



*Unlocking the Magic of Legal Technology*

# Document Assembly 2002

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**9:00 AM to 10:00 AM**

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# Topics

- Document Assembly?
  - What is it?
  - Why should you do it?
  - ROI: Pain and Gain
  - Which documents?
- Getting your feet wet
  - Power Codes
  - Microsoft Word
  - WordPerfect
- The “Real Thing”
  - What’s Out There?
  - HotDocs
  - GhostFill
- Prepare Thyself !!!
  - Who should do the work?
  - Development stages?
  - Analysis tools
  - Building a Road Map



# Document Assembly In Context

- What is Document Assembly?
- Why automate document creation?
- ROI: Pain & Gain
- What should you Automate?
- Choosing the Right Tool

# What is Document Assembly?

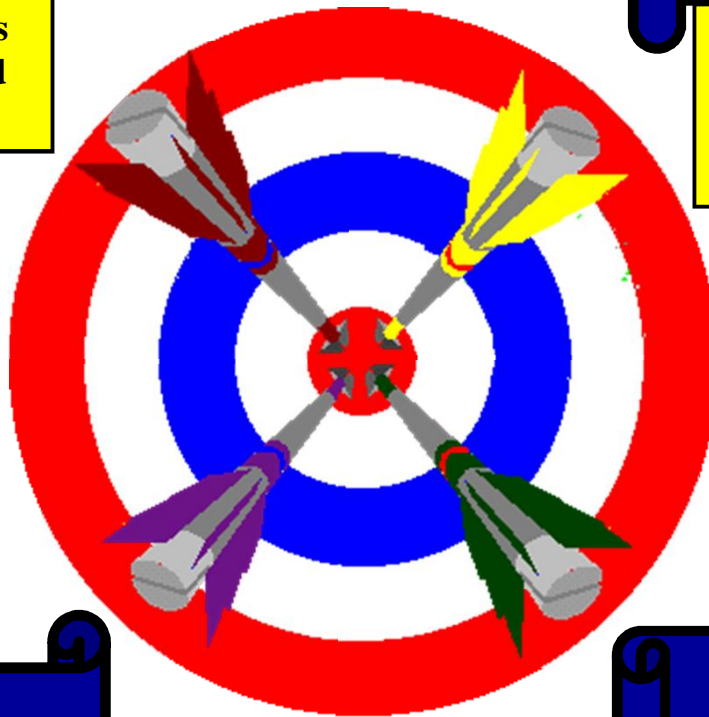
Both technology & process

## Standards

- Consolidated templates
- Pre-approved standard options

## Flexibility

- Adaptable to client
- Adaptable to transaction
- Customizable patterns
- Respond to negotiations



## Speed

- Complete documentation in just seconds
- Instant database updates

## Profits

- More transactions
- More customers
- Increased productivity
- Higher profit margin



## Document Assembly In Context:

# Why Automate Document Creation?

- Seismic shift from how work product *was* created:
  - Attorney writes the document out long hand on a legal pad (or dictates it)
  - Secretary types up draft, followed by a cycle of proofing & revisions.
  - Secretary finalizes document and sends it by mail to client days later.
- To how clients *now* want it created:
  - Clients now demand documents by e-mail soon after a request





## Document Assembly In Context:

# Why Automate Document Creation?

- Document assembly is an extension of the art of lawyering:
  - Gathering necessary facts
  - Suggesting a course of action
  - Reducing document turnaround time
  - Productive negotiations focusing on issues (not minutiae)
- Document assembly tools enable the lawyer to:
  - Make use of past experience and documents quickly
  - Reach the right conclusion under the same or similar facts
  - Avoid reinventing the wheel and needing significant clerical help to carry out repetitive tasks





Document Assembly In Context:

# Why Automate Document Creation?

- Efficiency of repetitive tasks and documents
- Quality control
  - Consistency
  - Reduced clerical input
  - Increased production speed without loss of quality
- Ability of a “small practice” to match the resources of a “large firm”





## Document Assembly In Context: ROI: Pain and Gain

- Are your fees higher than other firms for the same transaction?
- Do you consistently lose money or exceed client budget on same type of transaction?
- Are your clients asking for fixed fees or caps?
- Do you want to increase your profit margins?
- Do you produce the same documents repetitively?
- Do you produce high volume/low profit margin documents?
- Are you billing for work produced using document assembly tools?







