

Quick Start Guide

Integrate data and services into Best Case by Stretto

Learn how to:

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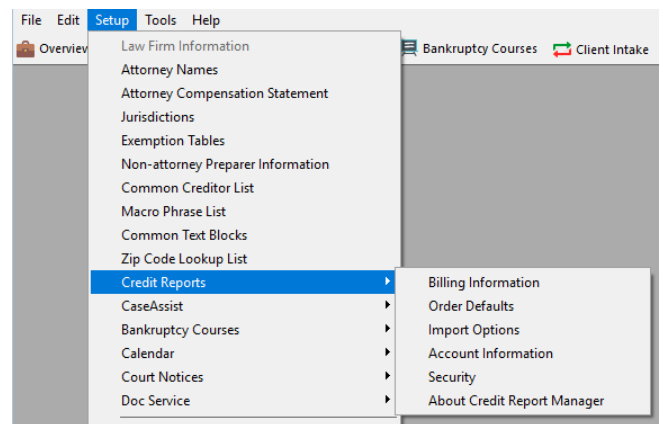


Activate and Configure

As a Best Case customer, you automatically get a CIN Legal Data Services account that allows you to order a variety products and services to satisfy your due diligence requirements. You have immediate access to bankruptcy courses, property appraisals and title products, tax transcripts and post-bankruptcy services. Plus, you are only steps away from ordering Credit Reports.

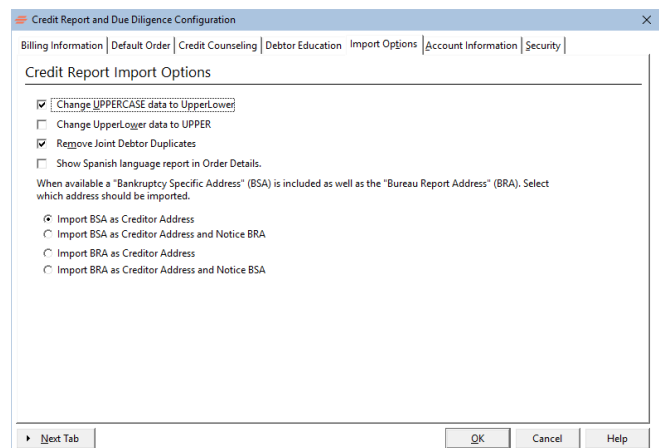
Activate the Credit Report Option

1. Under Setup, select **Credit Reports>Account Information**.
2. Complete the form with your **CINLegal Data Services** account credentials.
3. Click **OK**.
4. If you do not have your account information, contact client support at 866.218.1003.



Credit Report Manager Configuration

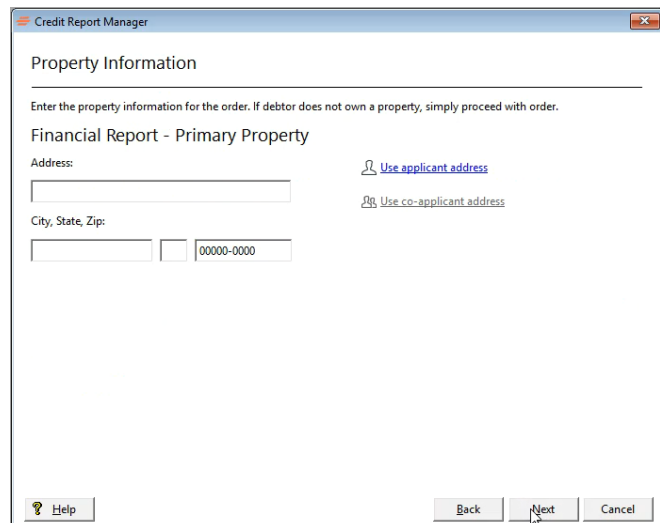
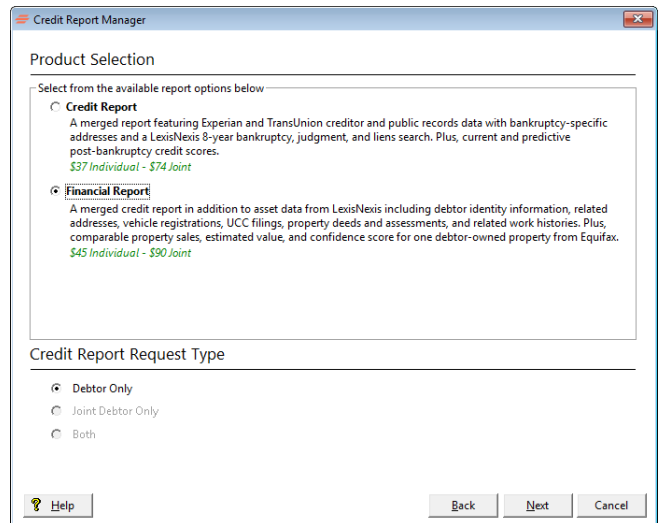
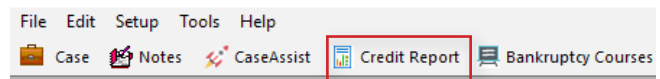
1. Under Setup, select **Credit Reports** to access a variety of tools:
 - Billing Information:** Setup one-time or setup automatic payments, update your billing email or download a recent invoice.
 - Default Order:** Select products and preferences for standard orders.
 - Import Options:** Set your preference on how to import text and what addresses to use.
 - Account Information:** Location of your CIN Legal account credentials.
 - Security:** Restrict access by creating internal passwords.



Order Credit or Financial Reports


Once the credit report option is activated, follow the below steps:

1. Open a client file and select the **Credit Report** icon  in the top toolbar.
2. Choose from a Credit or Financial Report:
Credit Report: Experian, TransUnion and Equifax creditor and public records data with bankruptcy-specific addresses, a LexisNexis 8-year bankruptcy, liens and judgment search. Plus, a current and predictive post-bankruptcy credit score for the primary and joint debtor.
Financial Report: Includes all the Credit Report information, along with asset data from LexisNexis. Financial Reports provide primary property value for one property, property comparisons (up to three properties), debtor related addresses, vehicle, watercraft and FAA registrations, UCC filings, properties and deeds, and related work history.
3. Select the **Report Type**. This will default to the type of debtor you selected in your Voluntary Petition.
4. Enter **Property Information** (Financial Report only) for primary property.



