Time Matters®
Document Management System (DMS)

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For Use by Firms Attending the LexisNexis *Law Office Document Management Solution* Webinar Only

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OTB Document Management Services

OTB provides a variety of document management services for existing and new Time Matters users. Please contact us if we can assist you better manage your documents.

Configuration and Training

We find that most Time Matters users aren't using the DMS properly, missing out on many of the benefits it can provide your firm. While this document will give you most of the information that you will need to better use the DMS, we can assist you with the configuration of your system, and remotely train your staff on how to better use it.

Document Import / Data Conversion

For firms new to Time Matters, you likely have some type of shared folder structure setup into which you store your firm's day-to-day documents. Our document import capabilities are second to none. Utilizing tools we have developed over the years, we create document records in Time Matters that will connect your existing document store. While the quality of the existing structure is important, and will determine the amount of information we can import into Time Matters, in most cases we can get enough relevant data to make it so each case will have its full set of documents available in Time Matters.

If you are using one of the other stand-alone DMS, and wish to switch to the Time Matters DMS, we can provide a complete conversion from one system to the other. We have done this on a number of occasions with Worldox, and with iManage/Interwoven at two sites.

Paperless Office

Whether for portability and remote access, or to save on the cost of storing paper, more and more firms are beginning to go "paperless." While we have firms that are, in fact, 100% paperless, we believe that most firms need to at least start moving in a paperLESS direction (meaning "less paper," even if not totally paperless, a concept first advocated by fellow legal technology consultant Ross Kodner). In the past 5 years, we've assisted over 100 law firms go paperLESS or completely paperless … let OTB help you gain the benefits of a paperless office.

Customized Power Views

When using the Time Matters DMS, one way to view your documents is to use the Power View feature. OTB is one of the leading developers of customized Power Views, and customizing this feature to better enable you to view your documents will enhance the value of the Time Matters DMS. In fact, in our view, customizing Power Views is likely the easiest way to enhance your firm's use of Time Matters.

Document Automation

Time Matters' document automation capabilities integrate closely with its DMS features. We have expertise in helping law firms use the Time Matters Formattable Clipboard feature, Word and WordPerfect merges, and Hot Docs integration. We can provide basic training where you then do the work yourself, all the way up to full blown document automation systems for particular practice areas.

Document Indexing

The document indexing feature of the Time Matters DMS is incredibly powerful and fast. However, it takes time and effort to get it configured. OTB can work with you to make sure that you are getting you day-to-day documents indexed as often as needed so that you can easily locate and all your documents.

docs2go

docs2go is a utility that lets you easily copy documents out of the Time Matters DMS to another location. Examples of its use are:

- A firm needed to get a variety of litigation documents from a particular case on to a CD for discovery. They didn't need all the documents ... they needed very specific documents. This created the need to be able to filter the DMS for certain document types, by certain authors, and then copy them to a temporary folder where they could be burned to a CD.

- Most of our BK*express* consumer bankruptcy firms are paperless. Often, the 341 Meeting of Creditors is conducted by them accessing their Time Matters/BK*express* system remotely. For redundancy, they can use docs2go to easily copy the petition, supporting schedules, and other documents to a USB drive that gives them the documents they need should they have problems with their remote connection.

- A lawyer was leaving a firm and needed to get all the documents that he had authored, and all documents for his cases, burned to a CD.

Additional information can be found at:

http://www.otb-consulting.com/content/view/149/265/

Document Management System (DMS) Overview

The Time Matters Document Management System (DMS) is the component of the program that enables you to easily save documents into Time Matters, and later quickly find and retrieve them.

The Time Matters DMS rivals the capabilities of the leading standalone Document Management Systems in the legal industry - Worldox, Interwoven's WorkSite (formally iManage), and Hummingbird's DOCS Open. While it can't be disputed that, as stand-alone products, they have some functions the Time Matters DMS doesn't have, the fact is that the Time Matters DMS is free (as part of Time Matters) and has a simple elegance that meets the needs for many law firms of all sizes

Differences between the TM DMS and the Stand-alone DMS

Cost

The Time Matters DMS is included in Time Matters at no additional cost. This is not an insignificant advantage, obviously. The standalone DMS are expensive to purchase, train and maintain. Because these costs are all less in Time Matters, this is a big advantage for Time Matters. This means for the price of (perhaps less) a stand-alone DMS, you can get a DMS and a Practice Management System.

Integration into a Practice Management System

Because the DMS is integrated directly into the leading practicing management system, you have capabilities that the stand-alone systems don't have. Being able to see all the documents with their related cases, as well as all the other related records like email, phone records and notes, etc., is more powerful than having a stand-alone application that isn't integrated into your Practice Management System.

Tracking Email

The stand-alone DMS have added the ability to track emails. While this is a great feature, it isn't needed in Time Matters where emails are tracked as their own record type.

Closed v. Open System

The main difference between the Time Matters DMS and the standalone document management systems is that the Time Matters DMS is not a closed system. This means that Time Matters cannot force users to save documents into the DMS. At first blush, this may seem to be a substantial advantage to the standalone systems. For those firms that need to totally restrict their document systems so the only way you can access documents is through the DMS, then the standalone systems provide the better solution for them. However, most small and medium-size law firms don't require that level of security or rigidness, and they like the flexibility that the Time Matters DMS provides.

Local Hard Dive Mirroring

Time Matters does not have mirroring of data on the local workstation. In the other applications, you can have each document you saved on your local workstation, as well as the server. This provides some redundancy should the firm's network go down.