Document Assembly In Context:

# What Should You Automate?

- A group of documents to be produced concurrently with many of the same variables
  - Such as Loan documents, estate planning documents, real estate transactions, foreclosure documents, and entity formation
- Repetitively produced documents with multiple alternate paragraphs
  - Such as Leases, Loan documents, and state planning documents
- Repetitively produced documents requiring logic to determine included paragraphs, gender specific language or multiple choices of language



## Document Assembly In Context: What Should You Automate?

- Mounds of paper and hundreds of potential projects
- High Volume – Low Profit Margin Documents (Cost Saving)
  - Wills, Court Forms, Regulatory Forms, Letters etc.
  - Easy documents, obvious fields, low level of attorney involvement
- Loss Leaders and Administrative Docs
- Low Volume – High Profit Margin (Revenue Generating)
  - Client-specific transactional documents on alternative billing arrangement
  - Complex documents requiring high level of lawyer involvement





## Document Assembly In Context: Choosing the Right Tool

- A document with only a few instances of a variable and no alternate provisions will work well as a WordPerfect template or using Word ask and fill-in fields
- A document to be produced multiple times with just a few variables (often in a very short time period) might work best as a merge.
- A document containing many variables and requiring logic to determine optional text will work best using HotDocs, GhostFill or some other document assembly tool with logic capabilities.



# Getting Your Feet Wet

- Power Codes
  - Paragraph Numbering
  - Columns & Tables
- WordPerfect
  - QuickCorrect
  - QuickWord
  - Mail Merge
  - Fillable Templates
- Microsoft Word
  - AutoCorrect
  - AutoText
  - Styles & Templates
  - Mail Merge
  - Document Assembly Fields



Getting your feet wet:

## Power Codes – Paragraph Numbering

- Using Automatic Numbering:
  - Tab moves down a level, Shift-Tab moves up a level
  - Backspace turns off numbering
  - Use arrow icons on toolbar
    - In WP toolbar appears when you turn on numbering
    - In Word you must display that toolbar
  - Lines can be moved up and down
  - In Outline-mode whole trees can be moved.



Getting your feet wet:

# Power Codes – Paragraph Numbering

- Microsoft Word

- Format/style/new/format/numbering
- Name/type/style for following paragraph
- Customize
- Number format
- Left alignment
- Indentation of text
- Font
- Spacing

- Caveat: Styles can be saved to default template (normal.dot) but are only available in new documents created with that template.



Getting your feet wet:

# Power Codes – Paragraph Numbering

- WordPerfect
  - insert/outline/bullets and numbering
  - create
  - name style
  - number/bullet
  - create style
  - name level
  - insert codes or delete (reveal codes type screen)
  - create levels in that outline and they remain together
- Caveat: WP styles can be saved to the user's default template and will be available in any document



Getting your feet wet:

## Power Codes – Columns & Tables

- Allow you to tab between entries in columnar data
- Consistent spacing and justification of data in rows and columns regardless of length of data
- In WP cells, rows and columns are formatted with table and column codes
- In Word each cell is a paragraph and must be separately, or by row, formatted for spacing and other formatting





Getting your feet wet:

## Word – AutoCorrect & AutoText

- AutoCorrect™
  - Inserts any text in place of shorthand abbreviation
  - Preserves fonts and formatting
- AutoText™
  - Suggests text after you type the first few characters
  - Return will enter the text
  - Preserves fonts and formatting
  - Permits you to decide if you want to insert the suggested text
- Third Party Software (e.g., Pathagoras and ActiveDocs)



