



VICReturn

From inbox overload to automated intake and triage: VicReturn's intake transformation



VicReturn's legal function, led by Head of Legal, James Rankin, was managing a high volume of contract and supplier review requests. With no structured intake process, James spent significant time gathering information through emails and conversations, limiting efficiency and reducing time available for higher-value legal work.

By introducing a simple, centralised intake form with Dazychain, VicReturn transformed the capture, review and management of contract requests, improving efficiency, transparency, organisational visibility, and reporting.

The challenge: time-consuming information gathering and limited oversight

“I was spending a lot of time managing multiple requests for contracts and supplier reviews, simply through the number of emails and discussions required to gather contract information.”

This constant back-and-forth made it difficult to work efficiently, and limited the time available for deeper legal thinking.

“The intake process was put to me as an option to solve this problem.”

The solution: a simple, structured intake process

To address these challenges, VicReturn implemented a structured intake form in Dazychain to manage all operational contract requests, and supplier reviews.

“The intake form manages requests for supplier contracts and review of supplier terms. All operational contracts must go through an intake form, so that the Head of Legal can review each contract.”

By funneling all requests through a single, consistent process, VicReturn established greater control and consistency across its legal workflows.

The implementation itself was straightforward and insightful:

“Like the process for Dazychain, it was **efficient and eye-opening.**”

The impact on legal

The new intake process fundamentally changed how James spends his time.

“The work spent in the past on collecting instructions and background information from colleagues evaporated. This time was then returned to me for thinking space.”

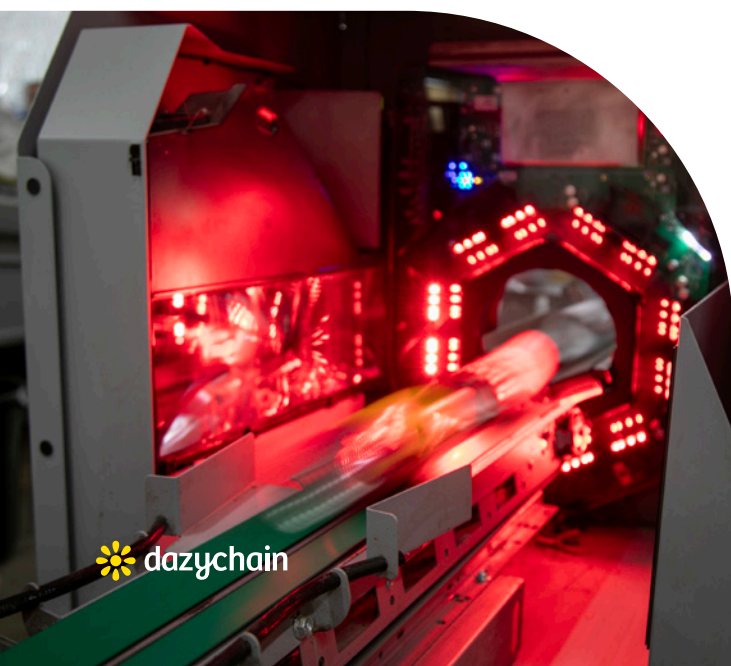
With better upfront information, the legal process extended well beyond the legal function, giving VicReturn greater visibility and control over its contracting activity.

“VicReturn is now able to report on the number of operational contracts that have been requested and signed.”

“VicReturn now has a central database of all operational contracts.”

“VicReturn understands its contracting activity much more deeply than before.”

With structured data and a centralised system, the business is now better equipped to track, manage, analyse, and report on all legal engagements.





Advice for other legal teams

James' advice for other teams considering an intake process is clear and pragmatic:

“Think carefully. Be bold. Don't be afraid to fail and adjust.”

His experience highlights that implementing an intake process doesn't need to be overly complex, but it does require thoughtful design and a willingness to iterate.

Dazychain intake form in one sentence

“Simple, neat and effective.”