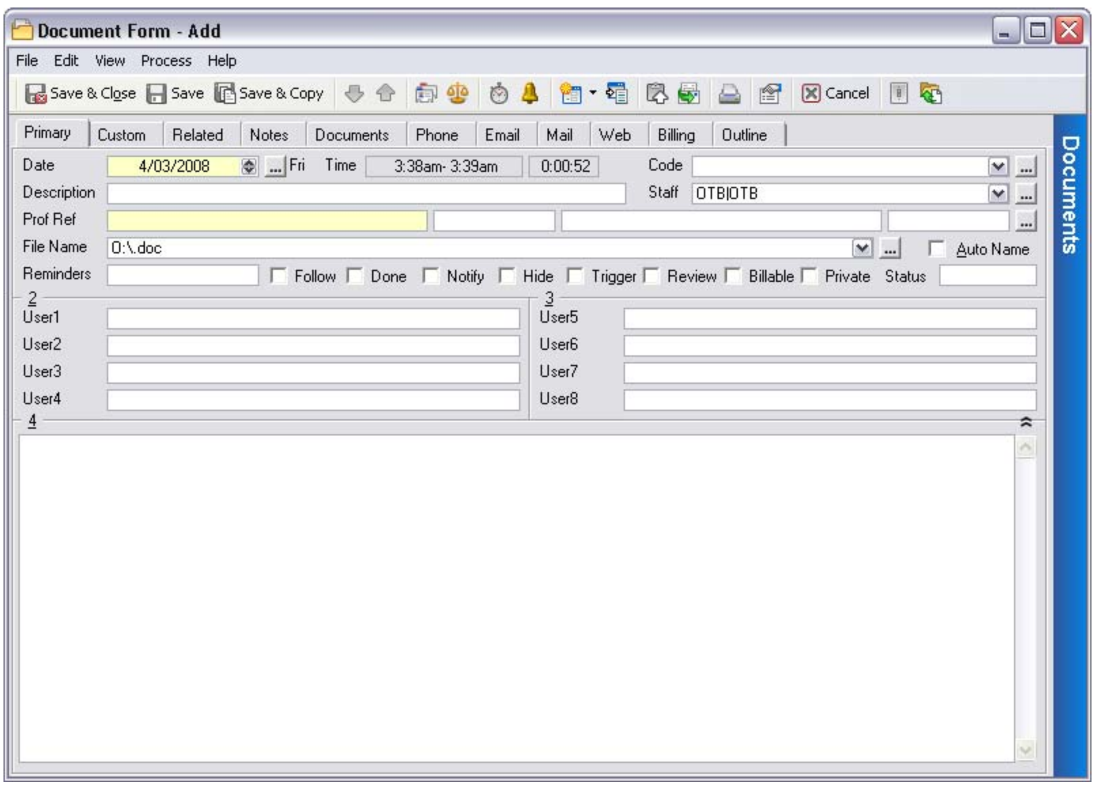
Auto Archiving

The standalone DMS let you set parameters that automatically archive records after a particular amount of time.

Saving Documents into Time Matters

The easiest way to save a document that was drafted outside of Time Matters in Word, Excel, PowerPoint, WordPerfect, or Adobe Acrobat (both the full version and the free version) is to press the **TM Save** (or **PA Save** for Practice Advantage) button on the TM Toolbar on those applications (if you don't see the TM Toolbar on any of these programs, contact your system administrator).

When the button is pressed, a **TM Document Form** in **Add** mode will be displayed. When you complete the field of the Form, the document you are working on will be named a stored in the appropriate place in your document store.



Most of the fields are similar to the fields in the other Time Matters supporting records, and are explained below:

Document Form Fields

Commonly Used

- **Date** – the standard Time Matters Date field that will initially show the date the document record is created. There is a Program Level option that can be set by the administrator to update this field whenever the Document Form is opened so that it reflects the date that the document was last edited.

- **Time** – the standard Time Matters Time field, which by default is the current time.

- **Code** – this identifies the type of document that you are saving into the DMS. If this field is yellow or another background color, it means it is a required field and you have to complete it in order to save the document form. You can use multiple codes if needed. This enables you to find documents by the type of document, even if you don't know the client or case.

- **Description** – this is the name of the document as it will appear on lists in Time Matters. When naming documents in Time Matters, take advantage of Windows' long file names and make the name as long as you need to easily identify the document. It is recommended that you use standard naming conventions within the firm. The **OTB Action List** will help make this easier. For example, if all letters are described as **Letter to [name] re: [what letter is about]** it helps you when you are searching for a particular letter. Your firm might shorten that to **LT [name] re [subject]**.

- **Staff –** The Staff field should contain the initials of the author and the typist, in that order (e.g., RSB,MCC). By default the initials of the person creating the Document Form will appear. If the author and typist are the same, then only one set of initials needs to be entered. As with the Staff field on all Time Matters forms, you can type the letters in, or use the dropdown list or lookup button. Entering both author and typist lets you search for all the documents you authored, regardless of who typed them, or search for all the documents you typed, regardless of who authored them.

- **Case\Matter fields** – this is where you either type in the name of the case that the document is related to, or you can use the lookup button (or press **F2**).

- **Client information and case no.** - will be entered automatically once you enter the Case\Matter information. Often, the Matter field(s) will be required and will be colored yellow or another color.

- **File Name** – the file name will be completed automatically by Time Matters using the values you place in some of the fields above. You should never have to change the automatically created file name. If this is the first document saved in a particular folder or sub-folder, a message will appear inquiring: **Do you want to create this directory?** Always click **Yes**.

Infrequently Used in Typical Use

- **Reminder Line –** we recommend that you not use any fields on this line except the **Status** field. The use of the status field will be different from firm to firm, depending on the firm's needs. Often it is used to record what stage the document is in (e.g., draft, reviewed, final, signed, etc.).

- **Areas 2 and 3 –** these User definable fields may or may not be used. If they are, they will typically be used for some type of workflow with the document.

- **Memo –** the Memo field is used to enter notes about the document. It does not print within the document, and is typically used to provide editing or mailing instructions, if it is used at all.

Document Form Toolbar

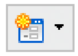
Commonly Used

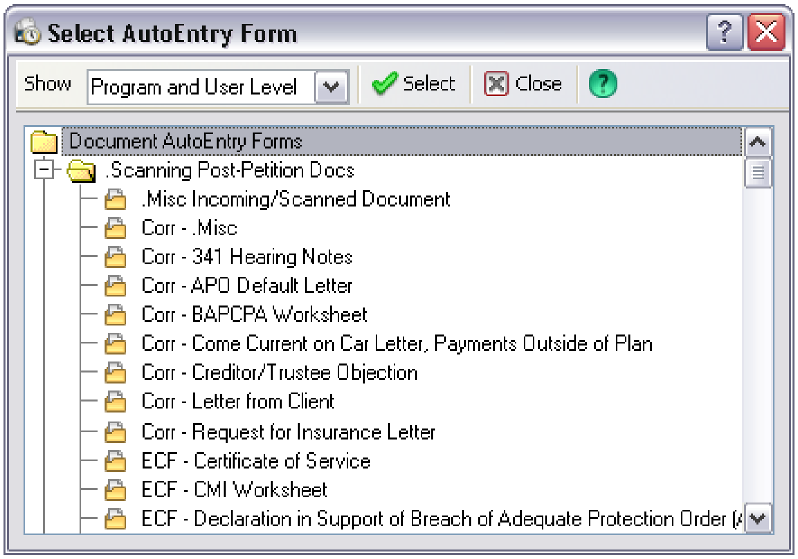
- **Save & Close –** this is the button you typically press when you are done with a document form. The form is saved, and then it closes and you are returned to where you were before you opened the document form.

- **Save –** the Save button saves the current document form, but does not close the Form.

- **Open Client –**  – the Contact icon opens the Contact record of the Contact that has been entered on the Regarding Line.

- **Open Case** –  – the Case icon opens the Matter/Case record of the Case that has been entered on the Regarding Line.

- **Auto Entry Form –**  – this may be used to automatically populate some of the fields on the document form. This is commonly used for form documents or other documents that are used often and repeatedly, as shown below:



Infrequently Used in Typical Use

- **Save & Copy –** (not pictured) is used to create a similar document for another case. You can use the Save and Copy button to save the current document and open a new document with the fields completed the same as the existing document.

- **Save & New –** (not pictured) is used to add another document without dropping back to the Document List first. This saves the document form you are working with, and creates a new one with blank fields.

