



User Guide

PRESCRIPTION ALERT



**Legal Practitioners
Indemnity Insurance
Fund NPC**

Est. 1993 by the Legal Practitioners Fidelity Fund

How to use the
Web-Based System
for New Matter Registrations

The Legal Practitioners Indemnity Insurance Fund NPC (LPIIF)

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1 PURPOSE

The purpose of the web-based claim registration is to enable the User to register new matters via the website. The registration is sent directly to Prescription Alert, and imported into the database, and once finalised, a confirmation/decline is sent to the User. Once successfully added to Prescription Alert, a confirmation e-mail will be sent to the user who registered the matter and the Responsible Attorney will also receive a confirmation of matter registration

2 ACCESSING THE WEBSITE

This system can be accessed via the website of the Legal Practitioners Indemnity Insurance Fund NPC (LPIIF).

3 ABOUT PA SYSTEM

3.1 BROWSER REQUIREMENTS

The PA system will work with the following browsers:



Chrome



Firefox



Internet Explorer (Version 10 and greater)

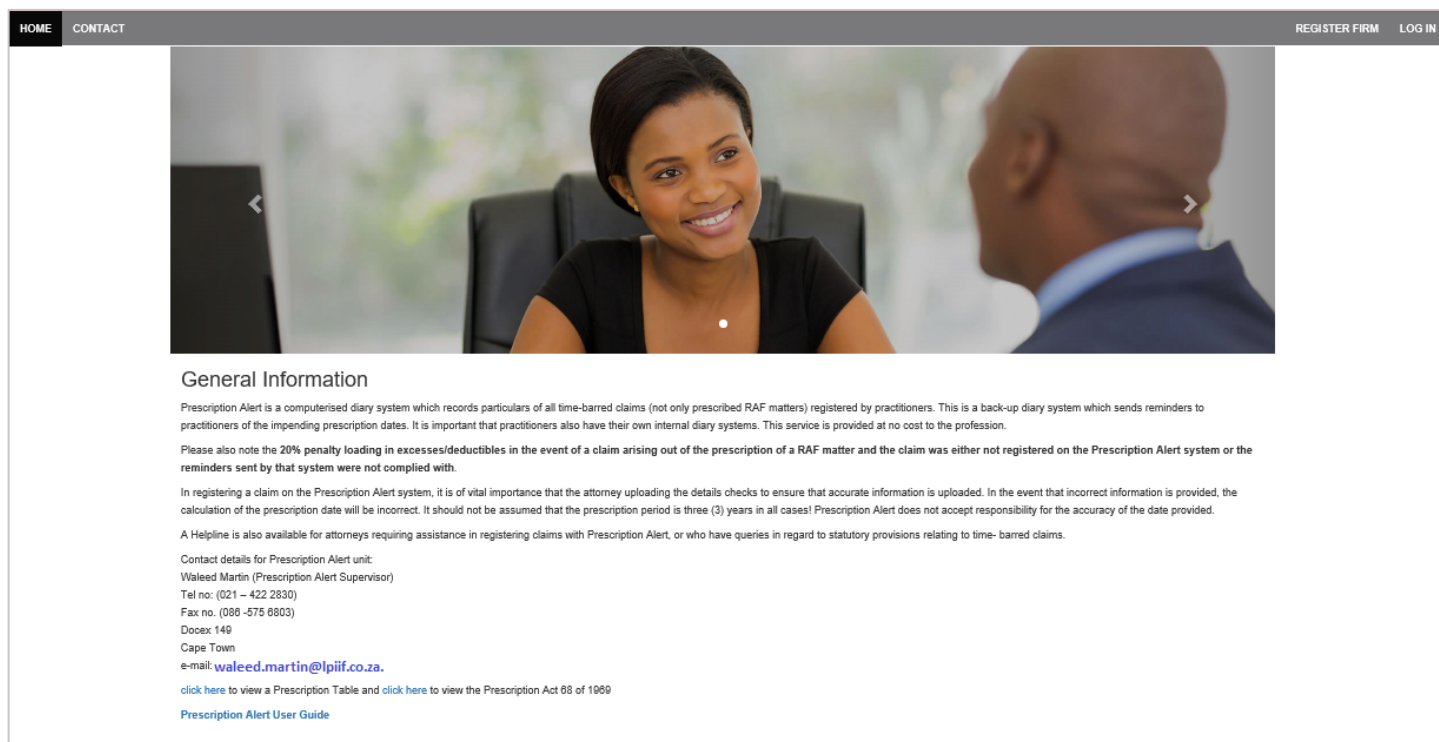
3.2 VALIDATIONS/ RESTRICTIONS

The website contains validations on some of the fields. When a user tries to submit a form with an empty entry, if the field contains a validation, you will be forced to enter information.

NB: when you update existing information, for example changing company contact details, you will be required to provide supporting documents.

