

Osprey Approach: Use of the COLP/COFA functionality

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The latest version is always online at
<https://support.ospreyapproach.com/?p=2528>

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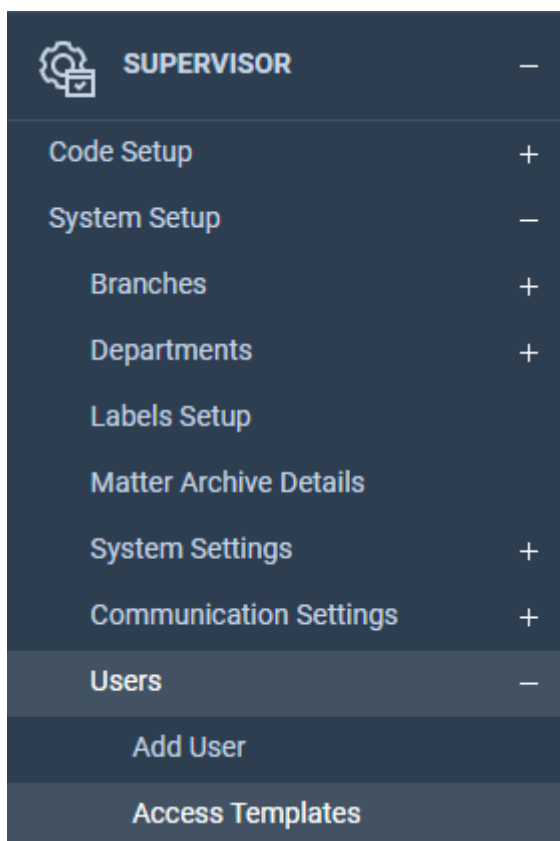
You can utilise the COLP and COFA functionality in Osprey.

In addition to the COLP areas covered by worktypes, the following areas are available accessed within the Case Management menu:

- Oaths
- Storage
- Fee Sharing & Referrals
- Introductions to Third Parties
- Equality and Diversity Breaches

Change the Access Template


To obtain full access to these areas, navigate to your 'Supervisor' tab and select 'System Setup'. Go to 'Users' and then select 'Access Templates'.



Within the 'Supervisor' area of the Access Template, ensure that the below check boxes for COLP/COFA and 'List Management' are ticked.

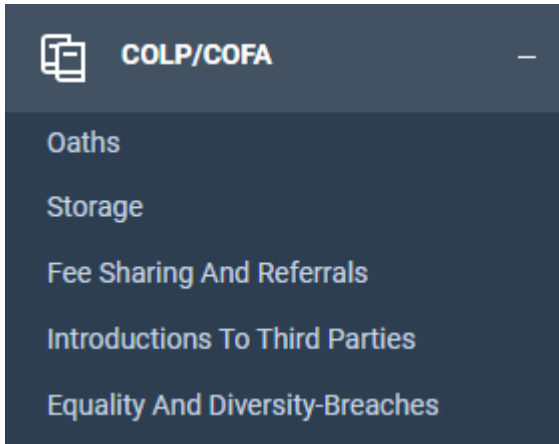
- ✓ Case Management Setup
 - > KPI Details
 - KPI Details
 - > Debt Recovery
 - > Expert Types
 - > Key Date Types
 - > Formulae
 - > Standard Documents
 - > Workflows
 - > Tasks
 - > Dossier Pages
 - > Dossier Fields
 - > Workflow Sections
 - Setup Conveyancer Portal
 - Import XML File
 - Adjust Workflow Dates
 - RTAPI Claim Fields Mapping
 - > E-mail Templates
 - > Matter History
 - > Smart Actions
 - ✓ COLP/COFA
 - List Management

Now select the 'COLP/COFA' option on the main list of template areas and select the 'Allow Area Access' link at the top. Ensure that the relevant areas of COLP/COFA that you wish to use are ticked, then click 'Save'.

- ✓  **COLP/COFA**
 - Oaths
 - Storage
 - Fee Sharing And Referrals
 - Introductions To Third Parties
 - Equality And Diversity-Breaches

Making use of COLP/COFA

Once access has been enabled, relevant users will be able to access COLP List Management via an independent entry beneath Smart Actions:



The screen shows all current lists, with one entry for each list item. Data available is Area Type, List Type, Value, Created Date, Created by, Last Modified Date and Last Modified By.