- **Up/Down Arrows –** these arrows allow you to scroll between the next and previous document forms when opened from the list view. It isn't likely that you will use these.

- **Timer –**  – this is used to track the time it takes to generate the document. Can be set at the user level to automatically turn on when a new record is opened. While the button won't be used very often, the timer will as it is automatically turned on.

Document Form Menu Bar

- **Process** – this is used to relate the existing document to other record types. When you press the **Process** Menu Item, you can relate this document form to other records.

This is often used when a document might refer to multiple cases. For example, the document might refer to the Case/Matter that is in the **Regarding** line, but also another case or contact. Use the **Attach to Other Records** to connect it to the other Case/Matter. You can relate any Time Matters record to any other Time Matters record. This function on the Document Form menu bar lets you related the document record to just other Cases, or a Contact, Event, or ToDo.

Locating Documents

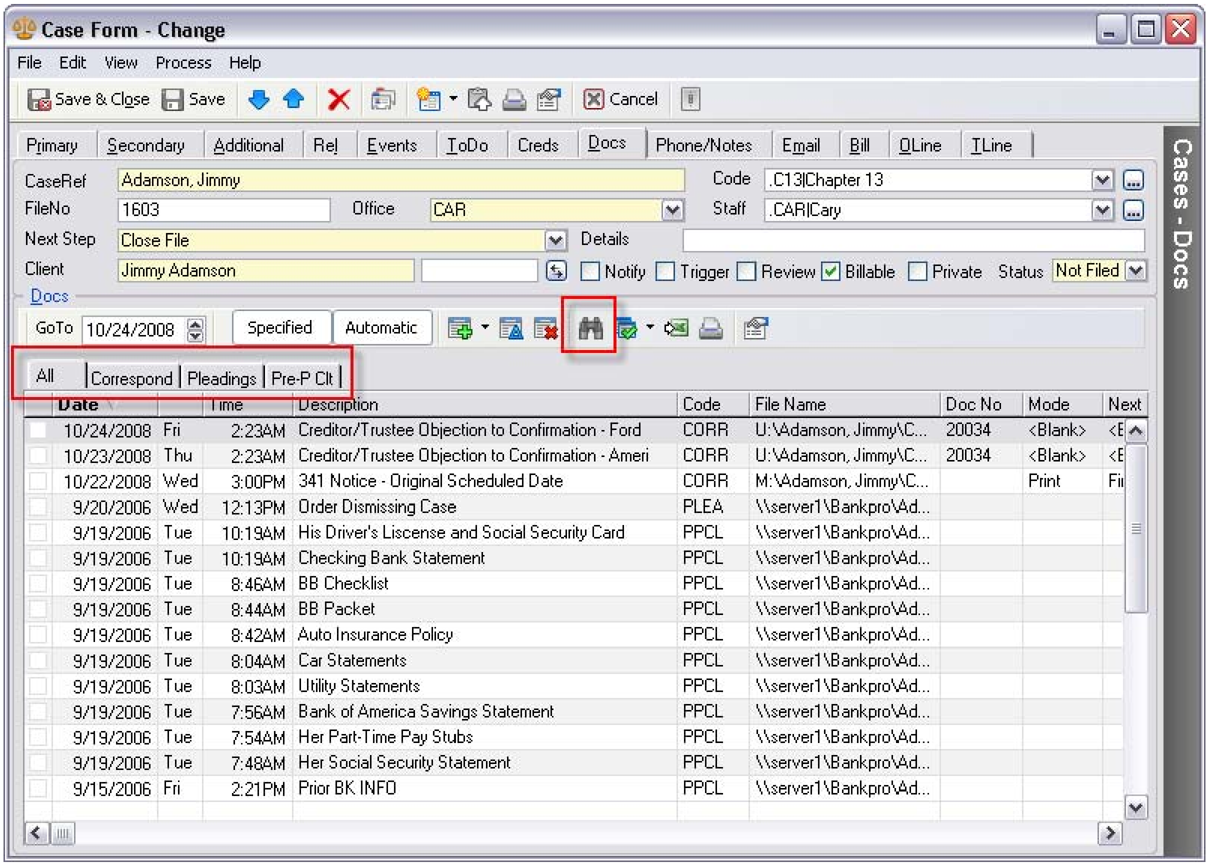
Now that you know how to add a Document Form accurately each and every time you save a document, how do you find the documents that you or others have been added into the Time Matters DMS?

- If you know the Case or Contact to which the document is related, then you can use either:
  - The Case Form.
  - The Power View on the Case List.
- If you don't know the Case or Contact, then you can search using:
  - The Document List using a field on the document form, such as Date, Staff (author or typist), Code, etc.
  - The Document List and a variety of Boolean search options.

Case Form

For the most part, when you're looking for a document you know what Case and/or Client the document is related to. In fact, you will find a high percentage of the documents you are searching for because you know the exact Case or Client that the document was created for.

To find the document, simply open the Case, press the **Docs** (or **Document**) tab, and locate the document you're looking for.

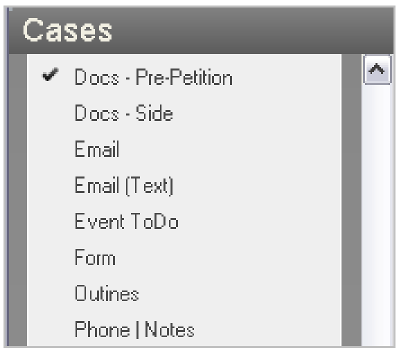


You can use the **Sub-List Tabs** to refine the Document list and make it easier to locate documents of a particular classification code. You can also click on the Search button (the **Binoculars** button), and search for a document related to the open matter using all the search capabilities available in Time Matters.

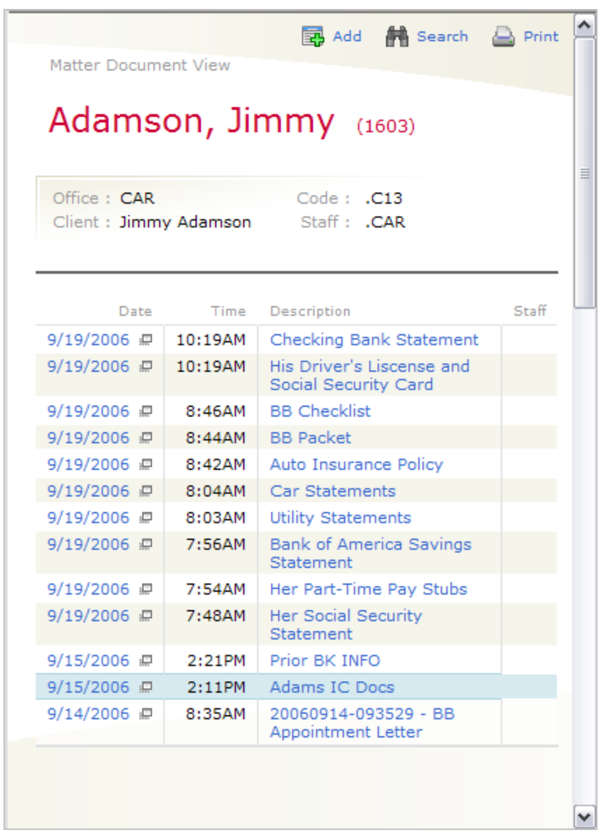
Power Views

There may be several different Document Power Views available to you, depending upon your role in the firm. All work the same way, except that some are filtered and only show certain types of documents. For example, some my show Pre-Petition client documents, while others show motions, pleadings, etc.

