Preface

With this manual you will gain a basic understanding of the way the system is structured and how this impacts the order of input for the entire system. Following this manual in order will allow you to quickly start populating your Claim module with data.

Administrator, Editor or equivalent access to an Effacts system is required. Please contact your Effacts Administrator if you do not have a username and password. If you require further assistance with logging in, please contact Effacts Support.
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1. Introduction

In this manual we turn our attention to the Claim module (Figure 1). The main purpose of this manual is to help you, as a user, with:

- Creating a Claim
- Managing your Claim data
- Adding information to your Claim dossier
- Collecting information from a Claim in to one report.

Most common Claim types:

- Close Period
- Project
- Claim

Figure 1: Claim Management module
2. Effacts Best Practice

Before you can start populating your system, it is important to know that each module within Effacts is always based on a 3 layer data model. In order to get an idea of this model, a flowchart is presented in figure 2. It is important to become familiar with this logic since it will help you to populate your system correctly.

This image below is an example of a relationship model of the information types within the Effacts database. Any ‘Dossier’ information type will be directly linked to a Group company. Linking the dossier to the corporate information, which may already be present in your system. Any dossier will automatically linked with ‘Document’, ‘Task’, and ‘Note’, all are ‘Content’ information types.

A design is always based on a 3 layer data model: Entities, Dossier and Content.

Figure 2: the Effacts best practice.

The example image above provides the following information:
- A Group company can have multiple Contracts
- A Counterparty can have multiple Contracts
- A Contract can have multiple Group companies and Counterparties
- A Contract can have multiple Entities and Content (Documents, Tasks, Notes)

Specific Sub-types may be used to provide a single line in reporting, but allow for separate access and/or entry fields. E.g. a Contract may have sub types: NDA, Purchase, Sales.
3. Dashboard

This chapter explains the structure of the module dashboard. Each dashboard is built with the same standard design shown in figure 3. To get an idea of what you see, each part will be explained below.

Figure 3: Claim management module dashboard design.

**Part 1:**
- The module dashboard contains a blue ‘Create’ button, which allows you to start quickly populating the system with the basic information. From here you can add information to this main dossier.

**Part 2:**
- On the left side of the dashboard, you see some standard reports. Clicking one of the buttons will show you the report directly on the right. A short explanation of each report can be found in chapter 7.

**Part 3:**
- On the left side of the dashboard, you see some standard statistics reports. Clicking one of the buttons will show you the statistics directly on the right. A short explanation of each report can be find in chapter 7.

**Part 4:**
- If you decide to compose your own report, you can use the custom report buttons as shown here.
4. Create and add information

In this chapter you will learn how to build a Claim dossier with information.

4.1 Create a Claim

The ability to add a new Claim to your Effacts system is dependent on your level of access. Generally, only Administrators and Editors are allowed to add data to a system. For informative purposes, only these roles are explained here.

- **Admin**: All functions including user management and deleting data.
- **Editor**: Create, edit and view all data.

After you have logged in to the system, navigate to the Claim Management Dashboard. On the left side, you see the menu item [New Claim] (Figure 4).

![Create button New Claim](image)

Figure 4: Create button New Claim

Clicking the button will forward you to a ‘Create’ screen with some data entry fields (Figure 5). The data entry fields come in a wide variety, from drop down lists where a user can select pre-determined values, to free text area’s to freely enter data.

Fields marked with a red asterisk (*) are required fields, trying to save the input without entering these fields will result in an error message that displays which information is missing. An explanation of each field is given below.
Status: When creating a new Matter, for instance a Claim, the user can now select if the Claim should be set as Active or as Draft from the start. These statuses can be changed at a later time. Selecting 'Draft' will make the effective date optional.

Group company: A dropdown list containing all previously created Group companies in the system.

Counterparty (Search and create field): A search field to search for all previously created counterparties in the system. Click [Search] and then type the name (or part of) of the Counterparty and click [Search]. If a new counterparty needs to be added, click the [Create] button to open a sub-form to create a new Counterparty. (Search before you create a new Counterparty to avoid the creation of duplicates.)

