

eLITIGATION

User Module

Ver 3.5 Date: 10/06/2020

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CHAPTER 1 Introduction

Welcome to the eLitigation User Training Guide! This training guide aims to guide Law Firm Users of the processes supported in eLitigation.

Learning Objectives

At the end of this training session, Law Firm Users will be able to:

- File Court documents using the eLitigation system and
- Familiarise themselves with the system's features and functions.

About eLitigation

eLitigation is an integrated system that is conceptualised to replace the Electronic Filing System (EFS). It is designed to assist Law Firms and the Courts throughout the entire litigation processes – from filing of electronic Court documents, to the scheduling of hearings, billing, collection and maintenance of financial records of transactions. With the use of the eLitigation system, Law Firms and Courts can work together on a transparent, seamless and secure environment leveraging on the connectivity and accessibility of the Internet.

The scope of eLitigation is as follows:

Electronic Filing Service

This allows Law Firm Users to file and submit documents electronically to the Courts. Case files and other relevant documents are more likely to be in accordance with Court rules and standards as pre-defined templates are used.

Case Information Repository

The Case Information Repository allows individual Law Firm Users to have a virtual storage of all files and documents that are relevant to the cases they are handling. The repository allows them to easily retrieve the needed documents, update and store it for future reference.

eService

This allows a Law Firm to electronically and cost-effectively serve Court documents to other Law Firms. It minimizes the time spent on serving Court documents through hardcopy means.

Notifications and Alerts

Law Firm Users can be notified of any updates about the cases they are handling.

Calendaring and Hearing Dates

This allows the users to view and select the available hearing dates within the time frames defined by the Courts.

Reports Generation

Reports about financial transactions on a particular case can be automatically generated based on the criteria set by the user. Case-level information on charges incurred would also be available.

Court Replies and Notifications (Mailbox)

This allows the users to see and access a list of the recent cases that they have created, filed and submitted.

Search for Created and Filed Cases/Quick Access

The Search function allows the users to look for cases that they have created or filed. For Quick Access, it gives the users an option to directly perform certain actions, such as filing anew case, document or request.

Difference Between EFS and eLitigation

While EFS and eLitigation use electronic means to file documents to the Courts, the two systems have distinct differences:

	EFS (Electronic Filing System)	eLitigation		
Logging In	Through a user ID and password (issued by the administrator).	eLitigation login can be done using SingPass ID and SingPass.		
Accessibility	A smart card is used to authenticate a user who wishes to file a case using Front End (FE)-Web.	A smart card is not required. eLitigation can be accessed from any computer with Internet access.		
Software Requirement	Requires Front End (Web) Client Software, Acrobat (ver.7, 8 or 9) and Sun JRE/Microsoft JVM	Does not require Front End (Web) Client Software		
Case Access	Details of a case can be accessed upon filing a Request for File Inspection, subject to Registrar or Judge's approval	Representing Solicitors for both parties are allowed to access almost all documents relevant to the case		
Case Privacy and Access	Case privacy and details are not easily accessed or acquired as Solicitors protect their Clients and the case's confidentiality.	The Collaboration module allows Solicitors to grant access (with Client's approval) to their counterparts and share these files through a Share		

		folder.	
Filing Process	3-step process	4-step process	
Duplication of Party Details	For EFS, the duplication of party details was allowed. This can be done by clicking the Duplicate Party button.	In eLitigation, Law Firms can create a duplicate of the party details from an existing case to a new case.	
Case / Document Submissions Approval / Response Time	Most submissions are paperbased. Approval or response time may take 2-3 days.	Some submissions are automatically accepted.	
Unpacking Process	Has to be done within 7 days, or else documents will be purged. Users have to request for a Restoration, if necessary.	Not required. Documents are purged within 3 months upon conclusion of the case.	
Unpacking Process (Encrypted message)	Requires the user's smart card to decrypt and unpack.	Not required. Replies are shown in the Inbox.	

Getting Started

When using the eLitigation system, the user needs to be familiar with the different hardware and software requirements.

eLitigation Hardware Requirements

- CPU:i3-530,2.93Ghz and above
- Memory: 2GB and above
- 10 GB HDD (FreeSpace)
- Best supported resolution: 1280 X 800

eLitigation Software Requirements

- Internet Connection to a local ISP: Broadband
- Operating System: Windows Vista or Windows 7
- Internet Browser: Internet Explorer 8.0 or higher
- PDF Reader/Converter: Adobe Acrobat 7.0 and higher OR any equivalent PDF Converter and Adobe Acrobat Reader
- Word Processor: Microsoft Word for Windows OR any similar word processing software may be used to draft the documents to be e-filed (to convert to PDF before filing)



Safari and Chrome browsers are not supported.

Accessing eLitigation (SingPass)

eLitigation users must use their registered Sing Pass IDs to login and access the eLitigation system. After usage, users must log out of the system to avoid illegal use of account.

SingPass

What is SingPass?

SingPass stands for Singapore Personal Access. It is a user-defined, common password used to transact with different government online services. It is an alphanumeric password composed of 8 to 24 characters. Sing Pass is now equipped with additional security features to accommodate new security threats.

Who are eligible to have a SingPass?

- Singapore Citizens and Permanent Residents
- Employment Pass and Personalised Employment Pass holders
- EntrePass holders
- S-Pass holders
- Dependant Pass holders (of EP, PEP, EntrePass and S-Pass holders)
- Selected Work Permit Holders

How do I apply for a SingPass ID?

SingPass ID application can be done by:

- Using the Online Request Service found at the SingPass website www.singpass.gov.sg where, after application, the SingPass ID will be mailed to the user within four (4) working days of application.
- Proceeding to the nearest SingPass counter (a list of locations can be found on the website).

How do I sign up for immediate SingPass reset?

In the event that the passwords are forgotten, users can reset the password any time, anywhere. Immediate Reset is introduced to enable the user to obtain a new password online immediately instead of waiting for 4 working days. The user only needs to pre-register the local mobile phone number, and then select and answer two security questions on the SingPass website.

Go to www.singpass.gov.sg to apply for immediate reset.

Logging In and Logging Out



To get a SingPass ID, go to the Singapore Personal Access (SingPass) website at www.singpass.gov.sg and apply for a SingPass ID either online or through counter application.



Aside from using SingPass, cookie technology can also be used to facilitate user authentication. This is to reduce the number of SingPass logins. Refer to the Long Term and Short Term Cookies topic for more information.

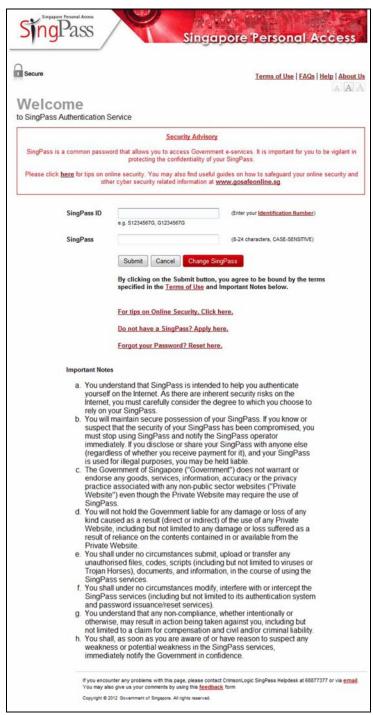
To log in to the eLitigation system:

1. Type **www.elitigation.com.sg** on the Internet browser to open the eLitigation Homepage.



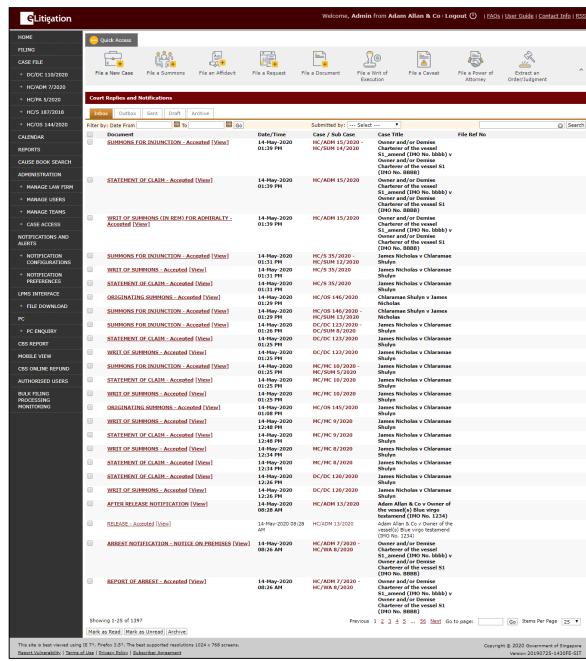
eLitigation Homepage

- 2. Click the **Login** button located at the top right hand side to be directed to the SingPass login page.
- 3. Enter the **SingPass ID** and **SingPass** for verification.



SingPass Login Page

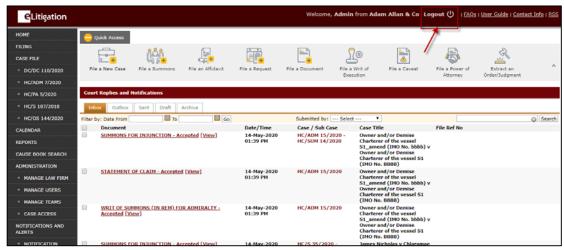
4. Click **Submit**. The eLitigation Main Page will be displayed.



eLitigation Main Page

To log out of the eLitigation system:

5. Click the **Logout** button on the top bar.



eLitigation Main Page - Logout

The user will be re-directed to the eLitigation Homepage.



The user can log out of eLitigation any time by simply clicking the Logout button at the upper right corner of the page.

CHAPTER 2 eLitigation Portal

The eLitigation Portal consists of the following sections:

- eLitigation Homepage
- eLitigation MainPage
- User Access Table
- Cause Books Search (Available at a later date)

eLitigation Homepage

The eLitigation Homepage is what users will see before logging into the system.



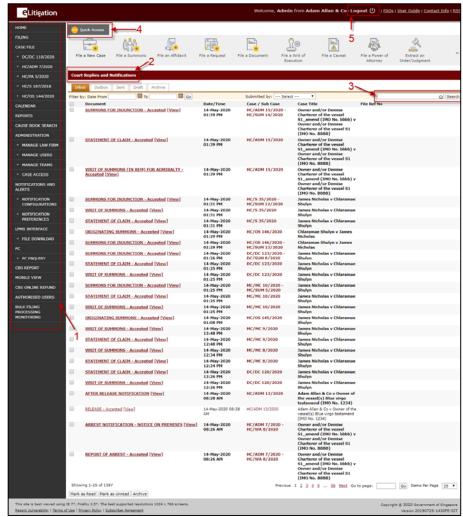
eLitigation Homepage

The eLitigation Homepage has the following sections:

- eLitigation Notices
- eLitigation Tips
- Announcements
- Supreme Court Notices
- New Law Firm Registration
- eLitigation Resources
- Cause Book Search (Available at a later date)
- Service Bureau
- LawNetLinks

eLitigation Main Page

Upon login, the user will be directed to the eLitigation Main Page.



eLitigation Main Page

The eLitigation Main Page is divided into different sections:

Side Bar (1)

The side bar displays a list of all the process links that the user can access. The links are:

- Home
- Filing
- Case File (The five most recent case files will be displayed)
- Calendar
- Cause Book Search (Available at a later date)
- Notifications and Alerts

Using the side bar, the user can click on the sub-module titles and perform specific actions.

Court Replies and Notifications (2)

The middle section is a major part of the Main Page as it serves as the user's mailbox. The section is divided into five tabs: Inbox, Outbox, Sent, Draft and Archive. The user can mark the listed items as read or unread by using the Mark as Read and Mark as Unread buttons. This section also allows the user to access cases that he/she has created.

Search (3)

The search field in the eLitigation Main Page serves as a filter. The user can enter a specific word in the search criteria field and click Search to filter the Inbox, Sent, Draft or Archive messages accordingly. The user can enter the document name, case number, file name, Law Firm reference number, case title or party name to filter the search results.

Quick Access (4)

The Quick Access is a ribbon which lists the different functions and processes that the user can perform.

Logout (5)

The logout button serves as the exit button. When clicked, the user will be logged out of the eLitigation system.

User Access

		Law firms						
Main Menu	Sub Menu / Functions	Financial Manager	Administrator	Lawyer	Lawyer (View only)	Filing Clerk	Paralegal	Paralegal (View Only)
Home		*	*	*	‡	*		*
eFiling	Draft		*	*	*	*		‡
	File		*	*		*	‡	
Case File	All case file related functions		*	*	*	*	*	*
	5 most recent case access		*	*	‡	*	*	*
	Collaboration		*	*	*	*		*
Calendar			*	‡	‡	*	‡	‡
Reports								
Cause Book Search					*	*		÷
Administration			*					
	Manage Law Firm							
	Manage Users		*					
	Manage Teams		‡					
	Case Access		‡					
Notifications and Alerts								
	Notification Preferences	÷	÷	÷	‡	‡		‡
	Notification Configurations		÷					
LPMS Interface								
	File Download							

eLitigation User Access Table

The User Access Table shows the different modules the Law Firm User can access. The Lawyer, Filing Clerk and Paralegal can access the same modules in eLitigation, while the Financial Manager can only access Home, Reports and Notification Preferences.

The System Administrator can access and perform all of the functions as seen on the eLitigation User Access Table.

The Law Firm User can offer Clients access to the case file in Collaboration.

CHAPTER 3 eFiling

The eFiling functionality of the eLitigation system refers to the process of filing documents electronically (attachments, eForms or PDF documents) to the Courts. Depending on the case type being filed, the system also presents a pre-defined set of eFiling scenarios, including the relevant Court forms and/or supporting attachments.

eFiling Process

Using the eLitigation system, Lawyers, Filing Clerks, Filing Government Agencies and Service Bureau can prepare and file documents to the Courts electronically. The system utilises four steps for the entire filing process. Once cases and documents are filed, the system will create a Case File which will be accessible to the Law Firm(s) and Service Bureau involved.

The system also allows users to compose or upload forms to enhance accuracy and consistency across all documents that are filed to the Courts. The eLitigation system automatically computes and informs the user of the filing and stamp fees that need to be paid for the filing of these documents.

eFiling follows a 4-Step Process.



eLitigation 4-Step Filing Process

Step 1: Case Information

This stage describes the details of the case such as:

- Case Overview
- List of Parties
- Questionnaires

Step 2: Form

This stage allows the user to perform the following functions relating to Court forms and documents:

- Compose
- Upload
- Download
- Add/Delete Document

Step 3: Admin Details

This stage provides the user with administrative information and input of the following details:

- Hearing Details
- Urgent Indicator
- Backdate Request
- eService
- Filing Fee and Waiver Details

Step 4: Submission

The final stage allows the user to preview and print details of the case before confirming it for submission. The user can view the case details and the attached or uploaded documents in the previous stages.