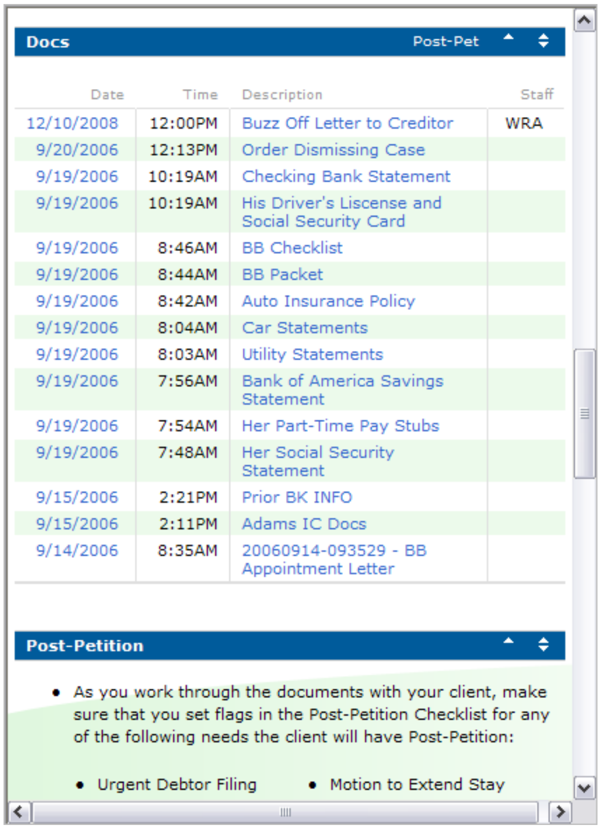
To the left of the Document List, locate the **Docs** links on the Task Panel (called the Navigator Bar in Time Matters 8 and earlier versions).



In this screenshot, the **Docs – Pre-Petition** has been selected, resulting in the Power View just showing those documents that relate to the Pre-Petition process:



In addition to manually selecting the Power Views, you will often be given lists of document records that relate to the current **Next Step**. For example, if you press the **Doc Coll** tab on the Case record, you are presented with a special Power View that shows the documents that are relevant to that Step, or perhaps all documents:


Docs   Post-Pet

Date	Time	Description	Staff
12/10/2008	12:00PM	Buzz Off Letter to Creditor	WRA
9/20/2006	12:13PM	Order Dismissing Case	
9/19/2006	10:19AM	Checking Bank Statement	
9/19/2006	10:19AM	His Driver's Liscense and Social Security Card	
9/19/2006	8:46AM	BB Checklist	
9/19/2006	8:44AM	BB Packet	
9/19/2006	8:42AM	Auto Insurance Policy	
9/19/2006	8:04AM	Car Statements	
9/19/2006	8:03AM	Utility Statements	
9/19/2006	7:56AM	Bank of America Savings Statement	
9/19/2006	7:54AM	Her Part-Time Pay Stubs	
9/19/2006	7:48AM	Her Social Security Statement	
9/15/2006	2:21PM	Prior BK INFO	
9/15/2006	2:11PM	Adams IC Docs	
9/14/2006	8:35AM	20060914-093529 - BB Appointment Letter	

Post-Petition

- As you work through the documents with your client, make sure that you set flags in the Post-Petition Checklist for any of the following needs the client will have Post-Petition:
  - Urgent Debtor Filing
  - Motion to Extend Stay

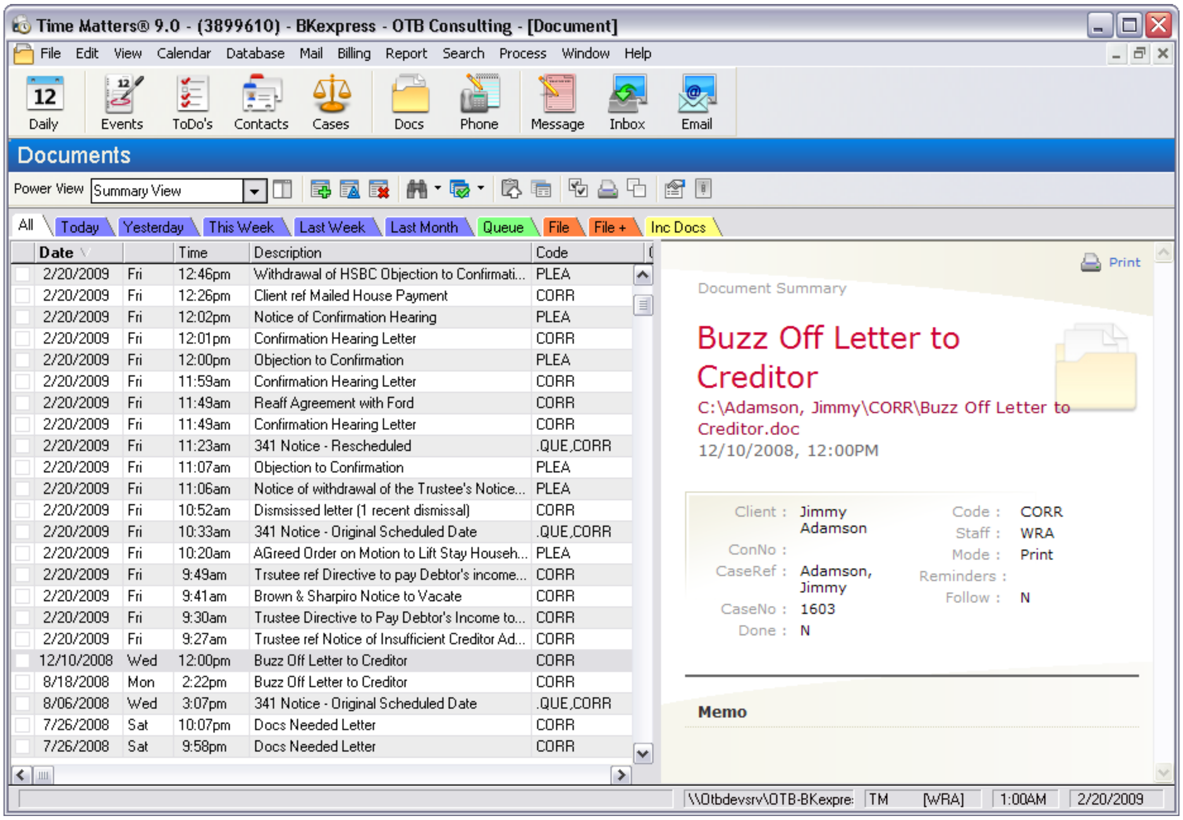
Using Power Views to locate documents has advantages and disadvantages:

- **Advantage** of using the Power View – you don't have to open the Case Form and then click on the Documents tab to view the list of documents. Instead, the Document Form can be opened by clicking the blue **Date** hyperlink, and then clicking the **GoTo** button to open the document. Or, you can click the blue **Description** hyperlink to directly open the document.