Law Firm (List, Search and create): A dropdown list containing all previously created Law Firms in the system. If the list doesn’t contain the right Law firm, you can use the search field to search for all previously created Law firms. Finally use the [Create] button if a new Law Firm needs to be added.

Department (list): A pre-determined drop-down list with different departments.

Editor (list): The person who is responsible for filling in this form.

Title (text field): A short description of the Claim.

Effective date (date field): The date on which the Claim is submitted.

Stage (list): A pre-determined drop-down list with different Claim stages, for example dispute or litigation.

Role Group company (list): Determine the role from the Group company within this claim. Is it going to be Plaintiff, Defendant or both?

Claim summary: A summary of the Claim.

Claim amount (currency): If the party is responsible, you need to pay the claim amount.

Provision (currency): Procedural clause outlining the submission and claims.
When the form is filled in, click on the button [Save] to finalize the data and proceed to the created claim dossier also known as a factsheet (Figure 6). [Save & New] finalizes the data and creates a new, empty create form. [Save & Copy] finalizes the data and shows an identical, pre-filled create form. Click [Cancel] to cancel the creation of a new Claim.

Figure 6: Claim dossier
5. Standard Features

You are now able to create a dossier with general information and extra information. In every dossier there are also some standard features available. With this feature you can add extra content to the dossier. This chapter contains an explanation of each feature.

5.1 New Document

This section will give you an explanation about uploading documents to your dossier.

5.1.1 Drag and Drop

Drag and Drop allows you to quickly add one or multiple files (Word or PDF) from your computer to a dossier, as shown in (Figure 7).

NOTE: It is not possible to drag a file from an email. It needs to be saved on your computer, before you can upload it to Effacts.

To drop a document, click and hold the document from your computer and drag it to the box “Drag and drop documents here or mail”. This will start uploading the document(s). The progress of the upload is indicated at the top of the screen.

NOTE: It is possible to add multiple documents to the same dossier or folder. However, we suggest that you limit this to five at a time as not all browsers can handle an amount greater than that.

Once added, the document(s) will appear under the ‘Documents’ tab (Figure 8).
5.1.2 Manually add a document

To manually create a new document, go to the dossier page and click [New Document] at the right menu of the screen.

Clicking the button will forward you to a ‘Create’ screen which is quite similar in its functionality to other ‘Create’ screens in the system (Figure 9). An explanation of each field is given below.

![Create Document](image)

- **Name**: name of the document.
- **Date (date field)**: Date of when the contract in the file was signed. (Or upload date of the file attached)
- **File**: Browse and upload a WORD or PDF to attach it as a document to the agreement.
- **Dossiers**: Pre-defined text containing the dossier name to where the document will be created.

When finished, click on the [Save] button, the newly created document is visible on the Documents tab (Figure 8). Or if you want to upload more documents, click [Save & New] or [Save & Copy]. Click [Cancel] to cancel the creation of a new Document.
5.1.3 PDF preview

If you added some documents to the dossier, it is possible to have a quick look by using the tab PDF preview (Figure 10).

Figure 10: PDF preview function

The PDF preview function offers various navigation buttons and tools, each of them are explained below (Figure 11).

Figure 11: PDF preview tools

- **Multi-page button**: Overview of all pages from the document
- **Horizontal double arrows**: Document in preview page filling horizontal
- **Vertical double arrows**: Document in preview page filling vertical
- **Navigate in document**: Navigate to previous or next document
- **Switch viewer mode**: PDF preview page filling.
- **Search bar**: Search keywords in document.
5.2 New Task

To create a new task, go to any dossier page and click [New Task] at the right menu of the screen.

![New Task]

Clicking the button will forward you to a ‘Create’ screen which is quite similar in its functionality to other create screens in the system (Figure 12). An explanation of each field is given below.

