



# Electronic Acknowledgment of Receipt (*Elektroniczne Potwierdzenie Odbioru – EPO*)

**Warsaw, 13 December 2016**

**Marcin Niewiński**



# Agenda



- ▶ Key assumptions and goals
- ▶ Advantages of the Project
- ▶ Experiences
- ▶ Current situation as regards the implementation



# Introduction

- ▶ **EPO – (Electronic Acknowledgement of Receipt)**  
The Project has been implemented by the Ministry of Justice which is its sole owner.  
It is intended for processing confirmations of receipt of letters posted by judiciary units entirely electronically.



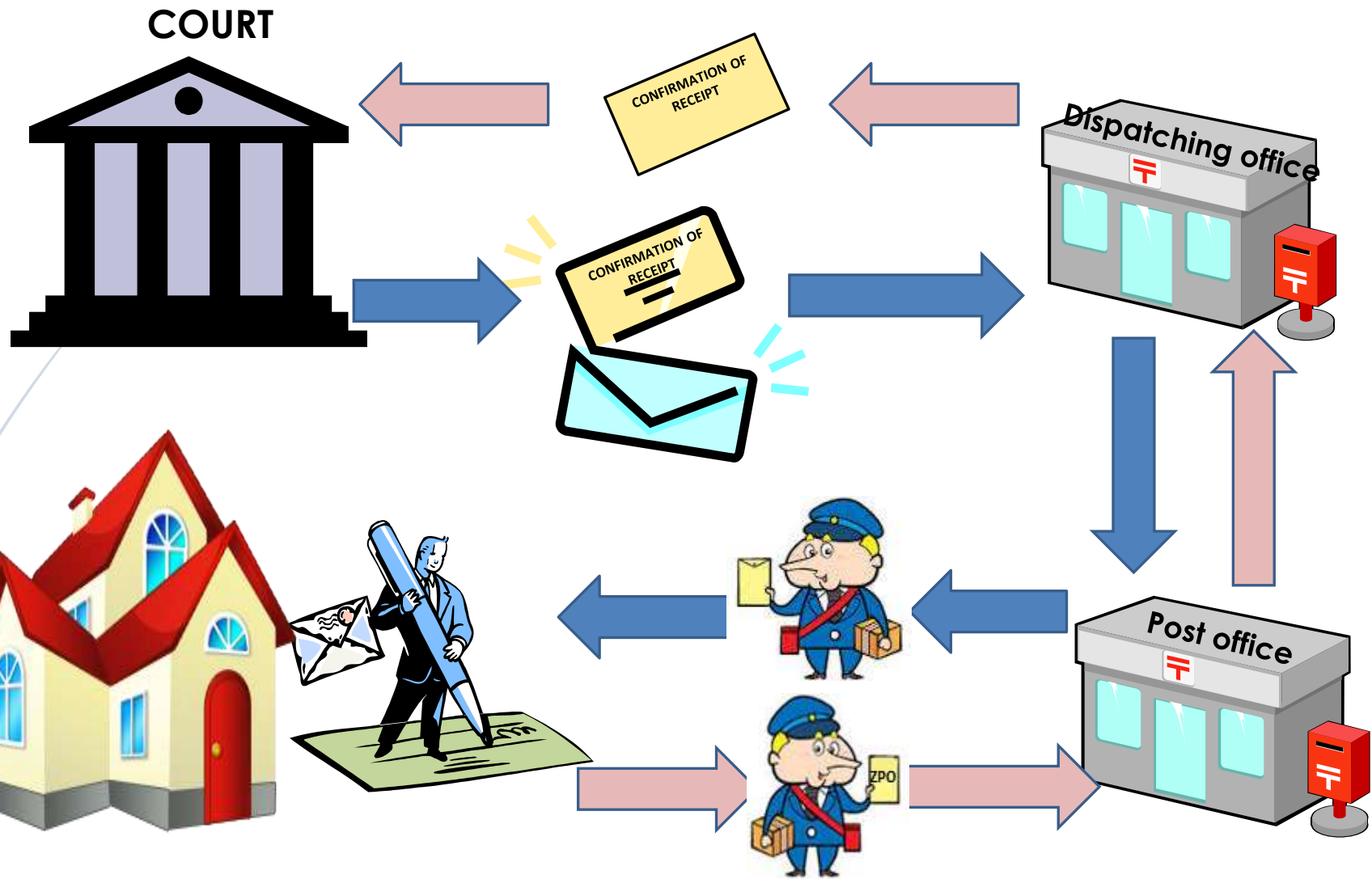
# Introduction

- ▶ **Serving of court documents:**

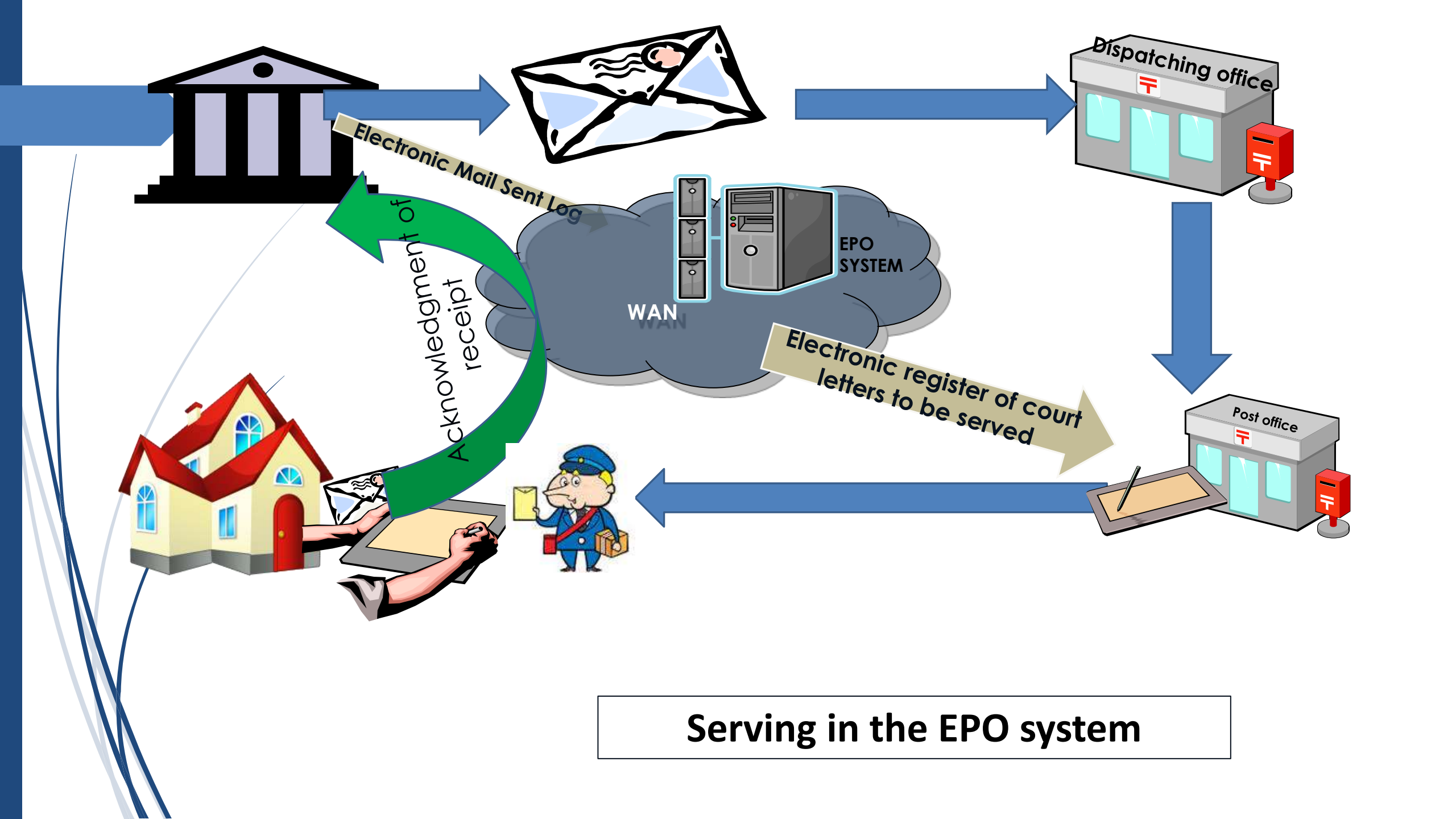
- faster ( the time of correspondence flow has halved)
- safer (no ZPOs get lost)
- cheaper (savings of labor and materials)
- higher quality (data validation, no complaints)

