



Robust Workflows in Q-LawE with Vertican File & Serve (VTFS)

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Intro

- What is VTFS?
 - Vertican File and Serve
- The collection industry relies on a multitude of software applications and services to manage various aspects of the debt collection process. The need for integration becomes paramount. VTFS is a strategic approach to minimize costs while maximizing productivity.
- Benefits of software integration:
 - Integration enables the seamless flow of information across systems, ultimately becoming more profitable by providing stakeholders with up to date insights for better decision-making.
- Vertican is partnering with File and Serve partners, including EZ Messenger, to streamline the service of process with intuitive integration in both Q-LawE and Collection-Master.
- Our mission is to lower your Q-LawE and Collection-Master seat costs with monthly credits when you use VTFS.



EZ Messenger

- One of the largest legal services providers in the debt collection industry. In-house development teams responsible for creating and maintaining innovative File And Serve Tracking (FAST) technology platform.
- Other services:
 - EZ Venue: the industry standard for venue selection, widely used within the industry to identify the best, and correct court venue for case filings.
 - EZ File: provides e-filing and hand-filing in all fifty states.
 - Easy Knock: a powerful tool that tracks and verifies compliance with our extensive network of over 2000 process server partners across the United States.
 - WhoKnocked: utilizes a secure communications method for the service to contact the process servers who have left a door hanger or even contact the attorney firm placing the service.
 - EZ Locate: a Skip Tracing tool.
 - Erin's List: a database of dangerous addresses compiled and used by process servers across the country.
- Leveraging their cutting-edge technology and operational expertise with the robust integration with the Vertican platform products.



Intro

- Our goal of this MMS is to show you our new VTFS:
 - Streamline your file and serve processes
 - Automatically send and receive accounts to and from your process server
 - Receive status updates as a matter of course
 - Use built-in FTP configuration and powerful Job Scheduler automation
 - Take advantage of automated invoicing processes
 - Learn how VTFS workflow designer and Visio diagrams simplify and navigate this business-critical process





Overview

Law firms need improved management of their legal file and serve process.

Today's Challenges:

- Initial suit filing – preparing the package to file
- Preparing cost to pay court for filing
 - File and serve states:
 - Court accepts filing and issues suit date and case number and an e-file reference number when e-filing
 - Court may schedule one (or two in California) hearings
 - Court returns conformed file stamped copies of filing
- Subsequent filings – Judgment, Lien, Garnishment, Satisfaction and more
- Service of process of one or more debtors
 - Track that service is completed before court hearing date
 - Service attempts tracking
 - Successful service
 - Proof of Service affidavit is filed with court
 - Service information is returned to firm
 - Non-Serve
 - Non-Serve affidavit is filed with court



Firm Cost

Firms can easily spend several hours of staff time to manage the challenges discussed today

The VTFS Solution:

- A custom initial suit and service of process cost quote will be provided for each state
- Separate quote for additional serve options, such as Garnishment
- Subsequent filing in e-file jurisdictions will cost \$2.50 per filing that does not include service of process
- Manual Paper filing is offered at a cost of \$20.00 per filing that includes all postage



The What and Why

- Standardized process across multiple PS firms
- Turnkey installation
- Can add a new PS firm without having to rebuild workflow
- Improved automation for more accurate and efficient results



The How

- Task Codes and DDAS (Data Driven Automation System)
- Job Scheduler – PSFILEJS and FTPs
- Vendor Exports to send supplemental requests
- Vendor Imports/Document Imports



VTFS Workflow Designer

Vertican has used the enhanced workflow designer tool to incorporate the initial P110 Summons and Complaint File and Serve workflow.

The screenshot displays the Q-LawE Workflow Designer interface for workflow #856. The main table lists workflow items with columns for Id, Item, Next Item, Workflow Name, Item Description, Type, Choice, Yes, No, Method, EType, Stage, Dev, App, and Worktype. Below the table are configuration panels for Overview, Conditional Data, Actions, and Workflow Controls. A 'Workflow notes' section at the bottom left contains a list of notes and a log of actions.

