Whatts Law Staff Policies Discord Operations and Training Policy

Current Approved Policy | Version 1.2 | 4 October 2026

Whatts Law Incorporated

This policy states the staff rules and operating instructions currently published across the Whatts Law website and Discord. The same standard controls role handbooks, website summaries, Discord guides, document handling, employee access, and training. This policy does not activate the future ownership transition and does not replace the separate Ownership and Partnership Agreement or Firm Governance and Operations Policy.

Documents Rick should receive

Document	Purpose	Action
Firm Governance and Operations Policy v1.2 Corrected	Controls governance, personnel authority, succession, case management, and ordinary operations.	Review and retain with the ownership agreement.
Staff Role Handbooks	Defines the duties, workflow, limits, and escalation path for every employee role.	Approve role content used for account-bound acknowledgment.
This Staff Policies Discord Operations and Training Policy	Aligns employee policies, Discord commands, transcript retention, Google Drive, and training.	Use as the current staff operations standard.
Discord Bot Operations Manual	Technical operating reference for Virtual Receptionist and Technical Support Assistant.	Provide to Rick and Harmony for operational control.

Staff policy library

Employee conduct attendance and separation

Employees follow lawful firm direction, act professionally, complete assigned training and continuing education, attend required obligations, keep accurate records, and report conflicts, access problems, safety concerns, or threatened deadlines promptly. Discipline and separation decisions remain private, documented, and controlled by the recorded management authority. Departing employees return firm property and lose access through an audited offboarding action.

Confidentiality records and retention

Client, applicant, employee, and matter information stays in authorized Whatts Law systems. The website and D1 database are authoritative; Discord supports guided communication. Staff may not export, repost, or disclose protected information without authority. Closed private Discord workflows receive a verified transcript stored privately in Whatts Law object storage with a D1 metadata record and a SHA-256 receipt in transcript records.

Conflicts and recusal

Potential personal, professional, financial, or prior-representation conflicts must be disclosed before substantive work. Assigned counsel and Rick determine whether a request is declined, screened, reassigned, or handled through an authorized waiver. A staff member stops work when impartiality, confidentiality, or authority is uncertain.

Matter and record access

Access follows role and assignment. Attorneys may review incoming legal intakes; support staff receive only permitted queues, matters, packets, or rooms. Client visibility is deliberate for every form, note, file, and link. Technical troubleshooting access is audited and may be restricted by Rick. Queue visibility never grants access to a private matter or service room.

Private Investigator and Civil Process Server access

Private Investigators and Civil Process Servers do not receive the general client list, legal intake queue, Case Files category, or matter index. Their website navigation shows Assignments, and their Discord access is limited to the exact private assignment, investigator thread, or Process Service packet authorized for them. Completing an assignment, receiving a Discord role, or viewing a payout report never grants access to unrelated clients or matters.

Technology accounts and Google Drive

Every person uses an individual website and Discord account and keeps credentials private. Harmony’s firm-managed Google OAuth connection controls the WHATTS Law Managed Case Files root. Employees do not attach personal Drive accounts. Matter folders are created only beneath that root and remain assignment-scoped. Bot errors, duplicate folders, unexpected access, lost credentials, and suspected compromise go through the approved support workflow.

Role acknowledgments and authority

Every employee receives and acknowledges the handbook for the exact assigned role. Attorneys exercise legal judgment within the attorney chain. Paralegals, investigators, process servers, and HR work only within delegated scope. HR administers personnel records and delegated support staffing but receives no ownership or independent legal authority. A title, Discord role, technical permission, relationship, labor contribution, or acknowledgment never creates equity.

Account access and security standard

— Temporary passcodes require first-login replacement with matching New Passcode and Confirm New Passcode entries and one security question and answer.

— Rick and Harmony may issue audited resets that revoke every active session. Passcode Only preserves the security question; Full Security Reset replaces both controls.

— Employees report incorrect access without browsing unrelated records. Technical Support reproduces the problem with minimum necessary access and preserves the audit trail.

— Secrets, OAuth tokens, one-time passcodes, and security answers never appear in Discord messages, public pages, or client records.

Discord operating guide

Whatts Law uses two independent applications. Virtual Receptionist manages guided intake, private tickets, matter and service workflows, appointment routing, and approved notices. Technical Support Assistant manages configuration health, integration status, technical audits, and support operations. Neither application shares credentials or records with ABC Law.