- ▶ **Benefits as regards court proceedings:**

- cases are no longer not heard due to missing information about serving
- a number of operations are performed faster, e.g. valuation of decisions
- operations within the case can be planned (time management)
- all of which results in reduced duration of court proceedings



**Traditional service**



**Serving in the EPO system**

Przesyłka 043641318000.pdf - Adobe Reader

File Edit View Window Help

Tools Sign Comment

### ELEKTRONICZNE POTWIERDZENIE ODBIORU

<b>Numer Nadania:</b> 043641318000	<b>Data nadania:</b> 11-02-2014
<b>Adresat:</b> Jan Kowalski ul. Mickiewicza 83 lok U2 15257 BIAŁYSTOK	<b>Data odbioru:</b> 21-03-2014 06:57
<b>Sygnatura:</b> I C 1607/11	<b>Odbiorca:</b> Jan Kowalski

**Rodzaj:** doręczenie wyroku z uzasadnieniem

**DORĘCZONA ADRESATOWI**

*Dokument został podpisany cyfrowo certyfikatem: Subject: CN=epotab.pl, O=Ministerstwo Sprawiedliwości, OU=CKIS, C=PL, Issuer: CN=Ministerstwo Sprawiedliwosci Infrastructure CA 01, O=Ministerstwo Sprawiedliwosci, C=PL, Not After: 1/30/2016 9:49:28 AM, Thumbprint: 79D1CF1913330099981B50AAD8BBCBA548F6551A*