ADMINISTRATOR NAME	ADMINISTRATOR AUTHORISED	ADMINISTRATOR STATUS	COMMENTS	DATE	PROPERLY AUTHORISED	TYPE
crisina	Yes	Solicitor	Case Research	06/09/2018	Yes	Affirmation
Supervisor	No	Licensed Conveyancer	OK	26/07/2018	No	Oath

Columns can be dragged to expand or contract, can be sorted into ascending or descending order and can be hidden or shown as required.

New items can be added to a list, and lists can be edited, cloned and deleted. List Management is available for all COLP lists, except where the content is pre-defined.

To add a new list, click on 'New' at the top of the screen.



Now select 'Area Type', then choose a 'List Type'. Please note that there is no option for Fee Sharing and Referrals as all the lists here are pre-defined.

New List Management ✕

Area Type:

List Type:

Value:

In terms of list type, you have several options:

Oaths

New List Management ✕

Area Type:

List Type:

Value:

Storage

New List Management ✕

Area Type: ▼

List Type: ▼

Value:

Storage Type
Storage Location
Storage Reference

Introduction to Third Parties

New List Management ✕

Area Type: ▼

List Type: ▼

Value:

Introductions To Third Parties Purpose

Equality and Diversity Breaches

New List Management
✕

Area Type: Equality And Diversity Br ▾

List Type: | ▾

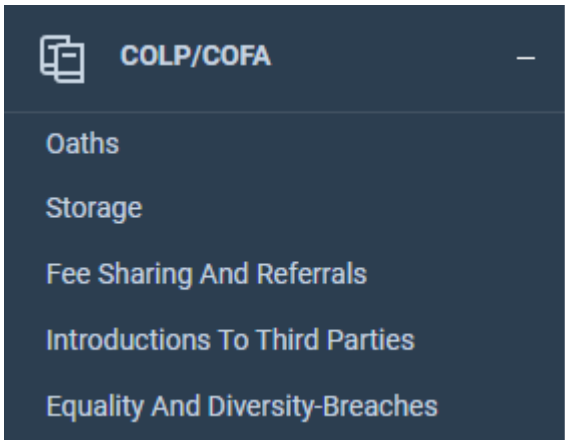
Value:

Equality And Diversity Breaches Complaina
 Equality And Diversity Breaches Status Part
 Equality And Diversity Breaches Status Part

OK
Cancel

Then type in the text required into the Value field, and Save. Repeat as required.

In terms of user level access to COLP/COFA, the tab is available on the left-hand menu.



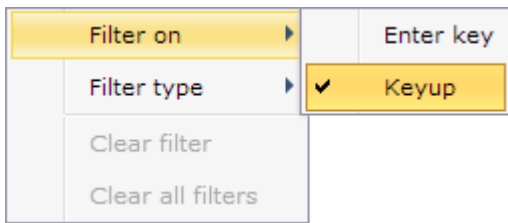
Please note that if the tab does not appear, it is likely that your access template does not allow you to view this area of Osprey. Please contact your system supervisor to arrange access.

The COLP/COFA functionality offers a number of search and filter options which may be new to users. The details below apply to all COLP areas.

Click at the far right of any search field to reveal Filter Options. Each Search can be set up with individual filter options, if required:

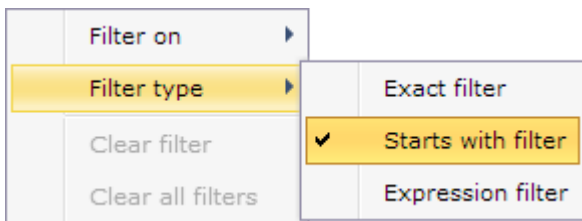
	Filter on	▸
	Filter type	▸
	Clear filter	
	Clear all filters	

Select 'Filter On' will allow you to select the option for 'Keypup', which means that the filter can be set to operate as soon as characters are typed into the search box, or 'Enter Key', which will only operate upon clicking 'Enter' on your keyboard.



The 'Filter Type' area allows you to select an 'Exact Filter' to match the typed text exactly, or the 'Starts With' filter in which you can add the start of your text, then search.