![Create Task]

- Person: Shows you a list of all the persons in the system.
- Description: Description of the task.
- Deadline (Date field): Deadline date of a specific task
- Remarks: A free text area allowing you to add extensive additional information about the task.
- Dossiers: Pre-defined text containing the dossier name to where the task will be created.

When finished, click on the [Save] button, the newly created Task is visible on the Tasks tab (Figure 13). Or if you want to upload more Tasks, click [Save & New] or [Save & Copy]. Click [Cancel] to cancel the creation of a new Task.

All assigned tasks will be shown under the ‘Tasks' tab on the profile of each person in the system. Tasks are personal and are only visible for the concerning person.

![Tasks tab]

Figure 12: Create form task

Figure 13: Tasks tab
Pending tasks:
Once you’ve added a task, you will receive a notification as the owner of this pending task 90 days before the deadline date (Figure 14).

![Review business license]

Figure 14: Deadline date

To stop this notification, simply set the [Completed] date for today, the task will be archived automatically (Figure 15).

![Review business license]

Figure 15: Complete the Task
5.3  New Note

To create a new Note, go to any dossier page and click [New Note] at the right menu of the screen.

Clicking the button will forward you to a ‘Create’ screen which is quite similar in its functionality to other ‘Create’ screens in the system (Figure 16). An explanation of each field is given below.

Figure 16: Create form Note

- Matters: Pre-defined text containing the matter name to where the note will be created.
- Note: A free text area allowing you to add extensive additional information about the note.

When finished, click on the [Save] button, the newly created Note is visible on the Notes tab (Figure 17). Or if you want to create more Notes, click [Save & New] or [Save & Copy]. Click [Cancel] to cancel the creation of a new Note.

**NOTE:** This feature is more commonly used to give status updates about this dossier. That way anyone navigating to this dossier can track its progress.

Figure 17: Notes tab
5.4 New Subfolder

To create a new Subfolder, go to any dossier page and click [New Subfolder] at the right menu of the screen.

Clicking the button will forward you to a ‘Create’ screen which is quite similar in its functionality to other ‘Create’ screens in the system (Figure 18). An explanation of each field is given below.

![Create form General folder](image)

- **Matters**: Pre-defined text containing the matter name to where the note will be created.
- **Editor**: The person who is responsible for this General folder.
- **Index**: Define the index of the General folder.
- **Name**: The name of the General folder.

When finished, click on the [Save] button, the newly created Subfolder is visible on the Folders tab (Figure 19). Or if you want to upload more Subfolders, click [Save & New] or [Save & Copy]. Click [Cancel] to cancel the creation of a new Subfolder.

![Folders tab](image)
5.5 Set Confidentiality

Each dossier type can be set as confidential for one or more persons by using the button [Set Confidentiality] at the right menu of the screen. This can be used as a very flexible way of setting some dossiers aside for those who are not allowed to see.

Clicking the button will show you a notification (Figure 20). If you decide to invite the persons who need access to this dossier, click the [Submit] button.

Other users will not be able to access this dossier except users with system admin rights.

As you can see the button [Invite Users] will appear within this dossier (Figure 21). Clicking the button will forward you to a screen in which you can select or search a person(s) to invite to this confidential item (Figure 22).

When finished, click the [Submit] button. The person(s) will receive an invitation automatically by e-mail to view the dossier (Figure 23). Clicking the button [View dossier] will forward the user to the dossier.
A new field, “Confidential” appears on the left side of the factsheet as well as a tab with the Users who have access to this dossier (Figure 24).

**Access:**
Only the Editor responsible and the people who are invited to this dossier are able to see it. The responsible Editor is now the one who can manage data for this file or dossier. Therefore, all other invitees can track its progress. The big exception however is the person(s) with the Editor+ Admin role. Users with this role can always see the confidential items and can change the confidential status.

**How to change the confidential status:**
If, for some reason, one of the users may not view the dossier anymore, the responsible Editor can decide to remove the user with access out of the tab (Figure 25).
If the dossier needs to be accessible for everyone, the responsible Editor can decide to make this dossier public (Figure 26).