21.03.2014  
Jan Kowalski



2016.12.08 Jan Kowalski



# Selected advantages

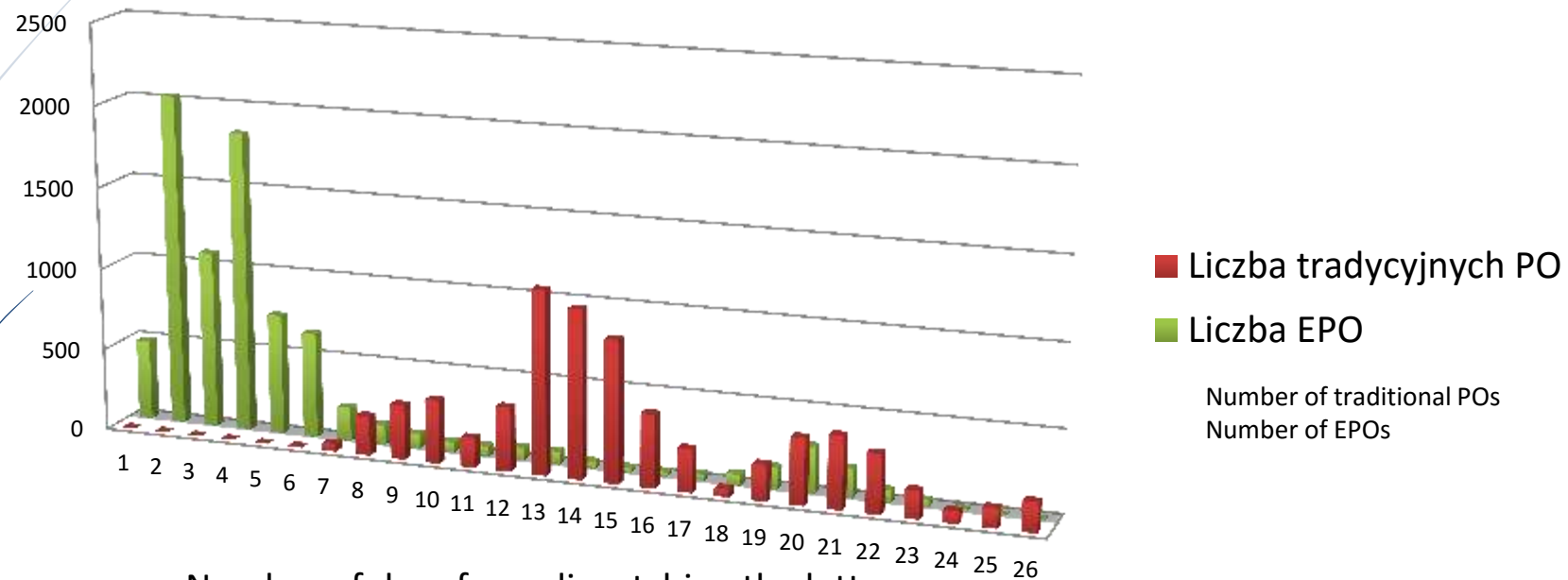
- ▶ **Reducing the volume of case files**
- ▶ Digitization of the Written Acknowledgment of Receipt (*Zwrotne Potwierdzenie Odbioru – ZPO*) – only information printouts from the EPO system, containing exclusively relevant information about the service, will be attached to case files,
- ▶ attaching paper acknowledgments within the meaning of the printout from the EPO system ceases to be an operation of critical importance to the ongoing proceedings and can be done periodically at certain points of the case lifecycle (e.g. before hearings, before awarding an injunction, transfer to the archive, etc.),
- ▶ a printout attached to the case files can be consolidated (it can contain a set of acknowledgments) and made on plain paper (instead of paper forms with a weight of 180 grams/m<sup>2</sup>),
- ▶ reducing by approximately 7% the volume of court case files, which will result in a lower demand for usable area for storing files (both in court secretariats and in archives),
- ▶ greater comfort of handling files (lower weight).

# Selected advantages

Significant reduction of the correspondence flow cycle: from the dispatch to receipt of acknowledgment of receipt

Operation	Employee performing the operation	Counterpart in the EPO system
Filling out/ printing an acknowledgment of receipt form	clerk of the court (competent for the case), less often an usher	none
Affixing the acknowledgment of receipt form onto the envelope	ditto	none
Sorting out returned acknowledgment of receipt forms (according to divisions)	employee of the registry office	none
Sorting out acknowledgment of receipt forms according to departments	usher	none
Recording returned acknowledgment of receipt forms and the service status in the IT system	employee of the registry office or clerk of the court or usher	none
Attaching the acknowledgment of receipt form into the files	clerk of the court	Printing a set of acknowledgment of receipt forms in the EPO system and attaching the printout to the case files (an optional operation performed less often)
Stapling the acknowledgment of receipt form in the files	clerk of the court, less often usher	An optional operation performed less often in the case of a printout

## Comparison of the rate of the flow of information about court letters



Number of days from dispatching the letter to receipt by the court of the information that it has been served

**The average time of information flow in the case of court letters in the EPO system is 6.7 days compared to 18.4 days in the traditional system.**