'Expression Filter' looks for patterns in text data – the use of * means “match zero or more of the following characters” – eg *thd** would return results for “Third Party Introductions” as well as “Oaths Administrator”.



Oaths

Clicking on the 'Oaths' heading will reveal all records on the database. Clicking on a particular record will bring up the details for this particular record on the right-hand side of the screen.

ADMINISTRATOR NAME	ADMINISTRATOR AUTHO...	ADMINISTRATOR STATUS	COMMENTS	DATE	PROPERLY AUTHORISED	TYPE
crisina	Yes	Solicitor	Case Research	06/09/2018	Yes	Affirmation
Supervisor	No	Licensed Conveyancer	OK	26/07/2018	No	Oath

Administrator Name	crisina
Administrator Authorised	Yes
Administrator Status	Solicitor
Comments	Case Research
Date	06/09/2018
Properly Authorized	Yes
Type	Affirmation

Alternatively, right-click on one of the available records and click 'View' to bring up the details panel.

To add a new record, select the 'New' icon on the top toolbar and enter the data as required. Then select 'Save' once complete.

New - Oath
□ ×

Administrator Name*: ?

Administrator Authorised: ?

Administrator Status*: Please select ?

Comments*: ?

Date*: 📅

Properly Authorised:

Type*: Please select ▼

Within the 'Record Details' side panel, select the 'Attachments' tab to view any available documents attached. These can be viewed, downloaded, deleted and added. Right-click an attachment to view options for deleting and downloading.

Record Details
Attachments
Client/Matter

+ New
📄
🔄

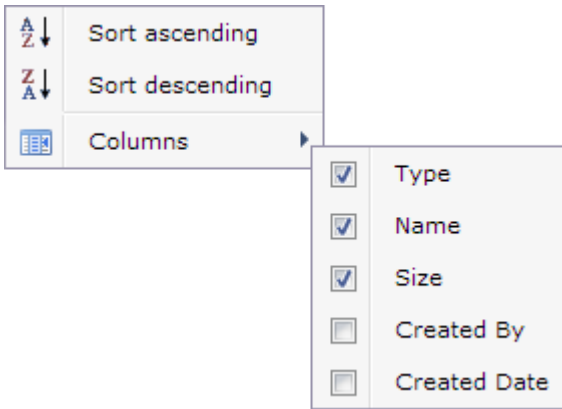
TYPE	NAME	SIZE
🔍	🔍	🔍
📄	C:\User...top\buchare...	72.10 Kb
📄	C:\User...uments\all fil...	621.88 ...

🗑️ Delete

📄 Download

To add an attachment click on the 'New' icon and browse to the required document. Click 'Open' and the document will be saved to the record. Repeat for as many documents as are required.

The following column options are available within the Attachment details area.



You may also assign particular records to clients or matters if required. Left click on the relevant record and then select the 'Client/Matter' tab. Click 'New' and you may now either type in the details required or select the drop-down arrow for further search options.

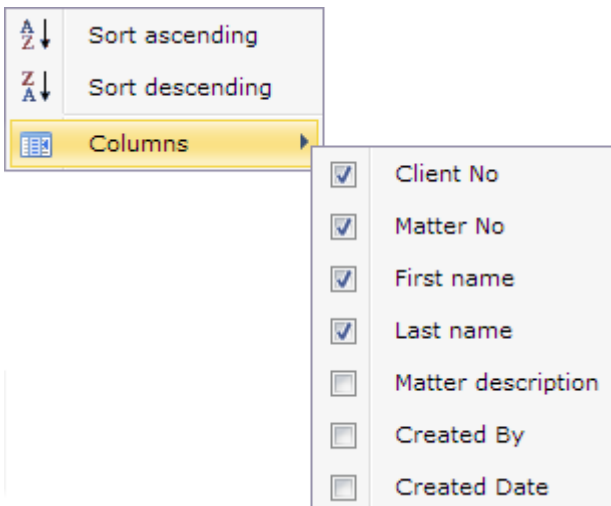
Records can be assigned at Client level or at Matter level. They can be assigned to more than one Client and/or Matter.

Record Details | Attachments | **Client/Matter**

+ New | [Icon] | [Icon]

CLIENT NO	MATTER NO
<input type="text"/>	<input type="text"/>
B00094	4
B00094	3
S00002	1
D00001	1

Within the 'Client/Matter' tab, you have the following column options.