Getting your feet wet:

## WordPerfect – QuickCorrect/QuickWords

- Quick Correct™
  - Does not preserve fonts or formatting
- Quick Words™
  - Preserves fonts, formatting, graphics
- Third party software
  - Expand shorthand into repetitive words, paragraphs and styles
  - Dragon Dictate



Getting your feet wet:

## Word – Styles & Templates

- Paragraph Styles:
  - Coding and formatting of Word documents depends upon styles which are paragraph dependent
  - Every hard return results in a paragraph mark which stores all of the styles of the preceding paragraph and repeats the styles in the next paragraph
  - If the user does not create styles, the format is a default Word style
- Contrast with WordPerfect
  - WP formatting is usually linear. Turn on formatting in WP and it remains on until you turn it off or change it.
  - Exceptions: Paired codes and paragraph styles.



Getting your feet wet:

# Word – Styles & Templates

- Benefits of Word styles
  - Create consistent looking documents without inserting formatting codes
  - Change formatting throughout the document by modifying the style
- Styles and Templates
  - A Word template contains the initial style codes
  - Styles then travel with the document (including modifications) but don't change the default template unless you set it up for changes to affect the underlying template
  - Use of multiple templates for different document styles.



Getting your feet wet:

## Word – Mail Merge

- Merges data in any Word table or Excel spreadsheet into a Word document
- Titles on table heading line or top Excel spreadsheet line are the names of the merge fields
- Merge enables production of the same document with different data
- If the form of the document changes it can be remerged without having to retype all versions



Getting your feet wet:

## WordPerfect – Mail Merge

- Create a form file
- Create a data file
- Create data
- Insert merge fields
- Does not read tables or spreadsheets



Getting your feet wet:

## WordPerfect – Fillable Templates

- Create fillable forms from any document
- Build prompts for data to be inserted anywhere as many times as necessary
- Insert user-specific personal information
- Desktop publish letterhead, fax cover sheets and other forms with the user's personal information
- Quickly produce repetitive documents with new information



Getting your feet wet:

## Word – Document Assembly Tools

- FillIn field codes
  - Document prompts you for information and it is filled in once where prompted.
  - Can't have it paste the same information again
- Ask field codes
  - Document prompts your for information at an ask field
  - Field is marked with a bookmark
  - At every bookmark the same field information is inserted
  - Overcomes limitations of FillIn fields by enabling multiple instances of the information
- IF field codes
  - The answer to an Ask or Mergefield can all be used with an IF command to deliver a particular text response in the document.





Getting your feet wet:

## Word – Document Assembly Tools

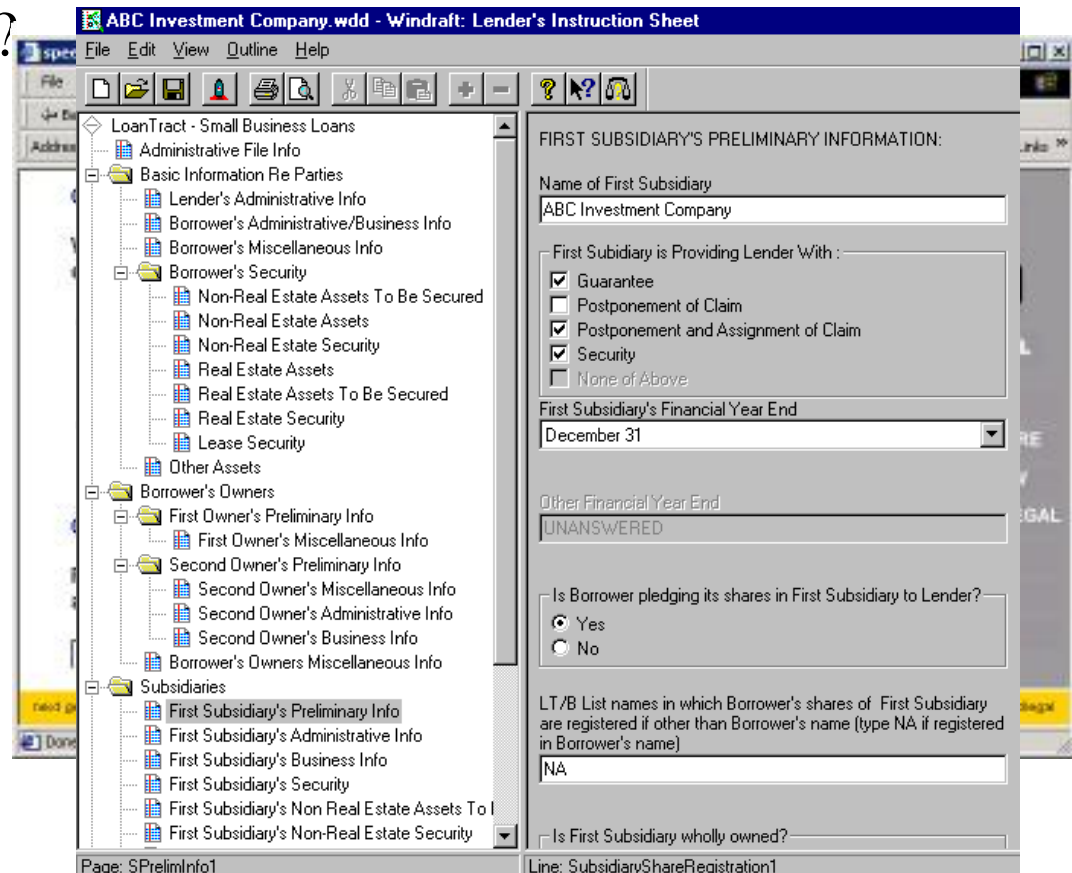
- IF field can be used with values gathered in a merge.
  - *{ IF { = { MERGEFIELD Balance } - { MERGEFIELD Payment } } > 0 "Your current balance is { = { MERGEFIELD Balance } - { MERGEFIELD Payment } \# "\$#,##0.00;(\$#,##0.00) " }." "Your account is paid in full. Thank you." }*
- IF field can be evaluated asked data
  - *{ ASK CurrentRate "Enter the current lending rate:" \o } { ASK LoanRate "Enter the current loan rate for { MERGEFIELD ClientName }:" } { IF CurrentRate < LoanRate "You may want to consider refinancing your loan." " " }*
- IF field can test and compare data
  - *{ IF { = AND ( { COMPARE { MERGEFIELD CustomerNumber } >= 4 }, { COMPARE { MERGEFIELD CustomerRating } <= 3 } ) } = 1 "Satisfactory" "Unsatisfactory" }*



# The “Real Thing”

## ● What’s Out There?

- ActiveDocs
- DocAssistant
- FastDraft
- IntellX
- Pathagoras
- PowerTXT
- ProDoc
- Rapidocs
- Speed Legal
- ThinkDocs
- WinDraft





# The “Real Thing”

- What’s Out There?

- ActiveDocs
- DocAssistant
- FastDraft
- IntellX
- Pathagoras
- PowerTXT
- ProDoc
- Rapidocs
- Speed Legal
- ThinkDocs
- WinDraft

- HotDocs 5.3

- HotDocs (\$230)
- HotDocs Pro (\$567)
- HotDocs Database Connection (\$90)
- HotDocs Online (Call for Quote)

- GhostFill 4.1

- GhostFill (\$199)
- GhostFill Developer (\$499)
- GhostFill Server (Call for quote)



# The "Real Thing": HotDocs Pro 5.3

HotDocs®  
A LexisNexis™  
Solution

HotDocs Pro

HotDocs®  
ONLINE

## Interactive

**Monetary Retainer** [?] [X]

Scope of Retainer:  
 Project Specific  
 Period of Time

Enter amount of the retainer:  
 \$

Next

Type of Retainer:  
 Prepayment Retainer  
 Evergreen Retainer  
 Retainer as Fixed Fee for Specified Services  
 Availability Retainer

WARNING!!! Availability retainers are frowned on in some jurisdictions. Clear with Management Committee.