# Selected advantages



- ▶ **Lower costs of material.**
- ▶ A traditional acknowledgment of receipt (ZPO) has a form of an A6 paper form with a weight of 180 grams/m<sup>2</sup>. The price for 1,000 ZPO forms is approximately PLN 40.
- ▶ The implementation of the EPO system with the use of the mechanism of periodical attachment of printouts from the EPO system to the case files enables to print 1,000 acknowledgments of receipt on 200 A4 pages (for approximately PLN 4).
- ▶ Courts spend annually PLN 1.6 million on the purchase of traditional ZPO forms alone.
- ▶ The implementation of the EPO system will allow for reducing these costs to PLN 200 thousand a year and saving PLN 1.4 million (per annum).
- ▶ The widespread use in court secretariats of the technique of printing acknowledgment of receipt forms requires courts to purchase printing devices adapted to this purpose (equipped with additional trays handling the A6 size and a weight of 180 grams/m<sup>2</sup>).
- ▶ The introduction of the EPO system means abandoning the mass printing of acknowledgment of receipt forms and lower maintenance costs of printing devices.



# Selected advantages

- ▶ **Savings**

WIN-WIN – savings for both courts and the postal operator

**For judiciary units:**

- ▶ **PLN 0.31** – the difference in the cost of a court letter dispatched in the EPO system, calculated based on the price list of Polska Grupa Pocztowna for a letter with a ZPO and with an EPO.
- ▶ **PLN 0.46** – the difference in the cost of a court letter dispatched in the EPO system, calculated based on the price list of Poczta Polska for a letter with a ZPO and with an EPO.
- ▶ PLN 0.09 – profit from the saving on the amortization of printing devices and consumables for a letter with a ZPO and with an EPO.

Lower costs for the postal operator.



# Selected advantages

- ▶ **Condensed financial reasons for the implementation of the Project.**
- ▶ It is estimated that the postal operator will serve – under a three-year contract – approximately 173 million letters and parcels, i.e. on average about 4.8 million letters, parcels and courier consignments in Poland and abroad a month.
- ▶ Assuming for calculation purposes 90% of the volume of items covered by the implementation of the EPO, the economic calculus is as follows:
- ▶ 4,3 million letters/month x PLN 0.46 x 12 months = **PLN 23,7 million\***

\* - annual amount of financial savings after the implementation of EPO



# Selected advantages



## **Automation of correspondence processing**

- Correspondence can be dispatched by printing centers with a fully automated enveloping process due to:
  - legal framework allowing for the dispatch of some correspondence without a handwritten signature,
  - the use of the EPO service which eliminates the need to affix acknowledgment of receipt forms onto envelopes.



# Experiences from the implementation - legal framework

- ▶ Normative acts introducing the service
  - ▶ Taking into account the existing realities, e.g. the insignificant extent of using the qualified electronic signature
  - ▶ The service is introduced by way of a regulation of the Minister of Justice – a fast legislative path