Individual records can be printed by selecting the 'Print' option within the 'Record Details' area.



Storage

Clicking on the 'Storage' heading will reveal all records on the database. Clicking on a record will bring up the details for this particular record on the right-hand side of the screen.

⊕ New | 📄 Clone | 📄 Export

TYPE	DETAILS	LOCATION	REFERENCE	DATE DEPOSIT	DEPOSITED BY	DATE RETRIEV...	RETRIEVED BY	REASON RETRI...	RETURNED TO	DATE RETURN
Will	Will Test W00...	Wills Test	DWON123	30/05/2019	Ethan Test					
Will	Will Test	Cellar	11233	30/05/2019	Ethan	12/09/2019				
Will	Mr Matthews...	Cellar	1234856	17/04/2019	craig					
Chelsea Test	Chelsea Test	Chelsea Test	Chelsea Test	10/04/2019	Chelsea	10/04/2019	Chelsea	Chelsea	Chelsea	10/04/2019
Will & LPA	Chelsea Test	Cellar	12345	02/04/2019	Chelsea					
Will	New Will	Basement	11233	18/09/2018	neil					

Record Details | Attachments | Client/Matter

📄 Clone | 📄 🔄

Type	Will
Details	Will Test W00016
Location	Wills Test
Reference	DWON123
Date Deposit	30/05/2019
Deposited By	Ethan Test
Date Retrieval	
Retrieved By	
Reason Retrieval	
Returned To	
Date Return	
Comments	

Alternatively, right-click on one of the available records and click 'View' to bring up the details panel.

To add a new record, select the 'New' icon on the top toolbar and enter the data as required. Then select 'Save' once complete.

New - Storage
□ ×

Type*: ▼ ?

Details*: ?

Location*: ▼ ?

Reference*: ▼ ?

Date Deposit*: 📅 ?

Deposited By*: ?

Date Retrieval: 📅 ?

Retrieved By: ?

Reason Retrieval: ?

Returned To: ?

Date Return: 📅 ?

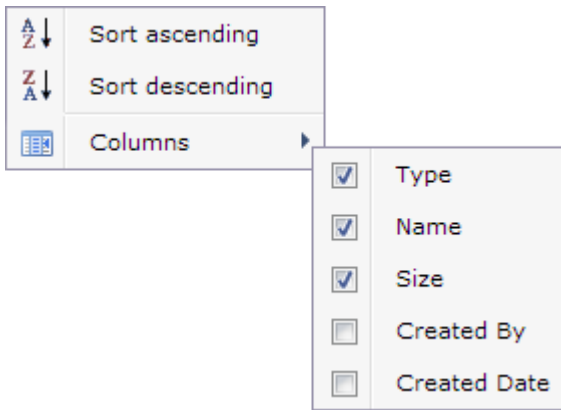
Comments: ?

Within the 'Record Details' side panel, select the 'Attachments' tab to view any available documents attached. These can be viewed, downloaded, deleted and added. Right-click an attachment to view options for deleting and downloading.

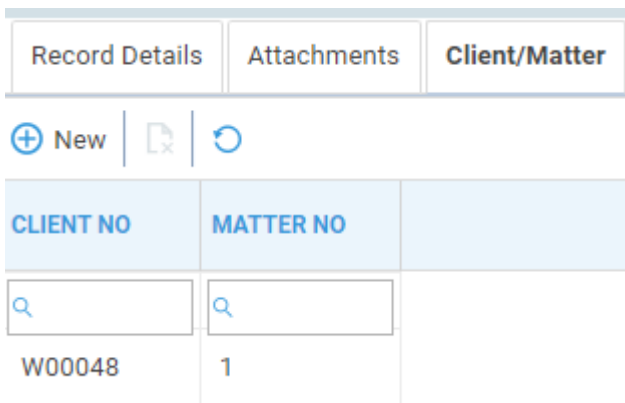
Record Details	Attachments	Client/Matter
⊕ New 📄 🔄		
TYPE	NAME	SIZE
🔍	🔍	🔍
📄	C:\Users\Ethan\Desktop\Will Test For ...	11.61 Kb

To add an attachment click on the 'New' icon and browse to the required document. Click 'Open' and the document will be saved to the record. Repeat for as many documents as are required.

