



MANAGING YOUR DOCUMENTS WITHOUT A DOCUMENT MANAGEMENT SYSTEM

A. Two Basic Approaches for Managing Documents and Email: The less expensive option is to create a centralized folder/file system on a shared drive and use that in conjunction with a search program. The more expensive but comprehensive solution is to implement a document management system.

B. Electronic File Management Without Buying a Document Management System:

1. **Consolidated Folder Structure:** If you don't have a document management system, it is critical that *documents are saved by client/matter, not by user*. Saving documents by user can create lots of problems, such as:

- Docs for one client in more than one folder
- Revision conflicts
- Losing things permanently if staff turns over

Saving documents on users' C:\ drives is a big no-no. Saving documents by client or matter in one central location is a better option. You can create a logical directory layout, find documents easier, it makes backing up your documents simpler, and you can use Windows security to limit access for users. Two main options for file structure:

a. **Saving By Practice Area:** If S:\ is your server drive, you'd create a folder called S:\Documents, and sub-folders for each practice area thereunder:

- S:\Documents\Corporations
- S:\Documents\Estate Planning
- S:\Documents\Miscellaneous



- S:\Documents\Probate
- S:\Documents\Real Estate

Under each practice-area folder, you'll create additional sub-folders for each client name such as:

- S:\Documents\Real Estate\Smith, John
- S:\Documents\Real Estate\Rosedale, Meredith

If you conduct multiple transactions for a single client in the same area (i.e., you represent an individual in the sale of one house and the purchase of another), you might want to create separate sub-folders for each deal such as:

- S:\Documents\Real Estate\Smith, John\Sale of 123 Maple St
- S:\Documents\Real Estate\Smith, John\Purchase of 400 E Main St

The documents created for each transaction would then be located under the appropriate sub-folder. For example, the path and file-name for the deed might be:

- S:\Documents\Real Estate\Smith, John\Sale of 123 Maple St\2004-09-21 - General Warranty Deed.doc

b. **Saving By Client:** If S:\ is your server drive, you'd create a folder called S:\Documents, and sub-folders for each client thereunder:

- S:\Documents\Smith, John
- S:\Documents\Rosedale, Meredith

If you conduct multiple transactions for a single client in the same area (i.e., you represent an individual in the sale of one house and the purchase of another), you might want to create separate sub-folders for each deal such as:

- S:\Documents\Smith, John\Real Estate - Sale of 123 Maple St



- S:\Documents\Smith, John\Real Estate - Purchase of 400 E Main St

The documents created for each transaction would then be located under the appropriate sub-folder. For example, the path and file-name for the deed might be:

- S:\Documents\Smith, John\Real Estate - Sale of 123 Maple St\2004-09-21 - General Warranty Deed.doc

c. **File Structures To Avoid:**

- S:\Jim\Smith, John\Sale of 123 Maple St
- S:\HRK\Smith, J\Real Est - Sale of House
- S:\Sally\Smith\Real Estate - Sale on 3-4-2002

The foregoing folders are all for the same matter which is being worked on by 3 different people in the same firm. They each have created their own folders for it with different naming conventions and all of them are under the employee's name or initials. This is a very common scenario and the reason that law firms waste so much time trying to find things.

2. **Establish File Naming Conventions:** If you don't have a DMS, then you need to establish the rules by which files will be saved and named.

a. **The Old Way:** File naming has become more intuitive since Windows 3.1 (we used to be limited to 8 characters). Document extensions used to identify the type of document (.ltr, .fax, .dep, .pld, .cor, etc.)

b. **The New Way:** You now have 255 characters to name a file or folder in Windows. Therefore:

- Then: wjcpc01.dep
- Now: 2004-10-30 - James Smith Perjury Case Deposition 01.doc



- c. **Acceptable Characters:** A file name may contain any of the following characters: ^ & ' @ { } [] , \$ = ! - # () % . + ~ _
- d. **Unacceptable Characters:** A file name may not contain any of the following characters: \ / : * ? " < > |
- e. **Recommended Protocol:** If you would like everything sorted by date (which is what most lawyers like), simply precede every file name with a date, year first. If you enter the date month/day/year, then all of the January files (for all years) are lumped together, all of the February files are together, etc. Our file naming convention:

2004-10-30 - Letter to Bill Biviano re billing system.doc

The date indicates the date the document was mailed out if it's a letter; and the longer description makes it clear what this document contains without even opening it. If you are scanning a document you received, then the date should be the date the particular document was received.