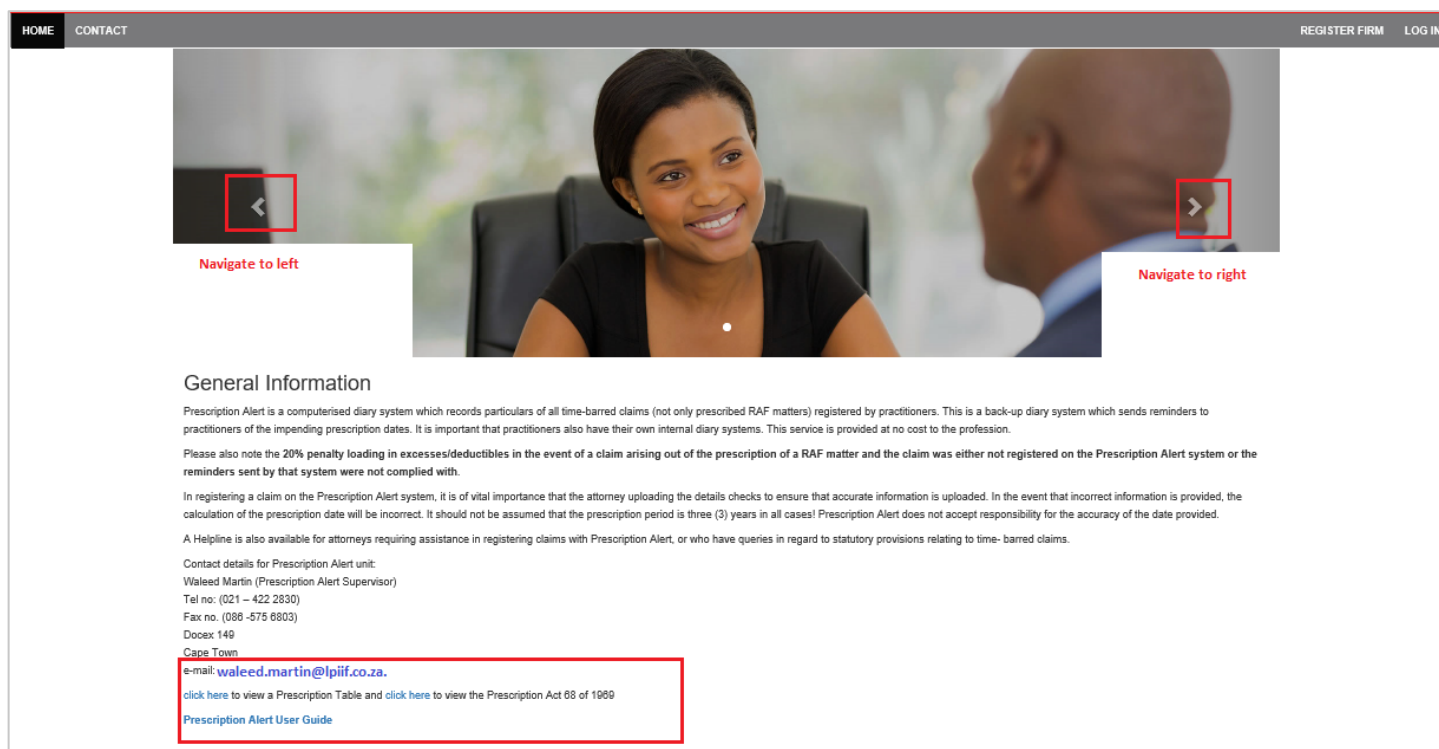
4 NAVIGATION MENU

4.1 HOME PAGE



The screenshot shows the top navigation bar with 'HOME' and 'CONTACT' on the left, and 'REGISTER FIRM' and 'LOG IN' on the right. Below the navigation bar is a large image of a woman smiling at a man in a suit. Below the image is the 'General Information' section, which contains several paragraphs of text and contact details for Waleed Martin, including phone numbers, fax, and email address. There are also links to view a Prescription Table and the Prescription Act 68 of 1999, and a link to the Prescription Alert User Guide.

The PA Home Page contains information about the prescription alert system.




This screenshot is identical to the one above but includes red annotations. Red boxes highlight the left and right navigation arrows on the image, with labels 'Navigate to left' and 'Navigate to right' respectively. Another red box highlights the email address 'waleed.martin@lpif.co.za' and the links to the Prescription Table and Prescription Act 68 of 1999.

- Links are to prescription tables and acts are provided

- Broadcasting message will appear on to level picture

4.2 CONTACT DETAILS

HOME CONTACT
REGISTER FIRM LOG IN




Contact person

Executor Bond Administrator	Email	Tel	Title
Zodwa Mbatja	Zodwa.mbatja@lpiif.co.za	012 822 3925	Executor Bond Executive
Waleed Martin	Waleed.martin@lpiif.co.za	021 422 2830	Prescription Alert Supervisor
Nonzwakazi Cuba	Nonzwakazi.cuba@lpiif.co.za	021 422 2830	Data Capturer
Princess Mandlevu	Princess.mandlevu@lpiif.co.za	021 422 2830	Administrative Assistant
Charlene Mabotja	Charlene.mabotja@lpiif.co.za	021 422 2830	Data Capturer

5 FIRM REGISTRATION

The first step in being able to use the web-based system would be to ensure that your Firm is registered with the Provincial Council (Formerly Law Society) and have a firm number.

HOME CONTACT
REGISTER FIRM



General Information

Prescription Alert is a computerised diary system which records particulars of all time-barred claims (not only prescribed RAF matters) registered by practitioners. This is a back-up diary system which sends reminders to practitioners of the impending prescription dates. It is important that practitioners also have their own internal diary systems. This service is provided at no cost to the profession.

Please also note the **20% penalty loading in excesses/deductibles in the event of a claim arising out of the prescription of a RAF matter and the claim was either not registered on the Prescription Alert system or the reminders sent by that system were not complied with.**

In registering a claim on the Prescription Alert system, it is of vital importance that the attorney uploading the details checks to ensure that accurate information is uploaded. In the event that incorrect information is provided, the calculation of the prescription date will be incorrect. It should not be assumed that the prescription period is three (3) years in all cases! Prescription Alert does not accept responsibility for the accuracy of the date provided.

- Click on 'Firm Registration' link
- Search for the Firm using Provincial Council (Formerly Law Society) and MMS number or Firm FFC number.

5.1 SEARCH BY PROVINCIAL COUNCIL (FORMERLY LAW SOCIETY) AND MMS NUMBER

Search by firm MMS number

Law society ✓

Firm MMS number Please enter number to find...

Look up

Search by firm MMS number

Law society

Firm MMS number Do not include spaces or special character ✗ Please enter number to find...

Look up

- Enter the Provincial Council (formerly law society) name and MMS number

5.2 SEARCH BY FFC NUMBER

Search by FFC firm number

FFC Number FIR ✓ Please enter number to find...

Look up

Search by FFC firm number

FFC Number FIR ✗ Please enter number to find...

Look up

- Enter the FFC Number, example **0012** not **FIR0012**

5.3 POSSIBLE FAILURE OUTCOMES WHEN SEARCHING FOR A FIRM

- Firm is not Active

Register firm

Search by firm MMS number Search by FFC firm number

Law society

Firm MMS number

Firm is not active on MDM

- Firm already exist

Register firm

Search by firm MMS number Search by FFC firm number

Law society

Firm MMS number

Firm (20) is already registered

- Unable to find number

Register firm

Search by firm MMS number Search by FFC firm number

Law society

Firm MMS number

Unable to find firm with number 14

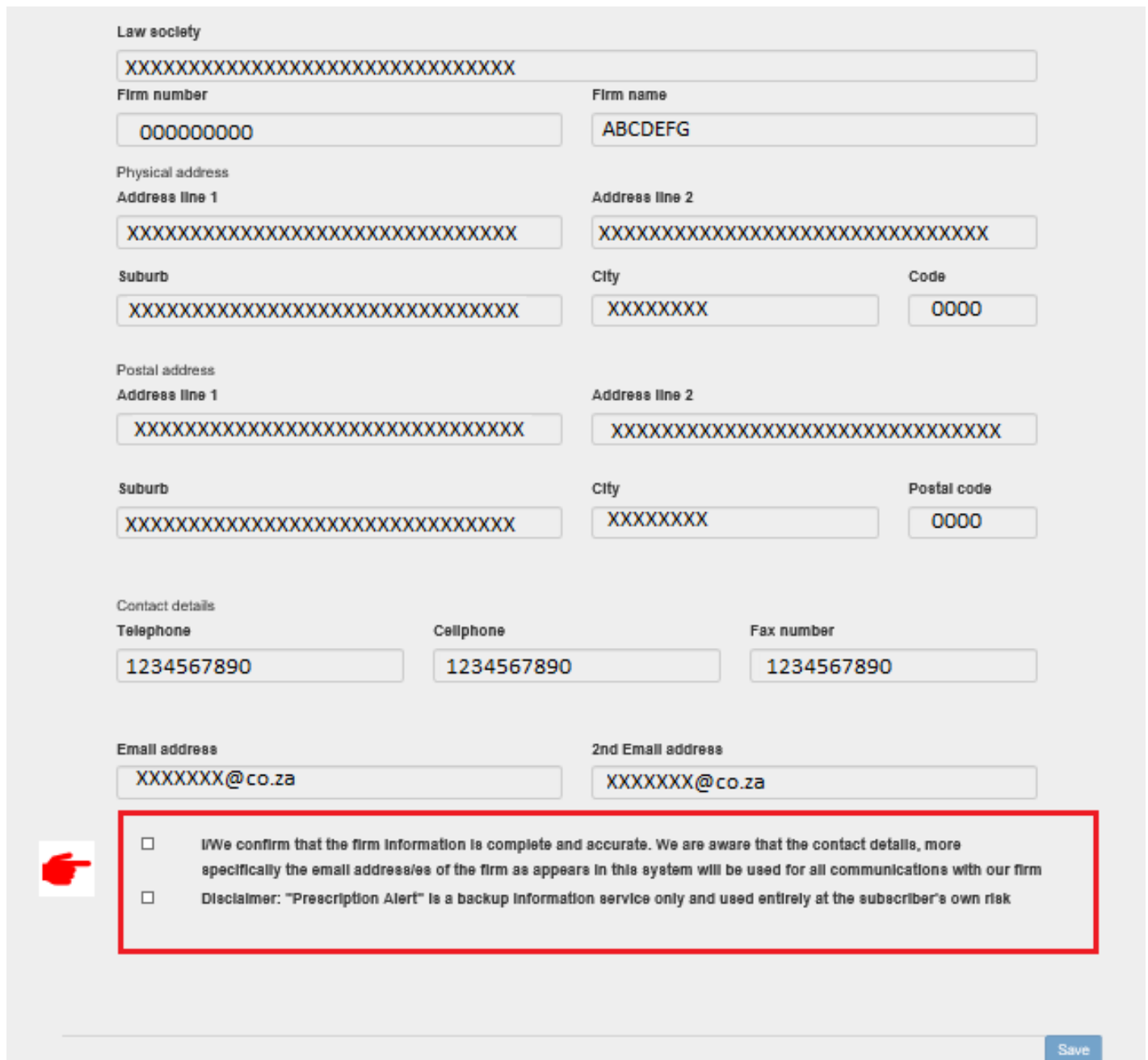
- The Firm has closed down, the attorney has been struck off, under investigations, and suspension etc. please consult your relevant provincial council (formerly law society) for further queries on the status of your Firm.

