

# One Hot Hour with

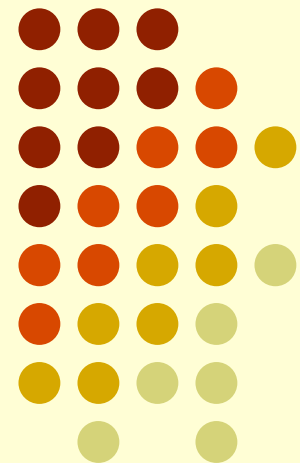


**Marc Lauritsen**

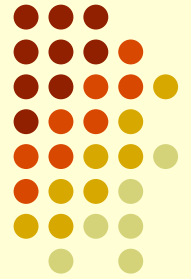
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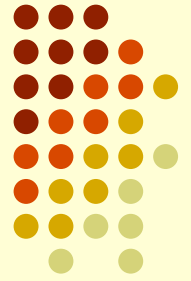


# Agenda

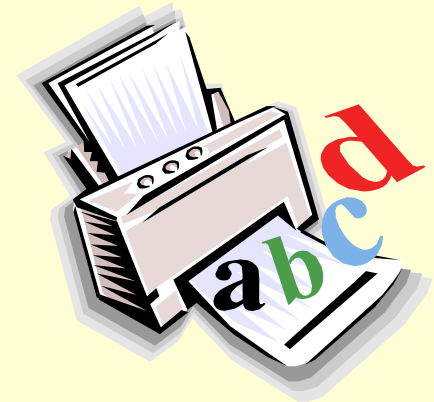


- HotDocs in an hour? Let's be realistic ...
- Intro to document assembly & HotDocs
- Example: using and building a template
- Managing projects: picking winners, etc.
- Some fancier moves
- What to do next
- Questions and comments

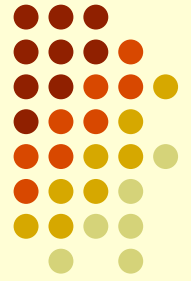
# Document Assembly



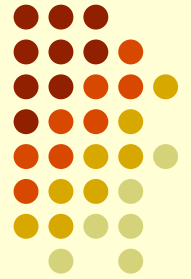
- Sometimes called ...
  - “Document automation”
  - “Computer-aided drafting”
- Think TurboTax
- Typically found in ...
  - Word processing applications
  - Case management systems
  - Fillable forms