- **Disadvantage** of using the Power View – it shows fewer documents on its list than the Document Sub-List on the Case record shows (but not by much), and it doesn't sub-sort the documents by Classification Code. So, if you know the name of the document that you are looking for, especially if it's a recent one, then it may be faster to use the Power View. If you need to search a specific Classification Code to find what you're looking for, then using the Document tab on the case form may be faster.

Document List

If you cannot locate the document using these methods, or you don't know what Matter or Client the document related to, or if you are looking for documents that were completed in the last several days, you may be better off using the **Document Main List**. The Document Main List is a list of all documents that have been generated inside the office, or scanned or otherwise added.



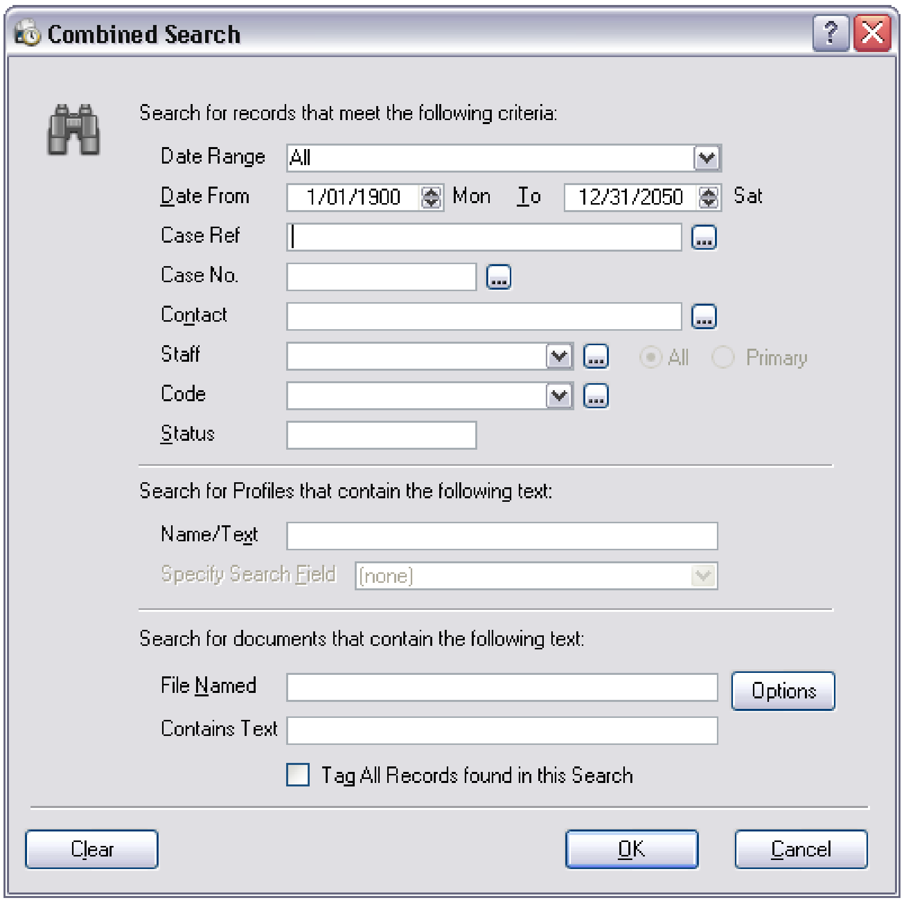
The **Quick Tabs** across the top of the Document List can be used to help you locate the document you're looking for. These Quick Tabs can often be broken down into three different types:

- **Date specific** - the date specific tabs - Today, Yesterday, This Week, etc. - show all the documents that you created on a particular day or in a particular date range. Obviously, these tabs are very good for looking for documents that you created today, yesterday or in more recent times.

- **Document type** – depending on the area of law, you may have Quick Tabs for the types of documents that you typically use. As an example, a bankruptcy attorney may have tabs for ECF, Petition Docs, Briefs, Correspondence, Pleadings, etc (other practice types will have similar practice-specific Quick Tabs). Clicking on the Quick Tab filters out all documents except those that meet the Classification Code that you're looking for. Once you have limited the documents on the list, you can perform a sort, **Quick Pik** search, or simply scan the list to locate the document you're looking for.

- **By staff** - the Staff code in the Time Matters Document Form is typically used for the author and/or typists initials. Quick Tabs that filter out all documents except those for a particular staff member (author or typist) lets you find documents based on who wrote or typed in the document.

If you are not able locate the documents using the Quick Tabs, there is a full array of searching capabilities available to you. If you press on the **Search** button, you can perform all of the searches available to you throughout Time Matters, with the addition of full text search that actually searches the text in each document.

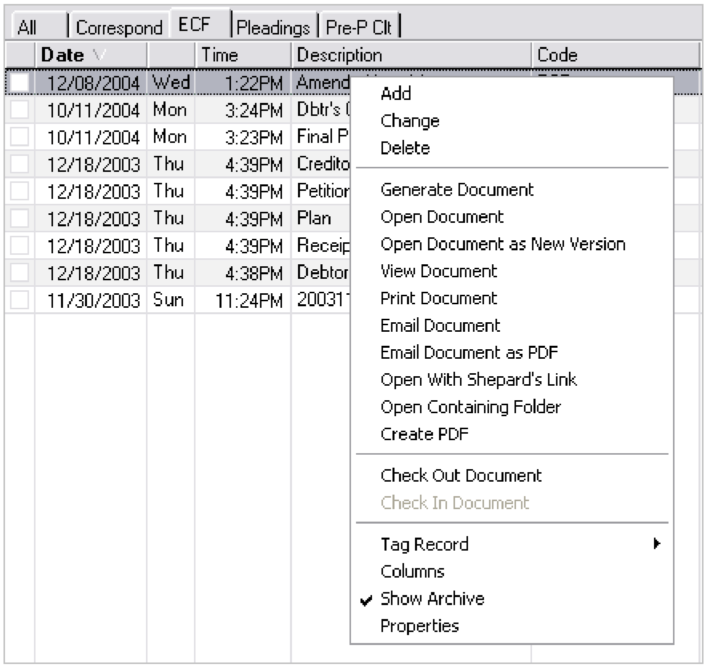


Search for Profiles – this searches the fields in the Document Form to locate matching records. It is helpful if you know a word or phrase that is contained in the Form.