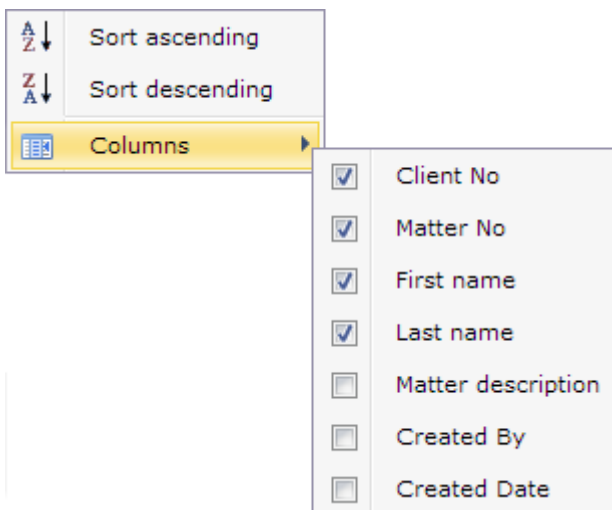
The following column options are available within the Attachment details area.



You may also assign particular records to clients or matters if required. Left click on the relevant record and then select the 'Client/Matter' tab. Click 'New' and you may now either type in the details required or select the drop-down arrow for further search options. Records can be assigned at Client level or at Matter level. They can be assigned to more than one Client and/or Matter.



Within the 'Client/Matter' tab, you have the following column options.



Individual records can be printed by selecting the 'Print' option within the 'Record Details' area.



Fee Sharing and Referrals

After selecting the 'New' button under 'Fee Sharing & Referrals', complete all relevant data in respect of the Fee Sharing Arrangement by checking the relevant boxes.

New - Fee Sharing And Referral
□ ×

Referred?:	<input checked="" type="checkbox"/> ?
Fees Shared?:	<input checked="" type="checkbox"/> ?
Referrer Interests?:	<input checked="" type="checkbox"/> ?
Fee Sharing Arrangement?:	<input checked="" type="checkbox"/> ?
Written Agreement?:	<input checked="" type="checkbox"/> ?
Information to Client:	<input checked="" type="checkbox"/> ?
Best Interests?:	<input checked="" type="checkbox"/> ?
Reputable Parties?:	<input checked="" type="checkbox"/> ?
Criminal Proceedings?:	<input checked="" type="checkbox"/> ?
Public Funding?:	<input checked="" type="checkbox"/> ?
Breach?:	<input checked="" type="checkbox"/> ?
Monitoring?:	<input checked="" type="checkbox"/> ?
Fair Treatment?:	<input checked="" type="checkbox"/> ?

Left-click the check box one or more times to cycle through the options.

- A tick in the box means 'Yes'.
- A solid square in the box means 'Not Applicable'
- An empty box means 'No'

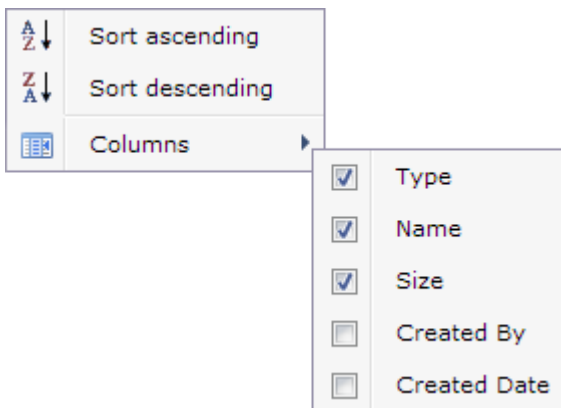
When the report is run, 'Yes' results show as 'True'. 'No' results show as 'False' and 'Not Applicable' results show as blank.

Within the 'Record Details' side panel, select the 'Attachments' tab to view any available documents attached. These can be viewed, downloaded, deleted and added. Right-click an attachment to view options for deleting and downloading.

TYPE	NAME	SIZE
🔍	🔍	🔍
	Osprey Approach Standard Documents...	546.00 ...

