

About File & ServeXpress

File & ServeXpress, headquartered in Irving, Texas, was formed in 2012 to acquire two of the pioneers of electronic filing and electronic service – CaseFileXpress and File & Serve, a former LexisNexis company. The resulting combination brought together more than 30 years of experience in legal e-Filing and e-Service delivery to form the leader in the industry.

File & ServeXpress brings together an established, comprehensive record of success in working with courts around the country to implement electronic filing. It has existing e-Filing and/or e-Service projects spanning 30 states and the District of Columbia with more than 165,000 registered users and 39,000 law firm clients, representing all of the top 100 law firms in the country.

To learn more about File & ServeXpress, we invite you to visit our website @ <http://www.fileandservexpress.com/>



this issue

Retrieving Billing Information **P.1**

Payment Options **P.2**

Regional Updates **P.3**

Resource Center & Contacts **P.4**

The File & ServeXpress ‘Billing Information’ Link

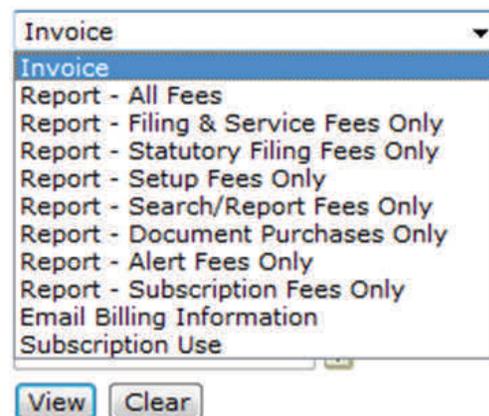
Many of our clients are not aware that if they are in need of “real-time” billing reports for their File & ServeXpress accounts, the information is just a click away, 24 hours a day!

The **Billing Information** link gives users the ability to view past invoices, to obtain up-to-date billing activity reports, and to request electronic copies of invoices via email.

The easy-to-follow instructions for using the **Billing Information** link can be found by clicking on the hyperlink in the *Toolbox* on the File & ServeXpress homepage:



If you are in need of an invoice, you will only be able to select invoices for previous months as invoices are not generated until the beginning of the next month. All of the reports at your disposal provide your current monthly billing information:



In addition, to invoices and reports, you may request that an MS Excel version of your Billing Information be sent to an email address of your choice! For more information on *Billing Information*, visit the File & ServeXpress Resource Center, *Quick Guides* section for the user’s manual.

File & ServeXpress

What Cases Do You Need Added to the System?

You are an important client and we are always striving to earn your business.

If there are any cases that you believe would benefit you to add to the File & ServeXpress system, we would love to talk to you about how we can serve your needs.

The tangible benefits of E-service include, but are not limited to:

- Reduced time spent on non-billable tasks
- Streamlined organization
- Faster communication
- Decreased risk
- Better access to key information
- Storage & disaster recovery
- Verifiable proof of delivery
- Economic savings over paper
- Mobility of practice

To add a case to the system, or to learn more about the benefits of File & ServeXpress, email [Robert Rodriguez](mailto:Robert.Rodriguez).



Billing Information: Payment Options

- Check Lockbox Information
- Auto Debit Payment Option

Checks. Some of our clients are continuing to send their payments to our old lockbox address. Please be advised that we have made a change to our billing address for remittance of your invoice payments. If you have already sent a payment to the former address, don't worry - you don't need to resend it to the new address. However, please take note of our new lockbox address for future payments.

You can now make your checks payable to:

File & ServeXpress

You can now send your payments to:

File & ServeXpress LLC
PO BOX 844419
Dallas, TX 75284-4419

Auto Debit. Please be advised that effective **March 1, 2013**, File & ServeXpress will no longer accept **credit cards** as a form of payment for invoices. Payments may be made by check or money order, or you may use our bank draft auto

debit option, [you will still need to fill out a new application](#).

