



## Enhanced Document Retrieval Process

### CourtTrax Gets Serious About Documents

We are pleased to announce that you may now order documents in Washington & Oregon directly from the Case Detail Report! The new ordering process saves you time by allowing you to see a list of all potential documents related to cases within the case detail report. From the list of documents you select the ones you need and click "Order Documents". All in one easy step! No more faxing, phoning, or visiting multiple websites in order to fulfill your document needs. Keep your eyes open for this new functionality as it rolls out to other states over the summer!

In King and Snohomish counties, our turnaround times average less than 24 hours. Other counties are typically 48-72 hours. When you need a document expedited, CourtTrax will do everything possible to fulfill your request.

CourtTrax can fulfill your need for documents in all 50 states, with competitive pricing and turnaround times. Just look for our blue court runner logo in the document section of your case detail report or on the right hand side of the CourtTrax website.

You will find our customer service to be exceptional as well. Every order is confirmed by email to verify subject, service fee and turnaround time. If there are any issues with the request, we'll speak with you directly.

### How Documents Differ

Online or Electronic documents are made available by a court, wherein the case documents are scanned and archived, and, when possible, made accessible to you via CourtTrax and the internet for fast, easy retrieval.

Offline documents encompass all instances where case documents must be physically retrieved by a human being, either because a particular court does not make their case files available electronically, or the case in question was filed prior to the court instituting a policy of scanning their case documents.

In both cases, we will deliver the documents to you in an electronic format unless otherwise specified.

4	10/27/08	10/20/08	Posted	10/27/09	XDSM
		10/27/08	Stipulated Orders Scheduled See Attached Agreement DEF 1 Combs Jennifer		
5	10/27/08	10/27/08	Signed JUD 3 Larsen Christopher A		
			Closed		

**ORDER Documents** ( Hide this section )

1 - Complaint ET AL True copy of summons/complaint mailed by clerk on 10/20/08

2 - Hearing Initial App Scheduled

3 - Proof of Service w/summons DEF 1 Combs Jennifer

4 - Stipulated Orders Scheduled See Attached Agreement DEF 1 Combs Jennifer

5 - Closed

Documents requested (or additional information):  
Please call if there are over 50 pages. Thanks!

Delivery Method:

Client/Matter Number:

Copy Type:  Regular  Certified

This is a(n):  Quote Request: (research fees may apply)  Order: (I approve based on case fee and estimated copy fees shown at the right)

**CourtTrax Document Retrieval Services**

Documents for this case are not available electronically. They may be ordered and retrieved manually from the court for an additional fee (estimate provided below).

- Click the box next to the item(s) in the "Order Documents" section
- Use the text box for additional information if needed
- Choose your delivery method, client/matter number, and copy type
- Indicate if this request is for a quote or an order
- Click Submit

**Pricing for Multnomah County, Oregon:**  
\$35.00/case plus copy fees (\$1.50/page).



### You asked for it you got it! "Sticky" Cost Allocation Field

Tired of entering the same Client/Matter Number over and over again in the CourtTrax search interface? CourtTrax is also pleased to announce that we now offer a "sticky" Client/Matter (Claim #, File #, etc.). What does that mean? It means you can enter the data once and it will remain in the field for 60 minutes, or until changed.

If you are interested in this functionality please respond to this email, or call us directly at 866-643-7084 to let us know you would like to take advantage of this free, new feature. We will send a confirmation once it's been activated.

### On The Horizon – Sunny California

CourtTrax will soon be offering access to 16 counties in California. One big advantage with CourtTrax is the ability to search all 16 available counties with multiple case types at the same time. We will let you know as soon as we make this new state available.

### Name Sorting

Tired of looking through 1000 cases to find what you are looking for? CourtTrax will soon have the ability to sort your name searches in several ways, easing the burden of finding the case(s) you need. This will be launched initially in the Federal Courts, with our available state courts following shortly thereafter.

### One Click Only, Please!

When reviewing the results of a Name Search in CourtTrax, make sure you are clicking desired Case Number links only **once!** Case data is retrieved from the court once for each click of a case link; double-clicks can accidentally lead to double-billings.

### The Power Of The Comma

Did you know that you can search multiple cases with a single click? When conducting a Case or Judgment number search, try entering in more than one case number, separated by a comma and a space (i.e. 09-2-01235-6, 09-3-04126-3, etc.) CourtTrax will initiate a search for each case, and all will appear as separate entries on your Saved Searches report once they individually complete. More data with less time and effort. That's what CourtTrax is all about!



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