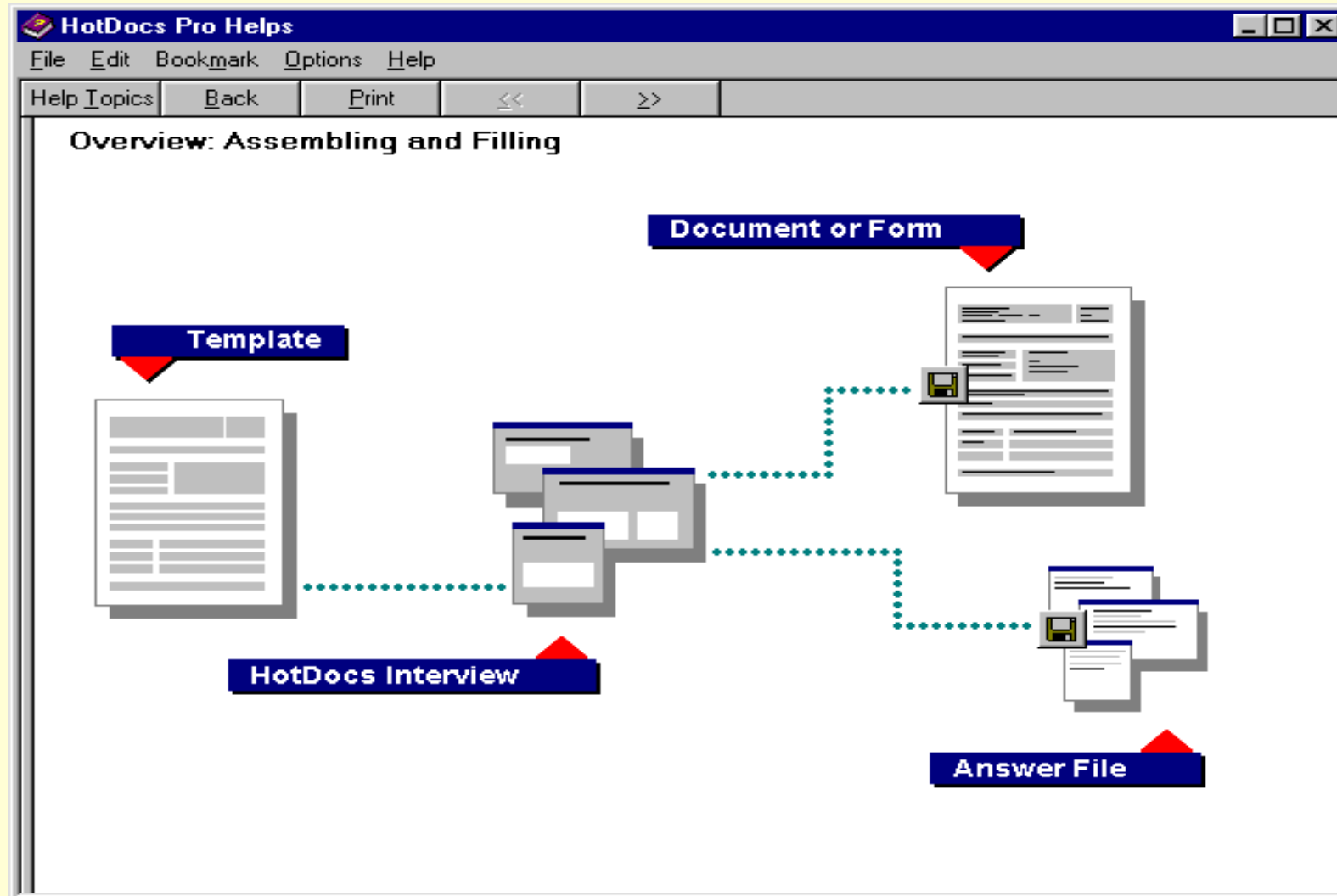
# Basic Concepts



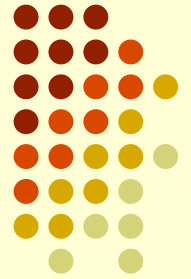
- Templates – model documents
- Variables – what’s different?
  - Facts, choices
  - Calculations - numbers, dates, texts
- “Logic” – what goes where?
  - Conditional/optional pieces
  - Repeated sections
- Interface - questions and guidance



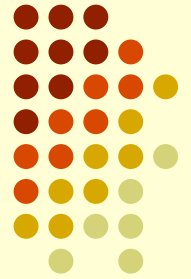
# Template + Answers = Document



# Different uses and modes



- Conventional document focus
  - Word processable documents
  - Graphical forms, PDFs
- Interview focus
  - Dynamic questionnaires
  - Intelligent checklists, analytical advisors
  - Workflow, process management
- Integrations – doc mgt, matter mgt, ...
- Desktop vs. Online (browser-based)

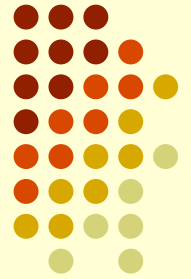


# Tools and techniques

- Software platforms
  - Word processor
  - Case manager
  - VB, Java
  - ASP, ColdFusion
  - HotDocs
  - GhostFill
  - Rapidocs
  - DealBuilder
  - ...
- Development strategies
  - Buy vs. build platform
  - In-house template development
  - Outsourced template development
  - Integrations
    - Database
    - Doc mgt
    - Websites