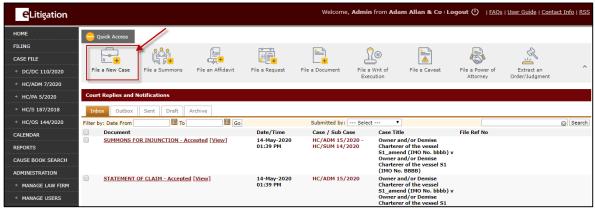


Depending on the selected case type, fields in the different steps mentioned above may vary.

eFiling Initial Steps

There are two ways for a Law Firm User to start filing a case. After a successful login to eLitigation, the user can choose between:

Option 1: Quick Access >> File a New Case



Filing a New Case: Option 1

Upon clicking **File a New Case**, the user will be directed to a page and asked if he/she would be re-filing a document that has been previously rejected. This is a mandatory question.



Mandatory Field

When the user selects Yes, this means the user is filing a document that has been previously rejected by the Court and is now re-filing an amended document.



Refer to Chapter 5: Other Types of Filing - Filing a Document that was Previously Rejected for more information.

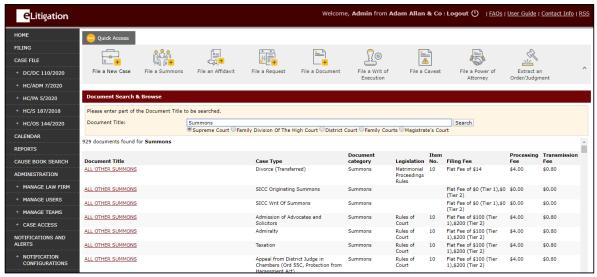
When the user selects **No**, this means the user is filing a new case. The following case file examples outline the filing process where the user is filing a new case.

Option 2: Main Menu >> Filing >> Document Search & Browse



Filing a New Case: Option 2

Enter the full or partial commencing **Document Title** in the search field. The system will automatically display the list of matching documents below.



Filing - Document Search & Browse

Click the commencing **Document Title** link to be directed to the **Step 1: Case Information Page** with the mandatory question as displayed above.

The Search Results list also shows the following information about the document:

- Document Title indicates the title of the document
- Document Category indicates the category in which the document falls under



- Legislation indicates the Court-published Legislation paper relevant to the document
- Item No. indicates the relevant paragraph number in the Legislation
- Filing Fee indicates the fee the user has to pay in filing the selected document
- Processing Fee indicates the processing fee the user has to pay in filing the selected document
- Transmission Fee indicates the transmission fee the user has to pay in filing the selected document



Using the Document Search & Browse function, the User can also perform a search for relevant case documents to be filed subsequently. Refer to Chapter 5: Other Types of Filing – Filing a Subsequent Document for more information.

Filing a New Case

Filing a new case means the user is filing a case that is not found anywhere or saved in the existing eLitigation system. Filing follows the 4-Step process of eLitigation.

Step 1: Case Information Step 2: Forms Step 3: AdminDetails

Step 4: Submission

While the look and feel of each step mentioned above may be similar, the fields and the information indicated in each step may vary depending on the selected case type.

Step 1: Case Information

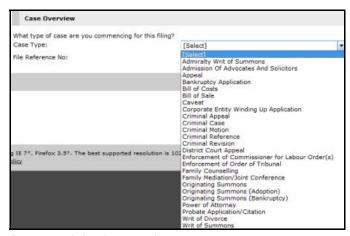
Step1:CaseInformationinvolves entering information about the case, adding the party or parties and answering related questionnaires.

The input fields, sections and documents to be entered in the **Step 1: Case Information Page** are dependent on the case type the user has selected.

To file a new case:

- Select **No** to the mandatory field question, which means that the user is **NOT** re-filing a document that has been previously rejected.
- 2. Select the **Case Type** from the dropdown list. The choices are:
 - Admiralty Writ of Summons
 - Admission of Advocates and Solicitors
 - Appeal
 - Bankruptcy Application
 - Bill of Costs
 - Bill of Sale
 - Caveat
 - Corporate Entity Winding Up Application
 - Criminal Appeal
 - Criminal Case
 - Criminal Motion
 - Criminal Reference
 - Criminal Revision
 - District Court Appeal
 - Enforcement of Commissioner for Labour Order(s)

- Enforcement of Order of Tribunal
- Family Counselling
- Family Mediation/Joint Conference
- Originating Summons
- Originating Summons (Adoption)
- Originating Summons (Bankruptcy)
- Power of Attorney
- Probate Application/Citation
- Writ of Divorce
- Writ of Summons

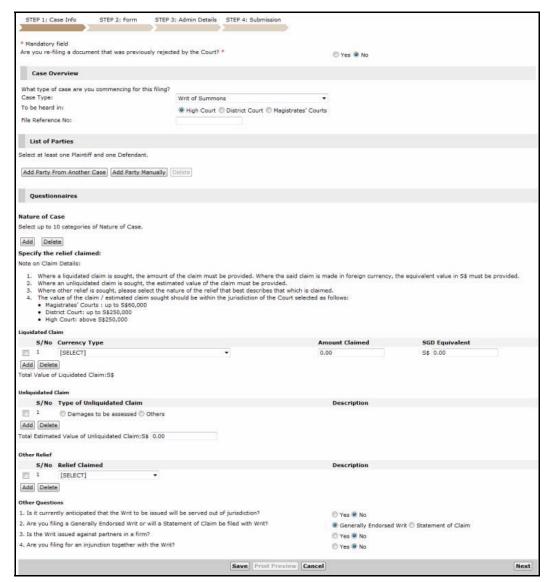


Case Type Selection Dropdown

Once the **Case Type** has been selected, the rest of the sections and fields will be displayed.



The screens and steps below follow the Writ of Summons case type.



Step 1: Case Information Page

- 3. Mark the button that indicates where the case will be heard. The user can select from **High** Court, District Court or Magistrates' Courts.
- 4. Enter the **File Reference No.** in the field provided, if available. This reference number is the same number used by Law Firms in subsequent case filing.



Case Overview - Filing a Writ of Summons



The File Reference Number is an optional field and can be left blank.

Adding Party from Another Case

5. In the List of Parties section, click **Add Party From Another Case** to add a party from an existing case, or click **Add Party Manually** to enter the party's information.



List of Parties - Filing a Writ of Summons

Upon clicking the **Add Party from Another Case** option, the Load Party Details from the Originating or Existing Cases Window will be displayed.

In this section, the user can enter the Case No and click Retrieve Parties to retrieve the list of parties related to the specified case.



Retrieved List of Parties

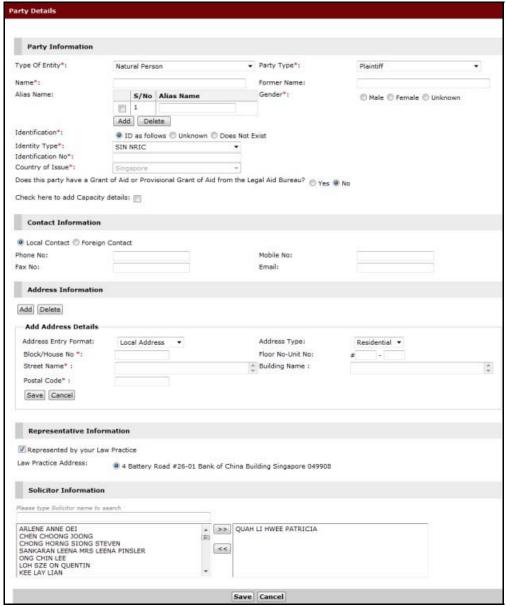
- Select the party or parties to add by marking the corresponding checkbox. Then, mark the **Filing Party** checkbox if the retrieved party is the one filing the case.
- 8. Select the **Party Role** from the dropdown list and click **Add Selected Parties**. The selected party or parties will be listed in the List of Parties section.



List of Parties - Add Party From Another Case

Adding Party Manually

- 9. Clicking the Add Party Manually option will display the Party Details page. The page is divided into the following sections:
 - Party Information
 - Contact Information
 - Address Information
 - Representative Information
 - Solicitor Information



Party Details Page

Party Information

10. In the Party Information section, enter the party information in the fields provided. The Party Information fields will vary depending on the value selected in the **Type of Entity** field.

Type of Entity

Select the party entity type from the dropdown list. The Types of Entity are as follows:

- Cargo Owner
- Company
- Crew
- Demise Charterer
- Government Department
- Limited Liability Partnership
- Natural Person
- Partnership
- Society
- Sole Proprietorship
- Statutory Body
- Vessel Owner
- Vessel Owner and/or Demise Charterer
- None of the Above

The default selection is **Natural Person**.

Party Type

Select the party type from the dropdown list. Party types are as follows:

- Plaintiff
- Defendant
- Plaintiffin Counterclaim
- Defendant in Counterclaim
- Plaintiff in Issue
- Defendant in Issue
- Subsequent Party in Counterclaim
- Subsequent Party in Issue
- Third Party in Issue
- Third Party
- Third Party in Counterclaim
- Non Party

Name

Enter the name of the entity.

Former Name

Enter the former name of the entity, if any.

Alias Name

Enter the alias of the entity, if any.

Click **Add** to add another alias or click **Delete** to remove an existing alias from the list.

Gender

Select the gender of the entity by marking the appropriate button.

Identification/Identity Type

Select the identification and identity type of the entity.

Identification No.

Enter the identification number of the entity.

Country of Issue

Select the issuing country of the entity's identification.



If the Identity Type is SIN Birth Certificate, SIN FIN or SIN NRIC, the Country of Issue is defaulted to Singapore.

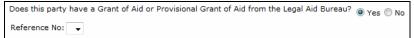
If the Identity Type is Foreign Passport, Others or Unknown, the user may select the Country of Issue from the dropdown list.

Grant of Aid

11. At the bottom of the Party Information section, the question "Does this party have a Grant of Aid or Provisional Grant of Aid from the Legal Aid Bureau"? is displayed.

Select Yes or No.

Selecting **Yes** will display a **Reference No** dropdown list where the user needs to select the Legal Aid Bureau Certificate Number based on the indicated Party Identification number of the party.



Grant of Aid/Provisional Grant of Aid Reference Number



A Grant of Aid or a Provisional Grant of Aid is a certificate filed by the Legal Aid Bureau that allows a full waiver of all fees associated in the case file.

Check here to add Capacity details

A capacity details field will be displayed when this checkbox is marked. Enter information about the capacity details.

Additional Party Information

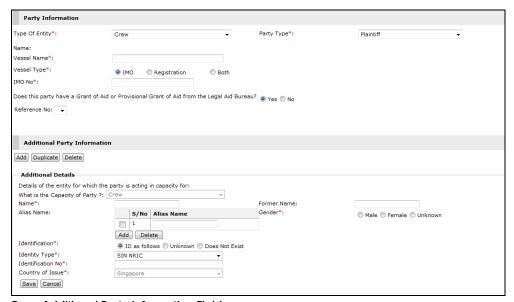
The Additional Party Information section will be displayed for the following types of entity only:

- Cargo Owner
- Crew
- Demise Charterer
- Vessel Owner
- Vessel Owner and/or Demise Charterer

Refer to the images below for the Additional Party Information fields for each Type of Entity mentioned.



Cargo Owner Additional Party Information Fields



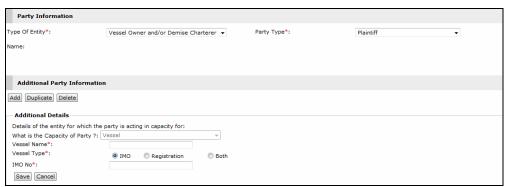
Crew Additional Party Information Fields



Demise Charterer Additional Party Information Fields



Vessel Owner Additional Party Information Fields



Vessel Owner and/or Demise Charterer Additional Party Information Fields

Click Save to save the Additional Party Information.





The user may add Additional Party Information as needed. To do this, simply click Add and fill in the fields provided. To delete an entry, mark the corresponding checkbox and click Delete.

To duplicate, select the additional party and click Duplicate.

To update the Additional Party Information details, click Edit and update the information.

Contact and Address Information

12. In the Contact Information section, select the button that indicates the type of contact information. The user can either select Local Contact or Foreign Contact. Contact fields may vary depending on the selected type of contact information.



Contact Information Section - Local Contact



Contact Information Section - Foreign Contact

- 13. Enter the party's contact information.
- 14. In the Add Address Details section, select the Address Entry Format from the dropdown list and then enter the address details in the fields provided.

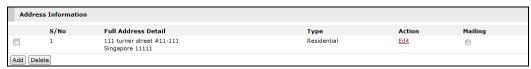


Add Address Details Section - Local Address



Add Address Details Section - Foreign Address

15. Click **Save**. The address is now listed on the Address list.



Address List

To add another address, click Add and fill in the necessary fields.

To delete an address from the list, mark the corresponding checkbox and click Delete.



If there are two or more addresses on the list, select the button that indicates which address is the party's Mailing address.



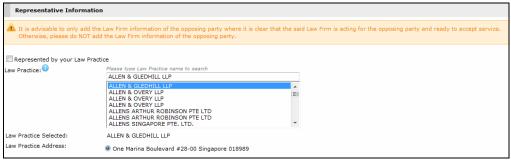
Representative Information

16. In the Representative Information section, the Represented by your Law Firm checkbox is marked by default.



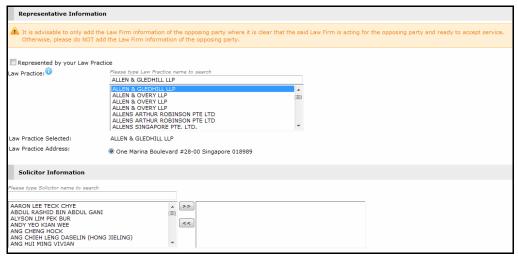
Representative Information Section - Represented by your Law Firm

If the user is adding a party that is not represented by the Law Firm, unmark the Represented by your Law Firm checkbox.



Selected Law Firm as Representative

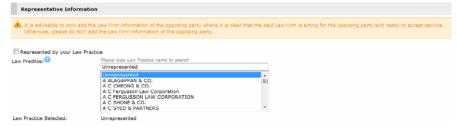
17. Selectfrom the list the Law Firm representing the party. Upon selection, the Law firm address will be displayed below the selection list and the Solicitor Information section will list all Solicitors from the selected Law Firm.



Selected Law Firm as Representative - List of Solicitors

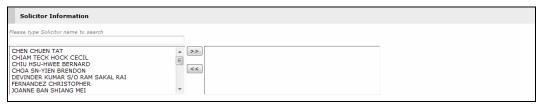
If the party is not represented by any Law Firm, select Unrepresented as the Law Firm.



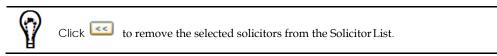


Solicitor Information

18. In the Solicitor Information section, the names of all the solicitors in the selected Law Firm (whether default or otherwise) are displayed. Select a name (or multiple names while holding the Ctrl key), and click to move the selected name or names onto the Solicitor List.



Solicitor Information



19. Click **Save**. The party is now listed on the List of Parties section.



List of Parties

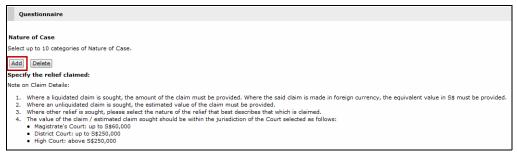


To update the party details, click the Party Name link and update the party information.

