

NEW REPORTER STARTUP GUIDE

We are happy to have you on our team. There are four of us that are able to answer most questions you have.

Tanga Donnelly – cell 770-714-7965

Angie Williams – cell 770-846-8233

Debbie Moon (Scheduler and office manager) office 770-985-2344, cell 770-630-9040

Cheri Farhy – (Production manager/collections) office 770-985-2344 cell 678-485-1670

We strive to provide the best court reporting service in the city to our clients. We have some guidelines to follow when you accept assignments from us.

Our website is:

www.metroatlantareporters.com

Username: reporter

Password: M3troatL!

Please visit our website so that you can enter your unavailability. If Debbie sees that you are available to work, you are more than likely going to be scheduled, so please keep up with this.

Go to www.reallegal.com and set up an account for My Real Legal.

Accept the invitation code sent to you from Metro Atlanta Reporters (Main Office)

Prior to going on a deposition, print the Transcript Order Form from our website to provide to each attorney.

If you accept an assignment, please know that you may be there for hours. Do not accept an assignment if you have an appointment or for any reason you feel you cannot be there for as long as it takes to finish the job. And do not ask the attorneys how long the deposition will be. We are there to serve them for however long it takes.

Please plan to arrive 30 minutes early to your deposition. This allows for traffic, location mix-ups, setup, etc.

Always have an external backup and fresh batteries in case of a computer glitch.

Provide each attorney with a Transcript Order Form and be sure to collect them after the deposition.

Make a list of proper names, cities, etc. and ask for spellings AT THE CONCLUSION of the deposition.

Mark Exhibits as follows: Number of Exhibit on the line, your initials and date of the deposition under the line. Use white Exhibit stickers for EUOs.

After the deposition is over, the first thing you do is scan any Exhibits that were marked and mail them to Cheri at our office using Click N Ship. Cheri should be receiving your Original Exhibits a day or two after the date of deposition. This ensures that when you submit the transcript, she already has the Exhibits that match it so the attorney doesn't wait for the original.

www.usps.com

Username: tangaccr@bellsouth.net

Password: Metro2992

Amex (Tanga) 6929

Click N Ship allows you to schedule a pickup directly from your front door the follow day during your regular mail delivery. It is easy and costs you nothing.

If your job is takedown only, please use the website portal to download your sound files in case you are out of town or otherwise indisposed and we have to produce your transcript.

We have a 10 business day turnaround guarantee. This means your transcript should be submitted through reallegal.com on or before 10 business days from the date of your deposition. If you cannot meet this deadline, we expect you to let one of us know and also the date you will have it submitted so we can let the attorney know when to expect their transcript.

If the transcript is a rush and they give you a date, the expectation is that they have the transcript BEFORE close of business on that date (5:00 o'clock) to be considered delivered to them on the date they requested. If it is submitted after close of business the day they requested it, the rush rate will go down by 10 percent.

If you are unsure how to spell anything, attorneys' names, etc., look them up. Attorneys' names, addresses and email addresses are easily found on www.gabar.org

We have a link to a transcript manual on our website, please refer to it for any questions you may have. It won't answer everything, but it's a good start.

Submit your carefully prepared transcript to RealLegal using your invitation code. Please attach your scanned Exhibits to your Etranscript.

There is a glitch in RealLegal that we've made them aware of several times, but they have yet to fix. If you scroll down your transcript to the Index page where the Exhibits are listed, many times the number 3 is missing from your list of Exhibits. To fix this, prior to signing the transcript, go to Transcript, Edit Etranscript, add in the 3 and ensure the spacing on the line is correct, then save. You can then electronically sign your transcript and submit it.

After you carefully prepare your transcript and submit it within 10 business days, immediately after submittal, visit our website to submit your invoice. We expect this to be done upon completion of EACH deposition, not all at one time for several depositions.

Please use ONE invoice submittal for multiple jobs taken on the same day. I will show you how this works:

Deponent Name: John Doe/Jane Doe
Number of Pages: 65/78
Start time: 10:00 a.m./12:00 p.m.
End Time: 11:45 a.m./1:00 p.m.
Reserved signature: Yes/No

If different attorneys took the depositions, you may use two submittals to indicate that. If you use two submittals to submit invoices, in the Special Instructions section, please indicate 1 of 2 or 1 of 3, etc. There are so many submittals that oftentimes they do not come in together even though you may have submitted them back-to-back. If they get separated, then I end up having to amend the invoice after sending it to law firms or insurance companies, which causes major problems and sometimes double payments, refunds, etc.

Please strive to spell everyone's name correctly on the invoice submittals. If I see misspellings, I have to assume you also spelled it incorrectly in your transcripts. Take your time, fill out all the fields correctly and fully. If you are guessing that a law firm name is The Law Office of So-and-So, but the correct name of the law firm is Law Offices of So-and-So, that causes problems for me that I won't go into, but please take the time to be detailed and accurate when it comes to the names of law firms and lawyers.

Do not assume I know what firm each attorney belongs to. Waldon Adelman, for example, hires a new attorney every day it seems. While I do not need their address (or any address for our client), I do need the firm name they belong to. Always give me addresses for opposite attorneys, as well as their email addresses.

Indicate your wait time, parking expenses (and attach receipt) and any mileage outside of a 45-mile trip. You get 100 percent of these expenses on your paychecks. We do not charge wait time for anything under 15 minutes and we do not charge wait time for lunch breaks in between depositions. Please do not include this on your submittal.

There will be a link to a perfectly submitted EUO submittal form on the website for your review. I have also attached it to this email.

If the EUO is a no-show, I have to know whether you did a Certificate of Nonappearance or not. If you did, indicate CNA provided in special instructions. If you did not, indicate No CNA in special instructions.

Also, attach your Transcript Order Forms to your invoice submittal. Do not attach Exhibits to your invoice submittal. Attach Exhibits to your Etranscripts within RealLegal.

The paycheck process is as follows: Anything submitted by midnight the Wednesday prior to your payday on Friday, will be on the NEXT paycheck. Let me make that clearer by provided an example.

Everything you submit by midnight on Wednesday July 10, 2019, will be on your Friday, July 26, 2019 paycheck. We pay on billables for the original/one copy, and on receivables for the copy sales. If you have us do your production (printing, binding, letters, mailing, etc.), then the percentage is Metro 35/Reporter 65. If you do your own printing, binding, letters, mailing, then the percentage is Metro 30/Reporter 70.

Debbie will send you your pay sheet usually the Monday or so before payday on Friday. Please look over it and compare it to your files as quickly as possible. If you have questions about your pay sheet, please make Debbie aware of it immediately as payroll has to be input early enough for direct deposit on Friday.

We appreciate your hard work and willingness to follow our guidelines so we can ensure we always have quality work to provide you!

Metro Atlanta Reporters