The Administration health view verifies both protected bot credentials without exposing them, confirms the two bots use different Discord application identities, verifies the managed guild is reachable, compares the saved command registry with the Worker command contract, and reports server-map coverage. A green result is operational evidence at the recorded check time, not a substitute for incident monitoring or a live workflow test after a material change.

Command	Purpose	Primary authority
/claim	Convert an unclaimed legal intake into a matter.	Authorized counsel
/firm lead:	Convert an intake with a selected lead.	Authorized legal management
/lead attorney:	Transfer matter leadership while preserving the channel and record.	Authorized legal management
/close reason:	Close the linked workflow, capture and verify the transcript, update queues, and archive the channel.	Authorized workflow participant
/firm-matter /paralegal /leadership	Create scoped private collaboration spaces.	Assigned or authorized staff
/mentorship	Create a private assigned-counsel and assigned-paralegal thread under paralegal-mentorship; warn when no paralegal is assigned.	Attorney-level matter staff
/pi assignment	Create a private assigned-counsel and assigned-investigator thread under investigator-assignments; warn when no PI is assigned.	Attorney-level matter staff
/alert-counsel	Send a private My Eyes Only counsel alert.	Authorized legal staff
/case-links	List linked matter, service, and mediation rooms.	Assigned matter staff
/print title: /qr	Create or refresh one durable printable notice in place.	Authorized workflow staff
/add /remove	Manage scoped matter participants.	Authorized matter management
/process server ...	Create and administer Process Service packets.	Authorized Process Service staff
/mediation ...	Create and administer Mediation rooms.	Authorized Mediation staff
/staffing request /staffing assign	Request or assign staff support.	Authorized staff or Owner
/hr applicant accept|reject	Record applicant decisions.	Current Owner or active Owner
/help	Open a private support ticket routed to Harmony and Technical Support.	Permitted requester
/counsel-help	Display the current private command guide.	Authorized staff

Front Desk and intake routing

— A requester selects a service before the private form opens, identifies any Whatts Law representative already contacted, and completes the route-specific questionnaire.

— Legal intake tickets notify Counsel and the selected representative. Ordinary Staff is not tagged in client intake tickets. Technical support routes only to Harmony's private technical workspace and Technical Support.

— Every private Front Desk ticket states the 48-hour response goal and explains that the goal does not establish representation or pause a legal deadline.

— Claiming an intake immediately converts it into a matter. Closed intakes remain searchable as closed records and never count as unclaimed.

Website and Discord synchronization standard

— The website and D1 remain authoritative. Discord creates or updates D1-backed intake, applicant, technical-support, billing, HR, service, mediation, staffing, calendar, role-offer, and matter workflow records; it never becomes a separate case database.

— Every website action that promises Discord delivery must either complete the delivery or record an audited deferred-sync condition for Technical Support. The interface must not report delivery success when Discord failed.

— Slash commands are registered from the same Worker command contract used by the interaction handler. After a command change, Technical Support synchronizes the registry and confirms the Administration health view shows the expected and stored counts match.

— Durable guides, notices, calendars, queue cards, and printable assets update their saved message in place. Synchronization must not create duplicate persistent messages.

— Role changes originate from the authoritative website employee record, revoke active website sessions, update the linked Discord job and routing roles, and preserve an audit event. A Discord role alone never expands website or matter access.

Approved regular representation pricing

The approved regular representation retainer is $75,000 in-city currency. The accounting allocation is $55,000 attorney take-home and $20,000 Whatts Law operations. Court filing and court-service charges are separate and payable when due. Prepaid individual and group matters allocate $50,000 to the attorney and use controlled Silver, Gold, and Platinum matter charges of $60,000, $55,000, and $50,000. Every group plan requires at least three members. Its opening fund is $55,000, $60,000, or $65,000 per member, paid initially and replenished when the group balance reaches the applicable $60,000, $55,000, or $50,000 threshold; it is not a monthly member charge. Each group also pays a separate $40,000 monthly group-maintenance fee for support staff and administration.

