

# MEMORANDUM

August 1, 2012

To: COURTS on-line Subscribers  
From: Shravani Kosnik  
Subject: COURTS on-line system upgrade - STATUS

On June 25, 2012, the Division of Workers' Compensation successfully deployed the newly redesigned COURTS on-line system (COURTS Phase IV). We are pleased to report that the deployment went very smoothly with no loss of functionality or data integrity. Initial feedback has been very positive.

During the transition, the system was disabled for a few days but no hearings had to be cancelled, resulting in minimal impact to Division case processing functions. The first few days following deployment, some customers may have experienced system performance issues or temporary outages. Our network team made adjustments as necessary to the configuration of the servers resulting in improvements to the overall functioning of the system. They will continue to closely monitor the site and fine tune when necessary, so please report any response time or system problems to us as soon as they occur so that they can be analyzed and addressed. In addition to system performance issues, a small number of bugs were also reported. These issues are identified in Addendum #2 with a status on the fix.

## Background

To recap, COURTS 4 replaced the aging and non-supported COURTS case management system utilized by DWC staff and the COURTS on-line/E-Filing system for attorneys and carriers. It combined the two separate programs into a single web-based system that offers all the features of the prior application with the addition of many needed enhancements and fixes to known errors.

## What to expect with the new system:

The COURTS 4 system is planned to be deployed in multiple releases. The first release, deployed in June, has all the high value functions of the original COURTS system with the addition of many new or improved features:

- New documents available for e-filing: Medical Claim Petition, Answer to Medical CP, Application for Informal Hearing
  - Improved flow for e-filing Claims and Answers
  - Improved Search Screens and Results Display throughout the site
  - Improved display of pertinent case data and related cases
  - Messaging and alerts regarding important system and case information
  - Ability to search and download a firm's Attorney Calendars
- .....See Addendum # 1 for a complete list of the improvements and new features

A 2<sup>nd</sup> release will follow sometime in the Fall of 2012. This release will cover the following:

- E-filing of certain Motion documents
- Guest user access to the COURTS on-line system
- Miscellaneous enhancements

We hope you are satisfied with the new system and that it meets your needs. We will continue to work diligently to address any issues that come up while continuing to optimize service delivery. Please feel free to e-mail us any questions or feedback about the new system at [courts@dol.state.nj.us](mailto:courts@dol.state.nj.us). A lot of hard work has been put into developing this new system so we'd love to hear from you.

Thank you for your patience during this transition and your continued support of this project.

## Addendum 1: COURTS 4 Release 1 - New System Features and Enhancements

### HOME PAGE AND MENU OPTIONS:

- Redesigned Home Page and menu, providing easy access to all system features.
- System Alerts: Providing you with instant information about the system and upcoming system outages or upgrades.
- Your Name, Name of firm and Cycle Week and Cycle Day display on all pages
- Snapshot view of your Message Inbox and Draft Documents (for e-filers)

### CASE SEARCH:

- New search criteria fields: Carrier (for attorneys only), Respondent Attorney (for carriers only), Respondent Name and Medical Claim Applicant Name. An Advanced Search, with additional search criteria, will be available in a later release.
- Expanded Search Results:
  - SSN's of both the petitioner and injured worker will now be displayed (for DCP/MCP cases)
  - Assigned Judge's name will be displayed along with assigned district office
  - Case Type will be displayed (CP, DCP, MCP or AIH – Informal)
  - Search results can be printed in a pdf report.

### CASE FOLDER DATA:

- Enhanced display of data on all tabs, particularly *Case Summary* tab, providing pertinent information in one place
- Data lists in all tabs can be printed in a pdf report
- Info links to additional party information
- Enhanced related case information
- Local case search (*Case Search Lite*)
- Ability to print new documents (CP, DCP, MCP and AIH) data entered by staff post June 20, 2012
- Case Summary tab will display a history of all the documents entered, proceedings, assignment changes and Orders entered on this case, in chronological order.

### HEARING LIST SEARCH

- Improved Search flow
- Easier to read hearing list result view
- Info button to provide Case Summary for selected Case

### INQUIRY MENU:

- EXPANDED ACCESS TO NUMEROUS INQUIRY ONLY TABLES:
  - Attorney Lookup – provides address info for law firms registered with the DWC
  - Carrier Lookup – provides address info for carriers and self-insurers registered with the DWC
  - Case Attorneys – provides all attorneys active on a selected case
  - Decisions by SSN – search of all decisions for an injured worker
  - Proceeding Reasons
  - Proceeding Types
  - Document Codes