When the firm is found, *(please see below firm details)*

5.4 FIRM DETAILS

If the firm you are searching for is found, the firm's information will be displayed in the form for you to review or update.

NOTE: the information displayed in the form below is used as an example to guide you.



The form contains the following fields and sections:

- Law society:** XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
- Firm number:** 000000000
- Firm name:** ABCDEFG
- Physical address:**
 - Address line 1:** XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
 - Address line 2:** XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
 - Suburb:** XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
 - City:** XXXXXXXXX
 - Code:** 0000
- Postal address:**
 - Address line 1:** XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
 - Address line 2:** XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
 - Suburb:** XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
 - City:** XXXXXXXXX
 - Postal code:** 0000
- Contact details:**
 - Telephone:** 1234567890
 - Cellphone:** 1234567890
 - Fax number:** 1234567890
- Email address:** XXXXXXX@co.za
- 2nd Email address:** XXXXXXX@co.za

A red box highlights the disclaimer section, which contains two checkboxes:

- I/We confirm that the firm information is complete and accurate. We are aware that the contact details, more specifically the email address/es of the firm as appears in this system will be used for all communications with our firm
- Disclaimer: "Prescription Alert" is a backup information service only and used entirely at the subscriber's own risk

A red hand icon points to the first checkbox. A "Save" button is located at the bottom right of the form.

Note: it is the firms responsibility to make sure the information of the firm is correct and up to date.

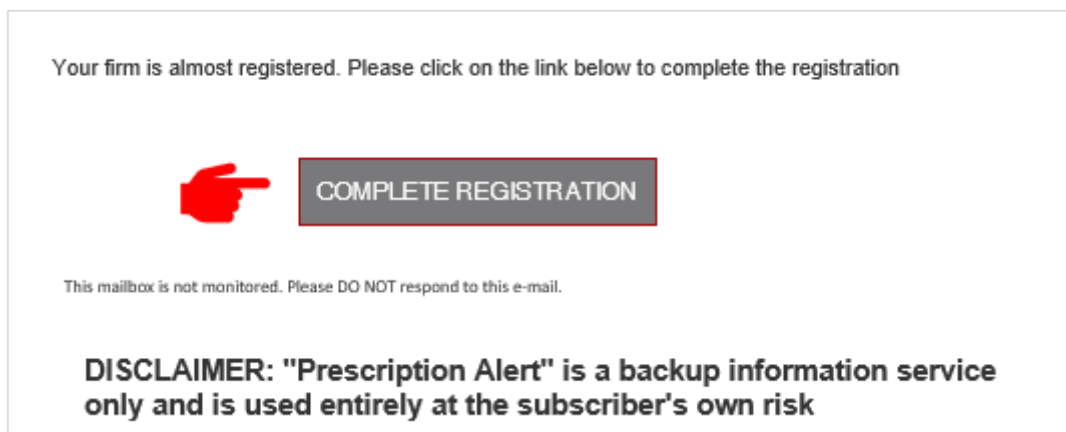
Please check the information provided, if all the informaton is correct please complete the disclaimer section .

- Check the [x] boxes provided.
- Click the **save** button

The message below will be displayed on the screen

Thank you for registering your firm with Prescription Alert. A confirmation link has been sent to your email address
Please click on the link in your email to complete the registration

The user registering the firm will receive an email from the **PA system**, see email example below



To complete registration process

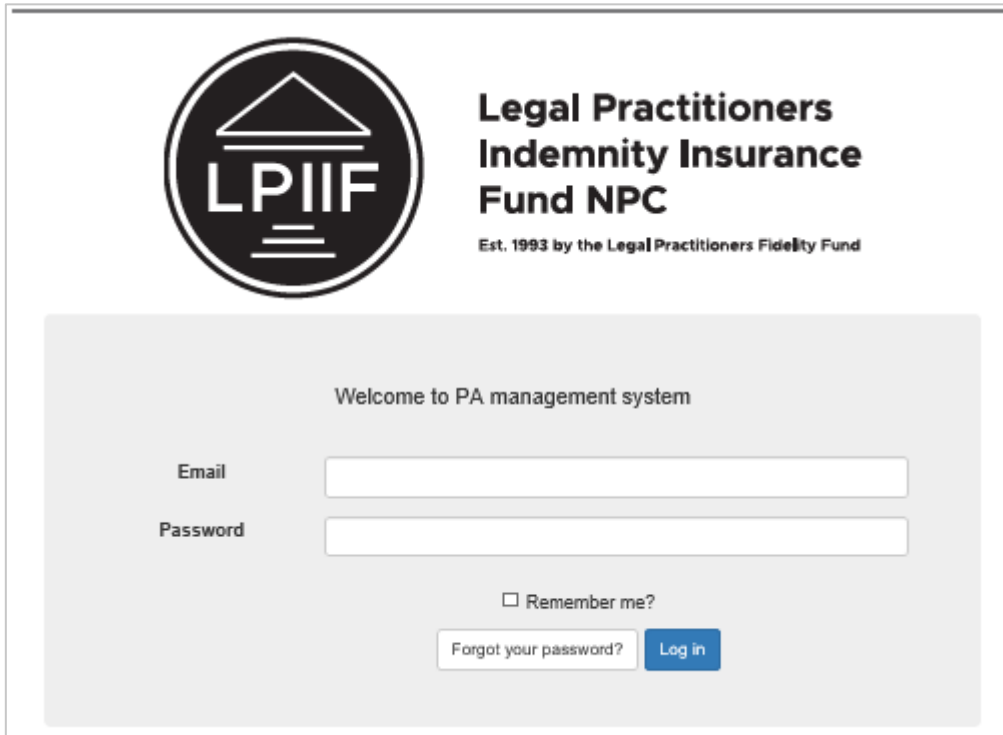
- Click **"Complete Registration"** button , see image above.
- You will be prompted to create an Admin Account.
(refer to create admin user topic below)