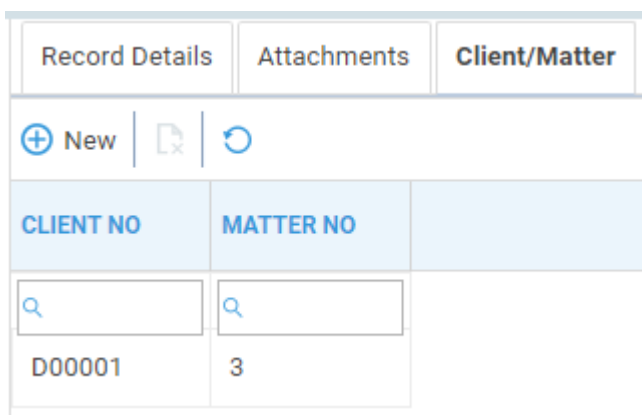
To add an attachment click on the 'New' icon and browse to the required document. Click 'Open' and the document will be saved to the record. Repeat for as many documents as are required.

The following column options are available within the Attachment details area.

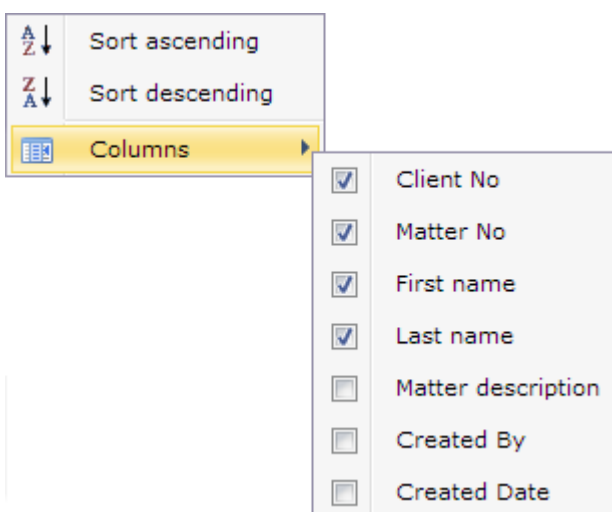


You may also assign particular records to clients or matters if required. Left click on the relevant record and then select the 'Client/Matter' tab. Click 'New' and you may now either type in the details required or select the drop-down arrow for further search options.

Records can be assigned at Client level or at Matter level. They can be assigned to more than one Client and/or Matter.



Within the 'Client/Matter' tab, you have the following column options.



Individual records can be printed by selecting the 'Print' option within the 'Record Details' area.



Introductions to Third Parties

After selecting the 'New' button under 'Introductions to Third Parties', complete all relevant data in respect of the introduction by checking the relevant boxes and filling in any fields.

New - Introduction To Third Party □ ×

Recommendation?: ?

TP Name*: ?

TP Address: ?

TP Business: ?

Purpose*: Please select ▼ ?

Best Interests?: ?

Suitable?: ?

Limitations?: ?

Client Informed?: ?

Details: ?

Independence Compromised?: ?

Interest In Referral?: ?

Client Informed?: ?

Investment Advice?: ?

Independent Intermediary?: ?

Appointed Representative?: ?

Left-click the check box one or more times to cycle through the options.

- A tick in the box means 'Yes'.
- A solid square in the box means 'Not Applicable'
- An empty box means 'No'

When the report is run, 'Yes' results show as 'True'. 'No' results show as 'False' and 'Not Applicable' results show as blank.

Within the 'Record Details' side panel, select the 'Attachments' tab to view any available documents attached. These can be viewed, downloaded, deleted and added. Right-click an attachment to view options for deleting and downloading.

Record Details	Attachments	Client/Matter
New		
TYPE	NAME	SIZE
<input type="text"/>	<input type="text"/>	<input type="text"/>
	Doc1.docx	100.92 ...

To add an attachment click on the 'New' icon and browse to the required document. Click 'Open' and the document will be saved to the record. Repeat for as many documents as are required.

The following column options are available within the Attachment details area.