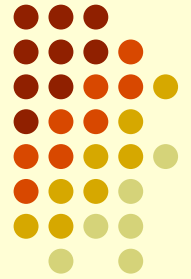
## HotDocs Varieties



- Standard, Pro, and Player
- Database Connection
- PDF Advantage
- HotDocs 6.2, HotDocs 2005
- Service packs
- HotDocs Server



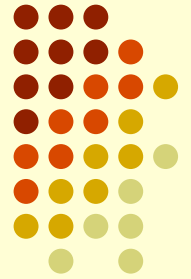
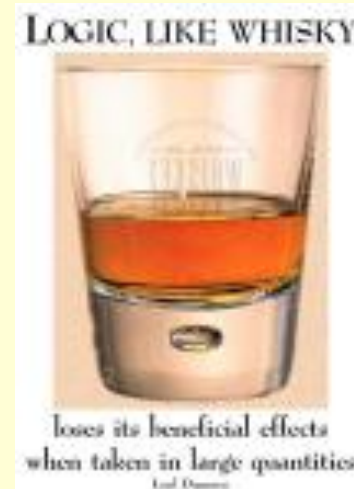
# How HotDocs Works

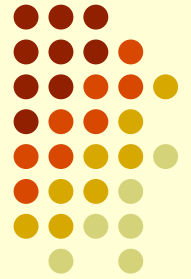


- Creates a template inside the word processor by inserting variables to interview the user
- Works with Word and Word Perfect
- Three files are created
  - Template file (.dot Word file or .wpt WordPerfect file)
  - Component file with the same name and a “.cmp” extension
  - Answer file when template is assembled
- Run the template from HotDocs and it uses the component file to interview the user, insert the answers and assemble the document
- Result is a Word or WordPerfect file which can be edited like any other word processing file

# HotDocs Logic

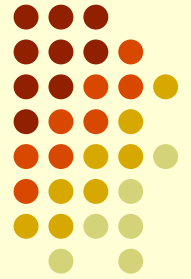
- Variables
  - Text
  - Number
  - Date
  - Multiple Choice
  - True False
  - Personal Information
  - Clause libraries
- What you can do with variables
  - Repeat
  - Filter
  - Conditional assembly of text and variables



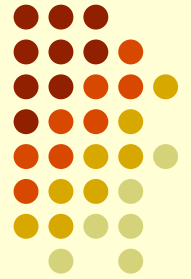


# Formatting Variables

- Text Variables «Exchanging Party Entity-t:LIKE THIS»
  - Format LIKE THIS or Like This or Like this
  - Change format for every insertion
  - Repeat
  - Ask variables in dialogs including logical combinations of variables
  - Filter responses to determine what gets inserted
- Number Variables  
«Amount-n:ONE THOUSAND AND 00/100»
  - Add, subtract, multiply, divide and use in formulas
  - Format as words or numbers
  - Format as percentages or fractions

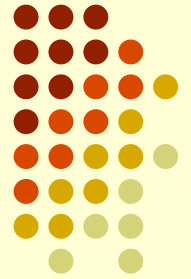


- Date Variables «**TODAY:2002**»
  - Format 1/25/2005 or January 25, 2005 or any other format
  - Calculate deadlines or future dates from responses
  - Determine age of a person
  - Compare dates
- Multiple Choice Variables «**Exchanging Parties-m:a, b and c**»
  - Select one
  - Select all that apply
  - Count the number chosen
  - Insert text based on a choice
  - Add to another variable to punctuate results

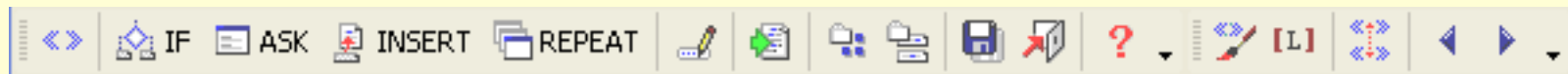


- True False Variables
  - Condition insertion of text on true
  - Assemble different text if a true false is not true
- Dialogs
  - Group interview questions in one screen
  - Tell HotDocs what order to ask the variables and dialogs
- Repeating Variables and Dialogs
  - If you don't know how many of a variable you might have such as number of parties in a document
  - Repeat a dialog or variable until user stops responding
  - Punctuate results: A, B and C or a; b; and c
- Filter Answers
  - Assemble only answers which meet specified conditions