5.5 CREATE ADMIN USER

Your firm registration has been succesfully confirmed. You may now capture the initial administrative user

First name	Last name
<input type="text" value="John"/>	<input type="text" value="Smith"/>
Job title	Mobile number
<input type="text" value="Advocate"/>	<input type="text" value="0800000000"/>
Gender	
<input type="text" value="Male"/>	
Preferred communication method	
<input type="text" value="Select communication method"/>	
Email address	Confirm email address
<input type="text" value="XXXXXXXXXXXXXXXXX.CO.ZA"/>	<input type="text" value="XXXXXXXXXXXXXXXXX.CO.ZA"/>
Password	Confirm password
<input type="text" value="*****"/>	<input type="text" value="*****"/>

- Fill in the form by entering all the information.
- Then click on “**Complete registration**” button.
- You will be prompted to enter your login credentials.



Legal Practitioners
Indemnity Insurance
Fund NPC
Est. 1993 by the Legal Practitioners Fidelity Fund

Welcome to PA management system

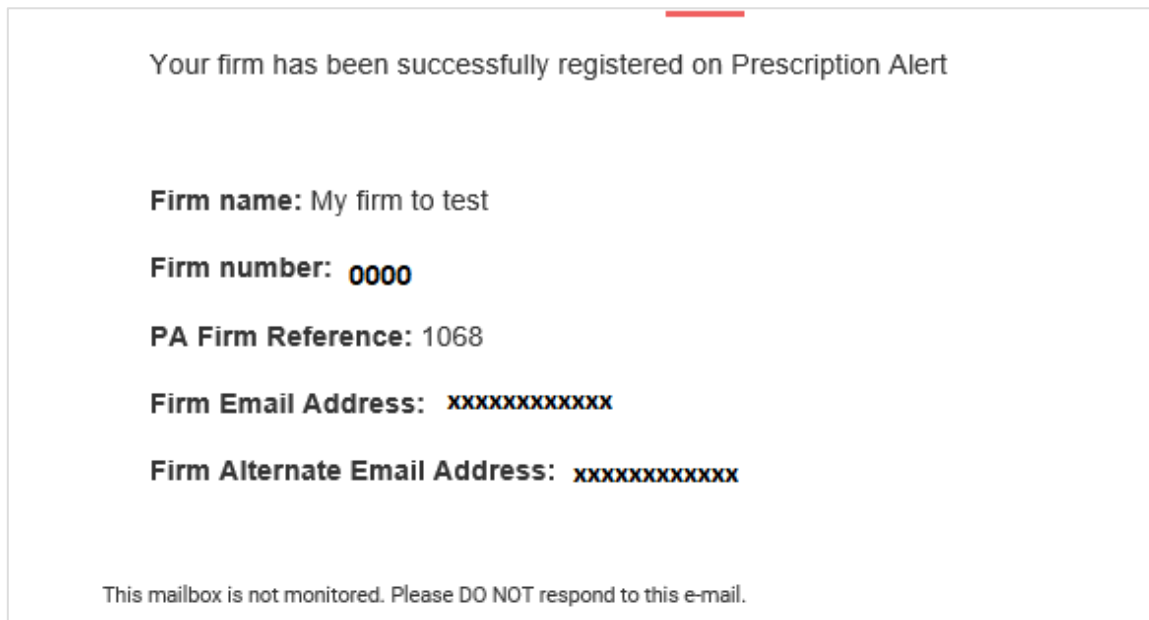
Email

Password

Remember me?

[Forgot your password?](#) [Log in](#)

- Login in using the credentials you created.
- Then you will receive an email confirmation



Your firm has been successfully registered on Prescription Alert

Firm name: My firm to test

Firm number: 0000

PA Firm Reference: 1068


Firm Email Address: xxxxxxxxxxxx

Firm Alternate Email Address: xxxxxxxxxxxx

This mailbox is not monitored. Please DO NOT respond to this e-mail.

5.6 UPDATING FIRM DETAILS

Note: it is important to keep your firm details updated with correct information, as all communications will be sent to the details provided. To update the firm information please follow the steps below.



Law society

Firm number

Firm name

Physical address

Address line 1

Address line 2

Suburb

City

Code

Postal address

Address line 1

Address line 2

Suburb

City

Postal code

Contact details

Telephone

Cellphone

Fax number

Email address

2nd Email address

Attach accompanying documents

Firm name change documents

- Company letterhead
- Proof of company registration
- Partnership documentation
- Notification to the Law Society/Regulator
- Current FFC

Contact details change documents

- Company letterhead

I/We confirm that the firm information is complete and accurate. We are aware that the contact details, more specifically the email address/es of the firm as appears in this system will be used for all communications with our firm

Disclaimer: "Prescription Alert" is a backup information service only and used entirely at the subscriber's own risk

- Click **Edit**



- Textbox will be enabled for you to update
- Note: supporting document are required when updating firm details (this is to disregard suspicious or fraudulent activities against your firm)
- Click **Save** button

6 LOGIN PAGE

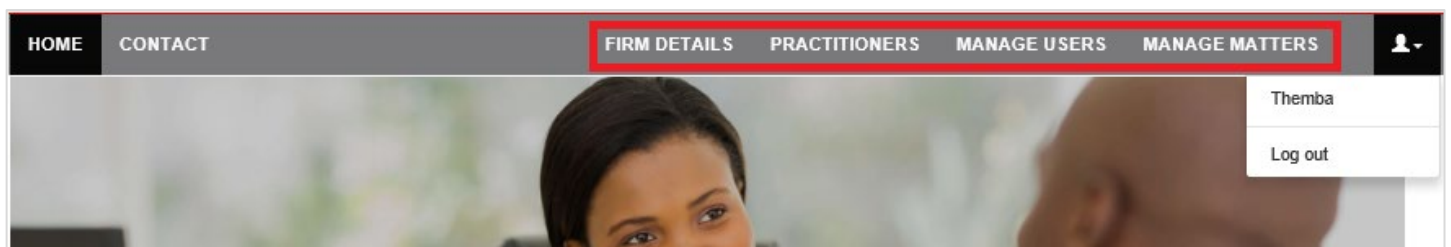
If you have registered your firm with Prescription Alert system, simply log in by entering the User Name (always an email address) and Password designated:

6.1 LOGIN

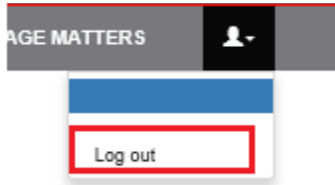
 A screenshot of the LPIIF login page. At the top, there is a navigation bar with 'HOME' and 'CONTACT' on the left, and 'REGISTER FIRM' and 'LOG IN' on the right. The main content area features the LPIIF logo (a circle with a building icon and the text 'LPIIF') and the text 'Legal Practitioners Indemnity Insurance Fund NPC' with 'Est. 1992 by the Legal Practitioners Fidelity Fund' below it. In the center, there is a login form with the heading 'Welcome to PA management system'. The form includes fields for 'Email' and 'Password', a 'Remember me?' checkbox, a 'Forgot your password?' link, and a 'Log in' button.