Cancel

Help

Check box if charges and disbursements are not covered by the retainer?

Retainer payments should be credited against any previously incurred but unpaid fees?

SPECIFY RETAINER PERIOD

Begin date:  [Calendar icon]

End date:  [Calendar icon]

Allow Firm to terminate representation prior to end of retainer period?

Clear Edit Save

Dialog scripting allows  
Warnings!!!!



# The “Real Thing”: HotDocs Online



## Features:

- ▶ Elegant rendering of multi-page dialogs
- ▶ Navigate dialogs by list & sequence
- ▶ Support for all variable types, but some design and display limitations
- ▶ Support for dynamic dialog scripting and nested questions
- ▶ Dialog menu changes with choices
- ▶ Navigation menu changes with choices
- ▶ Submit answers to produce document

The screenshot shows a web browser window titled "Master Agreement - Fast Assembly - Microsoft Internet Explorer provided by Dell". The page content includes a navigation menu with "Master Agreement" selected, a "HotDocs Online" logo, and a form titled "Master Agreement". The form contains the following fields and options:

- Draft Date of Master Agreement: [Text input field]
- Effective Date of Master Agreement: [Text input field]
- Include Project Outlines?
- Include Simple Project Agreement?
- Include Complex Project Agreement:
- Master Agreement Hourly Rate: \$ [Text input field]

At the bottom of the form, there are four buttons: "Previous", "Next", "Reset Answers", and "Submit". The "Next" and "Submit" buttons are circled in red.



The "Real Thing":  
**GhostFill 4.1**

GhostFill Explorer - User

Views Applications Documents Profiles Answer-sets Preferences Help

### GF Feature Samples

Templates demonstrating GhostFill features

- 1. PDF  
[IRS - Form 8805](#)
  - 2. Link to Outlook  
[Letter with Outlook](#)
  - 3. Link to Database  
[COM Connection : ODBC Connection](#)
  - 4. HTML  
[Do-It-Yourself Web](#)  
[Last Will and Test](#)
- Press F1 for help

GhostFill Explorer - User

Views Applications Documents Profiles Answer-sets Preferences Help

### GF Law Office Samples

Demonstration templates with relevance to Legal practice

- 1. Litigation  
[Notice of Cla:](#)  
[Notice of Set](#)
  - 2. Estates  
[1. Will - RTE](#)  
[2. Will - MSV](#)  
[3. Will - HTM](#)
  - 3. Agreements  
[Confidentialit:](#)  
[Software Sup](#)
- Press F1 for help

GhostFill Dialogs - Engagement Letter

File Tools Help

- Demo
  - Client Details
    - Is a monetary retainer required?
  - Retainer Details
    - Enter amount of retainer
    - Scope of Retainer
  - Retainer Period Details
    - Specify Retainer Per
    - Specify Retainer Per
    - Allow early terminati
    - Charges and disburseme
  - Fee Details
    - Fee Type Arrangement
    - Enter hourly rate of prin
    - Hourly Rate Options
    - Hourly Fees Specified

Dialog Name: Engagement Letter

Answer-set: Demo

Client Details: Mark Sadie

Is a monetary retainer required?