Id	Item	Next Item	Workflow Name	Item Description	Type	Choice	Yes	No	Method	EType	Stage	Dev	App	Worktype
50	1.000		VTFS - New Suit & Service		Process				Manual	Workflc	Suit			
50	1.001			Legal Proceeding Record Added	Data				JobSched	Workflc	Suit			Auto
50	1.002			Service History Detail Record Added - DEB1	Data				JobSched	Workflc	Suit			Auto
50	1.003			Service History Detail Record Added - DEB2	Data				JobSched	Workflc	Suit			Auto
50	1.101	1.102		Data & Documents Exported out of QLE	Process				Worknow	Primary	Suit			Auto
50	1.102	1.103		Data & Documents Uploaded to VTFS	Subprocess				JobSched	Primary	Suit			Auto
50	1.103	1.104,1.105		Case Filing Confirmed?	Decision	No,Yes			DDAS	Primary	Suit			Manual
50	1.104	1.103		Case not filed - Send Status Update Request	Process			No	JobSched	Primary	Suit			Auto
50	1.105	1.200		Case filing confirmed - Follow-up on Service	Process		Yes		JobSched	Primary	Suit			Auto
50	1.200	1.201,1.210		DEB Served?	Decision	No,Yes			DDAS	Primary	Suit			Auto
50	1.201	1.202,1.203		DEB not served	Process			No	JobSched	Primary	Suit			Auto

Workflow Configuration:
*Workflow ID: 50 *Item #: 1.000 Item Description: [Empty]
Workflow Name: VTFS - New Suit & S
Event Type: Workflow
Details: [Empty]

Overview: Stage: Suit

Conditional Data: States: * Forwlist: Mastoustid:

Actions: Task Manager: [?] [N] AMR: [?] [N] FTP: [?] [N]
Run DDAS: [?] [N] Work Now: [?] [N] Report ID: [?] [N]
Add via DDAS: F JobSched ID: [?] [N] Vendor Export: [?] [N]
Doc ID: [?] Doc Action: Vendor Import: [?]
SOP Doc: [?] [875] Custom EDI: [?]

Workflow Controls: Next Item(s): * Method: Manual Manual Work: Staff Group: Item Type: Process Choice Type: Choice Result: Next Process: Item Color: Color Selection
Generate Visio

Workflow notes: [Submit Questions] For AMR/VTFS to work - Courtefile setup for one file w/ docids - Document Package created in compliance w/ courtefile setup requirements? - Legproc call out

	Date	Time	User
Created	11/02/2023	15:14:21	WILL
Edited	11/13/2023	16:12:22	CHARPER
Approved	/ /		
Deployed	/ /		



Requirements

- LEGPROC
 - A legproc record must be created for each new pleading
- DSERVE
 - A dserve record must be created for each contact named in the pleading
- TASKS
 - Appropriate tasks must be added to the accounts
- Contacts
 - Each contact must contain full address
- Documents
 - Appropriate documents must exist on the accounts



Tasks and DDAS

- Tasks can be added via DDAS to execute the following jobs.
- Initial job requests can be requested as File & Serve, File Only or Serve Only. Subsequent Job Requests are File Only.

Initial Job
Requests:
File & Serve

- Summons and Complaint
- Amended Summons and Complaint
- Alias Summons
- Wage Garnishment
- Bank Levy
- Revival of Judgment
- Subpoenas
- Trial Witness

Subsequent Job
Requests:
File Only

- Motion for Continuance
- Agreed/Summary Judgment
- Discovery
- Satisfaction of Judgment
- Vacate Judgment
- Lien
- Dismissal Suit/Garnishment



Job Scheduler

PSFILEJS

- Complete PS firm job export tasks
- Generate CSV file
- Export document package for upload

FTPs



Vendor Export

Send supplemental requests to PS firm

- Filing Status
- Service Status
- Job Cancellation
- New Address Submission
- Request for Proof of Service document



Vendor Import and Document Import

- VTVENUE
- VTRECEIPT
- VTEFILE
- VTINVOICE
- VTSERVICE
 - Hardcoded to link to DSERVE ID value returned by PS Firm
- VTACTION