5. Enter the client's **phone** and **email**. Case details already entered into Best Case will populate and be used for the order.

NOTE: Your order defaults and preferences are saved. After your first order is placed, on future orders you will be sent directly to the **Order Summary** window.

6. To edit a product, click the pencil icon.  You will be taken back to the **Product Selection** window.

7. Click **Place Order** to submit.

8. Your order is in a **Pending** status until you authenticate. Complete this in 3 ways:

Authenticate Client Now: Complete the questions now to verify the client's identity.

Email client link to authenticate: Send your client an email with a link to verify their identity.

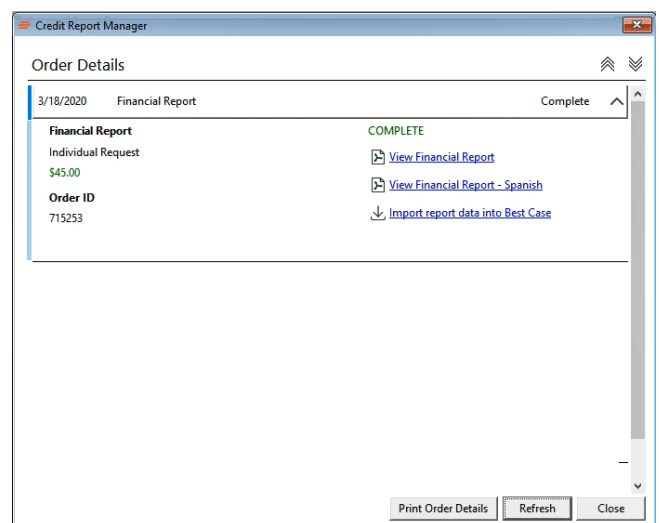
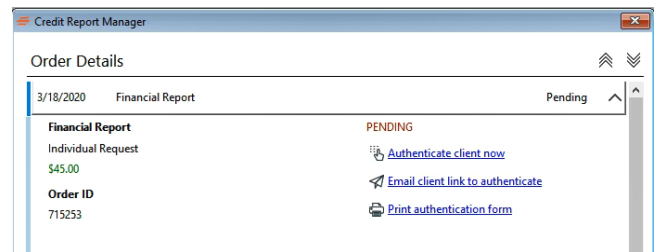
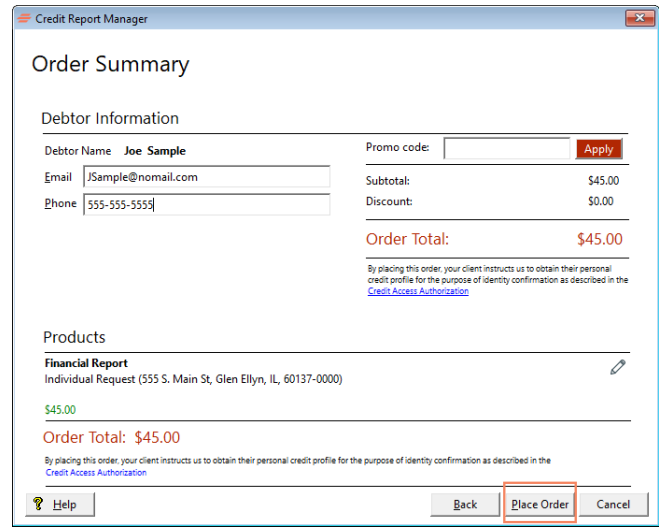
Print authentication form: Print out a form for your client to complete.

9. After authentication, your order will be displayed with a **Complete** status. From this window you can:

View Credit Report: Download a PDF of the report to review and share with your client.

View Credit Report- Spanish: Download the Spanish version.*

NOTE: After an order is placed, access the **Order Details** window at anytime by clicking the Credit Report Manager icon in the top toolbar.



* To view the Spanish PDF version edit your **Import Options** in the Configuration Menu.

Import claims into Best Case (Credit and Financial Reports)

The Import Liabilities to Best Case Client window lists all the claims that appeared on the merged credit report. For each claim, you can see the creditor name, account type, loan type, date reported, last activity date, balance, the person responsible for the debt, the status, and the account number.

When a creditor is highlighted, additional information displays at the bottom of the screen including the creditor address and the collateral for the debt.

The check boxes in the lower left corner allow you to exclude claims that have both a \$0 balance and a status of Paid.

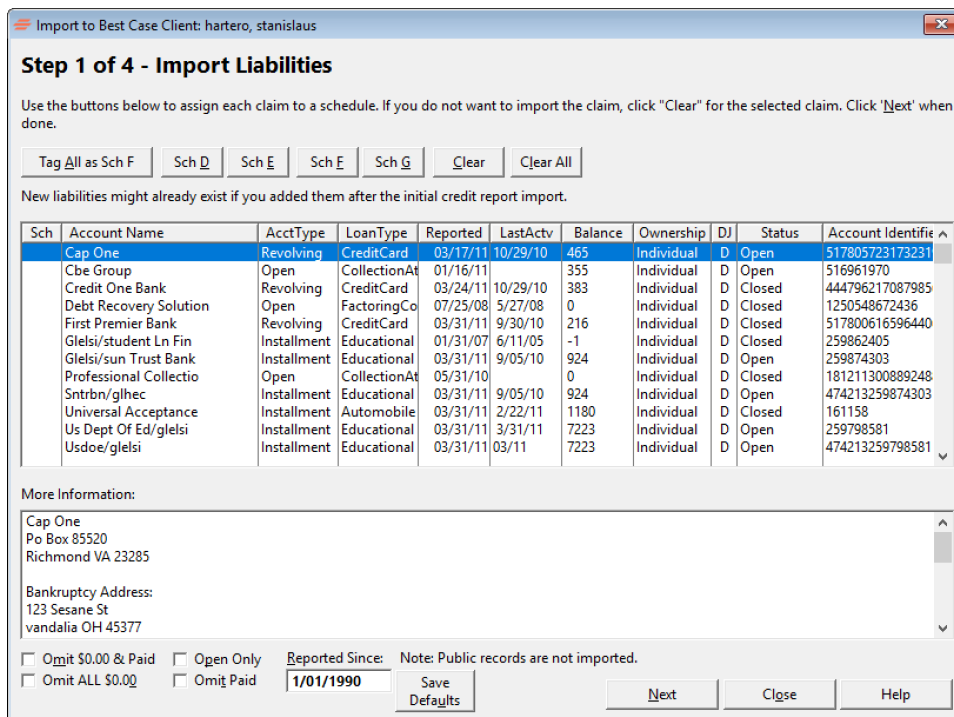
You can either import all records to Schedule F and then move individual creditors from this schedule into other schedules or select a schedule for each debt.