Figure 26: Make Public button

Clicking this button will display a screen like the picture below.

Other users will be able to access this dossier.

If you are sure about to change the status to public, click the [Submit] button. The dossier can now be viewed by other users. The red “Confidential” text has disappeared.
6. Managing a dossier

After reading this chapter you know how to manage a dossier and delete data from your system.

6.1 Change the dossier status

Each dossier data will be managed by the editor of the dossier. He or she is able to:

- Edit information by using the pencil button. When satisfied with the changes, click [Save] to finalize the update. All reports and screens in the system containing this data will automatically be updated.

- Change the status of the dossier:
  - Set as draft: For example, if the effective date of the dossier is unknown.
  - Make Inactive: If the dossier can be archived.
  - Make Active: If all the necessary information within the dossier is presented.
  - Mark as cancelled: If the dossier no longer needs to be in the system.

6.2 Delete information

When you delete information, no history of the subject remains in the system. Keep in mind that archiving information is preferable in most situations. Only delete information when the information itself was added incorrectly or when the information should not be available ever again.

If a user deletes information from the database it will create a ‘hole’ in the database information. At this point we would like to make clear that a back-up of deleted or missing information can cost at least €500,-. All warnings about deleting information aside, an explanation about how and when deleting information can be carried out is provided below. For example, a wrong Claim needs to be deleted from the database.

Jump to the factsheet that needs to be deleted and choose [Delete] in the menu at the right.
Only the factsheet will be deleted, all other information will still be available in the database such as the previously linked Group Company, Counterparty and Department. The Effacts system will always ask a user if they are completely sure about deleting the information in a second screen.
7. Reports & Alerts

Aside from the fact that you can easily search for information within the system, it’s also possible to compile important information into one overview, also known as a report. Next to the well-known Custom report button, each dashboard contains some standard reports and statistics which are available on the left side of your screen (Figure 27).

7.1 Reports

These reports contain valuable information and can be reviewed on the right side of your screen, immediately after clicking one of the buttons. This functionality works very quickly and effortlessly, an explanation of each report is given below.

**Reports:**

*Report 1: Active*

- An overview containing all the active Claims in the system.

*Report 2: Draft*

- An overview of all draft Claims in the system.

*Report 3: Inactive*

- An overview of all inactive Claims in the system.

**Custom Report:**

*Custom reporting*

- Use this button if you want to create your own report based on information of a Claim.

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**Reports**

<table>
<thead>
<tr>
<th>Active</th>
</tr>
</thead>
<tbody>
<tr>
<td>Draft</td>
</tr>
<tr>
<td>Inactive</td>
</tr>
</tbody>
</table>

**Custom Reports**

<table>
<thead>
<tr>
<th>Custom reporting</th>
</tr>
</thead>
</table>

**Statistics**

<table>
<thead>
<tr>
<th>Editors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Companies</td>
</tr>
<tr>
<td>Departments</td>
</tr>
<tr>
<td>Counterparties</td>
</tr>
<tr>
<td>Law Firms</td>
</tr>
</tbody>
</table>

Figure 27: Reports & statistics Claim module
Statistics:

Report 1: Editors

- An overview of all the editors and the number of active Cases they are responsible for.

Report 2: Group Companies

- An overview of the number of active cases and the total number of cases per Group company.

Report 3: Departments

- An overview of the number of active claims and the total number of claims per department.

Report 4: Counterparties

- An overview of the number of active claims and the total number of claims per counterparty.

Report 5: Law firms

- An overview of the number of active cases and the total number of cases per Law firm.
7.2 Alerts

One of the powerful functionalities within Effacts is the Alert. Alerts are automatically generated email messages to a predefined group of Users on a predefined alert date. For example a contract needs to be reviewed on time, otherwise your contract will expire.

NOTE: The standard Claim Management module as described in this manual contains no Alert. If you want more information about configuring an alert within this module, please contact our consultants for advice.