## **Challenges:**

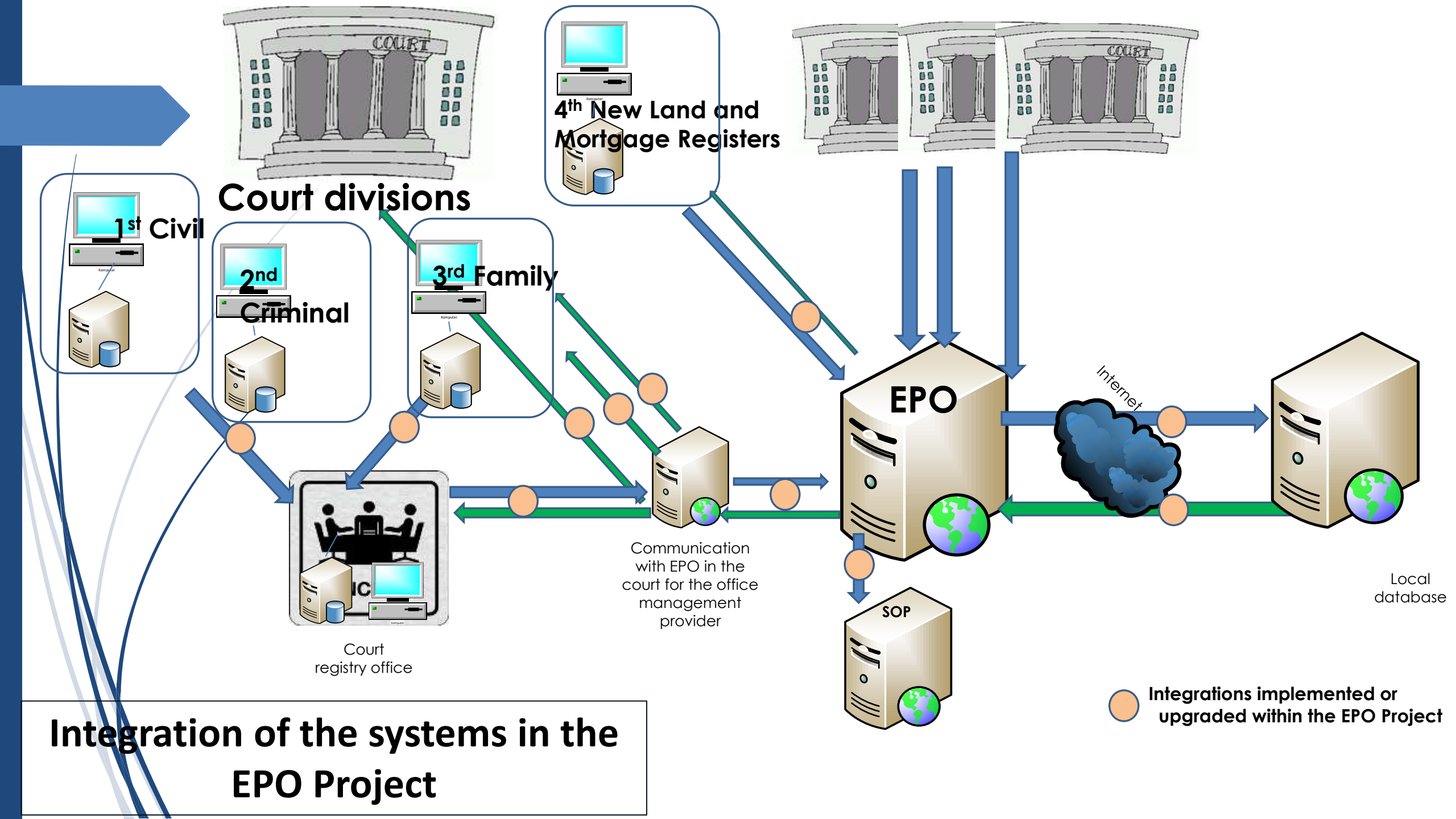
- ▶ No unification of normative acts for criminal and civil proceedings
- ▶ Frequent changes in normative acts resulting from other requirements (e.g. adaptation to changes in the law)





# Experiences from the implementation in the organization

- ▶ Integration with court case management systems
  - ▶ Decentralization of office management systems - a multitude of suppliers and integration
  - ▶ Quality assurance for integration with court systems
  - ▶ Change management in a central-distributed environment (EPO – case management systems)
- ▶ Ensuring support for users
  - ▶ Service desk for the service in accordance with ITIL©
  - ▶ Ongoing communication with providers of case management systems
- ▶ Ensuring high availability of the service
  - ▶ Infrastructure (H-A)
  - ▶ Monitoring of the service 24/7
- ▶ Integration with the operator's accounting system (SOP)






## Experiences from the implementation of the service - cooperation with the postal operator

- ▶ The system is prepared to change of the operator and simultaneous cooperation with several operators
- ▶ Active participation in defining requirements at the stage of contracting postal services
- ▶ Cooperation during operation
  - ▶ Replacing common configuration elements (e.g. units' dictionaries)
  - ▶ Incident handling
  - ▶ Maintenance event handling
  - ▶ Common test environments