To remove a party from the list, mark the corresponding checkbox and click Delete.

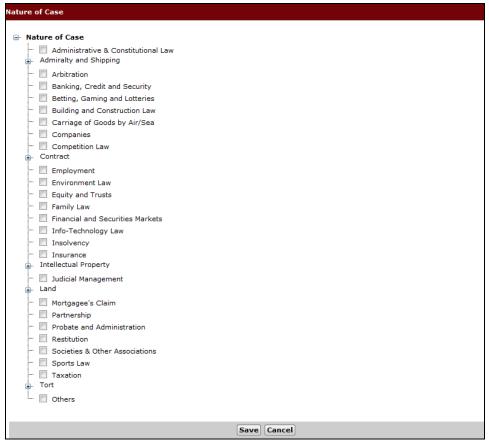
Questionnaires - Nature of Case

20. After entering the party details, proceed to the Questionnaires section. Add the Nature of Case by clicking **Add**. The Nature of Case window will be displayed.



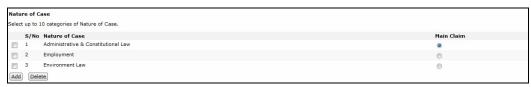
Nature of Case - Add Button

21. Mark the checkbox of the applicable Nature of Case category. Click on "+" to expand the branches. The user may add up to 10 Nature of Case categories.



Nature of Case List

22. Click Save. The selected nature of case entries are now listed on the Nature of Case List.



Nature of Case List



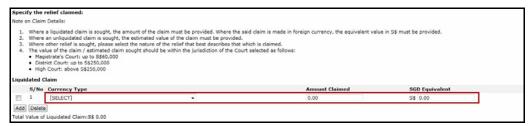
If the user selects more than one Nature of Case, select the button that indicates the **Main Claim**.

To delete an entry, mark the corresponding checkbox and click Delete.

Questionnaires - Liquidated/Unliquidated Claim

23. Enter the required information in the Liquidated Claim, Unliquidated Claim, Other Relief and Other Questions sections.

If the **Currency Type** selected is **Singapore Dollar (SGD)**, the SGD Equivalent field will be automatically populated with a value that is similar to the Amount Claimed.



Currency Type

The value of the claim or estimated claim should be within the jurisdiction of the selected Court:

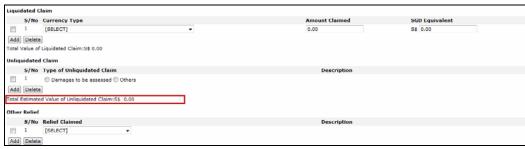


Magistrates' Courts: up to \$\$60,000

District Court: up to \$\$250,000

High Court: above \$\$250,000

The minimum and maximum value of the claim amount is dependent on the type of Court the user has selected.



Total Value of Liquidated/Unliquidated Claim



To add more claim details or relief claimed, click Add. To delete an entry, mark the corresponding checkbox and click Delete.

Additional fields may appear depending on the answers entered in the Questionnaire section.

24. If the selected **Type of Unliquidated Claim** is **Others**, a **Description** field will be displayed. Enter a description of the claim in the field provided.



Unliquidated Claim - Others

25. Select Yes if the user is filing an Injunction together with the Writ. Additional fields and the List of Parties section will be displayed if Yes is selected.



Other Questions - Are you filing for an Injunction together with the Writ?

- 26. Mark the button that indicates which of the mentioned **Endorsements** are applicable.
- 27. In the List of Parties section, mark the appropriate checkbox to specify the Filing Party and Respondent in this Application.
- 28. Click **Save**. An acknowledgement message will be displayed.



Step 1: Case Information Page - Acknowledgement Message

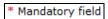
29. Click **Next** to proceed to the **Step 2: Form Page**.



Click Print Preview to review the details entered in the Step 1: Case Information Page before printing it.

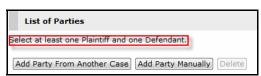
Key Pointers on Step 1: Case Information

Mandatory Fields are required fields in the eLitigation system the user needs to answer before continuing on to the next step or process. Mandatory fields have an Asterisk before or after the field name.



Mandatory Field

 Throughout the entire eLitigation system, key pointers or messages will be available to guide the user in entering or adding information for each section.



Sample Key Pointer or Message

• The Questions found at the bottom of the **Step 1**: **Case Information Page** will determine the eForms or documents the user needs to add in the **Step 2: Form Page**.

Step 2: Form

The **Step 2: Form Page** contains a list of relevant case forms and documents based on the answers and other information provided on the **Step 1: Case Information Page** of the selected case.

There are three columns of information on the **Step 2: Form Page**:

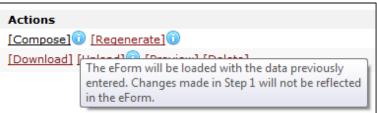
- Form Name and Description List
 This column displays the list of all eForms and documents, which have been generated by the system, based on the case details provided by the user in the Step 1: Case Information Page.
- Actions

The Actions column can contain **Compose**, **Regenerate**, **Upload**, **Download**, **Preview or Delete** action links, which the user can click and perform the respective function as explained below on the eForm or document.

Compose: System will populate the predefined details as entered in Step 1 and allow the user to compose/complete the document.

User will be able to save the document and click on Compose to resume to edit the document.

System provides an information icon for **Compose**. On mouse over, system will prompt the functionality of **Compose**. Refer the screen below:



Regenerate: This option will be available if the user revisit Step 2 by navigating back to Step 1 and making any changes to the case details.

On clicking Regenerate, system will prompt a confirmation message and on clicking Ok, the previously entered details on the eForm will be discarded, if any.



System provides an information icon for Regenerate. On mouse over, system will prompt the functionality of **Regenerate**. Refer the screen below:



Upload: This option will be available on clicking Add Document. User will be able to upload additional documents, if any.



System provides an information icon for Upload. On mouse over, system will prompt the functionality of **Upload**. Refer the screen below:



Preview: On Click of Preview link, system will preview the previously uploaded document, if required.

Delete: On Click of Delete link, system will delete the previously uploaded document, if required.

Download: On Click of Download link, system will download the previously uploaded document, if required.

Status

This column shows the most recent date and time in which the eForms or documents have been modified.



Step 2: Form Page

30. Depending on the type of eForm or document listed on the page, click on the applicable action link to perform the necessary action for the form. The user may compose, download, upload, preview, add or delete documents.

The documents listed on the Form Name and Description List are dependent on the selections made in the **Step 1: Case Information Page**. With this, the eForms may vary depending on the selected case type as well as the answers made to the questionnaire.

eForm and Document Characteristics

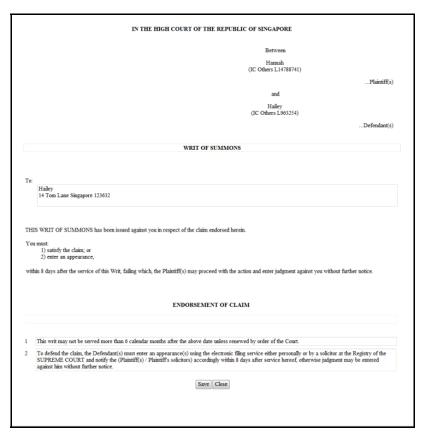
The eForms and documents have the following characteristics:

- By clicking Compose, the eForm will be displayed and the contents of the editable box can be edited. Information that cannot be clicked or not in the editable box cannot be edited.
- Only documents in **Portable Document Format** or **PDF** can be uploaded and added to the Form Name and Description list.
- Any information or content changed in the editable eForm will be saved once the **Save** button is clicked.
- Content in the editable box can be cut, copied and pasted to another editable box.
- In some eForms, the user can add paragraphs, sub-paragraphs, prayers and sub-prayers.
- Some of the editable boxes in the eForms have pre-populated or standard prayers, clauses, etc. The user can add to or make changes to these texts accordingly.

The following actions can be done to the eForms. These actions may vary depending on the type of eForm required by the case.

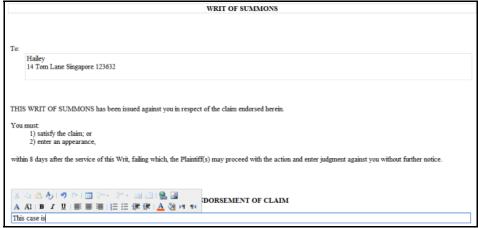
Compose

Click Compose under the Actions column to show the corresponding eForm to be composed or edited. The eForm will be displayed.



eForm

Click the editable box on the eForm to add content to or edit the existing content of the eForm.



eForm Editable Box

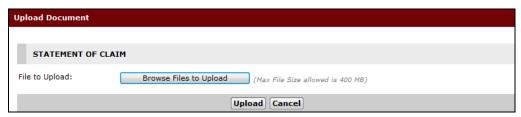
Once done, click Save. An acknowledgement message will be displayed.



Click **Edit** to edit the eForm again, or **Close** to return to the **Step 2: Form Page**.

Upload

Click **Upload** to display the Upload Document window.

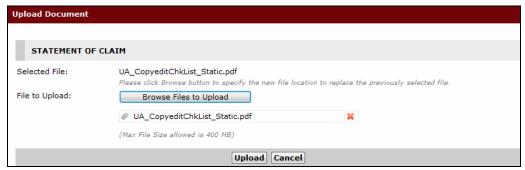


Upload Document Window



The fields in the Upload Document Window may differ depending on the type of document.

Click **Browse** to select the file for uploading. The selected file will be displayed.

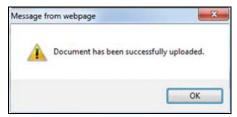


Upload Document Window - Selected Document for Uploading



Click * to remove the document.

 $Click \ \textbf{Upload}. \ A confirmation pop-up \ window \ will be \ displayed \ confirming \ that \ the selected \ document \ has \ been \ successfully \ uploaded.$



Confirmation Message



Only PDF documents can be uploaded and added to the Form Name and Description list.

Click **OK** to exit the window. The **Step 2: Form Page** with the uploaded document will be displayed.



Uploaded Document



Click the **Delete** link beside the uploaded document to remove the uploaded document from the Form Name and Description List.

Click the **Preview** link beside the uploaded document to preview the uploaded document.

Download

Click **Download** to download the uploaded document. A File Download window will be displayed.



File Download Window

Click **Open** to view the document, or **Save** to save a copy in the computer.

Adding Documents

Depending on the case file, the **Add Document** and **Delete Document** button will appear.

Upon clicking Add Document, the Add Document window will be displayed.

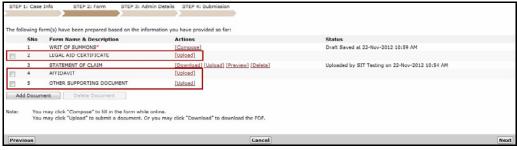


Add Document Window

Select from the dropdown list the type of **Supporting Document** to add, and enter the **No of Documents** to be added. The user may select from the following:

- Affidavit
- Other Supporting Document
- Legal Aid Certificate
- Emergency Certificate

Once done, click **Add**. The type of supporting document is now added to the Form Name and Description list.



Added Documents - Form Name and Description List

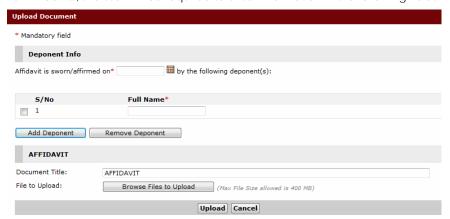
Click **Upload** to upload the indicated documents.

For Other Supporting Documents/Emergency Certificate/Legal Aid Certificate, the user can enter the **Document Title**. By default, the document type will be displayed as the Document Title.



For Affidavits, the user will be required to enter information in the following fields:





Select the Date the Affidavit is sworn or affirmed, and enter the Full Name of the

Deleting Documents

To delete the document from the list, mark the checkbox of the item to be deleted and click **Delete Document**. The Delete Confirmation window will be displayed.



Delete Confirmation Window

Click **OK**. The document is now removed from the Form Name and Description list.



Document Removed from the Form Name and Description List

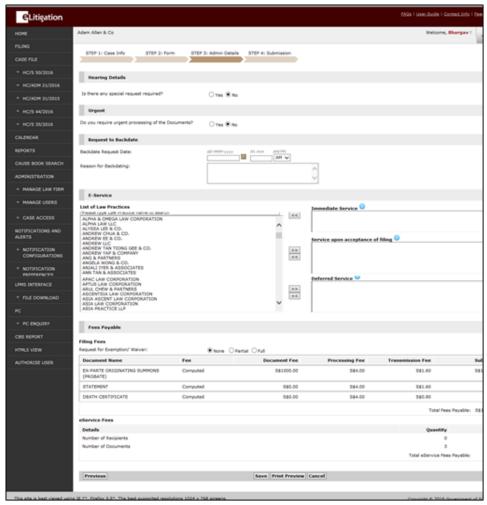


For PDF documents, the user can also click the **Delete** link beside the document name.

31. After composing, uploading or adding the necessary eForms or documents, click **Next**. The Step 3: Admin Details Page will be displayed.

Step 3: Admin Details

Step 3: Admin Details allows the user to update the Hearing Details, indicate urgency, request to Backdate, eServe, and request for an Exemption or Waiver of Fees.



Admin Details Page

32. The **Step 3: Admin Details Page** is divided into different sections as listed below. Each section varies depending on the selected case type. Enter the required information in the fields provided for each section.

Hearing Details

The Hearing Details section allows the user to indicate if there is any special request pertaining to the hearing.



Hearing Details Section

By default, the Hearing Details special request section is marked as **No**. This means the user does not have any request pertaining to the hearing of the case. Marking Yes will display a special request text box. Enter the details of the **Special Request** in the field provided.



Hearing Details - Special Request Field

Urgent

This section allows the user to request for urgent handling of the documents to be filed. Urgent documents will be placed at the head of the queue for transmission and processing. An urgent fee will be charged for every document that is listed in the Fee Details section.



Urgent Section



Urgent handling request can be performed only for documents that are manually accepted by the system. It cannot be applied for auto-accepted documents.

Request to Backdate

This section allows the user to request a backdate for the filing of documents. Upon approval, the case document involved will show the requested backdate details in the Filing Date and Time.

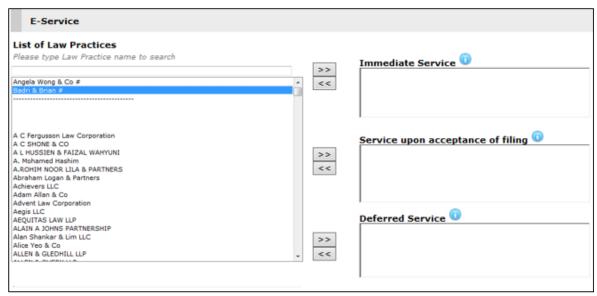
Enter the **Backdate Date** and **Time** and the **Reason for Backdating**.



