



Changing Horses Midstream: How to Fix Mistakes in Contexte

Ways to avoid and to fix some common mistakes made in
Contexte data entry

Kelly Harris – Crawford County Deputy County Clerk
Elizabeth Shearburn – Crawford County District Clerk
Rachel Oertling – Pope County Circuit Clerk
Donald Wilson – AOC Technical Analyst

PHOTOGRAPH CREDIT
MICHAEL HIBBLEN
KUAR NEWS

#2017ACAP

Building Bridges

Arkansas Court Automation Program Systems Conference 2017

CASE CONSTRUCTION OVERVIEW

#2017ACAP

- Is the case filed in the correct county?
- Is the cover sheet filled out completely?
- Do the fees match the case type being filed?
- Does the case type match the documents filed?
- Are the documents signed, etc.?
- Is the attorney listed on the case?
- Does each party have a Contexte ID #?

OBSTACLES IN OUR PATH

#2017ACAP

- **Case efiled under wrong case type.**
 - The cover sheet and case options chosen are the same
 - The documents are not the same as style of case
 - Filing fee for the case type matches cover sheet, but not documents
 - The case is approved

THE PATH TO OVERCOME OUR MISTAKES

#2017ACAP

- Void receipt and zero out fees
 - CBARCPT (custom receipt void); print
 - CBAACCD (custom case/party detail)
- Print/Save documents and voided receipt
 - CDADOCT
 - eFLEX: Save un file marked documents
- Delete case
 - CDACDCA (custom case change/delete)

THE PATH TO OVERCOME OUR MISTAKES

#2017ACAP

- Create New Case
 - Clerk eFile
 - eFile un file marked documents (Blue Side)
 - Post Payment
 - CBAPAYM (may have overpayment to return to Attorney)
 - Attorney eFile
 - Clerk to waive the next New Case Fee

Elizabeth Shearburn

- Crawford County Circuit
 - June 2000 to May 2015
- Crawford County District Court
 - June 2015 to present

CONNECTING THE EXPANSE OF DATA

#2017ACAP

Confirm Contexte IDs:

- Party IDs
 - CMIPCHI/CZIPCHI
- Attorney IDs
 - CPIIDEN
 - CPILCAT “A”
- Officer IDs
 - CPIIDEN/CPAIDEN
 - CPILCAT “O”

MOVING FORWARD

#2017ACAP

- Party IDs
- Attorney IDs
 - New attorneys are added by AOC
 - Example: AR2017001
 - Out of state attorneys (pro hac vice)
 - Example: PTX5654321
- New Officer ID
 - Create in CPAIDEN
- Reassigning Judge
 - CMAINIT
 - CDAPRTY

Rachel Oertling

- Two years with Pope County Prosecutor's office
- Twelve Years in Pope County Circuit Clerks Office
 - 10 years as Deputy Clerk
 - 2 ½ years as Chief Deputy Circuit Clerk

VIOLATION CONSTRUCTION

#2017ACAP

- Confirm the correct code.
 - CTVCHRG
- Judiciary website has the most up to date charge code listing.
 - <https://courts.arkansas.gov/administration/acap/application-notifications/contexte-updates>
- Confirm code with the Prosecuting Attorney.

MOVING FORWARD USING PERSON CASE MAINTENANCE

#2017ACAP

- Change Violation
 - CMADISP
 - Condition tab
 - Sentence tab
 - Disposition tab
 - Plea tab
 - Violation tab
- Add Violation
 - CMAINIT

Donald Wilson

- Jack-Of-All-Trades in IT for 35 years
- Job roles including:
 - Programming, Database Design, Server Configuration, Technical Support, and Training
- Technical Analyst with AOC for Five Years

REACHING FOR SUPPORT

#2017ACAP

- Some issues require intervention from an AOC Technical Analyst:
 - Person Merges
 - Warrant Parties
 - Payables-in-use
 - Judge Assignment
 - CAPCFED and the End of the Month

LINKED TOGETHER?

#2017ACAP

- ALWAYS use the spreadsheet to verify merges.
 - <https://courts.arkansas.gov/administration/acap/application-notifications/contexte-person-merge-process>
- Old ID is “FROM”. New ID is “To”.
- Be extremely careful merging two DLNs.
 - CONTACT DRIVER SERVICES FIRST!
- If you merge by mistake, please call the Help Desk immediately

AN UNWARRANTED CONNECTION

#2017ACAP

- Your judges and attorneys probably don't want arrest warrants issued against them.
 - 1,126 warrants were issued on Judge and Law enforcement officers
- Make sure to clear the party between creation of service documents.
- Service documents can be recalled from Contexte, but only TAs can delete them completely.
 - Requires an email request to Help Desk

CHECK IT OUT

#2017ACAP

- If your printer “double-picks” check paper, void the blank check, print the damaged numbers on blank paper, then void in Contexte.
- Clean your printer rollers with a cotton swab very lightly dampened with distilled water.
 - Do not use alcohol!
- Complete printing payables at the same time.
- Check numbers and “payable-in-use” messages can only be reset by a TA.

USE YOUR BEST JUDGMENT

#2017ACAP

- If transferring a judge, make sure to complete the process.
 - CDAPRTY/CMAINIT
- Judge parties can only be ended or removed by a TA.

OVERCOMING END OF MONTH ERRORS

#2017ACAP

- Contexte can get confused if a case is being accessed by multiple logins simultaneously.
- Too many up-and-down adjustments can make a balance drop below zero during processing.
 - CAPCFED doesn't like this.
- Send the entire transaction number that was reported in the error log to Help Desk.
- Contact us about setting up SUSP and CTRE payment DETC codes.

CONSTRUCTING SUPPORTS

#2017ACAP

- WorkFront
 - Log your own issues and watch your email.
 - Information in the Software Lab
- Email
 - acap.help@arcourts.gov
 - acap.jury@arcourts.gov
 - courts.efiling@arcourts.gov
 - ORJShelp@arcourts.gov
- Phone
 - (501) 410-1900 or (866) 823-5778 Option 1

#2017ACAP

THANK You!