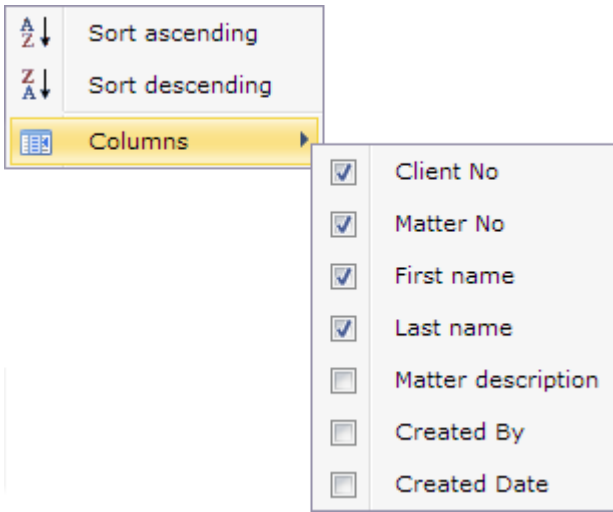
	Sort ascending
	Sort descending
	Columns

<input checked="" type="checkbox"/>	Type
<input checked="" type="checkbox"/>	Name
<input checked="" type="checkbox"/>	Size
<input type="checkbox"/>	Created By
<input type="checkbox"/>	Created Date

You may also assign particular records to clients or matters if required. Left click on the relevant record and then select the 'Client/Matter' tab. Click 'New' and you may now either type in the details required or select the drop-down arrow for further search options. Records can be assigned at Client level or at Matter level. They can be assigned to more than one Client and/or Matter.

Record Details	Attachments	Client/Matter
New		
CLIENT NO	MATTER NO	
<input type="text"/>	<input type="text"/>	
D00001	3	

Within the 'Client/Matter' tab, you have the following column options.



Individual records can be printed by selecting the 'Print' option within the 'Record Details' area.



Equality and Diversity Breaches

After selecting the 'New' button under 'Equality & Diversity Breaches', complete all relevant data in respect of the introduction by checking the relevant boxes and filling in any fields.

The image shows a screenshot of a software window titled 'New - Equality And Diversity-Breach'. The window contains several form fields for entering data. The fields are: 'Complainant Name*' (text input), 'Complainant Status*' (dropdown menu with 'Please select'), 'Cited Party (1)*' (text input), 'Status Party (1)*' (dropdown menu with 'Please select'), 'Cited Party (2):' (text input), 'Status Party (2):' (dropdown menu with 'Please select'), 'Breach Details*' (text area), 'Reported By*' (text input), 'Reported To*' (text input), and 'Date Reported*' (text input). Each field has a blue question mark icon to its right. At the bottom of the window, there are 'Save' and 'Cancel' buttons.

Left-click the check box one or more times to cycle through the options.

- A tick in the box means 'Yes'.
- A solid square in the box means 'Not Applicable'
- An empty box means 'No'

When the report is run, 'Yes' results show as 'True'. 'No' results show as 'False' and 'Not Applicable' results show as blank.

Within the 'Record Details' side panel, select the 'Attachments' tab to view any available documents attached. These can be viewed, downloaded, deleted and added. Right-click an attachment to view options for deleting and downloading.

Record Details			Attachments			Client/Matter		
+ New								
TYPE			NAME			SIZE		
<input type="text"/>			<input type="text"/>			<input type="text"/>		
			Osprey Approach Standard Documents...			546.00 ...		




To add an attachment click on the 'New' icon and browse to the required document. Click 'Open' and the document will be saved to the record. Repeat for as many documents as are required.

The following column options are available within the Attachment details area.


	Sort ascending
	Sort descending
	Columns


<input checked="" type="checkbox"/>	Type
<input checked="" type="checkbox"/>	Name
<input checked="" type="checkbox"/>	Size
<input type="checkbox"/>	Created By
<input type="checkbox"/>	Created Date


You may also assign particular records to clients or matters if required. Left click on the relevant record and then select the 'Client/Matter' tab. Click 'New' and you may now either type in the details required or select the drop-down arrow for further search options. Records can be assigned at Client level or at Matter level. They can be assigned to more than one Client and/or Matter.

Record Details	Attachments	Client/Matter
 New  		
CLIENT NO	MATTER NO	
<input type="text" value="D00001"/>	<input type="text" value="3"/>	

Within the 'Client/Matter' tab, you have the following column options.

 Sort ascending

 Sort descending

 Columns

- Client No
- Matter No
- First name
- Last name
- Matter description
- Created By
- Created Date

Individual records can be printed by selecting the 'Print' option within the 'Record Details' area.