Request to Backdate Section

eService

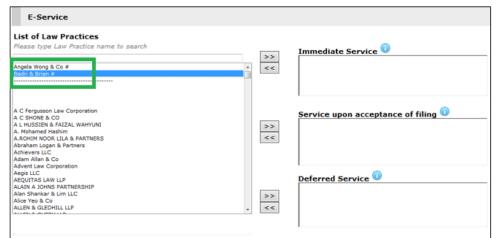
There are three types of eService for the user to choose from.



eService Portal

If one or more respondent Law Firms are added to the case, their names will be placed on top of the List of Law Firms and a # sign will be displayed beside it (as shown in the image below). The # sign indicates the Law Firms to whom the user will be serving the documents.

However, in case there is only one party added to the case (i.e., only the filing party has been added), the # sign will not be displayed.





To configure a specific service type to a Law Firm, select the Law Firm (or multiple Law Firms while holding the **Ctrl** key) and then click onto the intended Service Type.

The user can remove an entry from the Service Type box by <a>
The Law Firm name will be moved back to the List of Law Firms.

Immediate Service

In this, the document is served immediately upon eFiling, regardless of the outcome of the Court's acceptance of the document.



Immediate Service Selection Box

Service upon acceptance of filing

In this, the document is served only after the Court has approved and replied to the accepted document. Documents that are rejected by the Court will not be served to the recipient Law Firm(s).



Service upon acceptance of filing

Deferred Service

In this, the document is served on the specified date and time, regardless of when or whether the Court has approved the service of document.



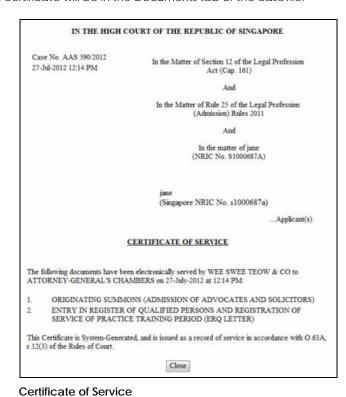
Deferred Service Selection Box

Once the user adds a Law Firm for the Deferred Service, the Date and Time fields will appear for the user to indicate when the eService will be done.



Recipient(s) when Immediate Service is successful.

Once a document has been served successfully and sent to the recipient Law Firm, the system will generate a Certificate of Service as a proof of the served document. This certificate will be in the Documents tab of the case file.





Fees Payable

The Fees Payable section shows the details of the fees incurred after filing a case. This is also where the user can request for a Partial or Full exemption or waiver from the filing fees incurred.

This section shows the breakdown of the fees the user has to pay. The total cost is automatically computed by the system based on the number of documents that are prepared and attached as well as the number of recipients.



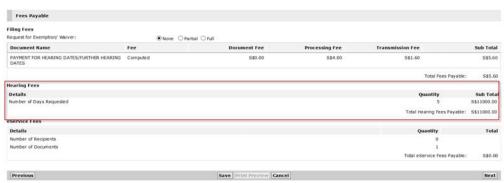


Fees Payable Section

Hearing Fees

The Hearing fees section will be displayed at step 3 when one of the following documents is filed:

- 1. REQUEST TO APPOINT DATE FOR EXAMINATION BY AN OFFICER OF COURT
- 2. PAYMENT FOR HEARING DATES/FURTHER HEARING DATES.



Fees Payable Section with hearing fees details

Waiver Details

To request for payment exemption or waiver:

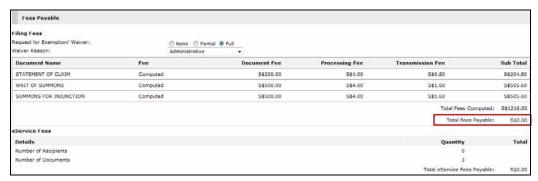
At the Filing Fees section, select the appropriate button for Request for Exemption/ Waiver. Then, select the Waiver Reason from the dropdown list if waiver is requested.





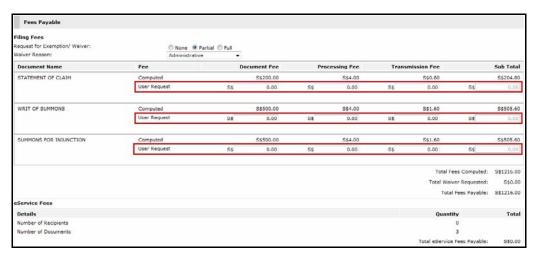
If the selected Waiver Reason is Others, the Remarks field will be displayed. Enter the Remarks regarding the waiver request.

If the party has a valid Grant of Aid/Provisional Grant of Aid and if Full **Payment Exemption or Waiver** is selected, filing fees, hearing fees (if any) and eService fees will be waived and the total cost displayed will be \$0.



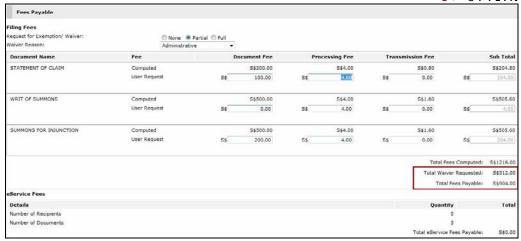
Request for Full Exemption/Waiver

FPartial Payment Exemption or Waiver is selected, User Request fields will be displayed where the user can enter the requested waiver amount in the fields provided. The total amount will be automatically computed.



Request for Partial Exemption/Waiver

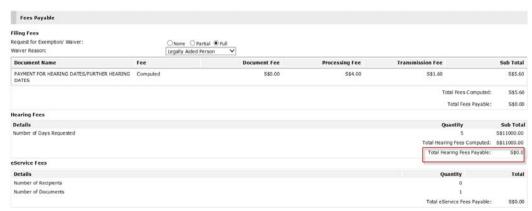
The following screen shows the total amount of waiver requested and the net fees payable by the party.



Partial Payment Exemption/Waiver

Waiver on Hearing fees:

Please note that waiver on hearing fees is applicable only on filing hearing related documents on behalf of a party with a valid Grant of Aid or Provisional Grant of Aid number, and if full waiver is selected at the Filing Fees section. Hearing fees will not be waived if partial waiver is selected at the Filing Fees section.

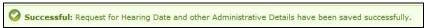


Full Waiver on Hearing fees



Partial waiver is not applicable to Hearing fees. You can only select full waiver for hearing fees to be waived.

33. After entering all the administrative details, click **Save**. An acknowledgement message will be displayed.

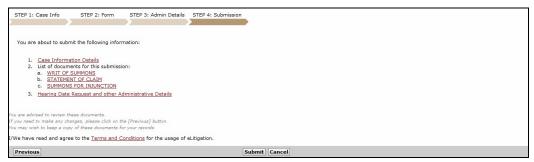


Step 3: Admin Details Page - Acknowledgement Message

34. Click **Next** to proceed to the **Step 4**: **Submission Page**.

Step 4: Submission

The last step in the eFiling process is Submission. The **Step 4: Submission Page** allows the user to preview all data entered and documents attached in the previous steps.



Step 4: Submission Page



Before submitting the case, click Terms and Conditions to read the details in relation to the use of the eLitigation system.



The user may click on the case information and document links to view or print the case information/documents.

35. Click Submit. A confirmation message will be displayed and a Submission Reference No will be provided.

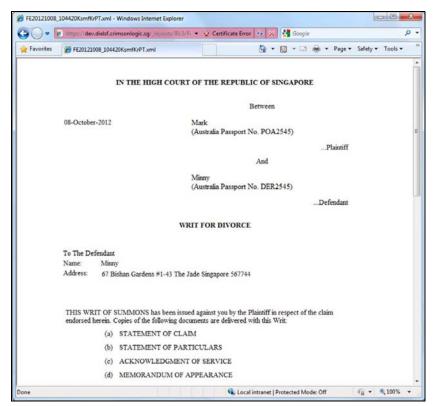


Step 4: Submission Page - Confirmation Message and Submission Reference Number

36. Click **Back to Homepage**. The user will be directed to the eLitigation Main Page.

Previewing/Printing Case Information or Documents

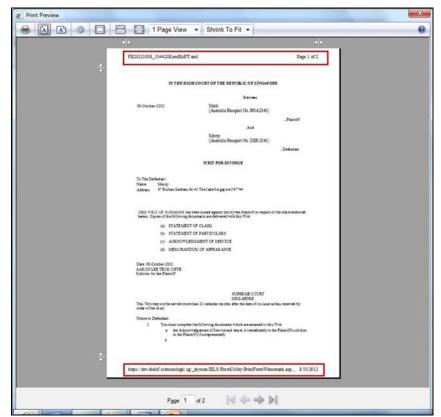
The user can preview and/or print the case information or the attached documents by clicking Case Information Details or Case Documents links. A new window will be opened to display the case information or document.



Case Document Window

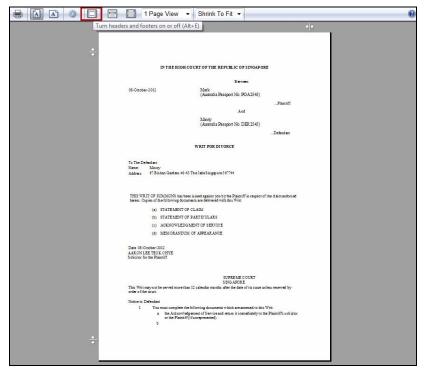
Clicking = will immediately print the page. The page will be printed with headers and footers, by default.

To remove the headers and footers, the user can select **Print Preview** from the Print dropdown The Print Preview window will be displayed.



Print Preview Window - With Headers and Footers

to hide the headers and footers. The Turn Headers and Footers On or Off icon is located on the Print Preview Menu Bar.



Turn Headers and Footers On or Off Icon

The document preview will not show the headers and footers. Click to continue printing the page.

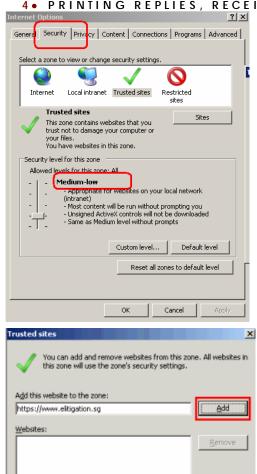
CHAPTER 4 Printing Replies, Receiving Files and **eService**

Printing Replies

Follow the steps below to avoid distortion in the form or documents when printing:

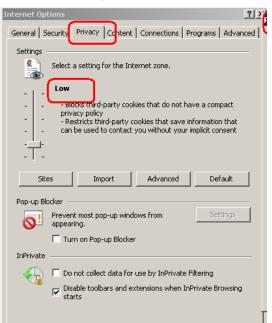
- 1. Use FireFox or Chrome web browser for printing.
- 2. Add the eLitigation site to the trusted sites list of the browser and select the Security Level to Medium-low.

4. PRINTING REPLIES, RECEIVING FILES AND eSERVICE



Require server verification (https:) for all sites in this zone

⊆lose



3. Go to the Privacy tab and make sure that the setting is Low.

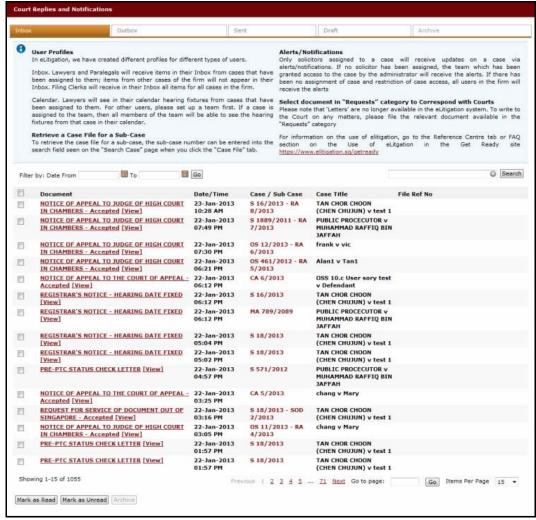
4. Click Sites and make sure that elitigation.sg has an Always Allow setting.



5. If the suggested steps above fails to work, try printing the form using a different version of Internet Explorer browser version

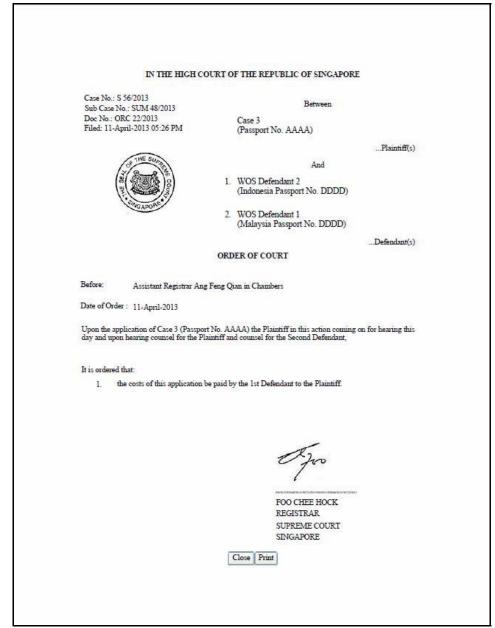
To print a Court reply:

1. On the eLitigation Main Page-Inbox tab, click the **Document** link of the Court reply to be printed.



eLitigation Main Page - Inbox Tab

The document will be displayed in a new window.

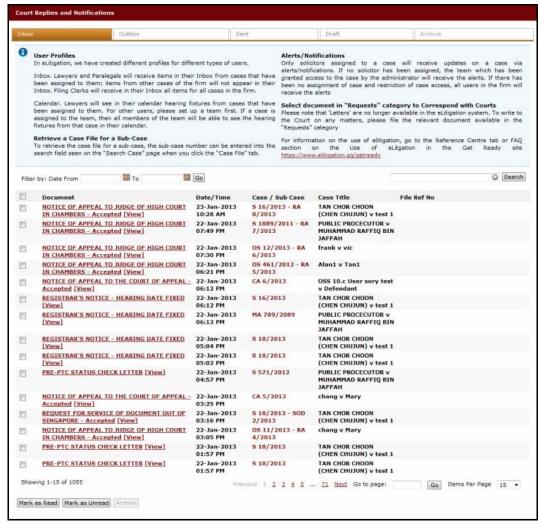


Document Print View Window

2. Click **Print**. The document will be sent to the printer for printing.

Receiving Files

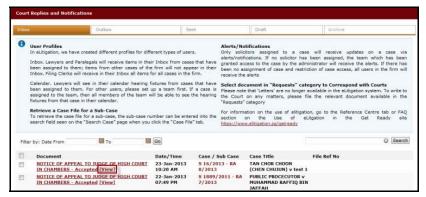
Court replies are automatically received and displayed on the Inbox tab on the eLitigation Main Page.



eLitigation Main Page - Inbox tab

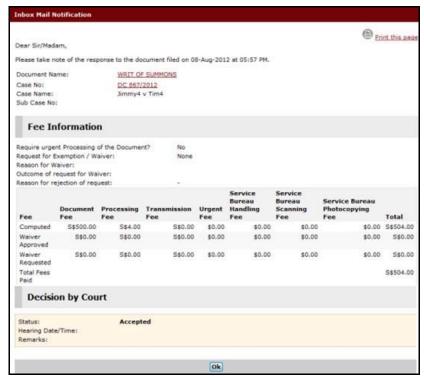
Toreceivefiles:

Click the **View** link that corresponds to the document to be viewed.