To assign all debts to Schedule F, click the **Tag All as Sch F** button in the upper left corner.

To select a schedule for each debt, highlight a specific creditor and then click the **Sch D**, **Sch E**, **Sch F**, or **Sch G** button at the top of the window.

Credit Report orders: After all creditors are tagged with a specific schedule, click the **Import to Client** button and the claims will automatically populate into your client’s schedules.

Financial Report orders: Click the **Next** button to proceed to the import asset screens.



Import assets into Best Case (Financial Reports Only)

The Import windows for real property, vehicles, watercrafts and FAA aircrafts list all the assets that appeared on the financial report. The respective import window(s) will only appear if data exists for that type of asset.

To import all assets for a specific category to Schedule A/B, click the **Tag All** button in the upper left corner.

To select an individual asset, select the check box next to the asset you'd like to import. Click the **Next** button to proceed to the next asset category. After all applicable asset categories are tagged, click the **Import to Client** button and the assets will automatically populate into your client's property schedule.

Real property assets: Assets are listed by property address.

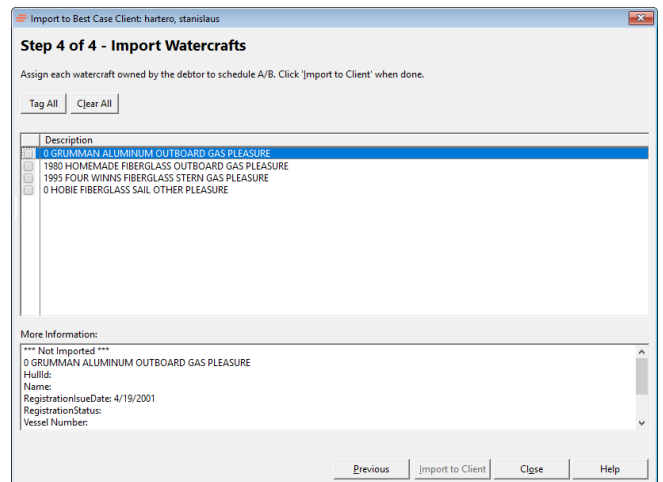
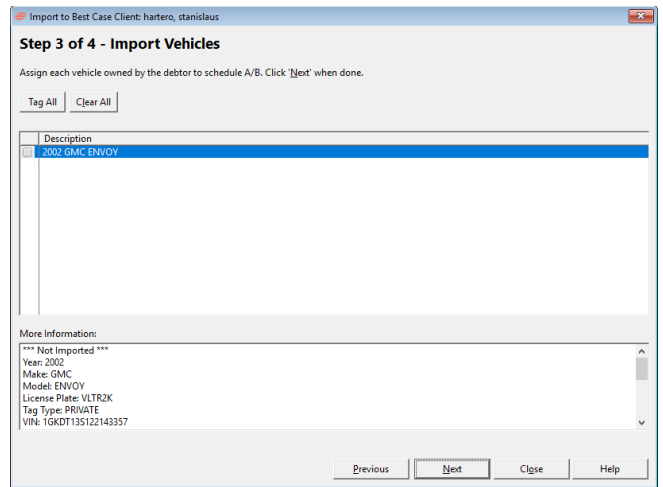
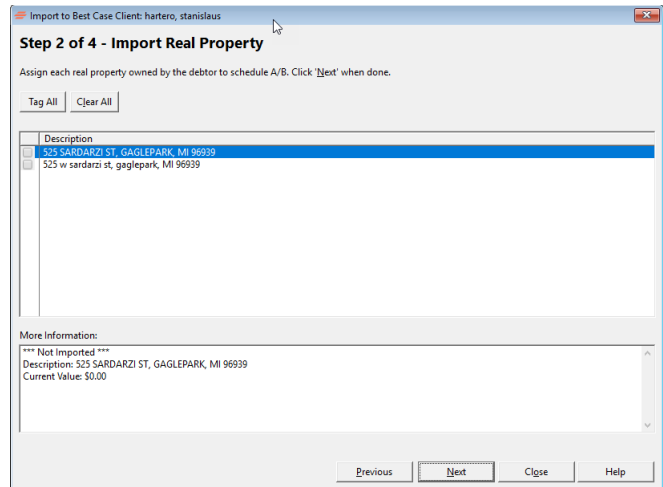
When a real property asset is highlighted, additional information displays at the bottom of the screen including the current value.

Vehicle, watercraft and aircraft assets:

Assets are listed by year, make and model.

When a vehicle asset is highlighted, additional information displays at the bottom of the screen.

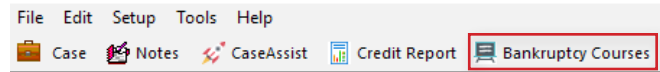
! NOTE: Import windows for each category only appear if data exists on the report for that specific asset type. The import process for Financial Reports can range from 2-5 steps.



Bankruptcy Course Manager

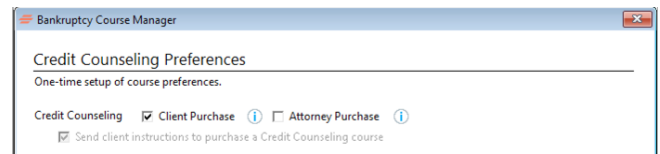
Simplify time-consuming tasks related to managing bankruptcy courses for no additional cost to your firm without leaving Best Case.

1. Open a client file and select Bankruptcy Courses in the top toolbar.



NOTE: The first time you use the Bankruptcy Course Manager, you will be asked to set your preferences.