3. **Store Email Outside Of Your Email Application:**

- a. **Problems Caused By Storing Email Only in Webmail or Email Application:** A significant problem most law firms struggle with (if they do not own a document management system) is saving and finding matter-specific email. Why? Because people (1) keep them in their individual inboxes (which no one else can see), or (2) save them in subfolders within their own inbox (which no one else has access to), or (3) delete the email altogether. Email is valuable correspondence that in most circumstances should be saved. However, in a law firm or legal department, it should not be saved exclusively within one's own individual inbox.
- b. **Stop Printing Email:** Because people understand that email sitting in their inbox is difficult for anyone else to find, they start printing it. However, stuffing your paper files with printed email accomplishes little, if anything, useful. It makes your files fatter and makes it even more difficult to locate the particular documents you're looking for once you find the file. Instead, you need to capture email electronically by creating files from them.



c. **Create Files from Your Email:** Because an email is just a record in a database (not a file like an MS Word file) and can't easily be shared or found by anyone else in your office, it is necessary to create files from those emails. The files created should be stored with all other documents related to a matter. They can be segregated out into an email folder under each matter or many people prefer to lump them in with all correspondence. Here are some of your options:

i. **Webmail:** If you access your email exclusively via a website (like Gmail), then your options are limited to creating a PDF from your email one at a time. Of course, you'll need a program which allows you to create PDFs in the first place such as Acrobat (not free) or Primo PDF¹ (free).

As a side note, we strongly recommend that you get an email application to store and organize your email rather than relying on a website like Gmail or Yahoo. In our opinion, webmail is not a good idea for lawyers because it is often hacked², it's not accessible when you're offline, it doesn't integrate with other programs, it can't be saved as a file (only printed to PDF) and it is difficult to organize by matter. If you don't want to use Microsoft Outlook, then consider a free email application like Mozilla Thunderbird³ which will run on a Windows or Mac PC. Email programs like Outlook or Thunderbird can easily be set up to routinely download the email from your webmail account and you typically have the option of leaving the downloaded email on the web or deleting it as soon as it is downloaded. It is not difficult to set up an email program like Outlook to work with your existing webmail account. Most email providers have the instructions right on their website. For example, if you use Gmail, then just see this: <http://tinyurl.com/d96lc6k>. If you have an option between POP and IMAP as email connection methods,

¹ See <http://www.primopdf.com/>

² Just conduct an Internet search on the terms "gmail hacked" and you'll see what I mean.

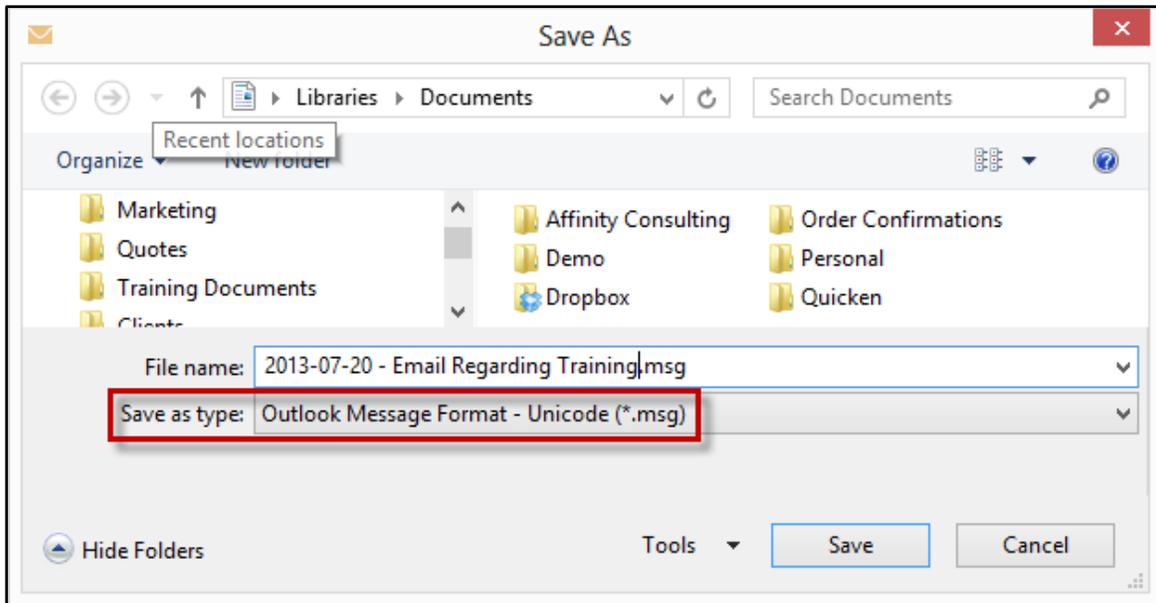
³ See <http://www.mozilla.org/en-US/thunderbird/> for more information.



choose IMAP. Gmail allows you to pull its email into an email program for free. Some webmail providers charge you for this privilege such as Yahoo. With Yahoo, you have to upgrade your free account to a paid one (\$19.99/year for Mail Plus) and then you can pull it into an email program.