Required close and transcript sequence

1. Authorized staff use /close reason: in the linked private Discord workflow or the website close control.
2. The bot verifies the actor is authorized, confirms the workflow is not already closed, and captures the transcript before changing the authoritative status. A repeated close request creates no duplicate transcript or closure record.
3. The bot captures all messages available through the Discord API, including message text, timestamps, author identifiers, embeds, components, and attachment metadata.
4. The transcript JSON is stored privately in Whatts Law R2. D1 stores the transcript ID, source channel, storage key, message count, capture actor, timestamp, and SHA-256 hash. After retention succeeds, the channel becomes staff-only and read-only in Office Records, then the authoritative record changes to closed.
5. A verification receipt is posted to transcript records, the closure record is posted to closed matters, and an audit notice is posted to audit log. Intake queue cards change to CLOSED.

6. The source channel remains under Office Records. Reopening from the website restores its active category, assigned participants, and working permissions when the original Discord linkage still exists. If capture or verification fails, the record remains open and the channel remains available for retry.

Training and continuing education

Every employee completes the role handbook, detailed workflow lessons, and the Role Readiness Exam. Rick, Harmony, or the HR Manager may separately assign continuing education and the randomized Bar Exam to selected employees. Assignment, completion, score, and missed-question review remain in the employee record.

Training item	Who completes it	Record
Assigned role handbook and acknowledgment	Every employee	Offer number, role version, authenticated signature, timestamp
Role workflow lessons	Every employee	Module key, role track, completion time
Google Drive access and shared matter folders	Every employee	Module completion and individual least-privilege OAuth authorization
Role Readiness Exam	Every employee	Recorded score and question-level results
Continuing education tasks	Employees selected by Rick, Harmony, or HR	Assignment, due date, completion, notes
Randomized Bar Exam	Only employees individually assigned by Rick, Harmony, or HR	15 questions randomly selected from the 250-question bank; recorded results

A single exam session may not repeat the same tested concept under different wording. The role-readiness and Bar Exam selectors de-duplicate concept keys before presenting questions.

— Ordinary employees see only the handbook and curriculum assigned to their recorded role. Rick, Harmony, and the HR Manager may review every role handbook and training track without changing the role they are acting under.

— Opening a lesson does not record completion. Role Readiness and assigned Bar Exam submissions are authenticated and store the selected questions, score, missed-item review, completion time, and related assignment when applicable.

— A retake requires deliberate confirmation and creates a new attempt record; it never overwrites the earlier result. Training completion does not create licensure, ownership, broader matter access, or additional Discord permissions.

Google Drive lesson standard

— Rick or Harmony completes the firm OAuth authorization and selects WHATTS Law Managed Case Files as the managed root.

— Employees create or open folders only from an assigned website matter. The website creates one folder beneath the managed root and reuses its saved link.

— A shared firm root does not authorize access to every matter. Employees use only folders linked to their assignments and never broaden sharing to anyone with the link.

— Every employee completes the Google Drive lesson and may authorize their own least-privilege OAuth connection from the lesson. Rick or Harmony selects and governs the shared Whatts Law root; employee authorization never grants access to an unassigned matter.

Human Resources, payroll, and leadership routing

— Only Rick and Harmony see the Firm Admin bar. The HR Manager receives the same Human Resources review, training-assignment, staffing, and payroll-draft tools, but not Owner preview, technical reset, legal-case, or final compensation authority.

— Every employee has a private HR page for LOA, complaint or suggestion, paycheck and HR notices, request history, and assigned continuing education. Discord Human Resources and the website write to the same review queue.

— Attorney bonuses use recorded DOJ hours and a manually entered approved hourly bonus rate because attorney rates are not yet standardized. Paralegals receive a matter-linked payout set between $2,000 and $5,000 per assigned case. Private Investigators and Civil Process Servers receive $5,000 per assigned case or service assignment. HR weekly bonuses are not guaranteed and require separate approval. Leadership may also record approved holiday, Christmas, or extra bonuses.

— Every active employee receives a private employee Discord category and a private timesheet channel visible only to that employee, Rick, Harmony, and the HR Manager. The weekly pay period runs Monday through Sunday. DOJ-hour proof and the matching hours must be submitted by 11:59 PM Eastern Time on Sunday. A late or missing submission is not eligible for that week's hours bonus check.

— The Enter IBAN button opens a private modal. Banking data is encrypted before storage, never posted in Discord chat, and displayed to staff only as a masked last-four reference. Recording an IBAN does not itself transfer money; authorized leadership completes the in-city payment and records the payment result.