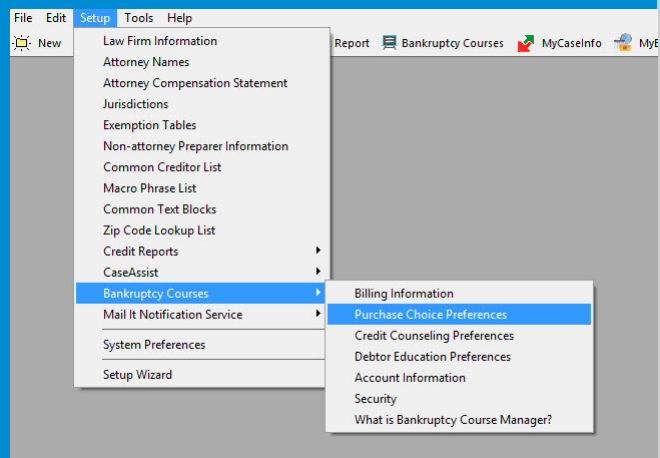
2. Choose Attorney Purchase or Client Purchase.



How to Change/Edit Preferences:

At any time you can change your default preferences.

1. Under Setup, select **Bankruptcy Courses** to access a variety of setup options:
 - Billing Information
 - Purchase Choice Preferences
 - Credit Counseling Preferences
 - Debtor Education Preferences
 - Account Information
 - Security



Attorney Purchase:

- You select the provider.
- You pay for the course.
- Client takes course online or by phone.
- Certificate of completion automatically imported into Best Case.
- Firm Notifications when the certificate is complete or about to expire.
- Email and text (SMS) reminders for your client.

Credit Counseling Preferences:

NOTE: This window will only appear the first time you place an order.

A. Provider Preference: Choose an EOUST-approved credit counseling provider.

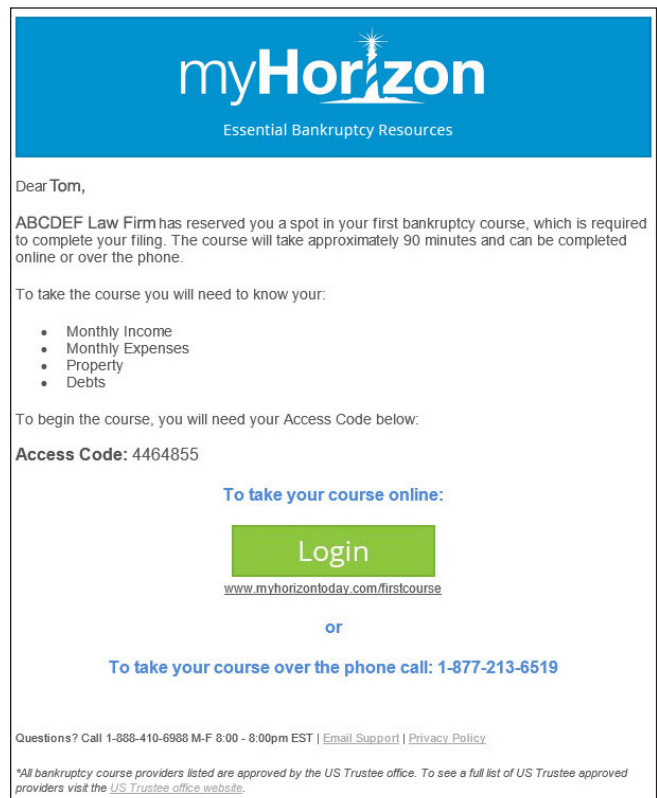
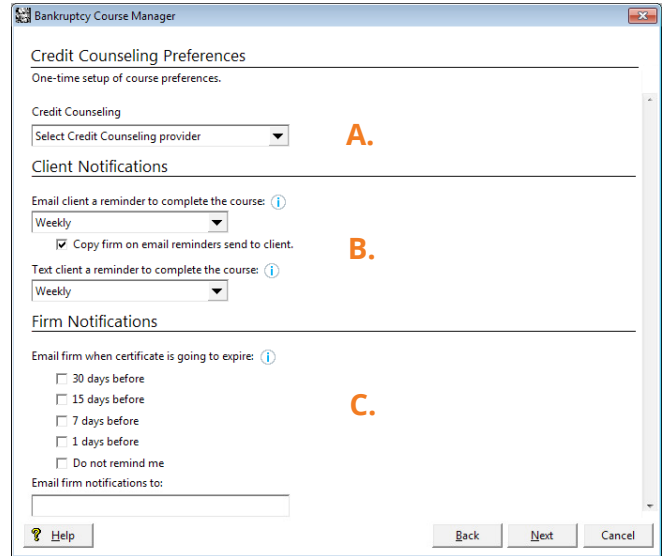
B. Client Notifications: Choose the frequency of email and/or text (SMS) reminders:

- Weekly* (default)
- Bi-weekly
- Monthly
- Do not remind my client via email

NOTE: Notifications cease 90 days after a course is ordered.

C. Firm Notifications: Select the frequency to get notified by email when a certificate is set to expire.

NOTE: Emails cease once certificate has expired or case is filed with Best Case.



3. Click **Next** to be taken to the Order Summary window.
4. To add debtor education:

 Click **Add Products To Order.**

Debtor Education Preferences:

! NOTE: This window will only appear the first time you place an order.

A. Provider Preference: Choose an EOUST-approved debtor education provider.

B. Check the box to automatically order debtor education and notify the client once the case is filed with OneTouch®.

! NOTE: This is triggered only if there is an existing credit counseling ordered for the client.