Search for documents – this actually searches into the documents that are on the Document List for a particular word or phrase. It is important note that this search is not an indexed search. As such, it is important that you use the **Date Range**, **Staff**, **Code** and other parameters to limit the number of records on which Time Matters performs the non-indexed full text search.

What Do You Do Once You Find the Documents?

Once you locate the documents, what can you do? Using the Document sub-list as an example, the easiest way to work with documents that you locate is to use your right mouse click.



- **Add, Change or Delete** – this applies to the Document Form.
- **Generate Document** – assuming that the Document Form you have highlighted is a **Formattable Clipboard**, **Merge Template**, or **HotDocs** document that is ready to be generated (probably created by a Chain Template or an Outline), selecting this option will create the document.
- **Open Document** – the specified document is opened in the appropriate program.
- **Open Document as New Version** – a copy of the current document is made, and a new version of the specified document is opened in the appropriate program.
- **View Document** – the document is opened in the Time Matters Viewer. The Viewer supports Word, WordPerfect and Acrobat files. You will be prompted to open other files in their applications.
- **Print Document** – this option prints the document without fully opening the application in which it was created.
- **Email Document** – the document is attached to a new Time Matters email.

- **Email Document as PDF** – the existing document will be converted to PDF format and attached to a new Time Matters email.
- **Open Folder Containing** – opens the folder on the network or workstation where the document is saved using Windows Explorer.
- **Create PDF** – The existing document will be converted to PDF format, and a new Document record is created.
- **Checkout/Checkin Document** – The Checkout/Checkin feature lets you check out documents to a laptop, USB disc, or floppy disc. While it is checked out, you can set it so that no one else can open and edit the document. The Checkin feature lets you check the document back in and make it available to every one else in the office.
- **Tag Records** – provides options for tagging document records so that a Process function can be applied to them.
- **Columns (Case form Document sublist right-click menu)** – provides options for you to Edit List Fields, which changes the data that appears in the columns
- **Show Archive (Case form Document sublist right-click menu)** – provides the choice of viewing the archived document records on this list.
- **Options (Main Document list right-click menu)** – opens the list's user options menu.
- **Properties** – provides information regarding the create date, modify date, author; tab creation properties, etc.

Appendix A - Relating Existing Files to a Matter Using Drag and Drop

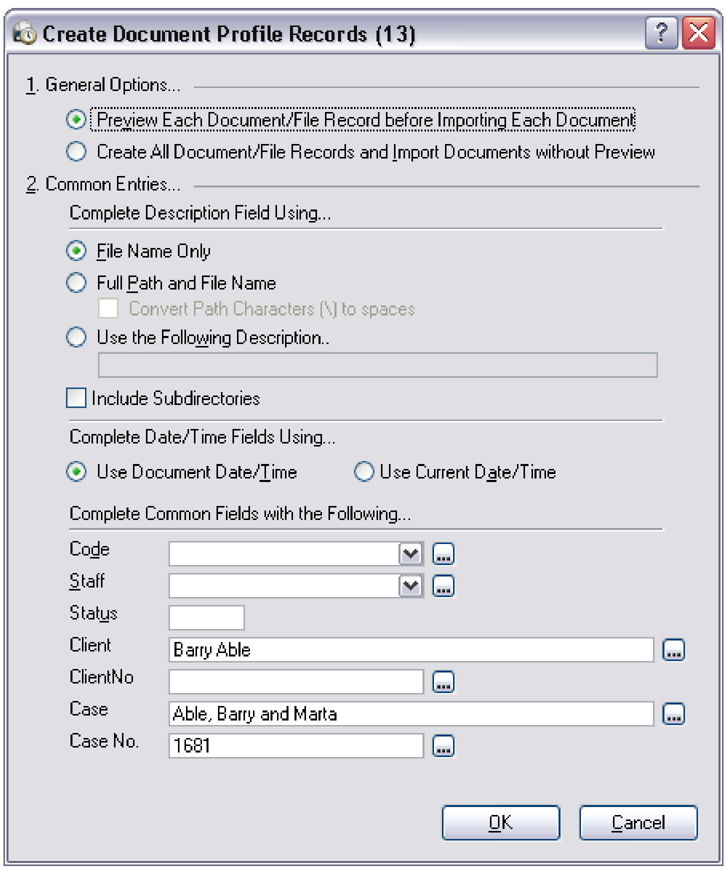
If there are existing files (word processing, spreadsheet, PDF, or any other kind of computer file) that you want to add to the DMS, they can be added using a drag and drop procedure.

- Close all programs except for Time Matters. Open the Matter List so that the matter to which the files will be related is visible on the list.

- Open **Explorer** or **My Computer**, so that it is off to the side of the Matter List, and find the files you want to add to the DMS.

- Select the files from your Explorer to be added to the DMS by dragging over them, or using the **Shift+Click** technique.

- Drag the files from **Explorer/My Computer** onto the appropriate matter on the Time Matters Matter List.



- **General Options**:

- Select whether to preview each document or create document records without preview. Regardless of the selection, the document records will be created using the data specified in the next options in **Area 2**. Creating document records without preview is faster, but unless all of the documents should have the same Classification Code there will not be as much detail for searching and other purposes as there would be if the documents were created with preview, where each document record can be edited to add the Code, etc., before the record is created.

- **Common Entries**:

  - **For Complete Description Field Using…** always select **Description** (the default).

  - For **Complete Date/Time Fields Using…** always select **Use Document Date/Time** (the default).

  - For **Complete Common Fields with the Following…** select the appropriate **Code** and **Staff**. **Status** is probably irrelevant. The **Client** and **Matter** information is already completed using the matter onto which these documents were dropped.

  - If **Preview** was selected, each document record will be created and shown on the screen. Make any necessary changes, and then **Save & Close**.

  - If **Preview** was not selected, all the document records will be created.

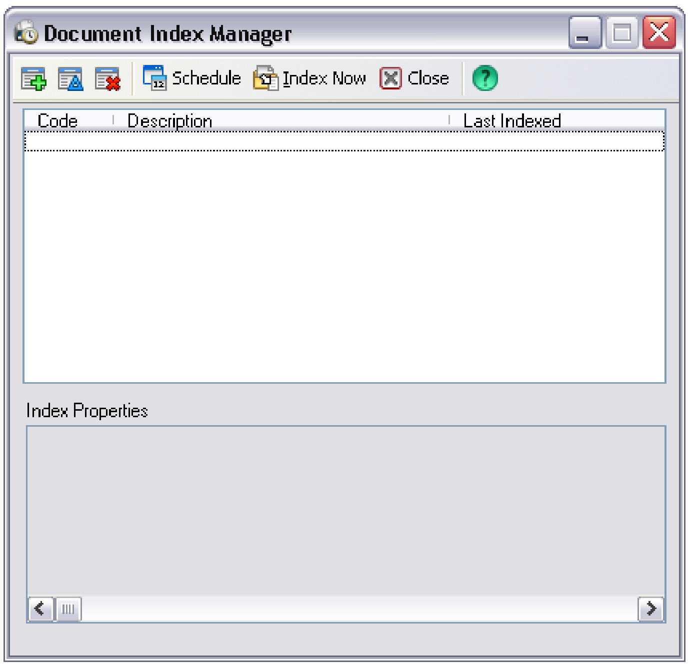
  - Check that the document records were created by opening the matter record and selecting the Document form tab.