- Document Import used for Proof of Service document



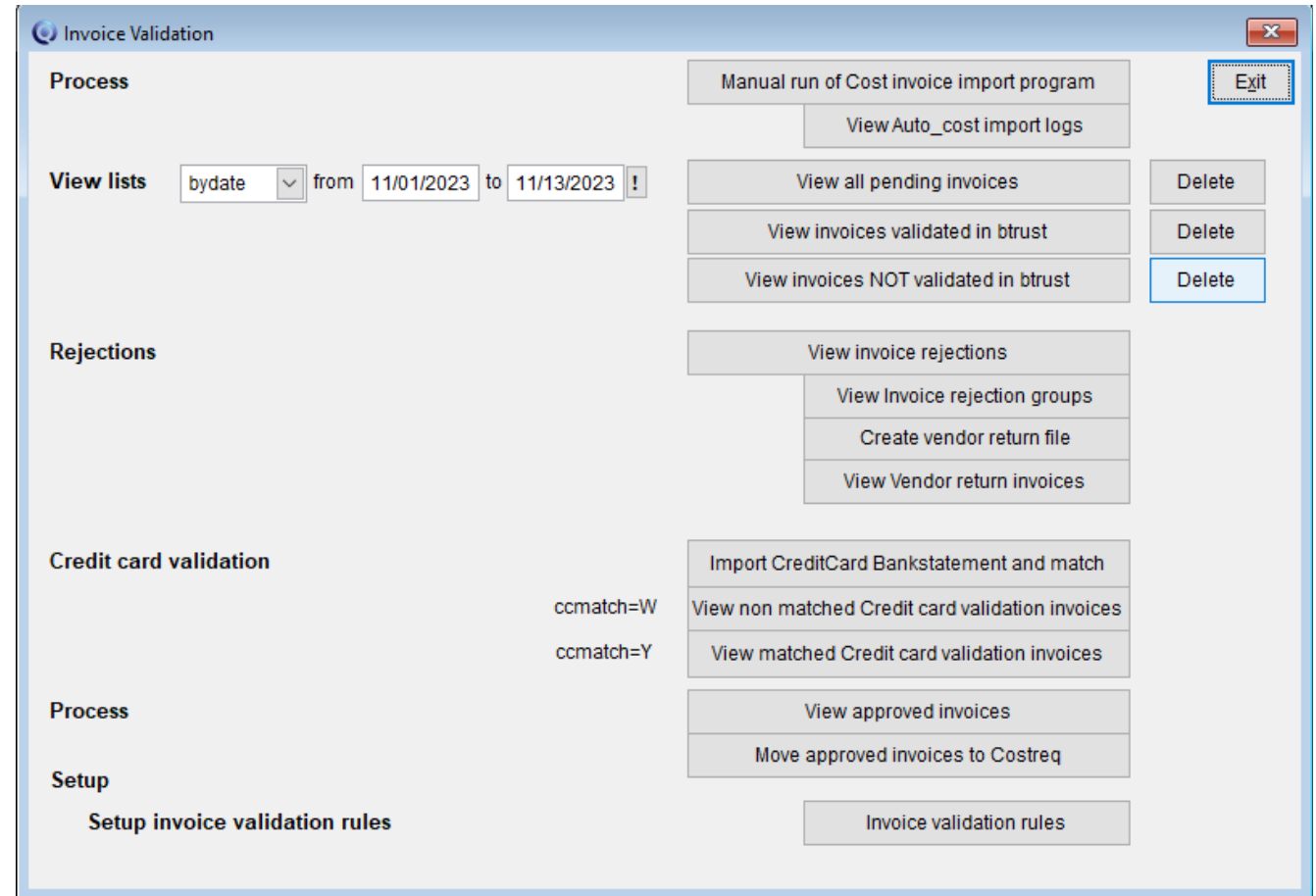
Filings Supported

PROCTYPE	JOBTYPE	DESC
P133	AM-AMEND	Amended Summons and Complaint
L118	AS-ALIAS	Alias Summons and Complaint
L316	BL-BANKLEVY	Bank Levy
P182	PS-PLURI	Pluries Summons
P184	RJ-REVJUDGMENT	Revival Judgment
P110	SC-SUMMONSCOMPLAINT	Summons and Complaint
P180	SO-SUMMONSCOMPLAINT	Summons and Complaint File Only
P181	FO-SUMMONSCOMPLAINT	Summons and Complaint Serve Only
P125	SD-SUPDEP	Subpoena for Deposition
J100	SF-DEFAULTJUDGMENT	Default Judgment
R145	SI-SUBINSURED	Subpoena for Insured
P183	TW-TRIALWITNESS	Trial Witness
L314	WG-WAGEGARN	Wage Garnishment
J107	SF-AGREEDJUDGMENT	Agreed Judgment
P106	SF-SUITDISMISSALWITHOUTPREJ	Suit Dismissal Without Prejudice
P116	SF-SUITDISMISSALWITHPREJ	Suit Dismissal With Prejudice
P112	SF-SUMMARYJUDGMENT	Summary Judgment
L320	SF-DISCOVERY	Discovery
L103	SF-MOTIONFORCONTINUANCE	Motion for Continuance
P120	SF-DISMISSALOFGARNISHMENT	Dismissal of Garnishment
L238	SF-SATISFACTIONOFJUDG	Satisfaction of Judgment
P108	SF-LIEN	Lien
L532	SF-VACATEJUDGMENT	Vacate Judgment
P117	SF-SUMMONSCOMPLAINT	Summons and Complaint Serve First