- Enter **Username(email address) and Password**
- Click the **Log in** button

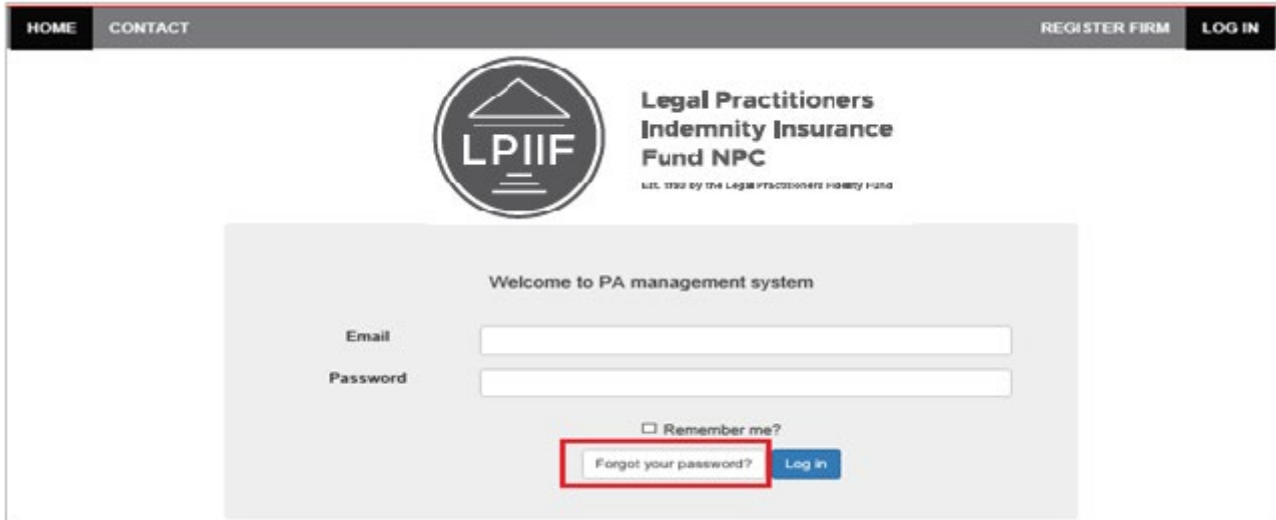
Upon successfully logging into the PA system, a menu bar will appear just above.



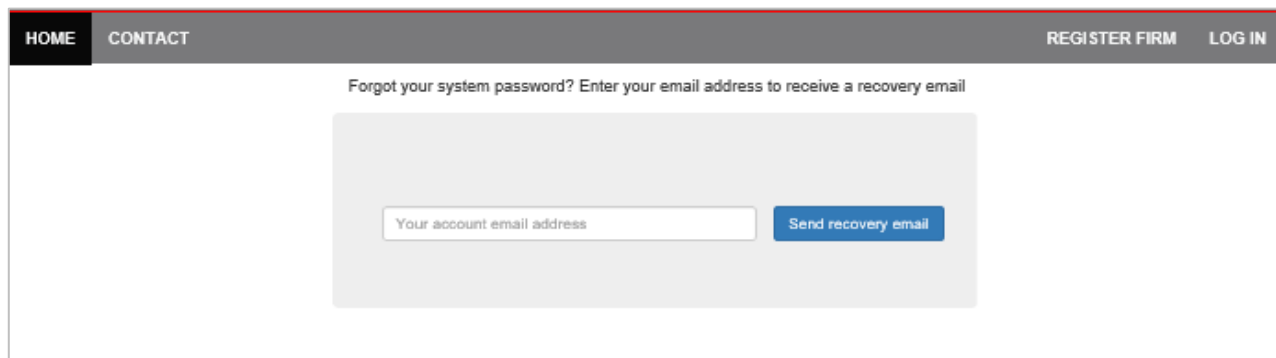
- This menu bar will remain in place the entire time you are logged into the PA system.
- The functionality of each menu bar item is covered later in this manual.
- To log out to the system, click on the face icon dropdown then log out



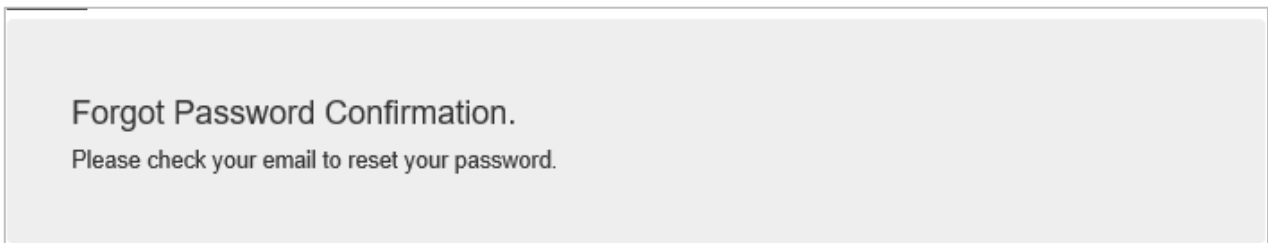
6.2 FORGOT PASSWORD



- Click on **Forgot password** button to change the password



- Enter your email address (*note: this email address will be used to recover your password*)
- Click **Send recovery email** button
- The confirmation message will be displayed on the screen.(*see exempld below*)



- An email will then be sent with a link "RESET PASSWORD", please click on the link

You have requested to reset your password

Please click on the link below to complete the process

[RESET PASSWORD](#)

- Once you click on the link, the reset password page will open

Reset password

Reset password.

Reset your password.

Email	<input type="text" value="sibusisom@vwave.co.za"/>
Password	<input type="password"/>
Confirm password	<input type="password"/>

- Create a new password and confirm by reentering the same password
- Then click on the Rest button
- The reset password confirmation screen will appear, then click “**Click here to log in**” link

Reset password confirmation.

Your password has been reset. Please [Click here to log in](#) .

- An email acknowledgement will be sent to the user (see email below)

FIRM NAME

Hi

You have requested to reset your password

Please click on the link below to complete the process

[RESET PASSWORD](#)

7 FIRM DETAILS

Refer to: 5.6 UPDATING FIRM DETAILS

Note: When you update the firm details, you must provide supporting documents. Example

- Company Letterhead
- Proof of company registration
- Partnership documentation
- Notification to the Provincial Council (Formerly the Law Society) relating to the change.
- Current FFC etc.

8 MANAGER USERS

8.1 TYPES OF USERS

The following table describes the types of users within the system. It also explains what role each user can play on the system.

Definition/Roles:	
Admin User:	Standard User:
<ul style="list-style-type: none">• Once login details are received from Prescription Alert, the Admin User will need to change his/her password when logging in for the first time;• Able to create all Standard Users;• Able to create additional Admin Users• Will be required to provide all Standard Users with their login details;• Will be able to edit the Standard User's information under Maintain User i.e. the Username, First Name, Surname, E-mail Address, whether the User is Active or Inactive.• Will Add Practitioners for which claims will be submitted;• Will Add Matters• Can change his / her own password.	<ul style="list-style-type: none">• Needs to be added by the Admin User;• Once details received from the Admin User, the Standard User will need to change his/her own password when logging in for the first time;• Will Add Practitioners for which claims will be submitted;• Can Maintain a Practitioners i.e. change the Name/Surname, E-mail Address, whether the Practitioners• Will Add Matters• Can change own password, if already logged in.