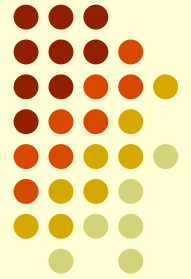
# Creating a HotDocs Template



- Open HotDocs
- Click on Template/New
- Create a template from an existing document or type a new document
- Choose the word processor
- The word processor opens with the HotDocs toolbar so you can insert variables



# Assembly of Documents

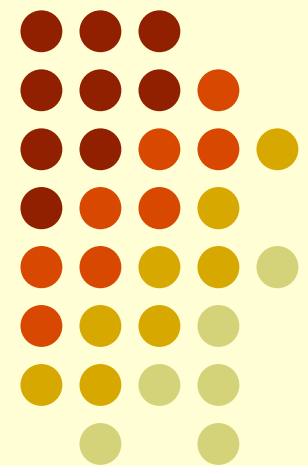


- Save the answers to a HotDocs answer file
- If something changes, reassemble and simply change the answer in the answer file
- Assemble multiple documents with the same variables concurrently and type the answers only once
- Copy the answer file and change one or more answers to create other documents
- Edit the document as you would any word processor document

# Picking Winners

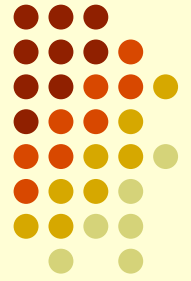
Document assembly projects  
that are likely to succeed

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# Looking at the Lifecycle



- **Choosing** projects

- Criteria

- Processes

- **Starting** projects

- Action plan

- Markup

- **Managing** projects

- Expectations

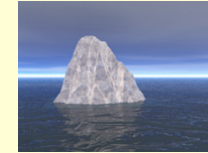
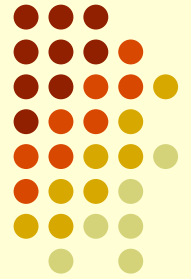
- Momentum

- **Ending** projects

- Knowing when

- Post mortems

# Costs and benefits (comparing icebergs)



## ● Benefits

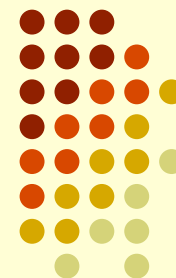
- Productivity/ efficiency
- Responsiveness
- Quality
- Consistency
- Job satisfaction
- Practice improvement
- Training and continuing ed
- Marketing and recruitment advantages



## ● Costs

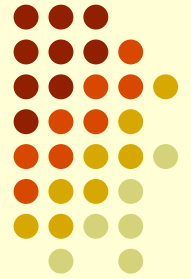
- Legal professional time
- Technical staff time
- Management time
- Consultants
- Software licenses
- Integration
- Training
- Support
- Maintenance

## Other Goals



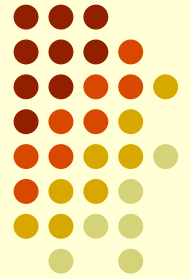
- Attract and retain the best people (associates, laterals, paralegals)
- Enable associates to be effective right away
- Provide associates greater breadth of experience
- Improve the quality of work life
- Secure and deepen client relationships through “electronic glue”
- Minimize “leakage” (work lost through lack of capacity or price point)
- Enable growth
- Support multi-office practices

