



IMPORTANT DATES

March 17 – St. Patrick’s Day
March 18 – Cutoff
March 31 – Payroll

REMINDERS & REQUESTS

Many of you have already started using Back Office to do your job updates, submit transcripts and invoices, and view your payroll. If you still aren’t sure how to use Back Office, please let us know, and we will be happy to walk you through it!

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Please be sure to arrive **at least 20 minutes** before your job. Attorneys appreciate reporters who arrive early and are prepared to start when the attorneys are ready.

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Please be sure to include a header and footer on all ASCII files you submit. Also please be sure to center them. Failing to do this means that our production software will not be able to produce a professional looking document without having to revise the ASCII file. It also means our clients have to wait longer for their transcript!

Back Office Tricks & Tips

The following are a couple benefits of using Back Office to manage your VCRS jobs:

Correcting Payroll Errors

One of our reporters used Back Office to view their payroll online, and noticed that the amount was different than what he was expecting. He contacted our office and asked us about the error, and we were able to fix the problem before the check was sent out.

To view your payroll, click on the View Payroll tab. Your current month’s payroll should be available for viewing a few days before the end of the month. **Please make a habit of checking your payroll amount before the end of the month.** That way we can make sure you get paid correctly and don’t have to wait until the next month for corrections to be made.

Submitting All of Your Files

Did you know that through your job update screen (RFS Update), you can submit any type of file to us? You can send in ASCIIs, Word files, PDFs, and more...all with one click!

RFS Update

Settings have been changed so that any job updates you make are sent to both production and scheduling. This should clear up some confusion we’ve had this past month.

You Deserve a Ribbon!



Adrienne Lightfoot

Adrienne has helped us out in a big way by taking several last minute jobs this past month. She’s also called on a daily basis to let us know her availability.

Thanks Adrienne!

“These are really terribly rough times, and we really should try to be as nice to each other as possible.”

-- Lou Reed
Musician (1942 -)