8.2 MANAGE USERS TAB

The Manage Users tab, this section is where all the firm user details are stored or managed

- Click on **Manage users** tab as shown in the example below

The screenshot shows a navigation bar with tabs: CONTACT, FIRM DETAILS, PRACTITIONERS, and MANAGE USERS. The MANAGE USERS tab is active. Below the navigation bar, there is a 'MANAGE USERS' heading, a 'New' button, an 'Export' button, and a search box labeled 'Search users'. A table displays user information with columns: First name, Surname, Cellphone number, Email address, JobTitle, Gender, and User type. The first row contains placeholder text 'XXXXX' for most fields and 'Advocate' for JobTitle, 'Male' for Gender, and 'FirmAdmin' for User type. An 'Edit' button is visible next to the first row. A pagination control shows '1' selected.

8.3 ADD NEW USERS

In this section, you can add all the users who will use Prescription Alert. Follow the instruction below.

The screenshot shows the 'Manage Users' interface. A red box highlights the 'New user' button. The table below contains two rows of user data:

First name	Surname	Cellphone number	Email address	JobTitle	Gender	User type	
Sibusiso	Dlamini	0828553888	sibusison@vwave.co.za	IT Manager	Male	FirmAdmin	Edit
Dlomo	bonginkosi	0836155256	bonginkosimanyoni@gmail.com	Consultant		FirmMember	Edit

A pagination control shows '1' selected.

- Click **New user** button

The screenshot shows the 'Add new user' form. It includes the following fields and elements:

- Surname:
- First name:
- Email address:
- User type:
- Disclaimer: "Prescription Alert" is a backup information service only used entirely at subscriber's own risk
- Add user button

- Enter **Surname, First name, email Address ,user type**
- Check the **disclaimer** box
- Then click “**Add user**” button.

The user confirmation screen will appear, see example below,

AddUserConfirmation.

Thank you for adding a new user. An email has been sent to them to complete the registration. Please [Back to List](#).

- Click on **back to list** link

8.4 THE ADDED USER INPUT

The added user will **receive** an email address with a link, for them to create an account to the PA system.



- Click on the link “**Complete Registration**” on the email.
- The form below will appear for user to capture their details.

Hi Abel

Your registration has been successfully confirmed. You may now capture your details

First name	<input type="text" value="Abel"/>	Last name	<input type="text" value="Mthembu"/>
Gender	<input type="text" value="Select gender"/>	Communication method	<input type="text" value="None"/>
Job title	<input type="text"/>	Mobile number	<input type="text"/>
Email address	<input type="text" value="Abel@vwave.co.za"/>	Confirm email address	<input type="text"/>
Communication method	<input type="text" value="None"/>	Password	<input type="text"/>
Confirm password	<input type="text"/>	<input type="button" value="Complete registration"/>	

- Then click on **completed registration** button
- The user's details will be capture under Manager User details.

Once the user adds their details, their Account will be added to the system. See example below

Manage Users

First name	Surname	Cellphone number	Email address	JobTitle	Gender	User type	
Sibusiso	Dlamini	0826553888	sibusisom@vwave.co.za	IT Manager	Male	FirmAdmin	<input type="button" value="Edit"/>
Dlomo	bonginkosi	0836155256	bonginkosimanyoni@gmail.com	Consulatnt		FirmMember	<input type="button" value="Edit"/>

« ‹ 1 › »

8.5 EDIT EXISTING USER OR REMOVE USER

Edit

Editing - Dlomo

First name	Cellphone number
<input type="text" value="Dlomo"/>	<input type="text" value="0836155256"/>
Surname	Email address
<input type="text" value="bonginkosi"/>	<input type="text" value="bonginkosimanyoni@gmail.com"/>
Job title	Gender
<input type="text" value="Consulatnt"/>	<input type="text" value="Select gender"/>
User type	
<input type="text" value="Firm standard user"/>	
Preferred communication method	
<input type="text" value="E-mail"/>	

Disclaimer: "Prescription Alert" is a backup information service only used entirely at subscriber's own risk

[Click here to add User](#) [Click here to remove a user](#)

9 MANAGE PRACTITIONER

When you have registered your firm, only Attorney's details already processed by Prescription Alert, will be shown at this stage.

Practitioners	Definition
Responsible Attorney/ Advocate Or Senior Partner/ Supervisor/ manager/Advocate	The Responsible Attorney will be selected from the drop-down list. Attorney/ Advocate handling the matter Always ensure before you start registering that the Attorney appears on the list of Responsible Attorneys. If it doesn't, it either means it has not been added in the manage practitioner tab or that the attorney's status is inactive. If the attorney has not been added, kindly add the details and submit on the practitioner tab

This screen is used to edit information of the practitioner. Only Admin Users have access to this screen. You are able to change the Name, E-mail Address.

9.1 EDIT PRACTITIONERS

To manage practitioners, click on the tab as indicated below.

HOME	CONTACT	ADMIN	FIRM DETAILS	PRACTITIONERS	MANAGE USERS	MANAGE MATTERS	
<h3>Practitioners</h3>							
New practitioner		<input type="text" value="search by first name or last name"/>					<input type="button" value="Search"/>
First name	Surname	Practitioner number	Email address	Contact number	Capacity/Job title/Type		
Dumisani Dumekhaya	Tabata	67825	anellet@smithatabata.co.za	0838353660		<input type="button" value="Edit"/>	
BELINDA KATE	LEWIS	5972	belindal@stbb.co.za	0832973559		<input type="button" value="Edit"/>	
MARTIN	BEY	845	martinb@stbb.co.za	0825558568		<input type="button" value="Edit"/>	
DARREN ELROY	BRANDER	4777	darrenb@stbb.co.za	0823351609		<input type="button" value="Edit"/>	
MARYNA	BOTHA	3301	MarynaB@stbb.co.za			<input type="button" value="Edit"/>	
JAMES EDOUARD	PHILLIPSON	3280	jamesp@stbb.co.za	0827778229		<input type="button" value="Edit"/>	
SHEREEN GAIL	VOLKS	228	shereenv@stbb.co.za	0824999511		<input type="button" value="Edit"/>	
LUTHFEYA	CASSIM	8254	luthfeyac@stbb.co.za	082 483 6518		<input type="button" value="Edit"/>	
BEVERLEY-ANN LOUISE	L'ONS-RAEBURN	3733	bevi@stbb.co.za	0824662590		<input type="button" value="Edit"/>	
MICHAEL ANDREW	BROMLEY	69505	michaelb@stbb.co.za			<input type="button" value="Edit"/>	

- Click **“Edit”** link

HOME	CONTACT	ADMIN	FIRM DETAILS	PRACTITIONERS	MANAGE USERS	MANAGE MATTERS	
<h3>Edit</h3>							
Dumisani Dumekhaya Tabata							
<div><p>First name</p><input type="text" value="Dumisani Dumekhaya"/></div>							
<p>Last name</p> <input type="text" value="Tabata"/>							
<p>Email address</p> <input type="text" value="anellet@smithatabata.co.za"/>							
<p>Practitioner number</p> <input type="text" value="67825"/>							
<p>Contact number</p> <input type="text" value="0838353660"/>							
<p>ID number</p> <input type="text"/>							
<p>Type <input type="text" value="Select"/></p>							
<p><input type="checkbox"/> Disclaimer: "Prescription Alert" is a backup information service only used entirely at subscriber's own risk</p>							
<input type="button" value="Save"/>							

- Add/edit existing information
- Click **“Save”** button

9.2 ADD PRACTITIONERS

The screenshot shows a 'Create' form with the following fields and elements:

- First name: [Text input field]
- Last name: [Text input field]
- Email address: [Text input field]
- Practitioner number: [Text input field with '0' entered]
- Contact number: [Text input field]
- ID number: [Text input field]
- Type: [Dropdown menu with 'Select' and a downward arrow]
- Disclaimer: Disclaimer: "Prescription Alert" is a backup information service only used entirely at subscriber's own risk
- Save: [Blue button]

- Click **"New Registration"** button.
- **Enter the correct information**
- Click **Save** button.