C. Check the box to automatically file the Certificate of Completion. (Only available with Second Bankruptcy Course)

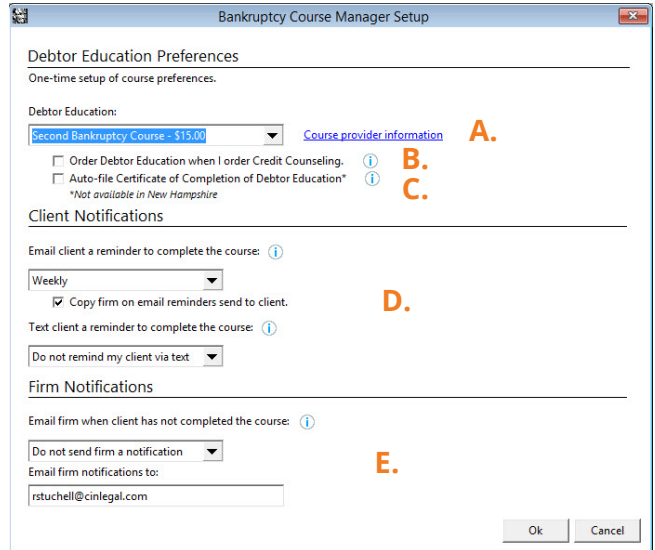
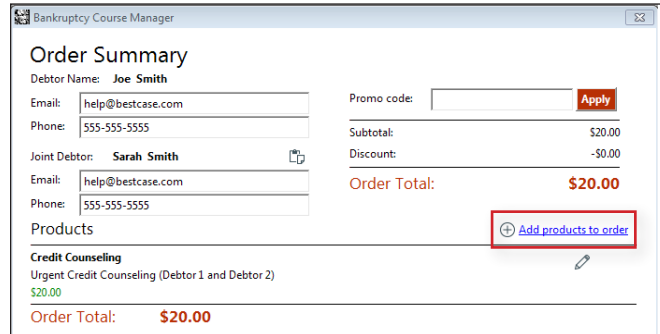
D. Client Notifications: Choose the frequency of email and/or text (SMS) reminders:

- Weekly* (default)
- Bi-weekly
- Monthly
- Do not remind my client via email

! NOTE: Notifications cease 45 days after a case is filed with Best Case.

E. Firm Notifications: Select the frequency to get emailed about an incomplete course.

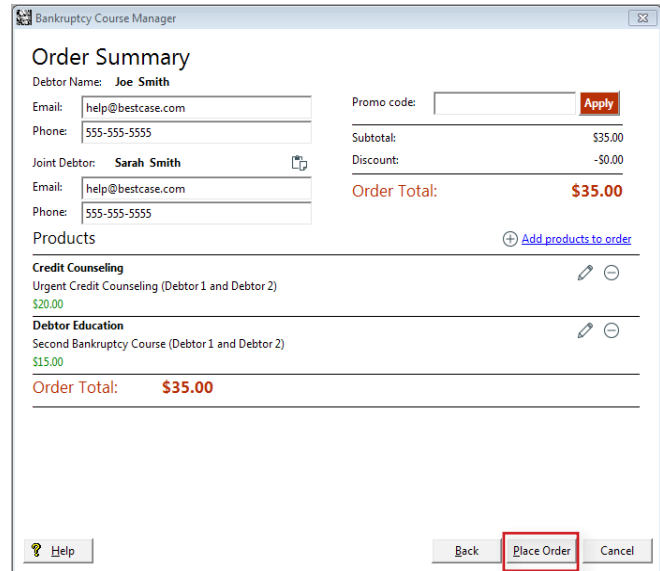
! NOTE: Notifications cease 45 days after a case is filed with Best Case.



Attorney Purchase (continued):

5. Click **Next** to view the Order Summary window.

6. **Place Order** to submit.



7. From the **Order Details** window, you can view:

A. Course status – Pending, Complete, Cancelled

B. Print client instructions – Print the PDF instructions to give to your clients.

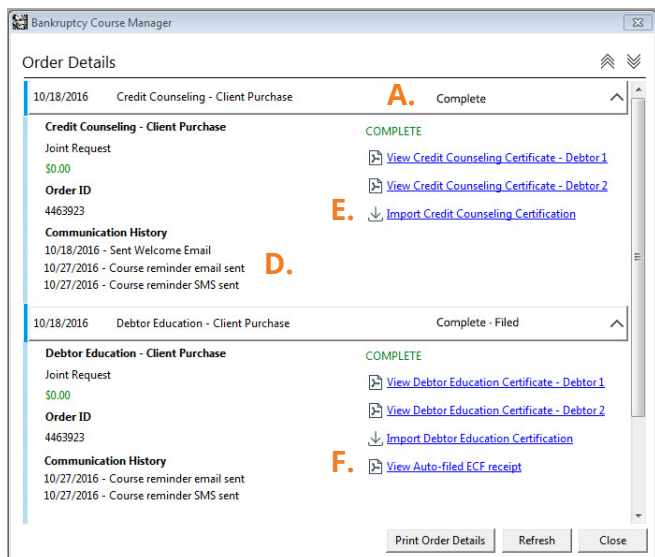
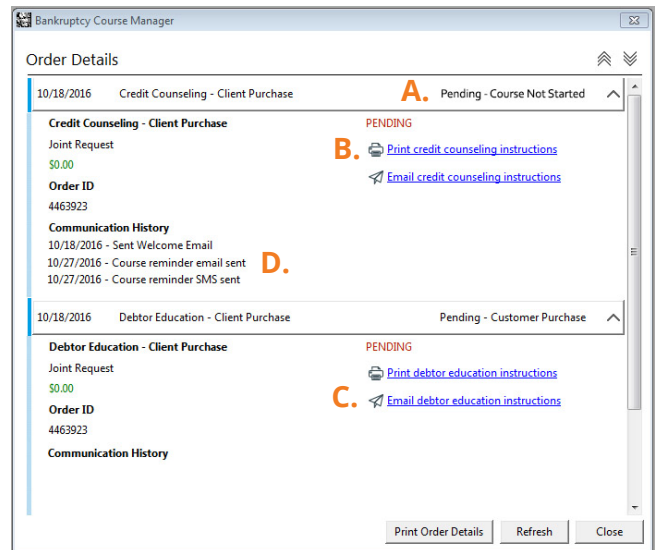
C. Email client instructions – Send a manual reminder to your clients by email.

D. Communication history – View the date instructions and reminders were sent by email or text (SMS).

E. Import Certification – Click to verify your certificate is imported into the ECF Manager.

! NOTE: Your certificate is automatically saved when you open the Order Details window.

F. View Auto-filed ECF receipt – Click to access the filing receipt.



Client Purchase:

- Client selects provider.
- Client pays for the course.
- Client takes course online or by phone.
- Certificate of completion automatically imported into Best Case.
- Firm Notifications when the certificate is not yet complete or about to expire.
- Email and text (SMS) reminders for your client.

Credit Counseling Preferences:

NOTE: This window will only appear the first time you place an order.

A. Client Notifications: Choose the frequency of email and/or text (SMS) reminders:

- Weekly* (default)
- Bi-weekly
- Monthly
- Do not remind my client via email

NOTE: Notifications cease 90 days after a course is ordered.