# Experiences from the implementation of the service

- ▶ Mental change
    - ▶ Differences in acceptance of the service on the part of end users (mainly judges and court referendaries)
    - ▶ Introduction of changes in the visualization of acknowledgments of receipt
    - ▶ Minor problems with the acceptance of the service among addressees of court letters - a problem with processing security
- 



# Experiences from the implementation of the service:

## ► **Phase I: start – 3 February 2014 - hybrid**

- Scope: District Court in Białystok <-> selected office of the postal operator (Polska Grupa Poczтовая - PGP)
- Model: hybrid EPO + ZPO
- Goal: verification of business processes developed within the pre-production pilot project

## ► **Phase II: 20 February 2014– big cities – greater benefits**

- Scope: District Court, Regional Court, Court of Appeal in Białystok <-> offices of PGP in urban agglomerations
- Model: only EPO
- Goal: expansion of the implementation of the EPO service in Białystok



# Experiences from the implementation of the service:

- ▶ **Phase III: 3<sup>rd</sup> quarter of 2014– remaining integrations**
  - ▶ Integration of the EPO system with the system of the operator (PGP);
  - ▶ Integration with ESB bus in the Department of Computerization of Court Registers
  - ▶ Integration of EPO with Zeto Świdnica - Sędzia2;
  - ▶ Production implementation in the Court of Appeal in Białystok and in the Court of Appeal in Krakow;
- ▶ **Phase IV: 4<sup>th</sup> quarter of 2014– printing centers**
  - ▶ Pilot implementation in the area of the city of Gliwice – integration with the “central print” system;
  - ▶ Production implementation in the Court of Appeal in Wrocław and in the Court of Appeal in Katowice;
  - ▶ Modification of the SAWA system – civil procedure
  - ▶ Preparation of e-learning training
  - ▶ Launch of the EPO system support service



## Experiences from the implementation of the service:

- ▶ **Phase V: 1<sup>st</sup> – 4<sup>th</sup> quarters of 2015– all Poland**

- ▶ Opening of a Print Center (*Centrum Obsługi Druku* – COD) in Łomża
- ▶ Production implementation in the other Courts of Appeal
- ▶ Modification to the criminal office management systems
- ▶ Launch of the EPO throughout Poland
- ▶ Cooperation with Poczta Polska

- ▶ **Phase VI: 1<sup>st</sup> – 4<sup>th</sup> quarters of 2016– change of the postal operator**

- ▶ Change of the postal operator – 76% of postal codes from 1 March
- ▶ Implementation of the criminal procedure
- ▶ Implementation of the EPO in curatorial systems
- ▶ Implementation in the Orcom NS system
- ▶ Integration with the SOP system
- ▶ EPO archive



# Experiences from the implementation of the service:

- ▶ **Phase VII: 1<sup>st</sup>-4<sup>th</sup> quarters of 2017 – penal institutions**

- ▶ Implementation of a double acknowledgement of receipt in penal institutions
- ▶ Implementation of EPO in the Electronic Land and Mortgage Registers
- ▶ Implementation in E-Court
- ▶ Implementation of EPO in the National Court Register and the Register of Pledges
- ▶ Implementation of EPO in Electronic Documentation Management
- ▶ Implementation in the National Public Prosecutor's Office and in its subordinate units