- ii. **Save Outlook Email As MSG Files:** You can save email much like you save a Microsoft Word document clicking the File menu → Save As (Outlook 2003, 2010 & 2013) OR Office Button → Save As (Outlook 2007). We recommend that you save as **Outlook Message Format - Unicode (*.msg)**. If you're using Outlook 2003, it will default to HTML but you can switch to MSG. If you're using Outlook 2007 or 2010, it will default to MSG.

A huge benefit to saving MSG files is that it also captures the attachments to the email you're saving *inside* the MSG file. So if you forgot to separately save the attachments, it won't matter because when you open an MSG file, they're right there. Furthermore, MSG files are still email files (even though they're no longer stored in Outlook) so you can open one you saved previously and forward it, reply to it or anything else you could do with an email you open in Outlook.

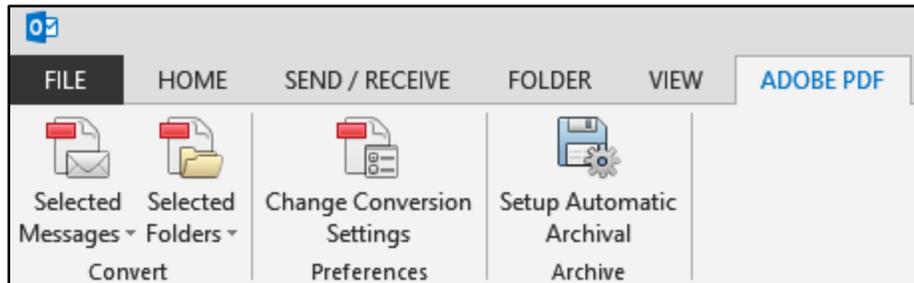


You may notice that you have a choice of Outlook Message Format and Outlook Message Format - Unicode. The Unicode format is the current standard for Outlook and holds support for international characters. The non-Unicode one saves msg-files in the ANSI format. The ANSI format is the only format that Outlook 2002 and previous can read. Outlook 2003 and later can read ANSI formatted and Unicode formatted msg-files. Dragging and dropping messages out of Outlook into an Explorer folder will by default save it in the Unicode format.

You can also save email as **Text Only** although you'll lose any formatting that was in the email. Saving as an MSG file will retain the original formatting, look and feel of the email.

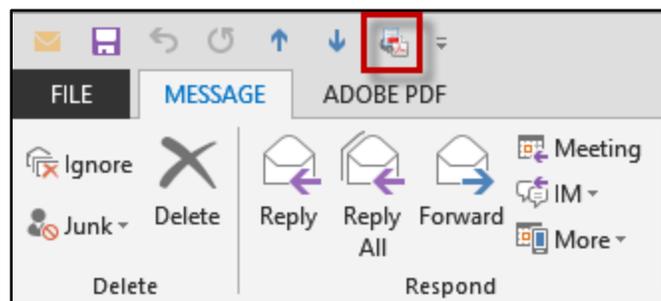
- iii. **Save Outlook Email As PDF Files:** This is made infinitely easier if you use Acrobat Standard or Pro and take advantage of the integration between Outlook and Acrobat. By using the ribbon shown below, you can make PDFs of single email, multiple emails at once or even entire folders at once. You can also set up Automatic Archival so any email that ends up in a particular folder is

automatically archived into a PDF without you doing anything.