## Some major factors

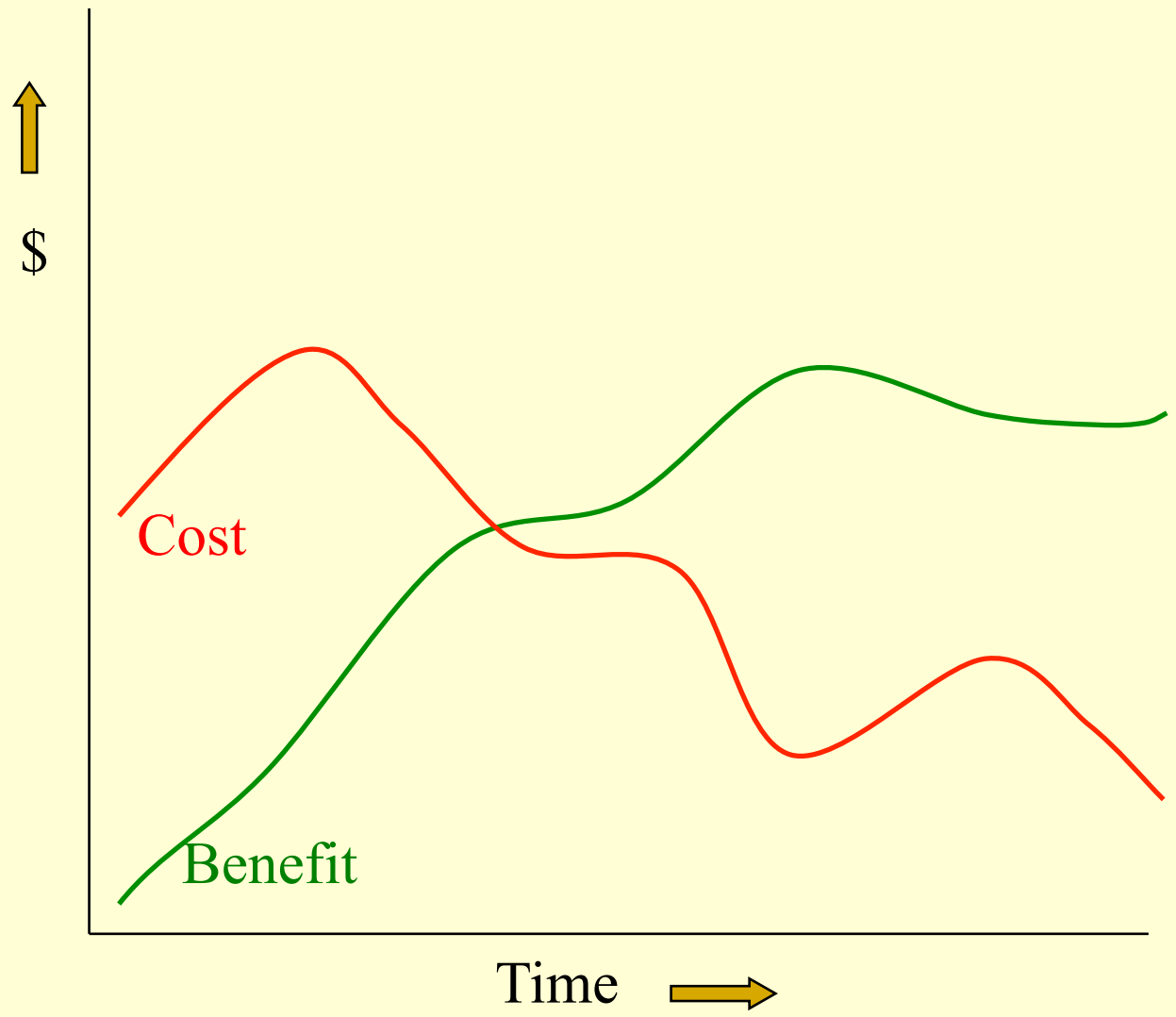
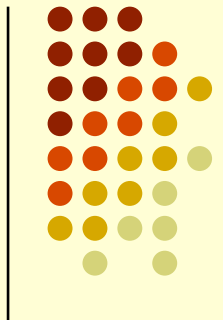


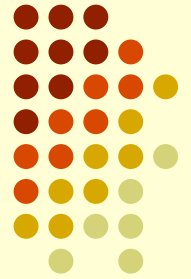
- How *much* will the system help how *many* people how *often*?
- Billing practices
- Team characteristics: experience, skills, enthusiasm
- Degree of existing systemization (models, checklists) or automation
- Depth of intended programming
- Integration requirements
- Commercial aspirations?