Retainer Details: Go To

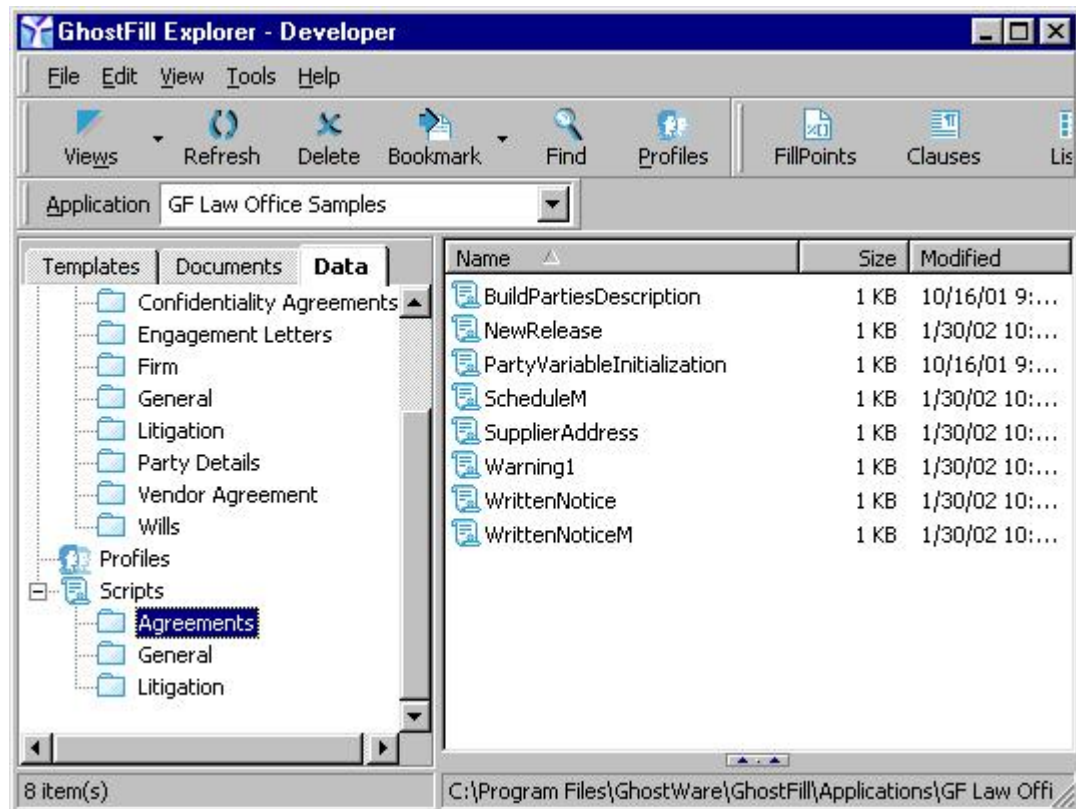
Fee Details: Go To

Fill



## The “Real Thing”: GhostFill Developer 4.1

- Features:
  - Templates
  - Clauses
  - Dialogs
  - Lists
  - Scripts
  - Databases
  - Profiles





## The “Real Thing”: GhostFill Server

The screenshot shows a web application window titled "GhostFill -- Web Page Dialog". On the left is a tree view with the following structure:

- Agreement
  - Contract Number
  - Law governing this Agreement
- Bank Details
- Supplier details
- Software Details
- Agreement Details
  - Initial period
  - Successive periods
  - Initial period commencement
  - VAT
  - Pre delivery/signing charges ?
  - Pre-Delivery charges due
  - Charges due on acceptance
  - Other license charges applicable
  - Other charges and terms
- License Details
  - License Type
  - License Term
  - License ity
  - License Exclusivity
- Warranty Details
- Termination Details
  - Maintenance agreement required ?

On the right is a form titled "Dialog Name: Agreement" with the following fields and controls:

- Contract Number:
- Law governing this Agreement:
- Bank Details:
- Supplier details:
- Software Details:
- Agreement Details:
- License Details:
- Warranty Details:
- Termination Details:
- Maintenance agreement required ?
- Maintenance Details:
- Training required ?
- Training Details:

At the bottom right of the dialog is a "Fill" button with a document icon.