— When an approved payroll entry is marked paid, the employee's timesheet channel receives an itemized private receipt showing the pay period, hours or matter reference, amount when recorded, status, and payment date. The website payroll register and private Discord receipt must agree.

— The Human Resources channel contains an HR-only Private Employee Meeting control. Rick, Harmony, or the HR Manager selects the employee and any additional authorized participants; the bot creates a private meeting channel inside the employee's category and records it for audit and closure.

— The Discord Leadership routing role includes Rick, Harmony, and the HR Manager for staffing, HR, and policy review. It does not create ownership or legal authority. Counsel and Staff remain separate routing roles.

Client accounts group portals and private delivery

— Every client uses an individual website account. A client sees only the client's linked matters, assigned counsel, released Consult, Briefcase, and Verdict items, secure messages, neutral calendar information, approved next steps, and balances.

— Internal summaries, private staff notes, unreleased documents, unrelated matters, other clients, employee records, and firmwide accounting never appear in a client portal.

— A client group is an accounting and retainer organization record. Group membership, tier, or shared agreement never allows one member to see another member's private matter, messages, documents, calendar details, or individual ledger.

— Authorized staff may send the secure portal link through the linked private Discord matter channel or resend account information by verified Discord direct message. Staff never send a passcode, security answer, internal note, or unrestricted Drive link.

— Payments, balances, bills, and ledger questions begin through the private Front Desk client-accounting route. The private ticket may coordinate the response, but the website ledger remains authoritative and no banking data or transaction detail belongs in public Discord.

Accounting and bank account controls

The website Accounting workspace is the firm financial control desk. It combines bank-account summaries, accounts receivable, overdue balances, accounts payable, payroll due, client and matter subledgers, operating expenses, and statement preparation. Dashboard totals must identify their as-of time and trace to posted records. A dashboard is a control view, not permission to move money.

Account	Authorized purpose	Prohibited use
Whatts Law Inc	Earned firm revenue, setup and maintenance revenue, and approved operating expenses. Documented transfers fund Payroll.	No court-fee custody, unearned prepaid retainer balances, or undocumented personal spending.
Whatts Client Escrow	Court and DOJ filing funds invoiced separately for a named client and matter, with receipt, disbursement, refund, and proof linked.	No legal fees, payroll, borrowing, netting, or operating expenses.
Whatts Retainer Fund	Prepaid attorney retainers and replenishments, tracked through client and matter subledgers. Authorized earned amounts move by recorded transfer.	No court filing fees. No direct spending or balance editing. Support charges require itemization against the retainer.
Whatts Payroll	Approved payroll, salary, matter payouts, and staff bonuses funded by a documented authorized transfer.	No client deposits, court funds, retainers, or ordinary vendor expenses.

Accounting permissions

— Rick Whatts and Harmony Cole have full Accounting authority through their named individual accounts. They may view every account and ledger, post approved entries, record transfers, reconcile accounts, and generate statements. Harmony receives this authority as the specifically designated accounting administrator; the authority is not inherited by future Technical Support personnel.

— The HR Manager may prepare payroll and approved accounts-payable drafts, review employee payment records, and correct draft details. HR may not post client-ledger entries, release funds, change payees or bank details, certify reconciliation, or approve its own work.

— Attorneys may view and edit only the client and matter ledgers for matters to which they are assigned. Every attorney entry must identify the assigned client and matter. Attorneys cannot see or control firm bank registers, unrelated client ledgers, payroll, transfers, reconciliations, or firmwide statements.

— Support staff see their own approved pay records. Clients see only their own client ledger and matter-specific ledgers. No person uses shared bank credentials; every user signs in through a named account with multifactor authentication and least-privilege access.

Payment allocation transfers and corrections

— A recorded client payment must allocate the entire payment among attorney take-home, Whatts Law Inc, Client Escrow, Retainer Fund, and Payroll as applicable. The system rejects an allocation whose parts do not equal the payment total.

— A movement between firm accounts creates linked source and destination records under one transfer reference. A transfer remains pending until an authorized accounting administrator reconciles it; creating the pair is not the same as confirming bank settlement.

— Posted or paid entries are corrected through a linked reversal or adjusting entry that states the reason. They are not deleted or silently rewritten. Draft obligations may be updated only within the actor's accounting scope.

— Client groups and retainers may carry a tier and approved managed-folder link, but a group record does not combine private member ledgers or grant broader portal, matter, Discord, or Drive access.