The View Link

The Inbox Mail Notification Page will be displayed.



Inbox Mail Notification Page



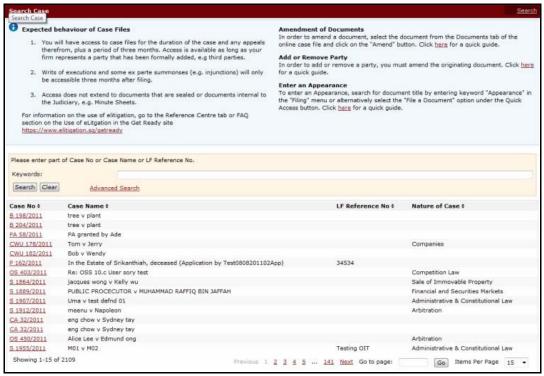
eService

The eService or electronic service of documents is a facility that allows Law Firms to serve Court documents or other documents to other Law Firms that are registered as eLitigation users. It is a legal process of servicing documents to the recipient Law Firms through the eLitigation system.

To perform eService of documents:

1. GototheSearchCase Page. (Main Menu >> CaseFile)

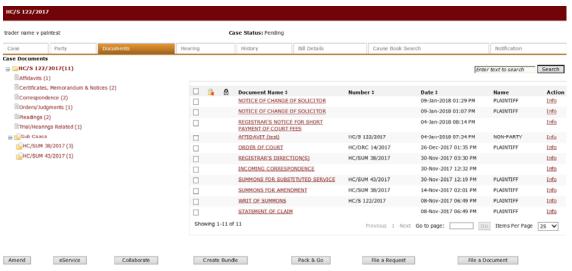
> This page serves as the search function to filter the cases according to the user's search requirement. The user will be able to search for a specific case saved in the system. By default, all filed cases will be shown.



Search Case Page

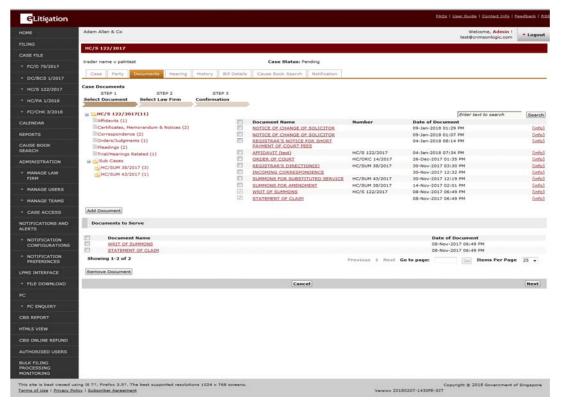
- 2. Locate the case file with the document the user wants to eServe. The user can conduct a search by entering a full or partial search text of the Case Number, Case Name or **Law Firm Reference No.** in the **Keywords** field. Then, click **Search**.
- 3. Click the **Case No** link of the case for viewing. The **Case** Information will be displayed.
- 4. Click the **Documents** tab of the selected case to view the case documents.

- 5. **Documents** tab of the case will display the Document name, Document number/Case number, Date (Filing date) and Name (Filing party of the document).
- 6. The information in the Name column will not be displayed for BE correspondence documents.



Case Documents

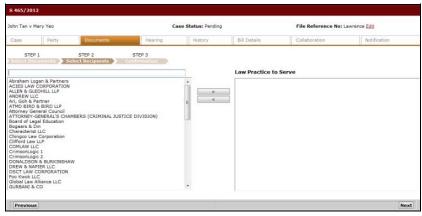
7. Mark the checkbox of the document to be served and click **eService**. The **Step 1: Select Documents Page** will be displayed.





To remove documents from the list, mark the corresponding checkbox and click Remove document(s)

Click Next. Step 2: Select Recipients Page will be displayed.



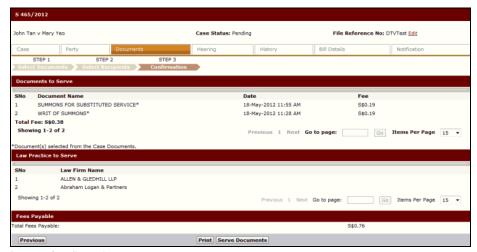
Step 2: Select Recipients Page

9. The list of Law Firms is listed on the left side of the screen. The user can select the Law Firm name and click ______to add the Law Firm in the Law Practice to Serve column.

The user can also remove Law Firms from the list by selecting the Law Firm and clicking This will move the Law Firm back to the master list.

10. Click **Next**. **Step 3: Confirmation Page** will be displayed.

Information found on this page include the list of documents selected to serve, list of selected Law Firms the documents will be served to, and the payable fees.



Step 3: Confirmation Page



Click Print to print the Confirmation Page.

11. Click Serve Documents. A confirmation message will be displayed.



Confirmation Message

12. Click **OK** to go back to the Case Documents tab.



Refer to Chapter 3 - Step 3: Admin Details for more details on eService through Service upon acceptance of filing.

CHAPTER 5 Other Types of Filing

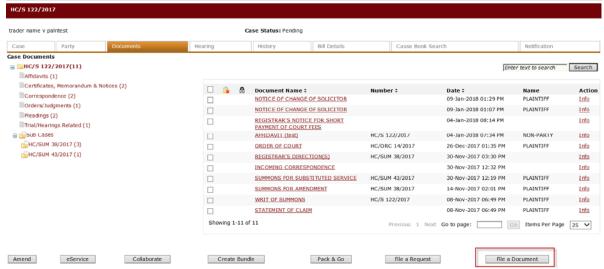
Other types of filing are:

- Filing a Subsequent Document
- Filing a Document that was Previously Rejected
- Amendment Filing
- Other Case Types

A user can file documents to an existing case. There are different ways to initiate this request.

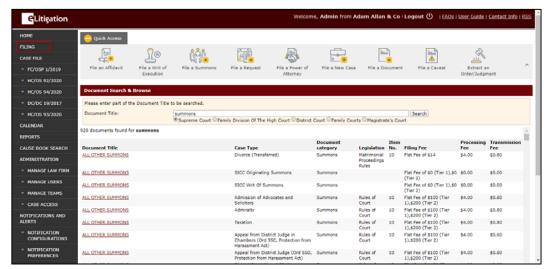
The first way is through the **Quick Access Ribbon>> File a Document** or **Quick Access Ribbon>> File a Request** option in the portal. Type the case number in the **Retrieve** field, and then select the filing type in the Document Details section.

The second way is by searching for the case in the Search Case option. Select the case and click **Documents tab >> File a Document.** Then, select the filing type in the Document Details section.



File a Document

Lastly, the user can also search for a document through the **Filing** link at the side bar menu. Enter the full or partial **Document Title** in the search field. The system will automatically display the matching documents below.

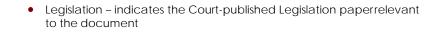


Filing - Document Search & Browse

Click the **Document Title** link to file that particular document to the case.

The Search Results list also shows the following information about the document:

- Document Title indicates the title of the document
- Document Category indicates the category in which the document falls under





- Item No. indicates the relevant paragraph number in the Legislation
- Filing Fee indicates the fee the user has to pay in filing the selected document
- Processing Fee indicates the processing fee the user has to pay in filing the selected document
- Transmission Fee indicates the transmission fee the user has to pay in filing the selected document



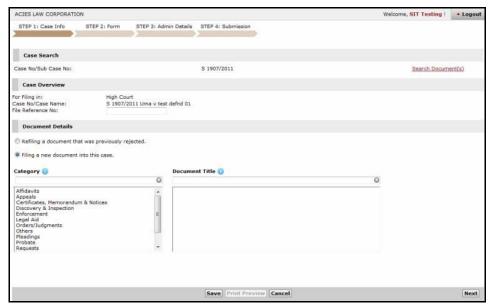
The Document Search & Browse function is applicable only to subsequently filing new documents. It is NOT applicable to re-filing documents that have been previously rejected or filing an amendment to documents.

Filing a Subsequent Document

Filing a Subsequent Document follows the 4-Step process of the eLitigation system.

To file a subsequent document:

1. Go to the Document Details section of any case file by following any of the steps mentioned above.



Step 1: Case Information Page



Fields may vary depending on the case type.

Mouse over the usign to view instructions on how to go about searching the category or document title

- 2. In the **Document Details** section, the user can select from three listed choices:
 - Re-filing a document that was previously rejected
 - Filing a new document into this case

Each choice will display three different scenarios when selected. The default selection is Filing a new document into this case.

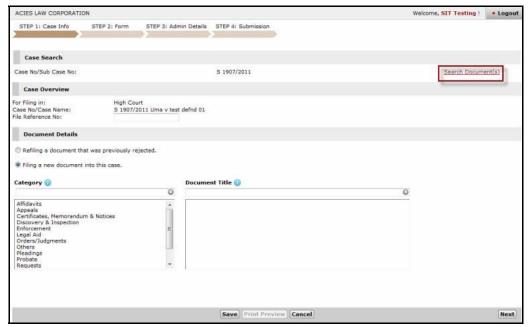
- 3. When the option selected is **Filinganew document into this case**, the user will be prompted with a list of document categories available for filing under the retrieved case type.
- 4. Select the **Category** of the document to be filed.

When a category is selected, a list of documents corresponding to the category will be shown in the **Document Title** box.



Filing a New Document

The user can click the Search Document(s) link at the top portion of the page to assist him/her in searching for the document to be filed.



Search Document(s) Link

The Document Search & Browse window will be displayed.



Document Search & Browse Window

Document Search & Browse Please enter part of the Document Title to be searched. request High Court
 Subordinate Courts 68 documents found for request Document Item Processing Transmission Legislation No. Filing Fee Document Title category Fee Fee LETTER REQUESTING Probate Rules of Flat Fee of \$0 \$4.00 \$0.80 EXTENSION OF TIME (Tier 1) Rules of Flat Fee of \$0 Court (Tier 2) LETTER REQUESTING Probate \$0.80 \$4.00 EXTENSION OF TIME LETTER REQUESTING Probate Rules of 76(d) Flat Fee of \$250 \$4.00 \$0.80 EXTENSION OF TIME Court (Tier 1) Rules of NOTICE IN RESPONSE TO Discovery & Flat Fee of \$0 \$4.00 \$0.80 REQUEST FOR Inspection Court (Tier 1) DISCOVERY NOTICE IN RESPONSE TO Discovery & Rules of Flat Fee of \$0 \$4.00 \$0.80 REQUEST FOR Court (Tier 2) Inspection DISCOVERY NOTICE IN RESPONSE TO Discovery & Rules of Flat Fee of \$0 \$4.00 \$0.80 REQUEST FOR Inspection Court (Tier 1) INTERROGATORIES NOTICE IN RESPONSE TO Discovery & Rules of Flat Fee of \$0 \$4.00 \$0.80 REQUEST FOR Inspection Court (Tier 2) INTERROGATORIES OTHER HEARING RELATED Requests Rules of Flat Fee of \$0 REQUESTS Court (Tier 1)

Enter the full or partial **Document Title** in the field provided. The system will automatically generate a list of all matching documents.

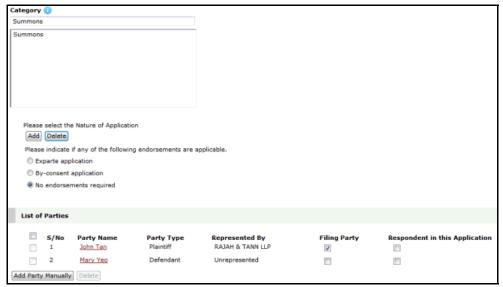
Document Search & Browse - Search Results

The Search Results list shows the matching documents with the Document Category. The user can refer to these categories when searching for the document in the Category and Document Title boxes.

Close

5. Select the **Document Title** from the list.

When the **Summons** category is selected, the Nature of Application and Endorsement sections will be displayed.



Summons

Nature of Application

Click Add to add the nature of application. The Nature of Application Window will be displayed.



Nature of Application Window

Select the Category from the dropdown list. Once selected, a list of Nature of Application entries will be displayed. Use be to select and move the documents onto the right selection box. Alternatively, use < to move back the documents onto main list in the left selection box. Then, click Save. The selected Nature of Application will be listed.

If the user has selected more than one Nature of Case category, mark the button that indicates which one is the Main Application.



1	S/No	Nature of Application	Main Application
B :	1	Summons for Extension of Time to File Memorandum of Service	
6	2	Summons for Leave to issue writ of possession to enforce judgment / order for giving of possession of immovable property (O45 r 3)	0
8	3	Summons for Renewal of Originating Processes	0

Endorsement

Select one of the following endorsements that is applicable to the summons: Exparte application, By-consent application or No endorsement required.

6. After the document has been selected, the List of Parties and/or Questionnaire sections, if applicable, will be displayed.

List of Parties

This section shows the list of parties who are involved in the case.



List of Parties

Questionnaire

The Questionnaire section comprises a set of pre-defined fields and inputs to be entered by the user for the selected documents. The questionnaire section will only appear if the selected document to be filed is an eForm, which will be composed in **Step 2: Form Page**.



Questions may vary depending on the selected category and document.

7. Mark the Filing Party checkbox in the List of Parties section. When filing a Summons, select a Respondent.



For Add Party Manually, the user will be asked to enter the party information, contact information, address information, representative information and solicitor information.



Checkboxes and fields may vary depending on the selected type of document.

8. Once done, click **Next**. The user will be directed to the **Step 2: Form Page**.



Step 2: Form Page

9. Depending on the type of eForm listed on the page, click the link under the Actions column to perform the necessary action for the document.

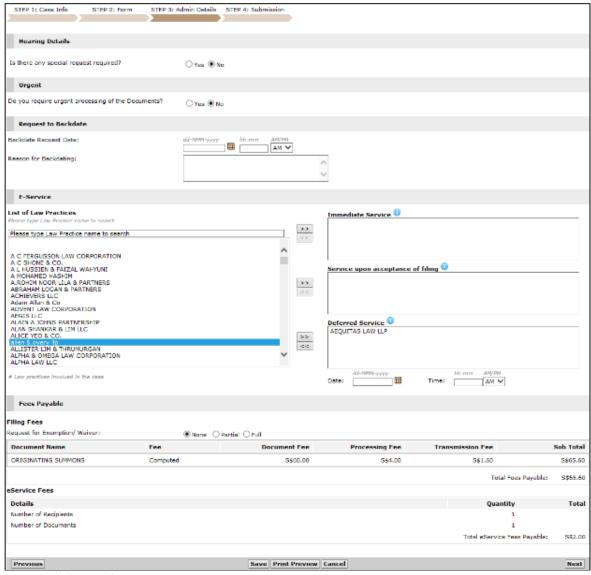


Refer to Chapter 3 - Step 2: Form for more information about the functions that can be performed in the Step 2: Form Page.



The **Next** button will only be enabled once the main documents have been composed or uploaded.

10. Once done with the forms, click **Next**. The **Step 3: Admin Details Page** will be displayed. This page allows the user to update the Hearing Details, indicate urgency, request a backdate, eServe and request an Exemption or Waiver of fees.