Invoice and Credit Card Validation

- A new module was created for the purpose of validating vendor cost invoices before creating the corresponding cost requests and matching invoices against a Credit Card statement for e-filing costs.
- Both processes can be set to automatically run on the Job Scheduler but there is also an interface for manually running it, handling rejections and viewing/editing validation rules. Whether run manually or automatically, a log will be created for each process each time it is run. Both processes can also be set up as Dashboard items so users can quickly and easily see if there are invoices that need to be reviewed.





Court Costs and VTFS Invoicing

- Court cost for filing
 - When Court requires Credit Card or firm ACH payment
 - Firm is required to set up ACH and or Credit Card with the court and will pay the court directly
 - When Court requires a paper check
 - Vertican will advance and charge the firm's Vertican VTFS ACH account when filing is accepted
- Process Service fees
 - Process Service is billed when Service is completed, or a Non-Serve is completed. Invoice is sent to firm and at the same time the invoice is sent to firm's Vertican ACH account set up for VTFS Service to be auto paid that day.
- VTFS filing transaction fees
 - VTFS bills a \$2.50 transaction fee for all subsequent filings when the filing is accepted. Invoice is sent to firm and at the same time the invoice is sent to firm's Vertican ACH account set up for VTFS Service to be auto paid that day.



VTFS Dashboard

- The dashboard allows management to review the metrics for Service of Process.
- VTFS Dashboard is available only for firms who have signed up for VTFS service. Once service is installed the Dashboard is available in the maintenance menu.

VTFS Dashboard - select report dates, click refresh - then filter by vendor, forwlist, custid, state or county (click refresh again)

Service of process
 Filing service

Vendor ? Report dates from 11/01/2016 to 11/13/2023 !

Limit View Forwlist ? Custid ? Legal State ? County ?

	#	%	Service cost	Other cost	Days	Days before Ctdate	Attempts #
New requests	81	100.00	10.00	0.00			
Cancelled	1	1.23					
In Progress	56	69.13					
Net New requests	24	100.00					
Successful serve	10	41.66	0.00	0.00	37	38	3
Non serve	0	0.00	0.00	0.00	0		0

Calculations

Code	Vgroup	Vsubgroup	Descr	Rec_count	Rec_number
new_num	Service	dserve	Service new requests number	81	0
ok_num	Service	dserve	Service successful number	10	0
new_cost	Service	vtfs_stat	Service total cost	1	10
can_num	Service	dserve	Service cancelled number (Cancel, Bad Addr, Reject)	1	0
inp_num	Service	dserve	Service attempts in progress number	56	0
ok_days	Service	dserve	Service successful - average days to serve	37	0
ok_day_ct	Service	dserve	Average days to serve before courtdate	38	0



Email Monitor

- Many states have implemented Court Service by email
- Vertican has built a powerful automation tool to read your firm's court email boxes
- It reads the email only from approved senders (court email address maintenance discards spam)
 - Email document attachments are organized into Docid based on file names and can auto import into document manager
 - If email contains a link to download attachments, email monitor can download most files automatically
- Use keyword pair matching to categorize emails and assign appropriate task codes for follow up
- Emails that can not be recognized, can be read in a user interface
- Email monitor is only available if you are a VTFS subscriber
- Available in more than 20 states



Getting Started

- Contact Vertican to get started
 - *Special Offer: Q-LawE is offering a FREE VTFS Workflow Consultation*
- Setup ACH on vPortal for VTFS invoices
- Install VTFS module – Vertican will assist
 - All tasks, Job Scheduler jobs, FTP, and workflow are included
 - Implement tasks to start Initial Suit file and serve or
 - Subsequent filing
- Use VTFS workflow and enhance as needed



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