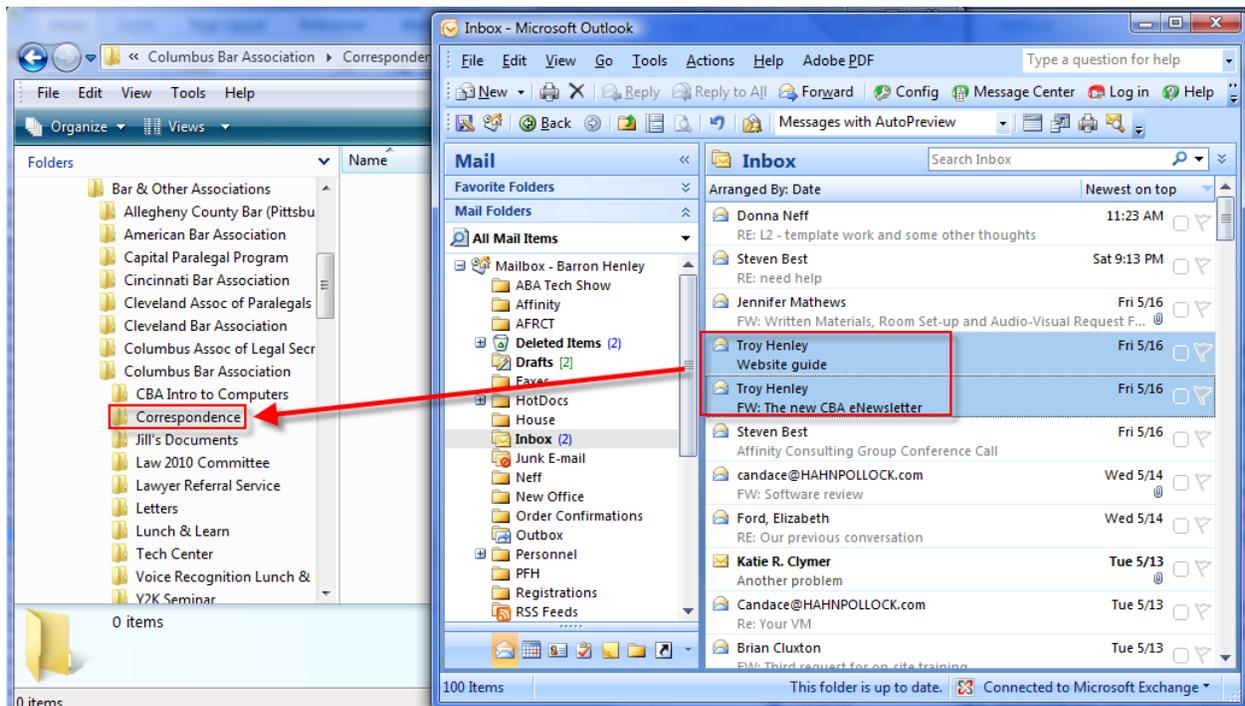
Using the Acrobat integration also captures attachments inside the PDFs you create from email automatically (same as MSG files). Another benefit of creating PDF files from your email is that PDFs are viewable on just about any device. MSG files, on the other hand, can only be viewed in Outlook, Thunderbird and a few other programs. So from a future-file-access perspective, PDF is much safer than MSG.

In addition to the foregoing, Acrobat also allows you to add a button to the Outlook Quick Access Toolbar called Convert to Adobe PDF so that you can open any email and click a single button within the email to convert it to PDF. This method also saves the attachments inside the PDF just like using the ribbon mentioned above. Below is a screenshot of my Quick Access Toolbar in Outlook 2013 with my PDF button highlighted.



- iv. **Save Outlook Email By Dragging Into a Folder:** You can clean out your inbox or subfolders under your inbox by

cascading the windows and simply dragging and dropping all of them into the desired folder. This will COPY the emails over into that folder, saving them automatically as MSG files, which preserves the metadata and all attachments.



4. **Search Programs:** One of the most common problems facing law offices is difficulty in finding their existing documents. If you have a document management system then you probably don't need a separate program for searching because all good document management systems have that functionality built-in. If you don't have a document management system, then these programs are essential.
 - a. **Windows Search Options:** Even if you've created a good file naming convention, you'll still need help finding some documents. Now that you've created searchable PDFs, you can search through all of them at once, quickly, by searching for particular words. Here is a survey of your options:
 - i. **Copernic Desktop Search:** RECOMMENDED - See www.copernic.com. There are versions of Copernic, Lite



(FREE) and Full (\$49.95). You need the Full version for a law office and it has a free trial for 30 days so you can test it before you buy it. Copernic will search all of your files (Word, Excel, PowerPoint, PDF, HTML, WordPerfect, text and another 150 types of files). It will also search Outlook or Outlook Express email and any attachments to email.

- ii. **dtSearch:** RECOMMENDED: See www.dtSearch.com - \$199 - one of the most sophisticated and fast search engines I've ever seen. It provides the most search options and file types that it can recognize. If you need industrial strength search capability involving enormous numbers of documents, this is your program.
- iii. **Filehand:** See www.filehand.com - FREE. Instantly search for files on your computer, by content. See the extracts of the files you found, even for PDF files. Scroll through the extracts so you can quickly find the information you're looking for. Find the file you are looking for, even when many files match, because Filehand Search sorts the results by relevance. Do complex Boolean searches and searches by phrase. Use it all the time because it is so simple to use!
- iv. **Windows Instant Search** (Windows Vista, 7, 8 & 10): This is free and is included with Windows.

b. **Apple/Mac Search Program Options:**

- i. **HoudahSpot:** \$29 - see www.houdah.com/houdahSpot
- ii. **Spotlight Search** (Mac OSX): This is included with the Mac OSX operating system. For more information, see <http://support.apple.com/kb/HT2531>
- iii. **EasyFind:** Free - see <http://tinyurl.com/d6se856>