The application can be accessed by following this link: [Auto Debit Application](#). Once you have completed the application, you can submit it to File & ServeXpress using the mail or email addresses that follow. If you want to begin using this bank draft auto debit option,

please fill out the attached auto debit application and return it to us. **The form can be either mailed to:**

File & ServeXpress, LLC
Attn: Customer Accounting
105 Decker Court, Suite 1100
Irving, TX 75062

Or, customers that prefer to email the application can send it to:

“Bringing the Industry’s e-filing and e-service leaders together”

invoicing@fileandservexpress.com

Debits will occur on or about the 15th of each month. Credits posted prior to the 15th of the month will be taken off the invoice amount. Credits after the 15th, will be applied to the next month’s invoice. If you have any questions, please contact our invoicing department at 877-433-4533.



Links to Regional Updates

For those of you who may have missed our quarterly and/or special updates that contain region specific information and messages from the Court, or, if you are just interested in what may be happening in the industry in other parts of the country, we have provided the following links to region-specific updates:

ILLINOIS:

[Illinois Regional Update](#)

INDIANA:

[Indiana Regional Update](#)

KENTUCKY:

[Case Update- Commonwealth of Kentucky vs Merck & Co Inc Litigation](#)

WEST VIRGINIA:

[Mountain State University Accreditation Litigation](#)

[West Virginia Regional Update](#)

Industry News

Monitoring for Rejections

Court of Appeals of Texas,
Austin.

TEXAS DEPARTMENT OF
FAMILY AND PROTECTIVE
SERVICES, Appellant

v.

James WALLACE, Appellee.

In a recent memorandum opinion that can be found regarding the above mentioned case, an attorney e-filed into a civil case and the pleading was rejected by the Court. However, the pleading was not re-filed for several weeks. On appeal, the COA upheld that the document was not timely filed and vacated the trial court's order denying a plea to the jurisdiction.

The moral of the story is how important it is to constantly monitor the filing status of all of your filings and to always respond immediately to Clerk rejections.



This Month's Q&A E-Tips

Q: I think I might be missing my monthly invoices, what should I do?

A: It is important that you make sure that your SPAM/Quarantine filters are not filtering out your emails from File & ServeXpress. Check with your IT department to be sure that emails that come from File & ServeXpress email addresses are marked as "safe".



Q: I was told not to E-file discovery documents, can I still E-serve them?

A: You can always use the File & ServeXpress system to 'E-serve Only' any of your documents that do not need to be E-filed with the Court for review. Simply choose your service recipients on the *Service* tab and one of the 'E-serve Only' options (public or private) on the *Review & Submit* tab of the *Filing & Service* process to forego E-filing.



Education & Training

All of our web-based training and presentations are complimentary and are offered on a monthly basis for both general and jurisdiction-specific curricula. If you do not see the training you are looking for, please contact your regional trainer for training options.

The File & ServeXpress Resource Center

• Rules & Procedures

Access jurisdiction-specific information including Court rules, special instructions, forms, and hyperlinks to additional information.

• Quick Guides

Several User Guides have been posted to the Resource Center for your convenience. Access and download guides for various File & ServeXpress features 24/7.

• Education & Training

Find and enroll in open-enrollment or jurisdiction-specific web-based training. All complimentary training is delivered via webinar.

Click [here](#) to visit the File & ServeXpress Resource Center.

FSXTimes Issue 01 April 2013

File & ServeXpress

24/7 Client Services

1.888.529.7587

Regional Trainer & Solutions Specialist

Russ Hofer rhofer@fileandservexpress.com

Regional Trainer & Solutions Specialist

Angela Melton amelton@fileandservexpress.com

Regional Client Relations Manager

Robert Rodriguez rrodriguez@fileandservexpress.com

Regional Project Manager

Susan Barnes sbarnes@fileandservexpress.com

File & ServeXpress Website

<http://www.fileandservexpress.com/>