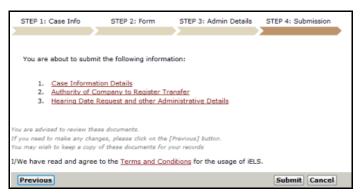
Step 3: Admin Details Page

 $11. \ Enter information in the fields provided for each section.$



Refer to Chapter 3 - Step 3: Admin Details for more information about the functions that can be performed in the Step 3: Admin Details Page.

12. After completing the admin details, click **Next**. The **Step 4**: **Submission Page** will be displayed. This page shows the different information and documents added to the case file. Click the respective links to view the details.



Step 4: Submission Page

13. Click **Submit**. A message will be displayed stating that the Subsequent Document Filing has been submitted successfully.



Subsequent Document Filing - Confirmation Message

14. Click **Back to Homepage** to return to the eLitigation Main Page.

Filing a Document that was Previously Rejected

Re-filing a previously rejected document is similar to filing a subsequent document.

Tore-file a document that was previously rejected:

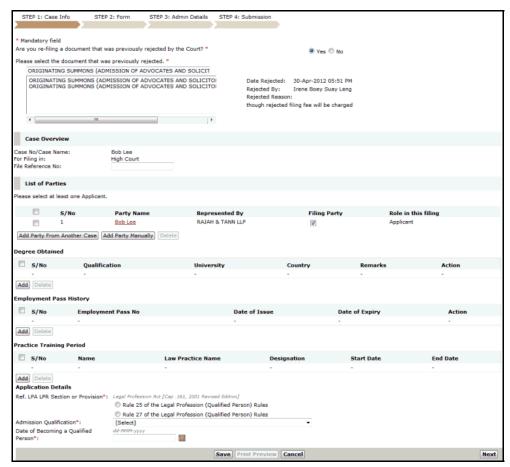
1. On the **Step 1: Case Information Page**, the user will be asked if he/she is going to re-file a document that was previously rejected by the Court. When the user selects Yes, he/she will be prompted to select the rejected document from the list.

This page can also be accessed by following any of the steps mentioned in the first part of this chapter, and then selecting **Re-filing a document that was previously rejected** in the Document Details section.



Re-filing a Document that was Previously Rejected

Once the document has been selected, the Case Information, Forms, Admin Details and other details including the rejection date, person who rejected the document and the corresponding reason will be displayed.



Re-filing a Document that was Previously Rejected - Step 1: Case Information Page



The fields for each section may differ depending on the selected document.

2. In the Case Overview section, enter the **File Reference No.** of the case.

3. In the List of Parties section, mark the checkbox to indicate the **Filing Party**.



For Add Party From Another Case, the user will be asked to retrieve a case by typing the Case No. in the field. The user will then select from the retrieved list of parties to add in the new case.

For Add Party Manually, the user will be asked to enter the party information, contact information, address information, representative information and solicitor information.

4. In the Questionnaire section, answer the questions pertaining to the rejected document.



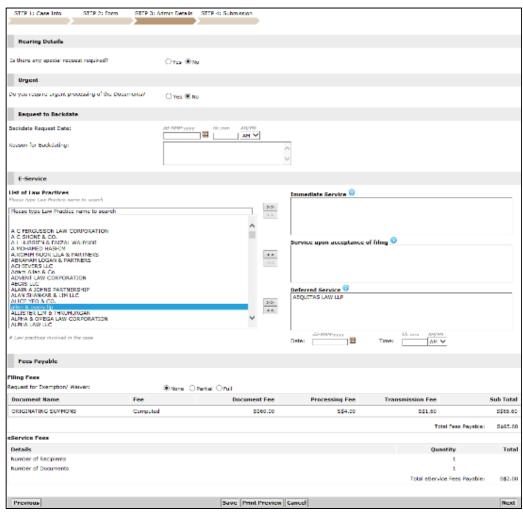
Additional fields pertaining to the questions may appear when answering the Questionnaires.

- 5. Once done, click **Next** to go to **Step 2: Form Page**.
- 6. Depending on the type of eForm or document listed on the page, click the **Action** link to perform the necessary action. The user may compose, upload, download, preview, add or delete documents.



Refer to Chapter 3 - Step 2: Form for more information about the functions that can be performed in the Step 2: Form Page.

7. Once done with the forms, click **Next**. The **Step 3: Admin Details Page** will be displayed. This page allows the user to update the Hearing Details, indicate urgency, request a backdate, eServe and request an Exemption or Waiver of fees.



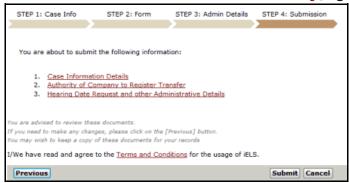
Step 3: Admin Details Page

8. Enter information in the fields provided for each section.



Refer to Chapter 3 - Step 3: Admin Details for more information about the functions that can be performed in the Step 3: Admin Details Page.

9. After completing the admin details, click **Next**. The **Step 4: Submission Page** will be displayed. This page shows the different information and documents added to the case. Click the respective links to view the details.



Step 4: Submission Page

10. Click **Submit**. A message will be displayed stating that the previously rejected document has been re-submitted successfully.



Re-filing a Previously Rejected Document - Confirmation Message

11. Click **Back to Homepage** to return to the eLitigation Main Page.

Amendment Filing

Amendment Filing describes the procedure for amending the metadata, and then re-filing the amended documents to the case file.

Metadata Amendment describes the process of updating the following metadata information: Case Details, Party Details, Solicitor Details and Document Information. All of which are saved in the database.

There are three types of metadata amendments:

- Administrative Amendment (Basket 1)
- Court Approval Amendment (Basket 2)
- Document Amendment (Basket 3)

Administrative Amendment (Basket 1)

Administrative Amendments (Basket 1) are permissible amendments that can be done to the case file anytime by the Law Firm representing the party, without the need for additional Court Orders, Supporting Documents or Court Approval. The following details are Basket 1 amendments:

- Fax country and area code
- Fax number
- Telephone country and area code
- Telephone number
- Mobile country code
- Mobile number

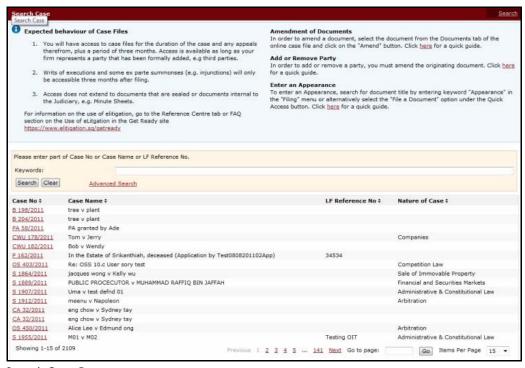
- Email address
- Solicitor

This type of amendment does NOT require any Court Order, Supporting Documents or **Court Approval**. The changes in the Front End case file will be synchronized to the Back End system where the process is transparent to the Front End and Court users. Any amendment in this category is free of charge.

To perform an administrative amendment:

1. Go to the Search Case Page. (Main Menu >> CaseFile)

> This page serves as the search function to filter the cases according to the user's search requirement. The user will be able to search for a specific case saved in the system. By default, all recent filed cases will be shown.



Search Case Page

2. Enter a full or partial search text of the Case Number, Case Name or Law Firm Reference No. in the **Keywords** field and then click **Search**. The filtered search results will be displayed below the search field.

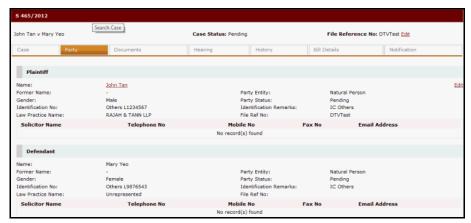
Search can also be done by:



 Entering the case number in the Search field in the eLitigation Main Page.



- 3. Click the **Case No** link to view the Case Information Page.
- 4. Click the **Party** tab to view the party details of the case.



Party Tab



Parties filed by the Law Firm can be amended by the user.

- 5. Click the **Edit** link of the party whose details will be amended. The party details page will be displayed.
- 6. For Administrative Amendments, the user can only update fields in the Party Information, Additional Party Information, Contact Information, Representative Information and Solicitor Information sections **without** the asterisk (*) mark. These fields do not require any Court approval when updated.
- 7. Once done, click **Update**. The Party Info Amendment window will be displayed.

The Party Info Amendment window shows a summary of the amendment done to the party details.



Party Info Amendment

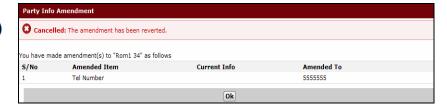
8. Click **Confirm**. The changes will be implemented to the party details.



Confirmation Message

If the user clicks Cancel, changes made to the party information will not be made. The following message will be displayed:





9. Click **OK** to go back to the Party Information Page.

After the amended has been made, the user can go to the History tab of the case file to view the amendments done.





Court Approval Amendment (Basket 2)

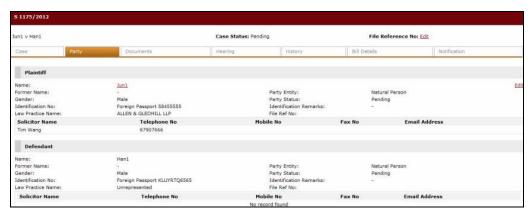
Court Approval Amendments (Basket 2) refer to the amendment process where the user provides supporting documents to effect the change, for example change of gender or address.

For other scenarios, a Court order is required to justify the amendment (i.e. change of Party Name). Once the change has been propagated, the system will send an eLitigation notification to all Law Firms representing the parties involved in that particular case.

Toperforma Court approvalamendment:

1. Search for a case file saved in the system. Refer to Steps 1 to 3 of Filing an Administrative Amendment.

2. Click the **Party** tab to view the party details of the case.



Party Tab



Parties filed by the Law Firm can be amended by the user.

- 3. Click the **Edit** link of the party whose details will be amended. The party details page will be displayed.
- 4. Update the fields in the Party information section **with** the asterisk (*) mark. These fields require Court approval when updated.
- 5. Once done, click **Update**. The Party Info Amendment page will be displayed.



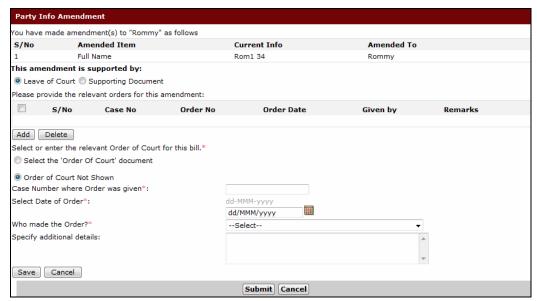
Party Info Amendment - Court Approval

- 6. Select the document that supports the amendment. The user may add a supporting document or specify a Court order pertaining to the amendment.
- 7. If **Leave of Court** is selected, the user will be asked to add orders for the amendment.



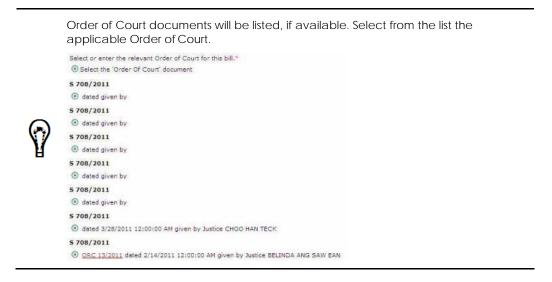
Party Info Amendment - Select/Add Order

8. Click **Add**. The Order of Court section will be displayed.



Order of Court Section

9. Choose between Select the Order of Court Document and Order of Court Not Shown.



10. If **Order of Court Not Shown** is selected, enter information in the following fields:

Case Number where Order was given

Enter the case number where the Court Order was given.

Select Date of Order

Select the date of order indicated on the Court Order.

Who made the Order?

Select from the dropdown list the name of the Judge who issued the Court Order.

Specify additional details

Enter additional details.

11. Click **Save**. The Leave of Court details will be displayed.



Court Approval Amendment - Leave of Court - Added Court Order



Click Add to add more relevant orders for the amendment.

To remove an entry from the list, mark the corresponding checkbox and click Delete.

12. Click **Submit**. A confirmation message will be displayed.



Court Approval Amendment - Leave of Court Confirmation Message

13. If **Supporting Document** is selected, the user will be asked to specify the path of the document for uploading. Click Browse to locate the document.



Party Info Amendment - Supporting Document

Once the location of the document is entered, click **Submit**. The Summary Page will be displayed.



Party Info Amendment - Summary Page

14. Click **OK**. The Party Information Page will be displayed.

Once submitted, the request will be sent to the Court for approval. The Court will review the attached documents or indicated Court Order to determine the approval of the amendment. Upon approval of the Court, the word **Updated** will be seen in the amended field.



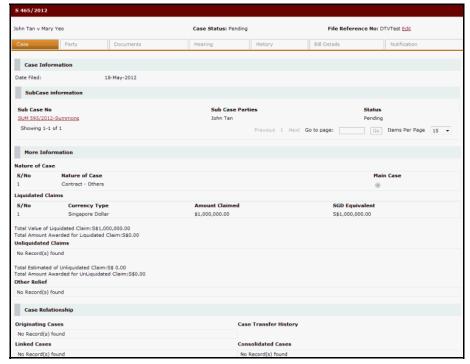
After the amended has been approved by the Court, the user can go to the History tab of the case file to view the amendments made.

Document Amendment (Basket 3)

Document Amendment applies to the accepted documents that have been added to the case whenitwasfiled.

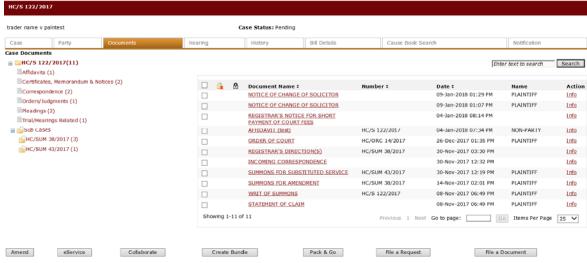
To amend a document:

1. Search for a case file saved in the system. Refer to Steps 1 to 3 of Filing an Administrative Amendment.



Amend Document - Case Information Page

Click the **Documents** tab to view a list of the accepted documents of the case.



Documents Tab

3. Mark the checkbox of the document to be amended and click **Amend**. The **Step 1: Case Information Page** will be displayed.

> An Alert Window will be displayed if the user does not have permission to amend the selected document/s







Step 1: Case Information Page



Document Amendment can also be accessed through Quick Access >> File a Document.

4. Update the information found on the Case Information Page, if necessary. Once done, click **Next**. The **Step 2: Form Page** will be displayed.