# Prepare Thyself !!!!!

- Who should do the work?
- Development stages?
- Analysis tools
- Building a Road Map



## Document Assembly In Context: Who Should Do the Work?

- Production of good documents requires:
  - Commitment of attorney time
  - Commitment of resources
  - Commitment of capital
- Options:
  - Attorney “assigns” the project to a paralegal
  - Attorney learns the “program” and codes the documents
  - Attorney “marks up” the documents and passes production process to a staff member trained in the program
  - Attorney “marks up” the document and retains an outside consultant
  - Attorney “dumps” the documents on an outside consultant & “prays”
  - Attorney “buys” a collection of automated forms



Prepare Thyself:

## Development Stages

- Conduct a process audit to get a baseline
- Gather all variants of a particular form
- Determine if you want an all inclusive form or different forms for different variants of the transaction
- Mark and determine the sections and alternate provisions to be included in the form
- Map the variables and any logic required to determine which variable is included
- Program the dialogs and interviews
- Program the forms
- Even the best system produces only a good first draft



# Prepare Thyself: Analysis Tools

Microsoft Excel - Variables Spreadsheet.xls

File Edit View Insert Format Tools Data Window Help Send

Arial 10 B I U

D24 =

DIALOG NAME: _____						
Dialogue Prompt:			Dialogue Rules:			
##	Variable Name	Type	Prompt	Rules	Help	Notes

Variable Type Keys			
TE	Text variable	MC/Other	Multiple Choice allowing data
NU	Number variable	MC/None	Multiple Choice allowing choice of none of the above
DA	Date Variable	MC/Multi	Multiple Choice allowing selection of multiple options
CO	Computation	RPT	Repeat loop
TF	True/False Variable	.../Repeat	A text, number, date, or multiple choice variable which is to be repeated in a loop
MC	Multiple Choice	.../Word	Number or Date variable to be convert to words
TF/None	Group true/false and allow none as an option.	TF/Alt	Group true/false and allow only one true answer.

Variables Sheet2 Sheet3

Ready CAPS



# Prepare Thyself: Building A Road Map

- Dialog name
- Variable prompt
- Variable name, with dialog-specific prefix and variable type suffix
- Dialog-based warning text
- Variable formatting
- Nested and embedded repeat dialog

WordPerfect 9 - C:\Data\Hotdocs\templates\wp2k\EngageSample.WPT

File Edit View Insert Format Tools Window Help

<> IF ?? [Icons]

**Fees**  
Type of Fee Arrangement:

<FEE type MC> Options: Basic Rates, Premium Rates, Contingent Fee, Discounted Rates, Blended Rate, Fixed Fee, Capped Fee <IF FEE type MC != "Basic Rates" AND FEE type MC != "Premium Rates"> Warning: Approval of fee arrangement is required by the New Business Committee" <END IF>

<IF FEE type MC = "Basic Rates" OR FEE type MC = "Premium Rates">  
Provide hourlyrate details?  
<END IF>  
<IF FEE type MC != "Contingent Fee" AND FEE type MC != "Fixed Fee">  
Is there a budget or estimate?  
<END IF>

<IF FEE type MC = "Basic Rates" OR FEE type MC = "Premium Rates">  
<IF FEE hourlyrates TF>

**Fees - Hourly Rates**  
My standard billing rate is: <FEE hourlyrate principal NU9,999.00>  
Supply range of hourly billing rates for attorneys and paralegals? <FEE hourlyrate range TF>  
Supply names and specify hourly rates for attorneys and paralegals who will actually be working on matter? <FEE hourlyrate specify TF>  
<IF FEE hourlyrate specify TF>  
Enter information on the attorneys and paralegals who will be part of the team servicing your client: <REPEAT FEE hourlyrate RPT:a; b; and c:><FEE hourlyrate NU:>FEE hourlyrate name TE><FEE hourlyrate name TE> <FEE hourlyrate status MC> (\$<FEE hourlyrate NU>)<END REPEAT>

<END IF>  
<END IF>  
<END IF>



## Your turn . . . . .



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