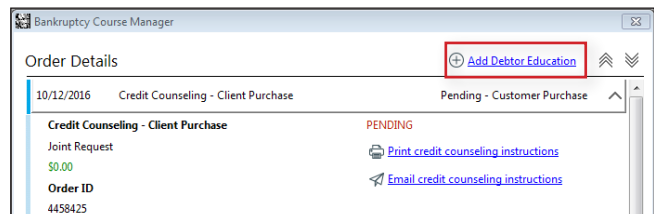
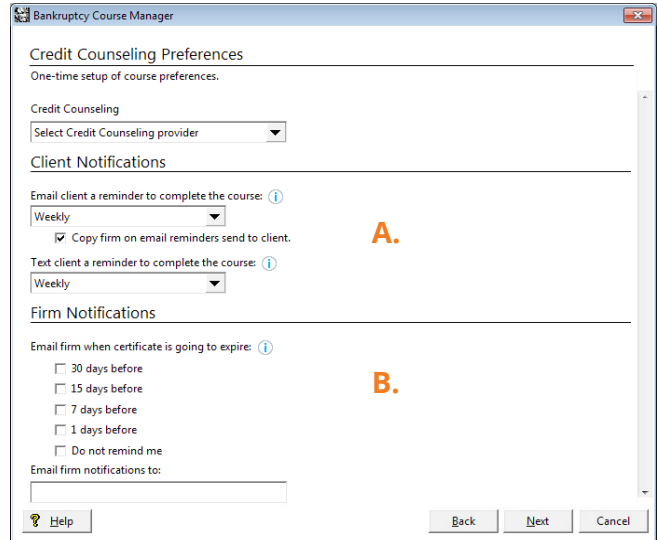
B. Firm Notifications: Enter an email and select the frequency to be notified when a certificate is set to expire.

NOTE: Emails cease once certificate has expired or case is filed with Best Case.

3. Click **Next** to be taken to the Order Summary window.

4. To add debtor education:

 Click **Add Products To Order.**



Client Purchase (continued):

Debtor Education Preference:

NOTE: This window will only appear the first time you place an order.

A. Check the box to automatically order debtor education and notify the client once the case is filed with OneTouch.

NOTE: This is triggered only if there is an existing credit counseling ordered for the client.

B. Check the box to automatically file the Certificate of Completion. (Only available with Second Bankruptcy Course)

C. Client Notifications: Choose the frequency of email and/or text (SMS) reminders:

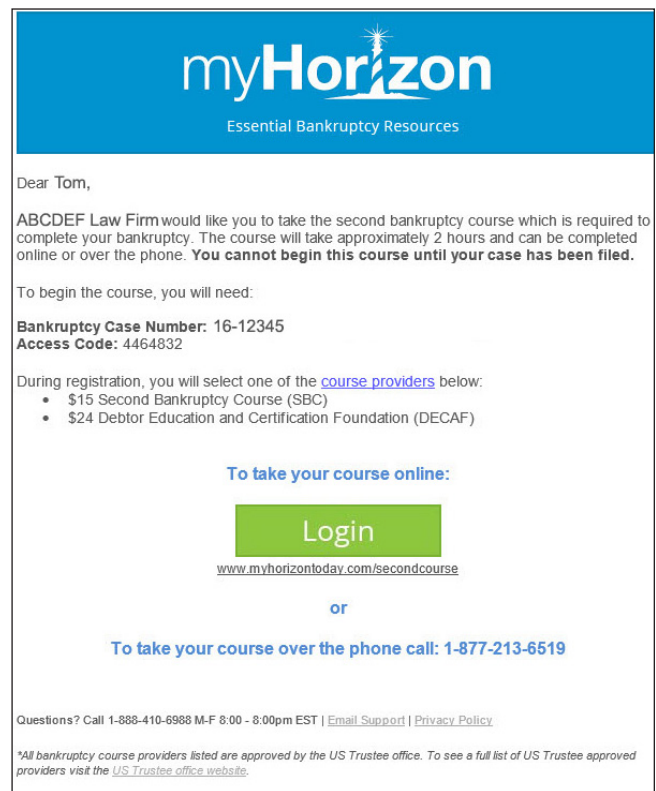
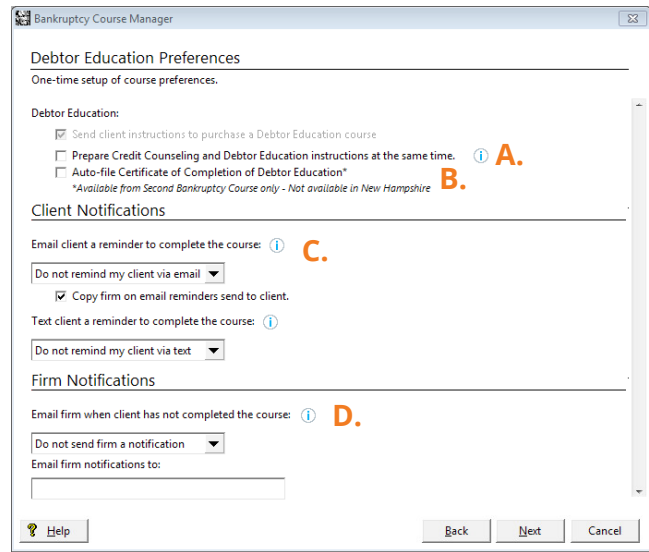
- Weekly* (default)
- Bi-weekly
- Monthly
- Do not remind my client via email

NOTE: Notifications cease 45 days after a case is filed with Best Case.

D. Firm Notifications: Enter an email and select the frequency to be notified when a client has not completed the course.

NOTE: Notifications cease 45 days after a case is filed with Best Case.