## Some complications



<p>Benefits and costs are highly dependent upon <u>how</u> the project is actually carried out</p>	<p>Benefits and costs can vary greatly across <u>time</u></p>
<p>Benefits and costs often are <u>intangible</u>, <u>debatable</u>, and fall <u>unevenly</u> on people and departments</p>	<p>Benefits and costs depend on <u>events outside your control</u></p>





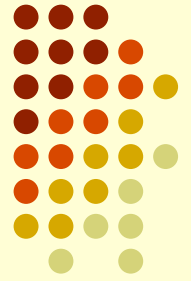
## Selection processes

- Show & tell sessions
- Small group brainstorming
- Candidate project write-ups
- Review and ranking

<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div> <p><b>Practice System Project Candidate</b></p>	
Short title	
Description	
Area	
Type	
People and roles  <i>Who will be involved in this project? What roles will they play? What commitments can they make?</i>	
Return-on-Investment considerations	
Current situation  <i>How is this work presently being done? What problems are there? What baseline measurements can be given?</i>	
Expected benefits  <i>What benefits can be anticipated from the proposed system? Speed? Responsiveness? Client satisfaction? Staff job satisfaction? Quality assurance? Education?</i>	
Business value	

Continued ...



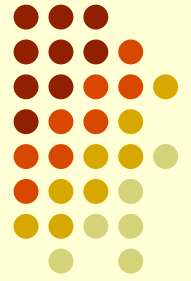


## In sum ...

Choose projects likely to succeed!

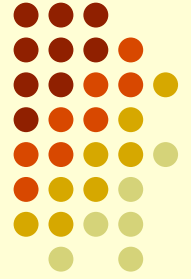
- Resist or recast those that aren't
- Get explicit on expectations
- Think broadly about both costs and benefits
- Tap the experience of others
- Plan and design before you start
- Periodically revisit your assessment

# Fancy Footwork: Computations and Scripts



- Computations
  - Functional equivalent of macros – a series of HotDocs instructions combined in one variable
  - Instead of incorporating a series of HotDocs commands in the text, incorporate only the computation
  - Speeds up processing and can eliminate interview questions by allowing HotDocs to figure out what to insert and assemble
  - Syntax of computations is critical and difficult to learn from HotDocs documentation
  - No third party manuals exist

# Sample Computation



**IF** Encroacher Type-m = "Married Couple"

**REPEAT** Encroacher Married-di

**FORMAT** "A, B and C"

RESULT + "«Encroacher Husband Name-t:LIKE THIS» and «Encroacher Wife Name-t:LIKE THIS», husband and wife, whose address is «Encroacher Married Couple Street Address-t:Like This», «Encroacher Married Couple City State-t:Like This»"

**END REPEAT**

**END IF**

**IF** Encroacher Type-m = "Individual"

**REPEAT** Encroacher Individual-r

**FORMAT** "A, B and C"

RESULT + "«Encroacher Individual Name-t:LIKE THIS», «Encroacher Marital Status-m»"

**IF** Encroacher Marital Status-m = "husband of" OR Encroacher Marital Status-m = "wife of"

RESULT + " «Encroacher Spouse-t:Like This»"

**END IF**

**IF** Encroacher Marital Status-m = "unmarried"

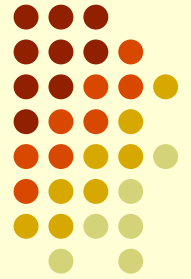
RESULT + " ,unmarried"

**END IF**

RESULT + ", whose address is «Encroacher Individual Street Address-t:Like This», «Encroacher Individual City State-t:Like This»"