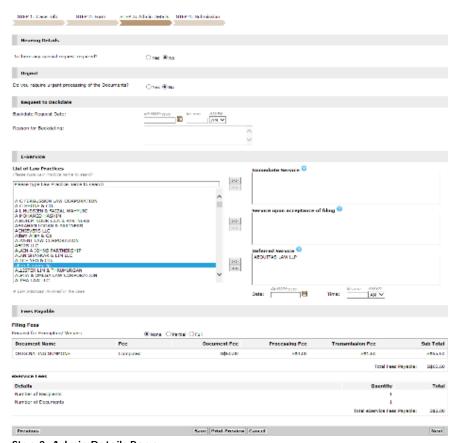
Step 2: Form Page

5. Depending on the eForm or document listed on the page, click the Actions link to perform the necessary action to document. The Step 2: Form Page allows the user to compose, upload, download and preview the form.



Refer to Chapter 3 - Step 2: Form for more information about the functions that can be performed in the Step 2: Form Page.

6. Once done, click **Next**. The **Step 3: Admin Details** will be displayed. This page allows the user to update the Hearing Details, indicate urgency, request a backdate, eServe and request an Exemption or Waiver of fees.



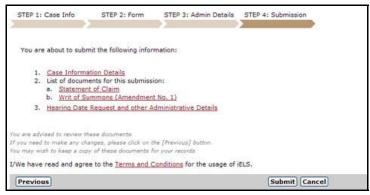
Step 3: Admin Details Page

7. Enter the required information in the fields provided for each section.



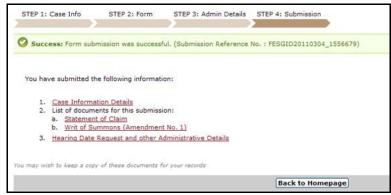
Refer to Chapter 3 - Step 3: Admin Details for more information about the functions that can be performed in the Admin Details Page.

8. Click **Next**. The **Step 4: Submission Page** will be displayed. This page shows the different information and documents added to the case. Click the respective links to view the details.



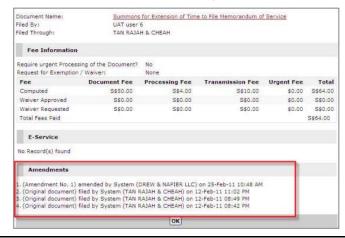
Step 4: Submission Page

9. Click **Submit**. A message will be displayed stating that the document amendment has been submitted successfully.



Document Amendment - Confirmation Message

After the amended document has been approved and a reply has been sent to the Law Firm's Inbox, the user may view the document information in the case file. The Amendment History of the document will be displayed.



Other Case Types

A Law Firm User can file other case types using the eLitigation system. The following list shows the different case types that are available for filing.

Originating Summons/Summons

Bankruptcy

Probate

Taxation

Corporate Entity Winding Up

Admiralty

Admissions and Practicing Certificates

Criminal Proceedings

Divorce

Adoption

Court Dispute Resolution

Appeals

Enforcement

Refer to the eLitigation Reference Centre section online for the steps on how to file the different case types.

To access the Reference Centre, go to www.elitigation.com.sg/Getready/reference01- <u>TheNextStepinE-litigation.html</u> and click the case type name link for the steps.



eLitigation Reference Centre - List of Case Types

CHAPTER 6 eLitigation Other Features

This chapter covers the following topics:

- Collaboration
- Calendaring
- Notifications and Alerts
- Bundling
- Pack & Go

Collaboration

The Collaboration function enables Lawyers and Clients to share or exchange files, and to collaborate using the eLitigation portal. It provides Lawyers with a feature to share documents from their case file with their Clients or with other Counsel.

Client is used to refer to the additional person given access to the Collaboration folder. Such person can include witnesses, experts and other persons that the Law Firm grants access to.

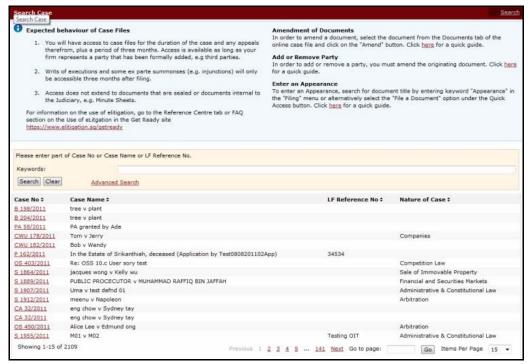
Collaborate from Case File

Collaborate from Case File describes the process to create a "Shared" environment by sharing files between the collaborators and their Clients.

To collaborate files:

1. Go to the Search Case Page. (Main Menu >> CaseFile)

> This page serves as the search function to filter the cases according to the user's search requirement. The user will be able to search for a specific case saved in the system. By default, all filed cases will be shown.



Search Case Page

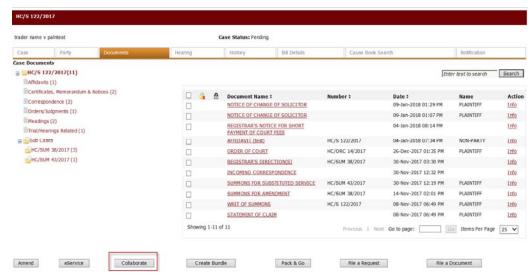
- 2. Locate the case file where the user wants to perform the Collaboration. Enter a full or partial search text of the Case Number, Case Name or Law Firm Reference No. in the **Keywords** field and click **Search**.
- 3. Click the **Case No** link of the case to view. The Case tab information will be displayed.



Search can also be done by entering the case number in the Search field in the eLitigation Main Page.



4. Click the **Documents** tab of the selected case to view the case documents.



Case Documents

5. Click **Collaborate**. The **Step 1: Describe Page** will be displayed.



Step 1: Describe Page

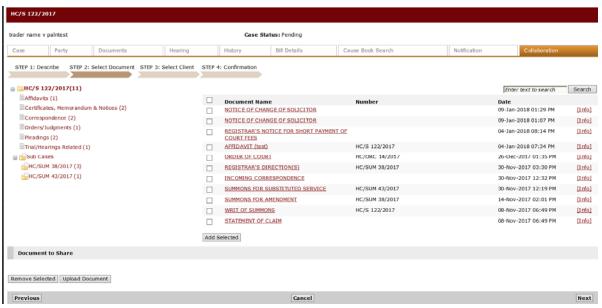
6. Enter the shared folder name in the **Name of the Share** field.



The Name of Share field only accepts alphanumeric characters and does not accept special characters or symbols.

7. Click **Next**. The **Step 2: Select Documents Page** will be displayed.

6 • eLITIGATION OTHER FEATURES



Step 2: Select Documents Page

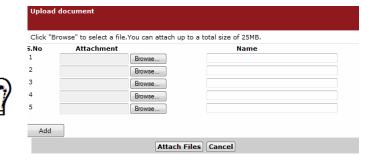
- 8. From the document list, mark the checkbox of the document to be shared.
- 9. Click **Add Selected**. The selected documents will appear in the Documents to Share section.



Documents to Share

To remove a document from the list, mark the corresponding checkbox and click Remove Selected.

To upload another document, click Upload Document to launch the Upload Document window.



Click Browse and search for the document to be uploaded. Then, enter the Document Name in the field provided. Click Attach Files. The selected files will be added to the Documents to Share list.

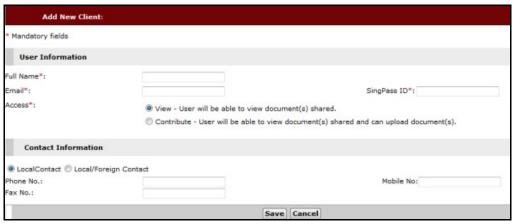
If the user needs to upload more than five documents, click Add to add more attachment rows.

10. Click **Next**. The **Step 3: Select Clients Page** will be displayed.



Step 3: Select Clients Page

11. Click **Add Client** to add a new Client to access the shared documents.



Add New Client

- 12. Enter the **User Information** and the **Contact Information** in their respective fields.
- 13. Click Save. The client is now added in the list.
- 14. Click **Add Counsel** to add a Lawyer from the case. The Add Counsel Page will be displayed.

A list of Law Firms that are representing other parties in the case will be displayed.



Add Counsel Page

- 15. Select the Counsel from the dropdown list. The default access of the selected Law Firm will be View. Click Save to save the Client or Counsel.
- 16. Click **Next**. The **Step 4: Confirmation Page** will be displayed.



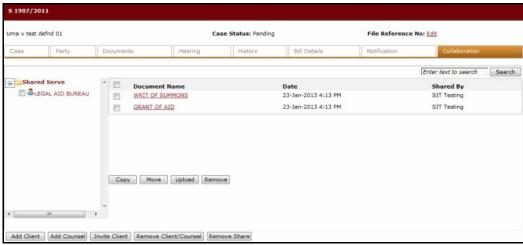
Step 4: Confirmation Page

17. Click **Create Share**. An option to send email to the clients or Law Firms will be displayed.



Create Share

- 18. Select **Yes** to compose an email message to the Client or Counsel.
- 19. Click **Confirm**. The created collaboration folder will be displayed.



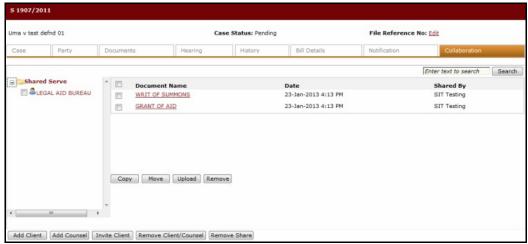
Created Collaboration

Functionalities of the Collaboration Tab

The Collaboration tab is enabled when a user has engaged the Collaborate function in a case file. A Law Firm User may also manage the shared documents and clients for collaboration.

Below are the available functions under the Collaboration tab:

- Copy
- Move
- Upload
- Remove
- Invite Client
- Remove Client/Counsel
- Remove Share



Created Collaboration

The Law Firm User can access their created Shared folders from the Collaboration tab under the case file.

The Collaboration tab may contain several Shared folders under each Law Firm account. The first Shared folder is highlighted when the user accesses the Collaboration tab.

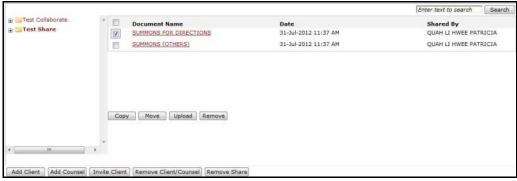
The list of documents shared under the folder will be refreshed when the user clicks the Shared folder name. Each collapsible folder will contain the list of clients who are added for collaboration.

The Law Firm User can perform the functionalities of Add Client, Add Counsel and Remove Client/Counsel as discussed in the **Collaborate from Case** file topic.

The Law Firm User can also perform Copy, Move or Remove of selected documents from one Share folder to another. They can also upload a document to a Shared folder.

Copy

To copy a document from one Shared folder to another folder, mark the checkbox of the document and click Copy.



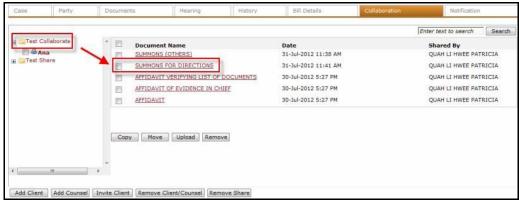
Selected Document to Copy in Test Share Folder

The Copy Document pop-up window will be displayed for the user to select the Shared folder where the document will be copied.



Copy Document

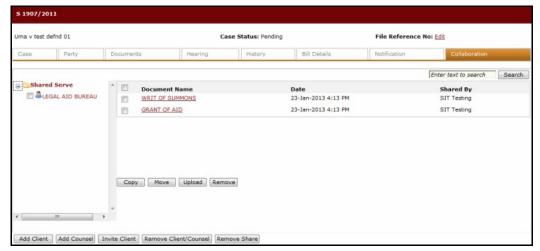
Select the Shared folder name from the dropdown list and click Copy. The selected document is now copied to the indicated Shared folder.



Copied Document

Move

To move a document between Shared folders, mark the checkbox of the document and click Move.



Selected Document to Move

The Move Document pop-up window will be displayed to select the Shared folder where the document will be moved to.



Move Document

Select the Shared folder from the dropdown list and click **Move**. The selected document will be moved to the specified Shared folder and deleted from the previous Shared folder.

Remove

To remove a document from a Shared folder, mark the checkbox of the document and click **Remove.** A confirmation pop-up window will be displayed.



Remove Document

Click Yes. The document is now removed from the list and will be excluded from the Shared folder.

Upload

To upload a document to a Shared folder, click **Upload**. The Upload Document(s) to Share pop-up window will be displayed.



Upload Document(s) to Share Window

Click **Browse** and select the file to upload. Enter the **Name** of the document and a **Description**. Click **Upload**. The document will now be listed in the Shared folder.

Invite Client

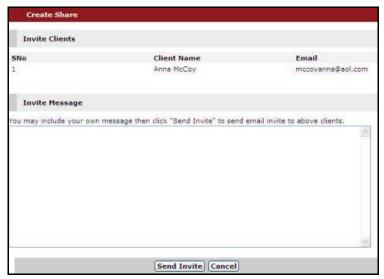
The Law Firm User can invite a Client to view the documents in the Share folder.

Mark the checkbox of the Client to send an invitation.



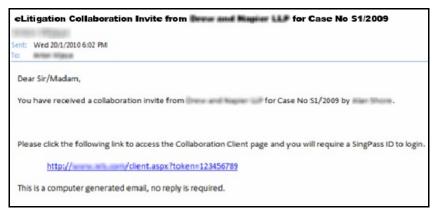
Client List

Click **Invite Client**. The Create Share-Send Invite window will be displayed.



Create Share-Send Invite Window

Enter the message to the client and click **Send Invite**. The invited client will receive the message. The email shows the steps that the client needs to follow to access the Share folder.



Collaboration Invite Email

Remove Client/Counsel

The user can remove Clients from the collaboration Share folder.

Mark the checkbox of the Client and click **Remove Client/Counsel**. The Remove Client(s) from the Share Page will be displayed.



Remove Client(s) from Share Page

Click Yes. The Client is now removed from the Shared folder and he/she will not be able to access the documents in the folder.



No email will be sent to the Client once he/she has been removed from the Share folder.

Remove Share

The Law Firm User can remove a created Shared folder. Once a Shared folder is removed, all of the case documents included in that Shared folder are also removed. The Client or Counsel who has access to the shared folder will no longer have access.

To remove a Share, select the Shared folder and then click **Remove Share.** A confirmation dialogue box will be displayed.



Remove Share

Click **Yes**. The Shared folder will now be unshared.

Calendaring

The Calendaring module allows a Law Firm User to view a range of available hearing dates and times within defined business rules, such as the minimum or maximum interval between the filing and hearing dates that may be stipulated by legislation, the Courts' practices and default timelines.



Depending on the type of case applications or hearings, the Calendaring module recommends a hearing date and allows Lawyers to confirm that choice, or to choose an alternative hearing date and time within the timelines defined by the Courts.