## **E-FILING:**

- New document types for e-filing: MCP, Amended MCP, Answer to MCP, Amended Answer to MCP, Application for Informal Hearing (AIH)
- Carrier access to e-filing AIH documents
- Improved flow for e-filing cases
- Expandable forms to accommodate additional text (for all document types. Previously it was available for Answers)
- Ability to identify a Guardian for the petitioner (CP and DCP's)
- Related Case and Duplicate Draft Document display page – to help filer avoid duplicate filings
- Ability to add Corporate Officers to the filing if the Respondent is Uninsured
- Automatic scheduling of a newly filed case if the case has a related case that is already scheduled (where the attorney calendar has not been issued yet).
- Ability to remove an existing carrier from the case with the e-filing of an Amended Pleading
- Ability to e-file Re-Openers on cases with multiple respondents
- Ability to e-file back to back CP's even after the first filing resulted in an injured worker name – Date of Birth data mismatch.

## **MESSAGE INBOX (for e-filers):**

- Link to the case folder for the selected case
- Ability to manually delete all messages in the inbox
- Ability to move viewed messages to an "Addressed" Tab

## **REPORTS:**

### **Attorney Hearing Calendar:**

- Available as a downloadable report from COURTS on-line
- Improved format – display of Hearing Judge Full Name, Office address and telephone numbers
- New sort order of the proceedings: They will be grouped by Injured IDN and then sorted by order of priority of the Proceeding Type.
- Case parties include entities identified as "Other Party"
- Recipient name will be underlined throughout the report to enable easy identification of that firm's cases

### **Print E-Filed Docs (for e-filing carriers)**

- Enhanced printing function which first displays a list of all documents to be printed

## Addendum 2: System Errors

The following is a listing of the errors that have been identified thus far along with the status of the procedural workaround or the permanent fix.

	Workaround or Status of Fix
<b>ATTORNEY CALENDARS:</b>	
<p>PDF version: Certain users, typically MS Outlook users, sporadically received their calendar attachment as an unrecognized file, with a .dat file extension or with an additional space in the file name, resulting in problems with opening directly from their e-mail.</p>	FIXED & DEPLOYED
<p>Word &amp; PDF versions: The calendars are not grouped by office</p>	FIXED, to be deployed week of July 30th
<p>Word &amp; PDF versions: A hearing record should not break in the middle from page to page.</p>	FIXED, to be deployed week of July 30th
<p>Word version: A few firms have reported that the calendar prints as a legal size document</p>	FIXED & DEPLOYED
<p>Word version: The calendars do not have a page break between judge</p>	<p>This is an issue with the software that was used to create this document. It does not allow any page level formatting. RESOLUTION IS UNDER REVIEW</p> <p>Workaround for this in the interim is to manually place page breaks or to run a macro that will automatically insert page breaks. We are in the process of developing a macro that may be used.</p>
<b>E-FILING:</b>	
<p>Answers to Re-openers: Upon Submit of the document, the filer gets page level errors. They are only able to proceed if Division staff fixes the data. This is an issue with the way the prior respondent attorney data is stored on the case.</p>	FIXED, to be deployed week of July 30th
<p>IE 9.0 users – some users have reported that they can't get past the SSN entry screen in the e-filing flow.</p> <p>This is a browser compatibility error.</p>	<p>Workaround:</p> <ol style="list-style-type: none"> <li>1. Log in to Courts Online.</li> <li>2. Click on the TOOLS menu at the top of your Internet Browser.</li> <li>2. Click on COMPATIBILITY VIEW SETTINGS</li> <li>3. Click on ADD to send the Courts Online web address to the list of "WEBSITE YOU'VE ADDED..."</li> <li>4. Hit CLOSE.</li> <li>5. If needed, hit F5 on your keyboard to REFRESH the webpage.</li> </ol>
<p>Answer to CP or ARM: When printed, the right side of the document is cut off</p>	<p>Workaround:</p> <p>This has been only reported by 1 firm. The Division is unable to recreate this error. For now, the workaround is to save the document and adjust the margins upon print.</p>

Answer forms - TPA address cannot be overwritten	FIXED, to be deployed week of July 30th
A few e-filers have reported an error while filing a Re-Opener: "A re-opener cannot be filed on this case as there is no record of a disability award being entered or that the case was ever closed. Please contact the DWC for assistance."	This is a data issue on the case. The original decision record for certain older cases do not appear in the list of documents entered on the case, resulting in the error. When this occurs, please notify the Division.  THIS IS UNDER REVIEW
Documents where a party has been removed (so technically no longer a party), that party does not have access to view the document in the Message Inbox. (NJM issue)	FIXED, to be deployed week of July 30th
When bringing up a preview of an Amended Answer document that was e-filed prior to conversion, the document does not have the label "amended".	FIXED, to be deployed week of July 30th
Duplicate Attorney Hearing lists are generated to law firms that have a case on the list as an attorney and as an "other" party.	FIXED, to be deployed week of July 30th