**END REPEAT**

**END IF**



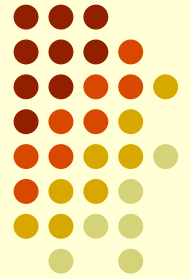
# Script in a Dialog

- Scripts (a series of instructions) control how a dialog runs and what it asks
- Controls the interview questions based on answers to other questions

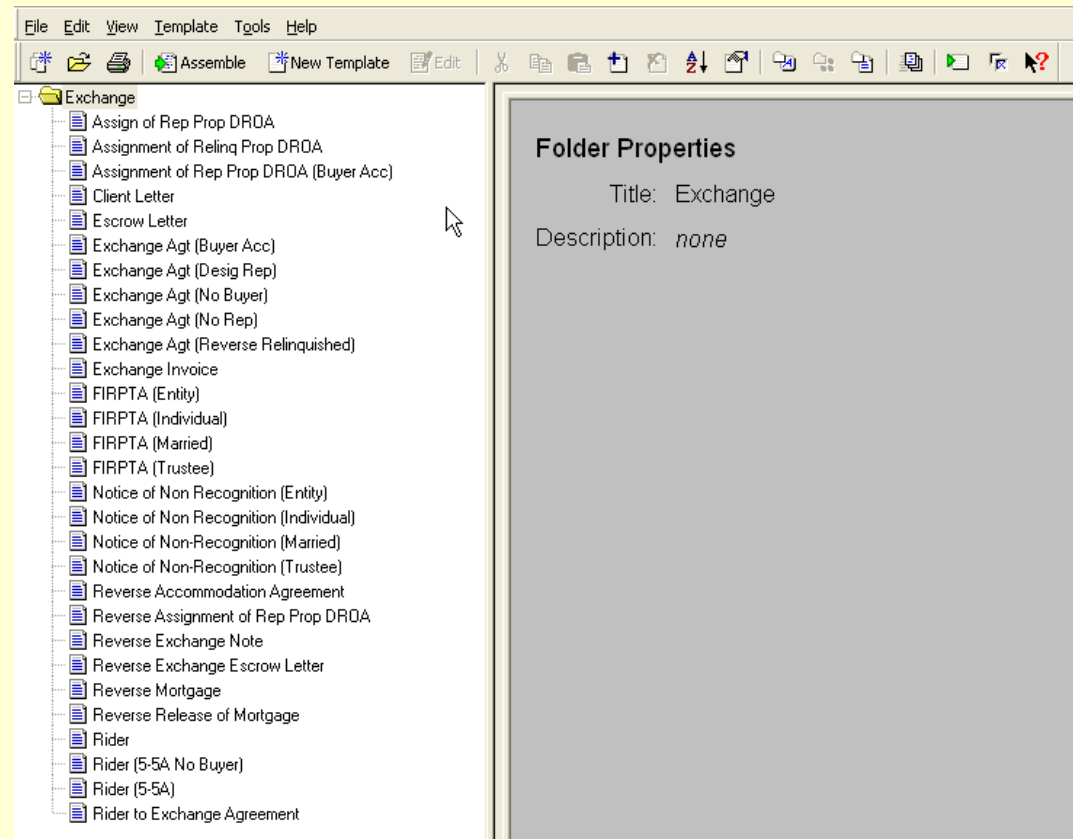
```
GRAY EP Husband AIF-t  
GRAY EP Husband AIF-t  
IF EP Husband AIF-i = TRUE  
UNGRAY EP Husband AIF-t  
END IF  
GRAY EP Wife AIF-t  
IF EP WifeAIF-i = TRUE  
UNGRAY EP Wife AIF-t  
END IF
```

```
HIDE EP Husband AIF-t  
HIDE EP Husband AIF-t  
IF EP Husband AIF-i = TRUE  
SHOW EP Husband AIF-t  
END IF  
HIDE EP Wife AIF-t  
IF EP WifeAIF-i = TRUE  
SHOW EP Wife AIF-t  
END IF
```