To query and view the hearing calendar:

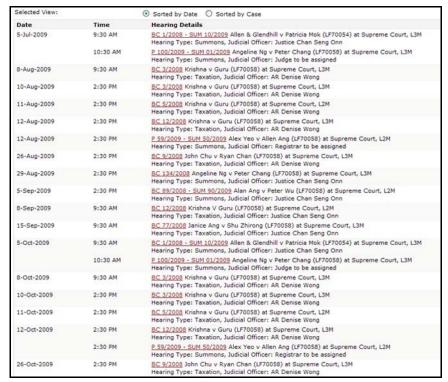
1. Open the Calendar Page. (Main Menu >> Calendar)



Lawyer Calendar Page

The Lawyer's Calendar Page provides him/her with a personal view of the scheduled hearing dates. The Lawyer will be able to filter the hearings by format, hearing date range, or by team. For the user's convenience, the system will provide a printer-friendly page for $the user to print the calendar information. The resulting data is also presented in {\bf RSS}$ feeds and can be exported to iCal or other calendaring applications used by Law Firms.

- The Lawyer can select the type of format to show the calendar. Select the **Format** from the dropdown list.
- The Lawyer can view the hearing schedule by specifying the hearing date range. He/She can also display the hearing information for personal schedule, the team's schedule, or both.
- Click **Filter** to display the hearing schedule.
- Click the **Case No** link to view the case information.
- Click **Print Preview** to view the printable version of the records.

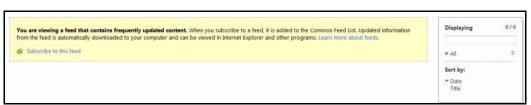


Calendar - Print Preview Page



The Print Preview Page can be sorted by Date or Case.

7. Click **RSS Feed** or to subscribe to the hearings via RSS feeds.



RSS Feed

8. Click **Subscribe to this Feed**.



Subscribe to this Feed

- 9. Enter the **Name** of the feed and select the **Create in** location.
- 10. Click **Subscribe**. The Law Firm User will be subscribed to the hearing RSS feed.

Notifications and Alerts

The Law Firm User can configure and activate the types and modes of notifications and alerts in the eLitigation system to subscribe.



The Law Firm Administrator has to enter the email address and mobile phone number of the user in the user profile (found within the Administration module) before the user can select the type of alerts to receive.

Types of Alerts

The types of alerts used in notifying a user are:

- SMS
- Email

These types are available and can be clicked when SMS and Email details are added during the Law Firm registration.

Notification Preferences

After the Law Firm Administrator has configured and activated the types and modes of notifications, the settings will be populated to the Notification Preference of the Law Firm Users. The Law Firm User can choose to amend these settings according to his/her preference at any time.

To subscribe to notifications:

1. Go to the Notification Preference Page.

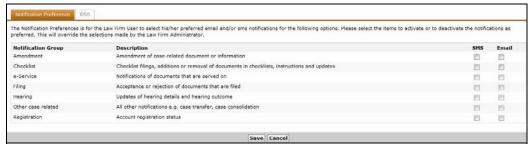
(Main Menu >> Notifications and Alerts >> Notification Preferences)

There are instances where an Alert Window will be displayed before the Notification Preference Page.



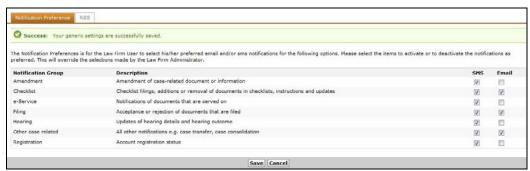


In this case, the Law Firm User must update his/her mobile number and/or email address with the Law Firm Administrator before proceeding. The Law Firm Administrator will go to the Administration >> Manage Users module first and enter the user's mobile number and/or email address.



Notification Preferences - Settings for User Page

2. Mark the **SMS** or **Email** checkbox of the Notification Group the user wants to subscribe to, and then click **Save**. A confirmation message will be displayed.



Saved Notification Group Subscription - Confirmation Message

The Law Firm User can now receive notifications and alerts of the selected groups through SMS and/or Email.

RSS

A Law Firm User may subscribe to the notifications and alerts via RSS feeds.

To subscribe to RSS feeds:

1. Go to the RSS tab.

(Main Menu >> Notifications and Alerts >> RSS)



RSS Feed

2. Click **RSS** or . The RSS feed subscribe Page will be displayed.



RSS Feed - Subscribe Page

3. Click Subscribe to this Feed.



Subscribe to this Feed

- 4. Enter the **Name** of the feed and select the **Create in** location.
- 5. Click **Subscribe**. The Law Firm User will be subscribed to the notifications and alerts RSS feed.



List of eLitigation Feeds

Bundling

Bundling allows a Law Firm User to select from the different types of bundles below:

- Bundle of Authorities
- Bundle of Documents
- Bundle of Pleadings
- Exhibits to Affidavits
- List of Documents
- Set DownBundle

To create a bundle:

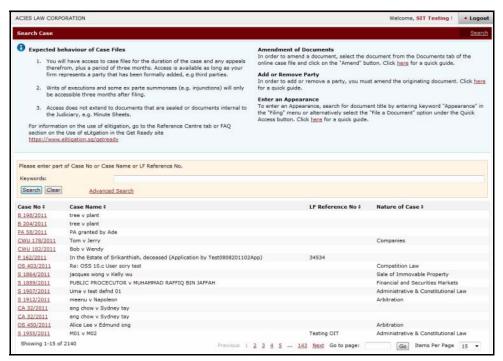
1. GototheSearchCasePage. (Main Menu >> Case File)



Search can also be done by entering a case number in the Search field in the eLitigation Main Page.

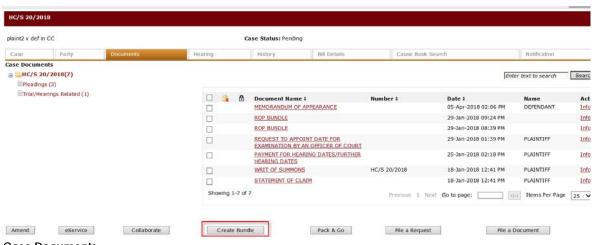


This page serves as the search function to filter the cases according to the user's search requirement. The user will be able to search for a specific case saved in the system. By default, all filed cases will be shown.



Search Case Page

- 2. Locate the case file where the user wants to perform Bundling. Enter a full or partial search text of the Case Number, Case Name or Law Firm Reference No. in the Keywords field and click Search.
- 3. Click the **Case No** link of the case to view. The Case Information Page will be displayed.
- 4. Click the **Documents** tab of the selected case to view the case documents.



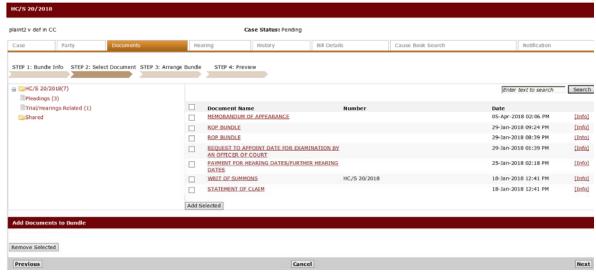
Case Documents

5. Click **Creating Bundle**. The **Step 1: Bundle Info Page** will be displayed.



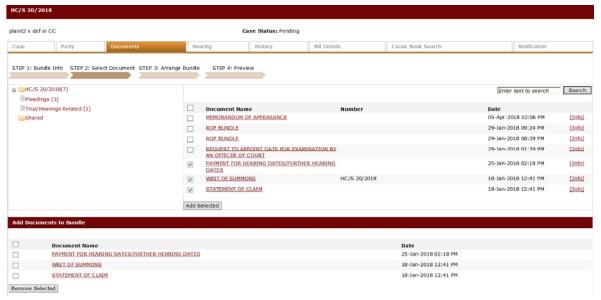
Step 1: Bundle Info Page

- Select the **Type of Bundle** from the dropdown list and enter the **Name of Bundle**.
- 7. Click **Next**. The **Step 2: Select Documents Page** will be displayed. This page shows all the documents related to the case.



Step 2: Select Documents Page

8. Select the documents to be bundled and click **Add Selected**. The documents will appear in the Add Documents to Bundle section.

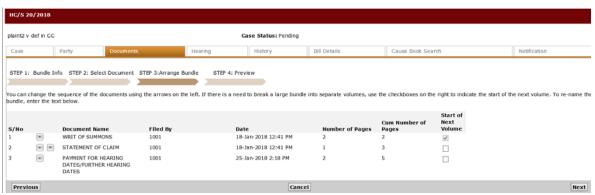


Add Documents to Bundle



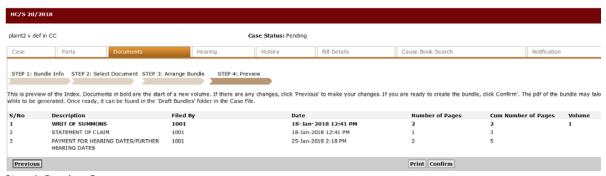
To remove a document from the list, mark the corresponding checkbox and click Remove Selected.

9. Click Next. The Step 3: Arrange Bundle Page will be displayed. This page allows the user to arrange the sequence of the documents in the bundle or break a large bundle to separate volumes.



Step 3: Arrange Bundle Page

- 10. Click the **Up** or **Down** arrows to arrange the documents in the bundle. Mark the **Start of Next Volume** box to start the selected document to a new volume in the bundle.
- 11. Click **Next**. The **Step 4: Preview Page** will be displayed. This page allows the user to preview the arrangement and sequence of the documents in the bundle.



Step 4: Preview Page



Click Print to print the bundle information.

12. Once the documents and the arrangements are confirmed, click **Confirm**. The Bundle List Page will be displayed.



Bundle List

This page shows the draft bundles made by the Law Firm User.



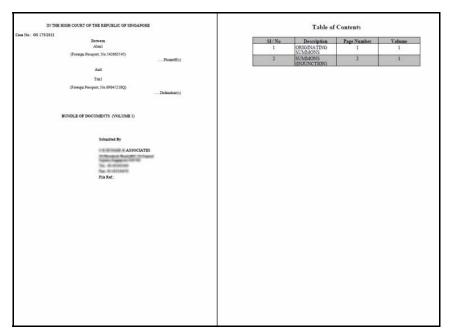
The Status column will show the progress of the created Bundle. When it is Ready, the Download PDF link will be shown in the Action column for the user to download.





Click **Delete** to remove a draft bundle from the list.

13. Click the **Download PDF** link of the created bundle and select the path where the bundle will be saved and viewed. The PDF version of the bundled documents will be displayed.



PDF Version of Created Bundle

Pack & Go

The Pack & Go feature allows a Law Firm User to pack the complete case or selecteddocuments into a single PDF file, which can be downloaded and copied for easy offline reference.

To create Pack & Go:

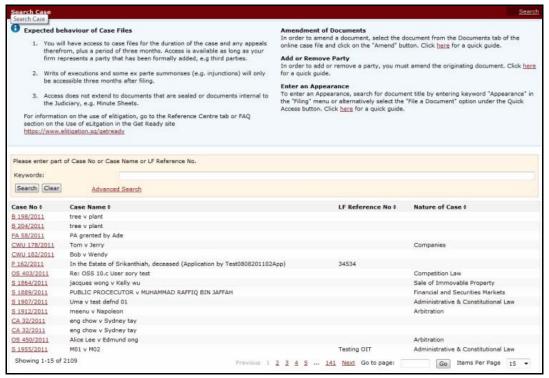
1. GototheSearchCasePage. (Main Menu >> CaseFile)



Search can also be done by entering a case number in the Search field in the eLitigation Main Page.

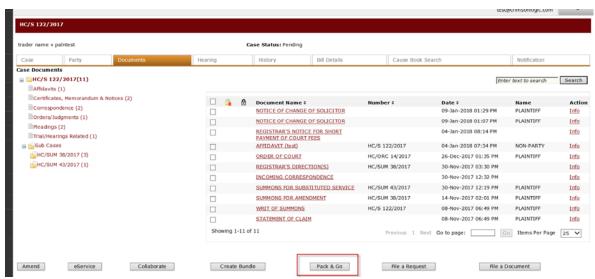


The Search Case Page will be displayed. This page serves as the search function to filter the cases according to the user's search requirement. The user will be able to search for a specific case saved in the system. By default, all filed cases will be shown.



Search Case Page

- 2. Locate the case file where the user wants to perform the Pack & Go. Enter a full or partial search text of the Case Number, Case Name or Law Firm Reference No. in the Keywords field and click Search.
- 3. Click the **Case No** link of the case to view. The **Case** Information Page will be displayed.
- 4. Click the **Documents** tab of the selected case to view the case documents.



Case Documents

5. Click **Pack & Go**. A pop-up window will be displayed.



Pack & Go Option Selection Window

6. Select the type of Pack & Go to create.

The **Full Case** mode allows the user to pack the whole case. The **Selected Document(s)** mode allows the user to pack selected documents from the case.

- 7. Click Next.
- 8. Upon selecting Full Case, the page will be directed to the Step 2: Confirmation Page.



Full Case - Step 2: Confirmation Page

9. Enter the **Name for Pack & Go** and click **Confirm**. A confirmation message will be displayed indicating that the Pack & Go request has been submitted successfully.



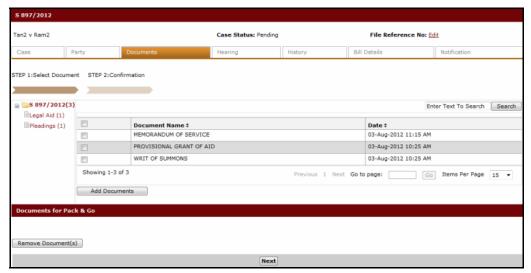
Full Case - Pack & Go Success Message



The Status column will show the progress of the created Pack & Go. When it is Ready, the Download PDF link will be shown in the Action column for the user to download.

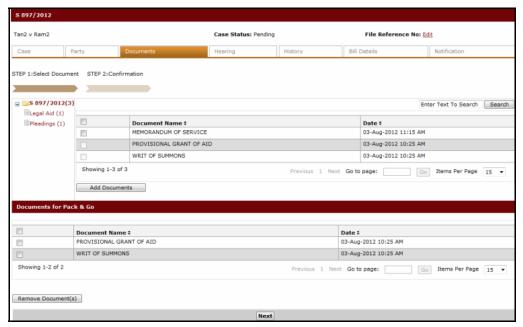


10. On the other hand, upon clicking **Selected Document(s)** in the Pack & Go Option Selection Window, the page will be directed to **Step 1: Select Documents Page**.



Selected Documents - Step 1: Select Document Page

11. Select the documents to be included in the Pack & Go and click Add Documents. The selected documents will appear in the Documents for Pack & Go section.



Selected Documents - Documents for Pack & Go Section



To remove a document from the list, mark the document and click Remove Document(s).

12. Click Next. The Step 2: Confirmation Page will be displayed. Enter the Name for Pack & **Go** in the field provided.



Selected Documents - Step 2: Confirmation Page

13. Click Confirm. A confirmation message will be displayed indicating that the Pack & Go has been successfully submitted.



Selected Documents - Draft Pack & Go List



The Status column will show the progress of the created Pack & Go. When it is Ready, the Download PDF link will be shown in the Action column for the user to download.





To remove a Pack & Go from the list, click Delete.



The user is allowed to create up to a maximum of three (3) Pack & Go for each case. Repeat the whole Pack & Go process mentioned above if more than three (3) Pack & Go are required for the case.