10 MATTER MANAGEMENT

It is important to check that all the information is correctly entered before saving / adding the information to the matter as this information is imported directly into the Prescription Alert database.

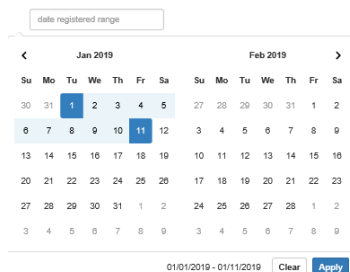
Matter details	Description
Claim Type	Select claim type from the drop-down list below. If the claim type is not listed, it means that Prescription Alert does not register the specific claim type. NO Common Law Claims/Civil Claims are registered. The Accident option refers to RAF Accidents Only.
Occurrence Date	The Occurrence Date is the date on which the accident/incident occurred.
Prescription Date	The Prescription Date will automatically be calculated according to the information given. However, if you note that the Prescription date is not a "future date", you will need to provide more information i.e. either a Lodgement Date, Summons Date.
Lodgement Date	The Lodgement Date is the date the claim is lodged with the RAF or the date Notice is given to the State Authority.
Statutory Notice	This applies where you sue the government and its organs

Mag.Summons Served Date	The Mag.Summons Served Date – this is the date on which Summons was served (not issued) on the RAF or The State Dept.
Minor/s info	If there is more than 1 minor, you can add all minors’ information here. You will, however, receive a separate claim number for each minor. Just click “add another minor”. If there is a claim for an adult (either loss of support / funeral expenses) and a minor/s, kindly register the adult and the minor/s claims <u>separately</u> .
Firm File Reference	This is your reference

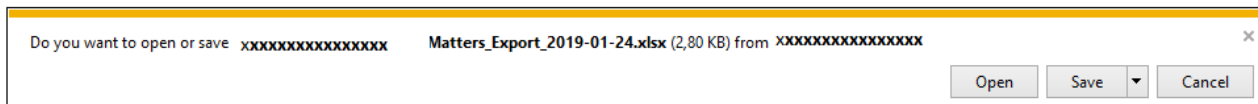
10.1 Matter Landing page

- Click on **Manage matters** tab

- Matter are classified in 3 status **Active, Prescribed** and **Concluded**.
- Matter can be searched using date range. Start date and end date



- Matter can be searched by name
- Export to excel format, click on **Export** link to export the data



10.2 Adding a Matter

- Click on **New** button, under matter tab

Responsible practitioner
Themba Zwane - (bonginkosimanyoni@gmail.com) ▼

Supervisor
Thabo Skhosana - (skhosanat@vwave.co.za) ▼

Firm's file reference
f1

Occurrence date
2018-11-22 12:00:00 AM

Prescription date
2021/11/21

Matter type
Accident * ▼

- Accident *
- Hit and run
- Carriage by air (baggage)
- Sheriffs
- Carriage by air (cargo)
- Carriage by air (delay)
- Apportionment of damages act
- Compensation for occupational injuries and diseases act 130 of 1993
- Institution of legal proceedings against certain organs of state act 40 of 2002
- Mortgage Bond/ Judgement Debt/ taxation/mine minerals
- Debt owed to state in defined circumstances
- Debt from bill of exchange/negotiable instrument/notarial contract
- Any other debts/ Civil Claims
- Execution against the property of a judgement debtor
- Review of arbitration awards -Labour Court
- Arbitration award an order of the Labour Court

Save

Event date	Event type	Attached document	Added by
2018-11-29	Claim registered by Prescription Alert		Themba Zwane

◀ 1 ▶

[Back to List](#)

HOME CONTACT ADMIN FIRM DETAILS PRACTITIONERS MANAGE USERS **MANAGE MATTERS**

Matter detail Claimant

Responsible practitioner
 Dumisani Dumekhaya Tabata - (anellet@smithtabata.co.za) ▼

Supervisor
 Dumisani Dumekhaya Tabata - (anellet@smithtabata.co.za) ▼

Firm's file reference Fr2 **Occurence date** 2018-12-04 **Prescription date** 2021-12-03

Matter type
 Accident * ▼


Capture new event

Event
 Select an event ▼

Event date

1. Capture correct matter details

- Responsible Practitioner, *(please make sure the email is displayed next to the name)*
- Supervisor *(please make sure the email is displayed next to the name)*
- Firm Reference Number
- Occurrence date
- Matter Type
- Event type *(if you already have information on the following, then you can capture it)*
 - Date of Lodgment (RAF1 / RAF4)
 - Date of Statutory Notice
 - Attach supporting documents.
- Prescription date - will be calculated based on the occurrence date and matter type
- Click **Save** button

HOME CONTACT ADMIN FIRM DETAILS PRACTITIONERS MANAGE USERS **MANAGE MATTERS** 

Matter detail **Claimant**

Natural person Legal Entity

Claimant detail

First name Surname

Citizen of South Africa Yes No ID number

Date of birth Gender

Mental disability Is Minor?

Does the claimant have a representative?

[Previous](#) [Save](#)

2. Capture claimant details

- **Indicate natural person** and legal entity
- Claimant's first name
- Claimant's surname
- Citizen of South Africa
- ID number (this will auto populate date of birth and Gender)

Presentative

Does the claimant have a representative?

Representative detail

First name Surname

ID number Representative type

[Previous](#) [Save](#)

[Back to matters](#)

3. If claimant has a **representative**, please enter the details of the representative

- First name
- Surname
- ID number

- If **Mental disability is checked**, a representative will be captured as a curator.

Mental disability Is Minor?

Does the claimant have a representative?

Representative detail

First name

Surname

ID number

Representative type

Date of appointment

[Previous](#) [Save](#)

- Enter the details of the curator

legal entity

[Natural person](#) [Legal Entity](#)

Legal entity detail

Name

Registration number

Company registration date

Type of company

[Previous](#) [Save](#)

[Back to matters](#)

- If the representative a **Legal** Entity, please fill in the detail.