# Current situation as regards the implementation

Number of letters in particular months

2500000

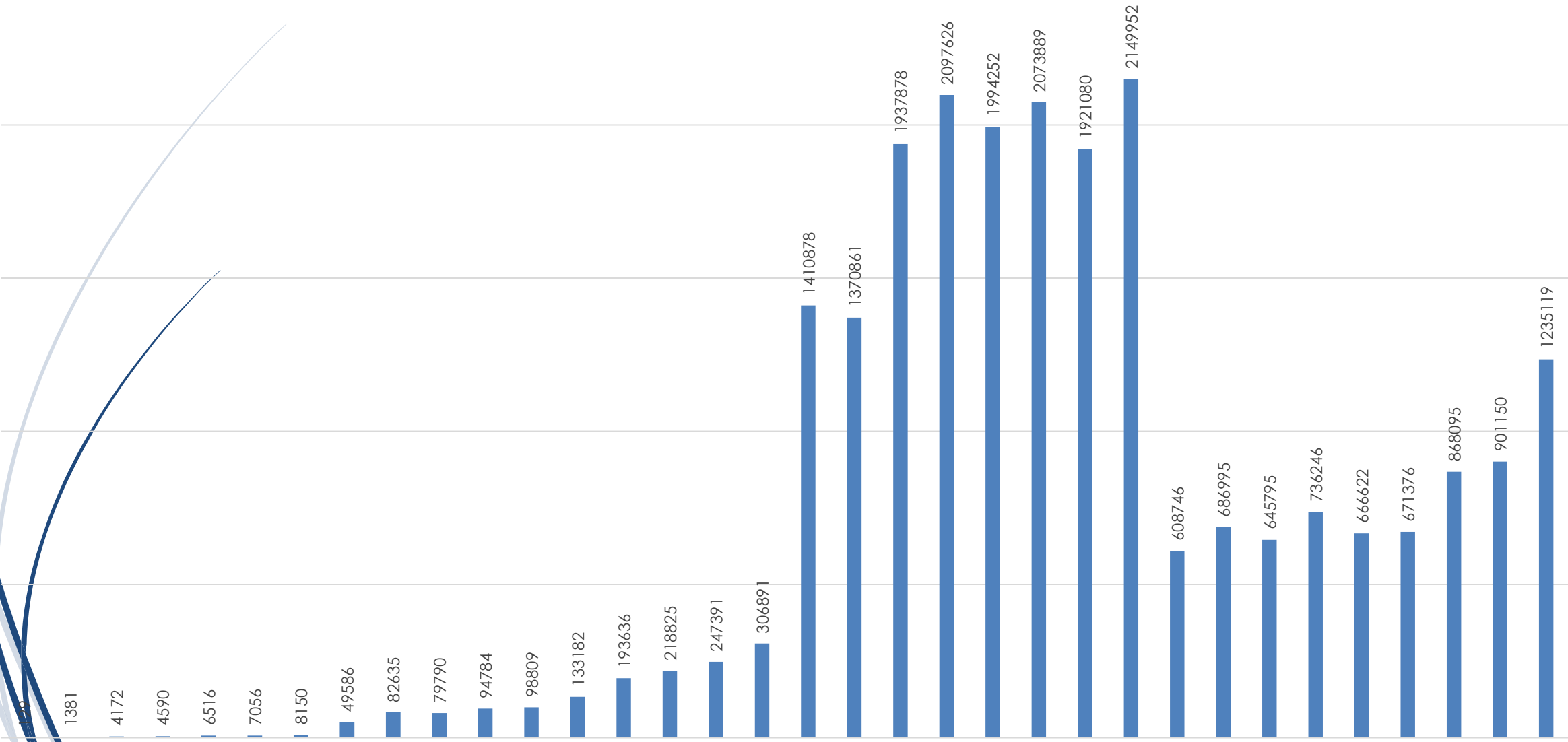
2000000

1000000

500000

0

02'14 03'14 04'14 05'14 06'14 07'14 08'14 09'14 10'14 11'14 12'14 01'15 02'15 03'15 04'15 05'15 06'15 07'15 08'15 09'15 10'15 11'15 12'15 01'16 02'16 03'16 04'16 05'16 06'16 07'16 08'16 09'16 10'16 11'16





# Electronic Acknowledgment of Receipt - EPO

*Thank you for your attention.*