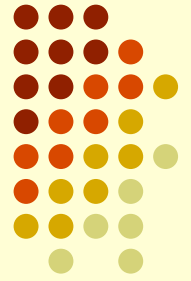
# Managing Templates and Components



- Libraries can be used to group templates which may be assembled together

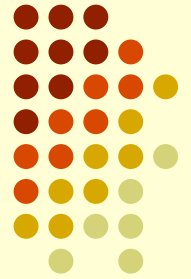


# Template Manager



- Template manager facilitates moving and deleting components in templates
- View all template components in a library

Template Name / Component File	Component Name	Component Type	Status
Assign of Rep Prop DROA	A or An Accommodator-t	Text Variable	OK
Assignment of Relinq Prop DROA	A or An Accommodator-t	Text Variable	Unused
Assignment of Rep Prop DROA (Buyer Acc)	A or An Buyer-t	Text Variable	OK
Client Letter	A or An Buyer-t	Text Variable	Unused
Escrow Letter	A or An Escrow-t	Text Variable	OK
Exchange Agt (Buyer Acc)	A or An Escrow-t	Text Variable	Unused
Exchange Agt (Desig Rep)	A or An Rel Escrow Agent-t	Text Variable	OK
Exchange Agt (No Buyer)	A or An Rep Escrow Agent-t	Text Variable	OK
Exchange Agt (No Rep)	A or An Seller-t	Text Variable	OK
Exchange Agt (Reverse Relinquished)	*X A or An-c	Computation Variable	Unused
Exchange Invoice	A or An-t	Text Variable	OK
FIRPTA (Entity)	Accommodating party	Text Variable	OK
FIRPTA (Individual)	Accommodating party	Text Variable	OK
FIRPTA (Married)	Accommodating party	Text Variable	Unused
FIRPTA (Trustee)	Accommodating party	Text Variable	OK
Notice of Non Recognition (Entity)	Accommodating Party State-t	Text Variable	OK
Notice of Non Recognition (Individual)	Accommodating Party State-t	Text Variable	Unused
Notice of Non-Recognition (Married)	Accommodating Party Type-t	Text Variable	OK
Notice of Non-Recognition (Trustee)	Accommodating Party Type-t	Text Variable	Unused
Reverse Accommodation Agreement	*X Accommodating Party-c	Computation Variable	OK
Reverse Assignment of Rep Prop DROA	*X Accommodating Party-c	Computation Variable	OK
Reverse Exchange Note	*X Accommodating Party-c	Computation Variable	OK
Reverse Exchange Escrow Letter	*X Accommodating Party-c	Computation Variable	OK
Reverse Mortgage	*X Accommodating Party-c	Computation Variable	OK
Reverse Release of Mortgage	*X Accommodating Party-c	Computation Variable	OK
Rider	*X Accommodating Party-c	Computation Variable	OK
Rider (S-SA No Buyer)	*X Accommodating Party-c	Computation Variable	Unused
Rider (S-SA)	*X Accommodating Party-c	Computation Variable	Unused
Rider to Exchange Agreement	Accommodating Party-di	Dialog	OK
	Accommodating Party-di	Dialog	OK
	Accommodating Party-di	Dialog	OK
	Accommodating Party-di	Dialog	OK
	Accommodating Party-di	Dialog	OK
	Accommodating Party-di	Dialog	OK
	Accommodating Party-di	Dialog	Unused
	Accommodating Party-di	Dialog	Unused
	Accommodator City State Zip-t	Text Variable	Unused
	Accommodator contact pronoun-m	Multiple Choice Variable	OK
	Accommodator contact pronoun-m	Multiple Choice Variable	Unused
	Accommodator Contact-t	Text Variable	OK



## What to do next

- Download a trial copy of HotDocs Pro
- Go through the self-guided tutorial
- Browse through Help
- Pick a small first project
- Peruse the online knowledgebase
- Join the listserv
- Find a user group

# Questions? Comments?

