

# LexisNexis® File & Serve NEWSLETTER

Wednesday, June 03, 2009

## NEWS & ANNOUNCEMENTS

### Guidelines for Managing Master Cases

**Hello Texas File & Serve users!** We are going to start distributing a quarterly newsletter to update you on the various litigations that are using File & Serve along with items of interest regarding File & Serve.

We recently heard from several firms regarding some difficulty they're having in accessing and serving into the Master Cases. As you know, many of the master cases are getting large in size. We are requesting that you follow the guidelines outlined below to help manage the size of the master cases.

**Don't File into Plaintiff Master Case When Actual Case is Online** – before you submit a transaction into a plaintiff firm master case, please double check to see that the case has not yet been loaded onto File & Serve. We have seen numerous instances where the case is available for service, yet firms are continuing to e-serve in the master case.

**Note to Plaintiff's Firms:** Please try to get the case submitted to File & Serve as soon as possible so can get it loaded and made available to all parties in the case.

**Document Title Field** – if you do have to serve into a plaintiff master case, it is extremely helpful if you put the name of the case in the **Document Title** field. This makes it easy to identify service for the correct case. It will also enable you to use **Advance Search > Other Options > Document Title** to retrieve all the service items for a case that is not yet online.

### E-Service in Cases Outside of Texas

If your firm is involved in litigation in state courts outside of Texas, consider using File & Serve for **e-service** for those cases. E-service represents official service in case which the parties have stipulated to and/or the court has sanctioned that delivery method.

If the case contains multiple parties, File & Serve can help you gain more direct control over the delivery, management and cost of your service. Whether discovery is in its early stages or well underway, setup of your case on File & Serve is quick and easy. You will reap the convenience of exchanging documents electronically along with a repository for all the case information. **It may also help you lower your costs to your firm and client.** While you can seek court approval or sanction for e-service, court participation is not necessarily required for e-service in other states. If you're interested in learning more, contact [sue.burns@lexisnexis.com](mailto:sue.burns@lexisnexis.com).

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*Using F&S for E-service in Cases Outside of Texas*

*File & Serve is on Twitter!*

*Tips on the Quick Case Field*

*Training Opportunities*

## 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 Illinois and you will see a list of classes we offer to our Illinois customers. You can register by clicking on the name of the class and completing the registration form online.

#### Intro to File & Serve for E-filing Projects

(Jefferson & Montgomery Counties)

June 8, 2009: 12:30pm – 1:45pm

June 22, 2009: 12:30pm – 1:45pm

#### Intro to File & Serve for E-service Projects

(TX MDL, Silica & other Asbestos Jurisdictions)

June 9, 2009: 12:30pm – 1:45pm

June 23, 2009: 12:30pm – 1:45pm

#### New Features Training Classes!

(Read Status & Transaction Report – live on File & Serve June 15<sup>th</sup>, 2009)

June 8, 2009: 11:00am – 11:30am

June 9, 2009: 11:00am – 11:30am

June 10, 2009: 11:00am – 11:30am

June 11, 2009: 11:00am – 11:30am

June 15, 2009: 11:00am – 11:30am

And more dates listed on Resource Center!!!!

## TIPS & TRICKS

### How to Use the Quick Case Field

We frequently get comments from our users that the **Quick Case Field** on the Home Page does not “work” to retrieve a case on File & Serve. **The Quick Case field only gives you access to your firm’s cases.** So, if your firm is not yet on the service list of a particular case, you will not be able to use the Quick Case Field to retrieve that case. You will have to use the Search Tab > Case History search to pull up that particular case.

### How to Win A Starbucks Gift Card

Starting with the May edition of the Texas File & Serve newsletter, we are going to present a question to our Texas users about the application. Whoever sends in the **best answer** to our tip or trick will win a \$10 Gift Card to Starbucks!!!

#### *May’s Tip/Trick*

**Share with F&S users why you have ALERTS set up and how they have benefited your practice?**

Respond to [rosemary.willcox@lexisnexis.com](mailto:rosemary.willcox@lexisnexis.com) by June 15<sup>th</sup> to win!!

### File & Serve is on *Linked In* and *Twitter*!

We invite all of our users to engage in discussions about E-filing or E-service (or other topics of interest) on the various social networking sites where File & Serve has a presence. You can simply ask to join the **E-filing/E-service Court Documents Group** on [Linked In](#) or elect to “Follow” [File & Serve on Twitter](#)! 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!

### Have Questions, Concerns or Ideas?

If you have any issues regarding File & Serve, we want to hear from you. Please don’t hesitate to call or email me about anything related to File & Serve.

Watch a demo of File & Serve on **You Tube**. The video is titled:

[File & Serve is Just This Easy](#)

## 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**

## CONTACT INFORMATION

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