5. Click **Next** to be taken to the Order Details window.



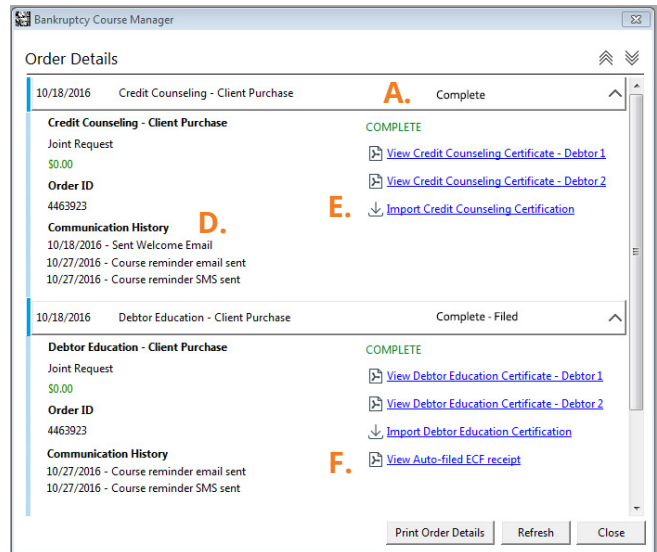
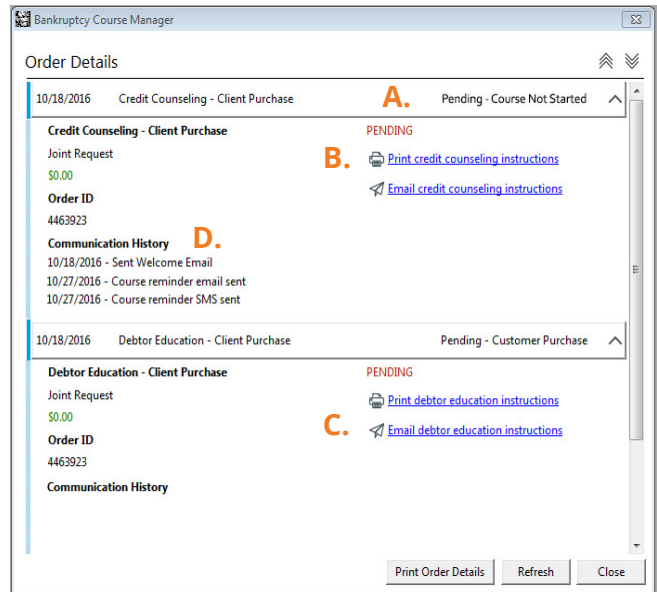
Client Purchase (continued):

6. From the **Order Details** window, you can view:

- A. Course status** – Pending, Complete, Cancelled
- B. Print client instructions** – Print the PDF instructions to give to your clients.
- C. Email client instructions** – Send a manual reminder to your clients by email.
- D. Communication history** – View the date instructions and reminders were sent by email or text (SMS).
- E. Import Certification** – Click to verify your certificate is imported into the ECF Manager.

! NOTE: Your certificate is automatically saved when you open the Order Details window.

- F. View Auto-filed ECF receipt** – Click to access the filing receipt.

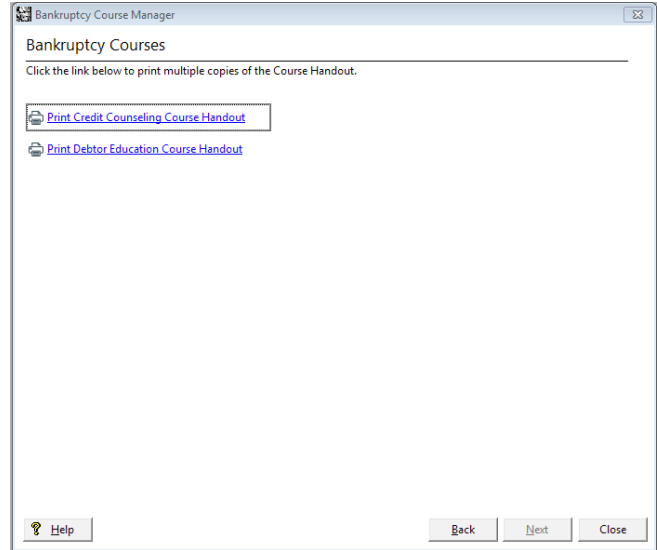


Course Instructions/Handouts:

Quickly print out bulk handouts to invite clients to take credit counseling or debtor education courses. The handouts include a unique Access Code which allows client information to be filtered back to your firm inside Best Case. Get all the benefits of Bankruptcy Course Manager with minimal effort.

To print bulk instructions:

1. Under Tools, select **Bankruptcy Course Manager**.
2. Select **Bankruptcy Course Handouts**.
3. Check the box(s) to print credit counseling and/or debtor education course handouts, click Next.




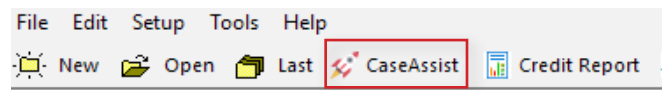
4. Click the link(s) **Print Credit Counseling Course Handouts** and/or **Print Debtor Education Course Handouts** to open the PDF and print to your local printer.



CaseAssist: Order credit reports and more

CaseAssist is a smart, efficient workflow tool that helps you quickly obtain multiple products and services from CIN Legal Data Services at one time, in a few clicks.

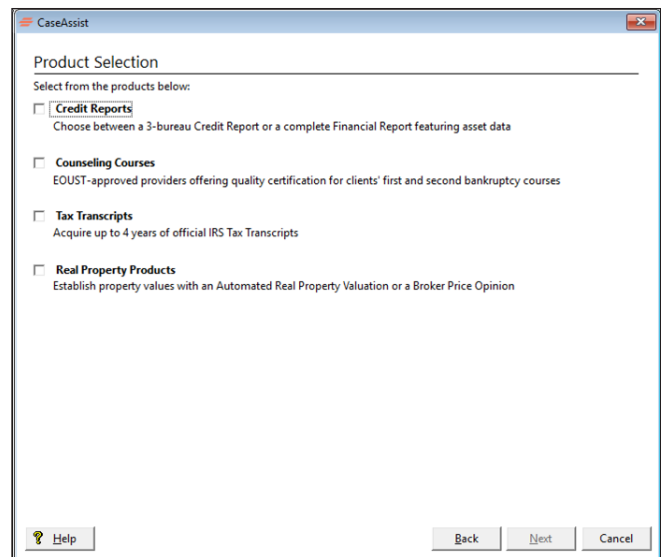
1. Open a client file and select the **CaseAssist** icon  in the top toolbar.