This process does not move the documents from the location where they are stored to the location where documents using **TMSave** are saved. Doing so is not necessary, because the user does not have to know where any documents in the DMS are stored. If you want the documents to be located in the same locations as **TMSaved** documents, you must move them there first, then create document records using the drag and drop process. This may be more difficult if in the same folder there are both files to be processed and files that are already in the DMS.

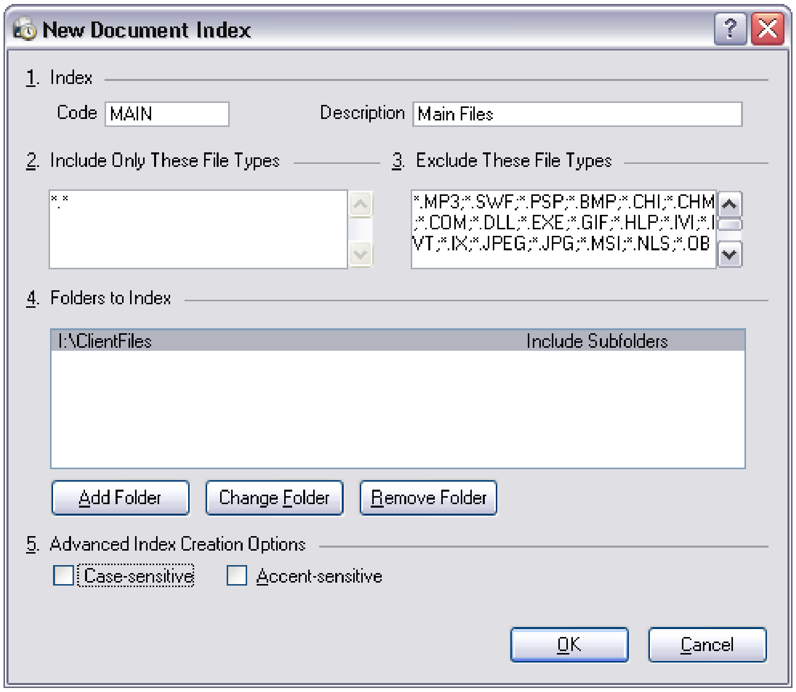
Appendix B - Indexed Document Search

If you are not able to locate the documents that you are looking for using the Document Sub-list on a Matter Form, or using the Document Main List, Time Matters has an indexed full text search capability. Time Matters uses the dtSearch (www.dtSearch.com) search engine to index and locate documents. There are three steps to using this functionality in BK*express*.

- **Configuring your indexes** - under **File ▶ Utilities ▶ Document Management ▶ Document Index Manager**, you can create and define multiple file indexes. Many firms use a single index that covers all of the documents on their network. Others create several indexes for general documents, administrative documents, and perhaps a brief bank-type index.

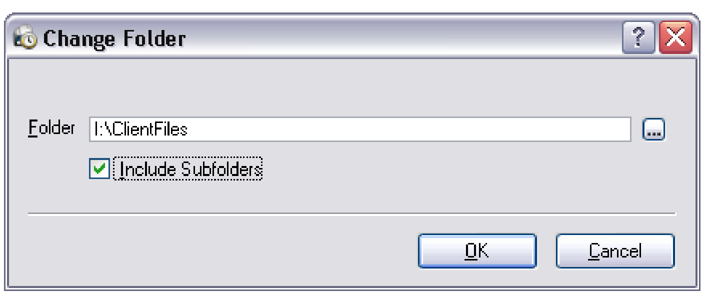


To add a new index, press the **Add** record button.



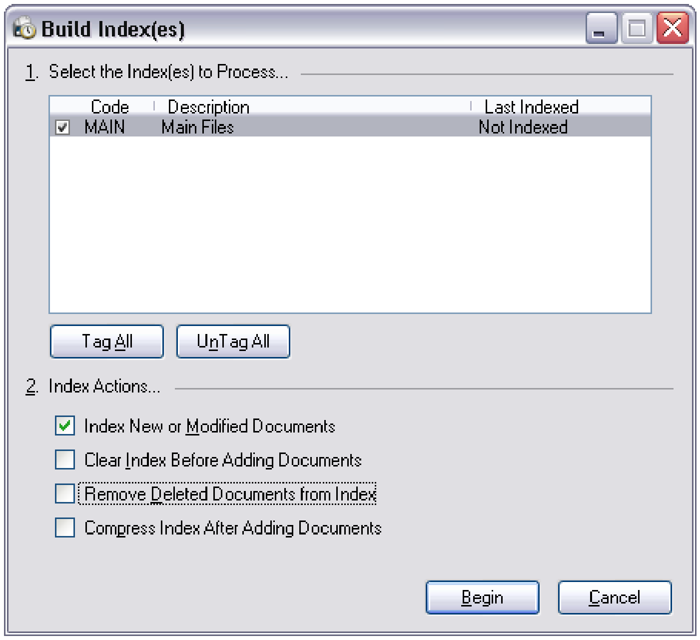
Fill in the **Code** and the **Description**. In **Areas 2 and 3** you can include and exclude certain types of files. Note that in **Area 3** several file extensions are automatically included. These file extensions include graphics, musical, binary, and executable files that you do not want indexed. Note the wildcard designator (*.*) in **Area 2**, meaning that all files will be indexed.

In **Area 4** you choose which folders you want indexed. Press the **Add Folder** button, specify the root folder in which the documents are contained, and indicate whether you want to include SubFolders.



When you press the **OK** button, you'll be asked whether or not you want to index the documents at this time. Because the first time you run the index may take a lot of time, you may not want to do that now. Also, because the indexing can be very resource intensive, it is a good idea to set the indexing up on a client installation of Time Matters on your file server.

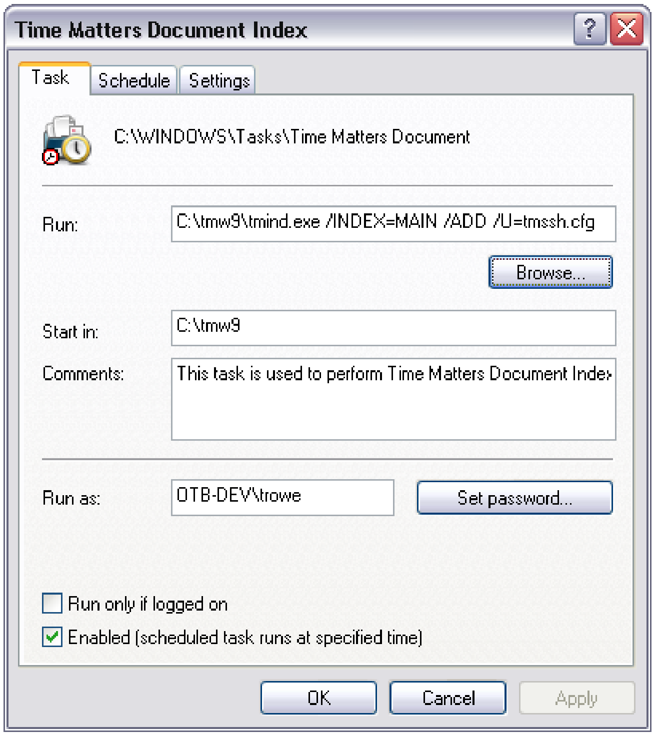
Indexing your documents - once you have initially indexed all your documents, you'll want to schedule an index each night to add the files that were created that day to the index. Press the **Schedule** button to establish the index schedule.



