party type (and an individual alias name for an organization party type). Please remember to enter any alias information at the time you create your case on File & Serve. This information will then flow over to the court's case management system.

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:

- 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

Court of Appeals Update

Recently the Colorado Court of Appeals announced an **Interim Policy Regarding Electronic Records and Briefs Version 1.0**. This policy is published on their website:

http://www.courts.state.co.us/Courts/Court_Of_Appeals/Index.cfm

This policy governs references to electronic records in briefs subject to C.A.R. 28, submission of briefs subject to C.A.R.28 in electronic form, and submission of electronic appendices.

March's Tip/Trick Winner is:

Rhonda Bender

Paralegal/Office Manager: Lamm & Butler LLC

On saving time: To find an attorney's email address, Rhonda searches by name using the Additional Recipients tab. She then enters that email into her database for future use. This saves time because she doesn't have to make a phone call to the firm. Congratulations Rhonda!!!

April's Tip/Trick:

How are you using the Custom Document List feature in File & Serve? Why is that helpful to you? 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 May 4, 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

Denver County Court Going LIVE!

Electronic filing and service into Denver County Court begins **Monday, April 27th, 2009**. Similar to other county courts, File & Serve will be available for **Money** and **FED** case types. Please note: The court will be mandatory e-file effective Friday, May 1. Please see the Resource Center for the Chief Judge Directive.

A separate e-mail will be sent out later this week with more details on this exciting new court launch!

NEXT MONTH'S NEWSLETTER...

Coming in May::

Denver County Court – Update and Review on Filing and Return Date procedures.

Check out File & Serve on **You Tube**:

<http://www.youtube.com/watch?v=Zgr0xZxc01Q>

Join the “e-filing Legal Documents Group” on **Linked In** and add to the discussion about e-filing trends.

CONTACT INFORMATION

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