Posting, reconciliation, and records

— An invoice, authorization, receipt, timesheet, or other source document must support every entry. Each record identifies the account, client or matter when applicable, category, amount, effective date, creator, approver, timestamps, and attachments.

— Posted and paid entries are never deleted or silently overwritten. A correction uses a linked reversal or adjusting entry with a reason and audit trail. A cross-account transfer creates equal linked outflow and inflow records under one transfer reference.

— The firm reconciles all four accounts monthly and documents outstanding items. The reconciler matches bank balances to the control account and its client, matter, payroll, AP, and AR subledgers. Closed periods remain locked unless Rick or Harmony records a reason to reopen them.

— The dashboard highlights overdue receivables, bills due, payroll due, retainer liabilities, escrow obligations, unreconciled items, and cash by account. Restricted escrow and retainer balances never appear as available operating cash.

— Bank statements, invoices, receipts, payment proof, approvals, reconciliation packets, permission changes, correction chains, and exports are retained in the controlled record. Discord contains summaries and secure links only; it never contains bank numbers, IBANs, balances, client names, or transaction detail.

Calendar privacy and scheduling

— Staff events and appointments record an exact title, optional private details, start date and time, optional end date and time, optional linked matter, visibility, and invited staff.

— Shared calendar cells display only neutral labels such as Firm event or Client appointment. Client names, matter titles, case numbers, appointment reasons, and private details never appear in shared cells.

— Public events expose only the neutral public label. Staff-wide events expose the neutral label to staff. Invited-only events reveal exact details only to the creator, invited staff, Rick, and Harmony's Technical Support account.

— Each employee may create a private task. Only the employee, Rick, and Harmony's Technical Support account may see its exact details. A private task may link to a matter only when the creator is authorized for that matter.

Support staffing requests

— An authorized attorney may open a firm matter and request a Paralegal, Private Investigator, Civil Process Server, or other support role from the linked matter.

— The request may name a preferred employee or request anyone in the role. Preference is not assignment. Rick, Harmony, the HR Manager, or the Principal Attorney responsible for the matter records the decision and limited task scope.

— A Principal Attorney is the primary day-to-day supervisor for lower attorneys and supporting staff assigned beneath that Principal on a matter. The Principal may assign and manage scoped matter tasks and prepare saved client quotes. A quote does not create representation; only Rick, Harmony, or the HR Manager may deliberately convert it to an official draft agreement for signature.

— HR sees matter reference, category, lead, status, requested role, preference, and neutral scope only. Counsel provides client facts, documents, and strategy after the person is assigned.

Private staff collaboration threads

— The firm-matter, mentorship, and investigator-assignment spaces are private staff threads linked to the authoritative website matter. They never replace the client ticket, matter assignment, website notes, files, or approved Drive folder.

— Attorney-level staff may use /mentorship only after at least one paralegal is assigned. The thread includes assigned counsel and assigned paralegals and is created under paralegal-mentorship. If no paralegal is assigned, the bot gives a warning and creates nothing.

— Attorney-level staff may use /pi assignment only after at least one Private Investigator is assigned. The thread includes assigned counsel and assigned investigators and is created under investigator-assignments. If no investigator is assigned, the bot gives a warning and creates nothing.

— Each successful thread creation posts or updates one durable badge in its main coordination channel with the matter reference, limited purpose, and direct thread link. Badges do not expose client facts and do not grant access.

Controlled policy documents

— Leadership policy-approvals contains one durable review badge for the Staff Role Handbooks, Staff Policies and Operations packet, Discord Bot Operations Manual, Firm Governance and Operations Policy Version 1.2 Corrected, and the Ownership and Partnership Agreement draft review copy.

— The Ownership and Partnership Agreement badge must remain clearly marked DRAFT until Rick and Harmony execute the controlling agreement. A review link, Discord badge, title, or website publication never activates the 50/50 state.

— Rick, Harmony, and the HR Manager may participate in operational and personnel review. Before the effective date, Rick records final approval; ownership and succession terms remain governed by the controlling executed agreement.

Publication and version control

Website summaries, Word documents, and Discord guides must use the same controlling rules. A change is complete only when the source text is updated, the website is deployed, Discord runtime messages are synchronized in place, and the resulting surfaces are verified. Durable Discord guides are edited rather than duplicated. Superseded Word files remain archived with their version labels.