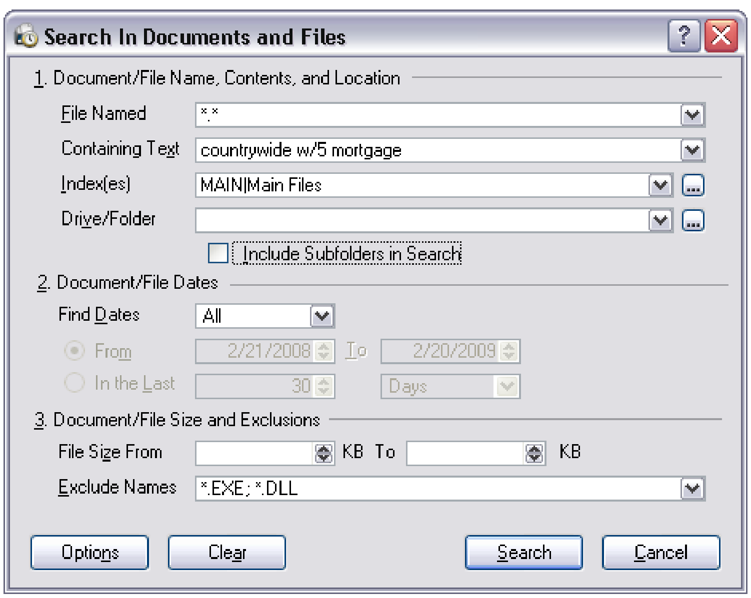
In **Area 3** you should choose **Index New or Modified Documents**, **Remove Deleted Documents from the Index**, and **Compress the Index after Adding Documents**.

The second checkbox allows you to **Clear Index Before Adding Documents**. If you select this option, the old index is deleted and you are creating a new one from scratch. This option should only be used if you feel that your index has been corrupted, or you have other good reasons for wanting to rebuild your index. In **Area 2**, you choose which index or indexes you want to include in the scheduled.

Time Matters utilizes the task manager capabilities using the Windows operating system on which Time Matters is installed.



- Searching for your documents - the document search is started from **Search ► Document Search**.



When the **Search Window** is displayed, the **Search** dialog displayed above automatically pops up. In **Area 1** you should put the wildcard designator for the **File Named (*.*)**. Then enter the text that you are looking for. You can use **AND**, **OR**, **AND NOT**, and **W/n** (e.g., W/5) for Boolean connectors. Choose the index or indexes that you want search. If you are performing an indexed search, you do not need to put any data in the **Drive/Folder** field. When you click on **Search**, Time Matters performs a full indexed search and returns all records that match.

The **Document Search** screen is divided into two parts – a list on top of a lower document viewer. The list shows the documents that matched the expression you entered. If you look at the Time Matters title bar you will see the number of documents that were located.

The viewer on the bottom displays the content of the currently selected document, with the matching search terms highlighted in yellow.

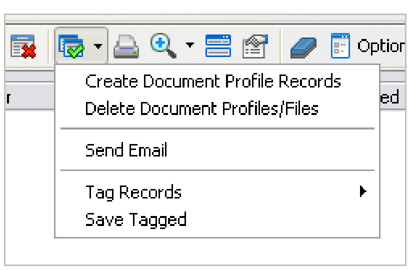
You can use the magnifying glass button on the toolbar  to change the size of the text in the viewer. The document search toolbar provides you with:

- **Navigation** buttons that let you move from search hit to search hit within each document, as well as from document to document.

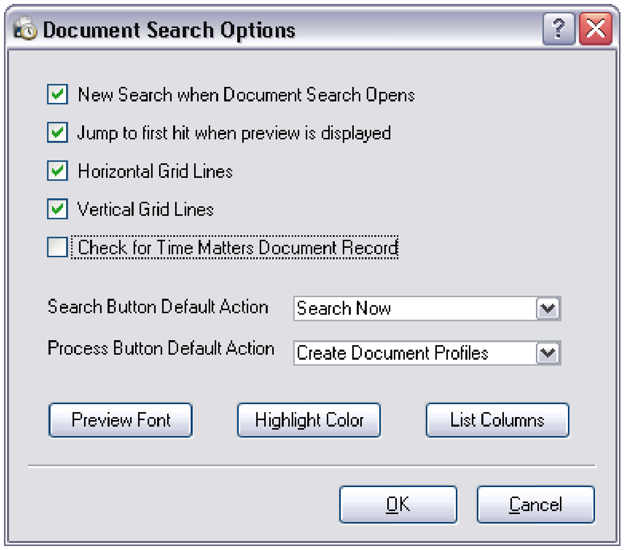
- The **Search** button is used to begin a new search.

- If the document you have highlighted is not in the Time Matters DMS, you can use the **Add Record** button to add a new Document record. If it is in the DMS, the **Change Record** and **Delete Record** buttons can be used to change and delete the Time Matters Document records.

- The **Process** menu lets you create and delete Document Forms in Time Matters, and lets you send the tagged records as email attachments.



Notice the **Options** button is on the Toolbar.



Most of the options here are self explanatory, but one in particular deserves special attention. Unless you have a compelling reason to do otherwise, the **Check for Time Matters Document Record** checkbox should not be checked. When Time Matters performs the full text search, it returns a list of all documents that match your search term(s). If you have this checkbox checked, Time Matters compares those documents against your document management system list in Time Matters before listing the documents. Because you may have found hundreds of documents, and may have thousands of Documents records in the DMS, this comparison can take several minutes. In other words, the search itself might take a few seconds, but the comparison to the DMS can increase the time it takes to see your results many-fold.

Miscellaneous Document Index Issues

One important note to consider is that the document indexing in Time Matters does not have to coincide with the documents in your document management system. In other words, just because a document is in the Time Matters document management system doesn't mean it has to be included in the index, and just because a document isn't in the Time Matters document management system doesn't mean it can't be in the full-text index.

In fact, a common scenario for many firms, with tens of thousands of documents before they start using the DMS is to simply start using the DMS on any "going forward" basis. Typically, firms such as these will run the index on all of their old documents and call the index something “legacy documents.” Old documents are then located using the indexed document search, instead of the methodology described above to search for documents inside the DMS.