- If claimant is a minor, a popup will display for you to confirm

The screenshot shows a web application interface with a navigation bar at the top containing 'HOME', 'CONTACT', 'ADMIN', 'FIRM DETAILS', 'PRACTITIONERS', 'MANAGE USERS', and 'MANAGE MATTERS'. Below the navigation bar, there are tabs for 'Matter detail' and 'Claimant'. The main content area is titled 'Claimant detail' and includes two tabs: 'Natural person' (selected) and 'Legal Entity'. The form contains the following fields and options:

- First name:** A text input field containing the letter 's'.
- Citizen of South Africa:** Radio buttons for 'Yes' (selected) and 'No'.
- Date of birth:** A date input field containing '2015-07-03'.
- Mental disability:** An unchecked checkbox.
- Is Minor?:** A checked checkbox.
- Does the claimant have a representative?:** An unchecked checkbox.

A modal popup window titled 'Message from webpage' is displayed over the form. It contains a yellow warning triangle icon and the text: 'The claimant is a minor. Capture Parent/Guardian detail'. An 'OK' button is located at the bottom right of the modal.

At the bottom of the form, there are two buttons: 'Previous' and 'Save'.

- Then enter details of the parent or legal guardian

The screenshot shows a web application interface for entering representative details. The form includes the following fields and options:

- Citizen of South Africa:** Radio buttons for 'Yes' (selected) and 'No'.
- ID number:** A text input field containing '1507030745080'.
- Date of birth:** A date input field containing '2015-07-03'.
- Gender:** A dropdown menu with 'Female' selected.
- Mental disability:** An unchecked checkbox.
- Is Minor?:** A checked checkbox.
- Does the claimant have a representative?:** A checked checkbox.

The section is titled 'Representative detail' and includes the following fields:

- First name:** An empty text input field.
- Surname:** An empty text input field.
- ID number:** An empty text input field.
- Representative type:** A dropdown menu with 'Parent / Legal Guardian' selected.

At the bottom of the form, there are two buttons: 'Previous' and 'Save'.

Manage matters (the example below shows captured matters, to update a matter click on the **Edit** blue button)

HOME	CONTACT	FIRM DETAILS	PRACTITIONERS	MANAGE USERS	MANAGE MATTERS					
<h2>Manage matters</h2>										
New matter										
Firm reference number	Claimant	ID Number	Is minor?	Responsible practioner	Senior partner supervisor	Updated on	Latest matter update	Prescription date	Status	
120956			False	ROZANNESTEYN	MICHEL ADRIAAN JACOBS	2018-11-23	Lodged Claim (RAF4)	2020-11-11	Active	Edit
120996			False	MICHEL ADRIAANJACOBS	Elmoné Smith	2018-11-26	Full settlement of Claim	2018-02-24	Active	Edit
120925	Thabo Zuma	0901025995087	False	ElmonéSmith	ROZANNE STEYN	2018-11-26	Conclusion of Claim	2019-06-21	Active	Edit
AZ123	Andrew Stan	8601025395085	False	ROZANNESTEYN	ROZANNE STEYN	2018-06-12	Lodged Claim (RAF1)	2021-07-12	Active	Edit
ASD23	Andrewers Zumla	001511284589087	True	ElmonéSmith	Jimmy Van Wyk	2018-11-28	Full settlement of Claim	2036-11-27	Active	Edit
QW23			False	ROZANNESTEYN	ROZANNE STEYN	2018-11-29	Conclusion of Claim	2020-07-19	Active	Edit
AZ12345	Thabo Ndozi	8601025395085	False	MICHEL ADRIAANJACOBS	MICHEL ADRIAAN JACOBS	2018-11-29	Claim registered by Prescription Alert	2020-07-05	Active	Edit
QW23457	Andrew Stan	8601025395085	False	JimmyVan Wyk	Elmoné Smith	2018-10-24	Lodged Claim (RAF1)	2022-02-07	Active	Edit
« < 1 > »										

- Searching for specific item, click on the column filter and enter the name you are searching.

HOME	CONTACT	FIRM DETAILS	PRACTITIONERS	MANAGE USERS	MANAGE MATTERS					
<h2>Manage matters</h2>										
New matter										
Firm reference number	Claimant	ID Number	Is minor?	Responsible practioner	Senior partner supervisor	Updated on	Latest matter update	Prescription date	Status	
120956			False	ROZANNESTEYN	MICHEL ADRIAAN JACOBS	2018-11-23	Lodged Claim (RAF4)	2020-11-11	Active	Edit
120996			False	MICHEL ADRIAANJACOBS	Elmoné Smith	2018-11-26	Full settlement of Claim	2018-02-24	Active	Edit
120925	Thabo Zuma	0901025995087	False	ElmonéSmith	ROZANNE STEYN	2018-11-26	Conclusion of Claim	2019-06-21	Active	Edit
AZ123	Andrew Stan	8601025395085	False	ROZANNESTEYN	ROZANNE STEYN	2018-06-12	Lodged Claim (RAF1)	2021-07-12	Active	Edit
ASD23	Andrewers Zumla	001511284589087	True	ElmonéSmith	Jimmy Van Wyk	2018-11-28	Full settlement of Claim	2036-11-27	Active	Edit
QW23			False	ROZANNESTEYN	ROZANNE STEYN	2018-11-29	Conclusion of Claim	2020-07-19	Active	Edit
AZ12345	Thabo Ndozi	8601025395085	False	MICHEL ADRIAANJACOBS	MICHEL ADRIAAN JACOBS	2018-11-29	Claim registered by Prescription Alert	2020-07-05	Active	Edit
QW23457	Andrew Stan	8601025395085	False	JimmyVan Wyk	Elmoné Smith	2018-10-24	Lodged Claim (RAF1)	2022-02-07	Active	Edit
« < 1 > »										

10.3 MATTER CONFIRMATION EMAIL

Date: 2018-12-11
Address : 24 Blaauwberg Road 24 Blaauwberg Road TABLE VIEW Blaauwberg Road
Email : sibusisom@vwave.co.za
PA Matter Ref: 5116
Firm Ref: Fr12020

Dear Sir/ Madam

RE: Confirmation of matter registration

This letter serves to confirm that your firm has registered this new matter as follows:

Firm name : SMITH TABATA BUCHANAN BOYES INC
Registra : Sibusiso Dlamini
Date and Time of registration: 2018-12-11 03:04:15 PM
Responsible Practitioner
Thabo Skhosana
Senior Partner / Supervisor / Manager / Advocate: abel Mthembu
Claimant : Themba Zwane
Matter type: Accident *
Occurrence date : 2018-12-04
Prescription date : 2021-12-03

10.4 Updating a Matter

Capture new event

Event

Select an event

Event date

Browse...

- Select **Event type**, **date** and upload **supporting documents**

Event date	Event type	Attached document	Added by
2018-11-28	Lodged Claim (RAF1)		Themba Zwane
2018-11-29	Claim registered by Prescription Alert		Themba Zwane

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- The event history is displayed at the bottom

11 REMINDERS

The following image is an example for the reminder email, this will alert the responsible person to take action on a particular matter.

Date: 2018/12/03
Address : |
Email :
PA Matter Ref.: |
Firm Ref: w222

Dear Sir/ Madam
RE: Matter prescription reminder
One week before prescription date

Firm name :
Claimant : _
Matter type:
Occurence date : 2018/11/26
Prescription date : 2018/12/10
Last event : Claim registered by Prescription Alert
If this has already been attended to, kindly update your records to avoid further reminders.
Yours faithfully

**Should you need any further information or assistance, kindly contact
The Legal Practitioners Indemnity Insurance Fund NPC (LPIIF) at Prescription Alert on
(021) 422 2830 or alert@lpiif.co.za**