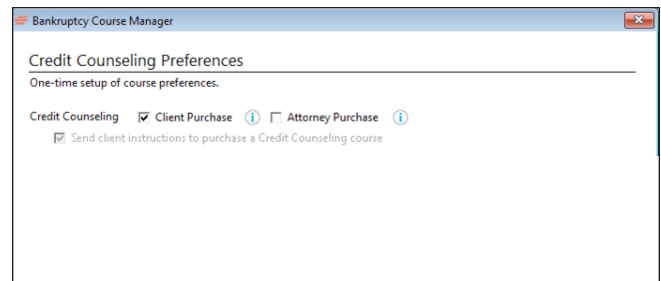
2. Choose from all available products:

- Credit Reports
- Counseling Courses
- Tax Transcripts
- Real Property Products

Then click **Next**.




3. You will then be prompted to select your preferences based on the products you order.





4. Review your products in the **Order Summary** window.

NOTE: Your defaults and preferences are saved based on your order. On future orders you will be sent directly to the **Order Summary** window.

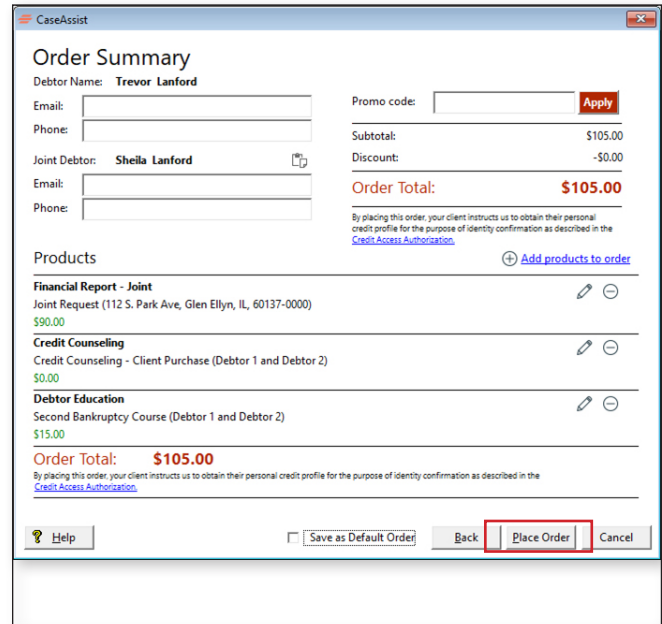
5. You can easily add, edit and delete products:

 The pencil icon allows you to edit product details. You will be taken back to the specific product details window.

 The delete icon removes a product from an order.

 The plus icon adds a product to the order. You will be taken back to the specific product details window.

6. Click **Place Order** to submit.




CaseAssist

Order Summary

Debtor Name: **Trevor Lanford**

Email:

Phone:

Joint Debtor: **Sheila Lanford** 

Email:

Phone:

Promo code: **Apply**

Subtotal: \$105.00



Discount: -\$0.00

Order Total: \$105.00

By placing this order, your client instructs us to obtain their personal credit profile for the purpose of identity confirmation as described in the [Credit Access Authorization](#).



Products

[+ Add products to order](#)

Financial Report - Joint  



Joint Request (112 S. Park Ave, Glen Ellyn, IL, 60137-0000)

\$90.00

Credit Counseling  

Credit Counseling - Client Purchase (Debtor 1 and Debtor 2)

\$0.00


Debtor Education  

Second Bankruptcy Course (Debtor 1 and Debtor 2)

\$15.00

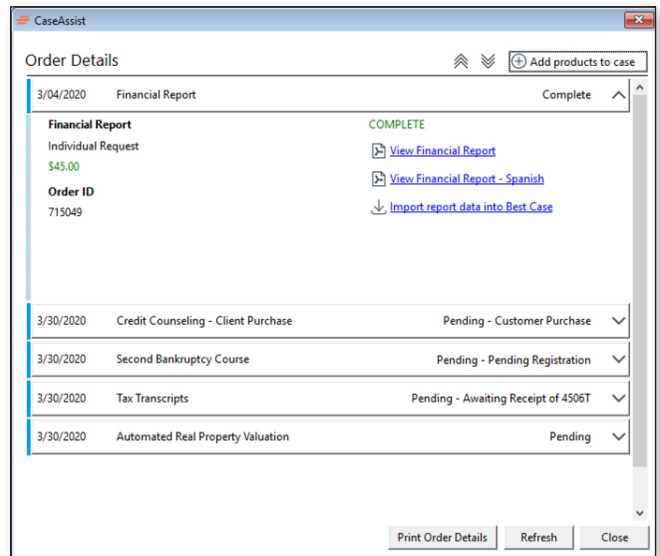
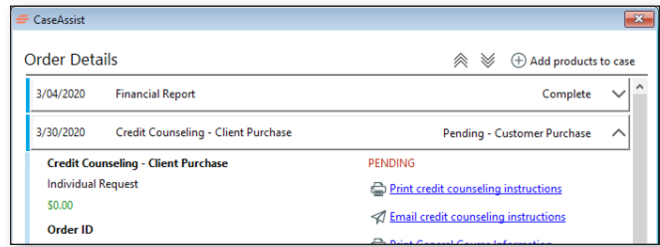
Order Total: \$105.00

By placing this order, your client instructs us to obtain their personal credit profile for the purpose of identity confirmation as described in the [Credit Access Authorization](#).

 **Help** **Save as Default Order** **Back** **Place Order** **Cancel**

7. In **Order Details** depending on what you order, you will see:

- **Credit Reports:** Quickly authenticate, then access the PDF and import creditors into the Forms and Schedules.
- **Counseling Courses:** Depending on the status, you will see different options:
 - Pending:** Print instructions or email a reminder to the client. NOTE: Your client is sent an initial email about the course at order submission.
 - Completed:** View certificate. NOTE: The certificate is automatically saved in the ECF Manager to make filing simple.
- **Tax Transcripts:** To complete your order, complete and submit the 4506-T to CIN Legal Data Services. After submission, this report takes three (3) business days.
- **Automated Real Property Valuations:** This report is delivered instantly.
- **Broker Price Opinion:** This report takes three (3) business days to complete. Once complete, you can view the report.



NOTE: After an order is placed, access the **Order Details** window at anytime by clicking the CaseAssist icon in the top toolbar.