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1   Using Help

The Tussman Program help system is a comprehensive reference guide to the entire program. To access it, from within the Tussman Program, select **User Manual** from the **Help** menu The **Table of Contents** is displayed in the left hand side of the help screen. If the **Table of Contents** does not appear, click the **Show** button at the top. Topics that are displayed with a book icon to the left have a variety of subtopics listed under them. Double click on the main topic to view the list of subtopics. Then click on the topic you want to read the text. To *expand* the **Table of Contents** to display all subtopics, right click anywhere on the **Table of Contents** area and click **Open All**. To *collapse* and show only the main topics, click **Close All**.

You can also access the help system by pressing the **F1** function key from anywhere in the program. When you do that, the specific help topic related to that screen will be displayed.

You can search the User Manual for keywords by clicking the **Search** tab above the **Table of Contents**, typing in a word or phrase, and pressing **Enter** or clicking **List Topics**. A list of topics containing that word or phrase will then appear, which you can select from to view the text.. For example, if you are interested in reading about split billing, enter "split billing" in the search space, click **List Topics**, and the screen will display the following list, as shown below. You can then click on any of those topics to read the text.

Contents | Search | Favorites

Type in the word(s) to search for:

split billing

List Topics   Display

Select topic: Found: 6

Title	Location	Rank
Split Billing	Tussman P...	1
Split Bill Options	Tussman P...	2
Bill Formats	Tussman P...	3
Entering Fee Charg...	Tussman P...	4
New Matters	Tussman P...	5
Editing Matters	Tussman P...	6

☐ Search previous results
☑ Match similar words
☐ Search titles only

2   Program Installation

The Tussman Program is a Windows application designed to work with any version of Windows up through and including Windows 10.

To install the program, follow the instructions depending on whether you are installing from a CD or from our website.

New Installation

If you are creating a *new* installation, the program should be installed in a *separate folder* on your computer. The **Setup Wizard** asks you for the **Destination Location** during the installation procedure. The *default* folder is **c:\tp9**, but you can change it if necessary. If you are installing the program on a network, you only need to install it *once* on the server, or, if you do not have a server, on one of the computers on the network, and then create a *shortcut* to the program on each of the workstations that will be accessing the program. Do *not* install the program itself on each workstation as that will simply create completely separate copies of the program.

Note that when creating a shortcut for the program you must fill in both the **Target** and **Start In** spaces in the main Shortcut properties screen. To check this, right click on the Tussman Program shortcut on your desktop, then left click on **Properties**. What appears in the **Start In** space should be exactly the same as appears in the **Target** space, but leaving off the part that reads /tp7.exe. For example, if **Target** reads C:\tp9\tp7.exe, then **Start In** should read C:\tp9.

Installing as an Upgrade

If you are installing the program as an upgrade, either to an older version of **Release 11**, or to **Releases 6** through **10** of the program, the upgrade *must* be installed into the same folder where your existing copy of the program is located. You can install **Release 11** as an upgrade for versions **6** through **10** without having to perform a data conversion. **Release 4** and prior versions of the program will require a data conversion before the upgrade to **Release 11** can be performed. When performing an upgrade from **Release 6** or higher, it is not necessary to install intermediate upgrades; i.e, each upgrade is cumulative, so you only need to install the *most recent* upgrade in order to fully update the program. As long as you follow the appropriate instructions, installing the program into the same folder as an existing copy of the program will *not* erase or overwrite any of your existing data, but will only update the appropriate program files. Since we update the program frequently, you should periodically check our website to see if a newer version is available for download.

Note that the name of the Tussman Program executable file is **TP7.EXE** (even though the version number is **Release 11**). This was done so that existing customers can upgrade from prior versions without having to modify any of their existing program shortcuts.

After installing the program, read the program overview section, the section that describes the user interface and the getting started section. You will then be ready to begin entering clients and matters, recording time, and generating bills.

Program Display Problems and Options

Following are the most common problems you might encounter with the program's display:

1. **Icons on the Toolbar and Control Panel are not appearing** - This means you left the **Start In** space blank in the Tussman shortcut on your desktop. See above for further information.

2. **Column Headings on Browses do not appear** - This means you are using the **Windows Classic Theme**. To fix this switch to the Windows XP theme (or another theme of your choosing), by clicking on the **Start** button on your Windows desktop, **Control Panel**, **Display**, and selecting the Theme you want to use.

3. **Screens in the Tussman Program do not fit within the confines of the monitor.**   Release 11 requires that the screen resolution on your monitor is set to at least 1024 by 768. Some older monitors may still be set to 800 by 600, or you may have selected that setting so that text will appear larger and more readable on the screen. Since Release 10 and higher you can select a larger font size for use by Tussman (see 4 below) using a lower screen resolution should no longer be necessary. To change the screen resolution setting on your monitor, click on the Windows **Start** button and select the **Control Panel.** Then click on **Display**, **Settings**. With Windows 7, go to the Control Panel and under the **Appearance and Personalization** section select **Adjust screen resolution**. Then slide the Screen Resolution tab to the appropriate setting.

4. **The font size is too small for me to read**.   With Release 10 and higher you can select different fonts and font sizes from within the program. To do this, click on **Setup**, **Appearance and Interface Options**, **Select Font**. From the drop down menu you can select the font you want (Verdana is the default) and in the Font Size section pick the font size setting (1 is smallest, 5 is largest).

Problems Accessing the Tussman User Manual

The Tussman Program User Manual can be accessed by clicking on **Help** from the Main Menu. Or, press the **F1** key to bring up the Help topic related to the specific screen you are on in the program. If the help topics do not appear, this is probably because you are running the program on a network server. Newer version of Windows and Internet Explorer do not allow you to run a help file installed on another computer for security reasons. To overcome this problem, click on **Help**, **Install Help File on Local Drive**. This function will have to be performed on each computer that will be accessing the program on your network.

2.1   System Requirements

The Tussman Program is a 32-bit program designed to work with all Windows XP or higher, including Windows 10.

If you will be running the program on a local area network, we do not advise running the program with Windows 98 or Windows 2000, especially if those operating systems are running the server, as we have encountered occasional problems, especially with Windows 2000 which often has difficulty when printing large numbers of bills.   Windows NT, XP and other more recent versions have proved to be a very reliable network environments, but we do not recommend running the Tussman Program with Novell, as it too has been known to cause problems.

Any recently made computer designed to run Windows will have ample resources to run the Tussman program. The Tussman Program is not designed to run on Apple computers, although it will run using the Windows emulation software which is available with most Apple computers. While we have no direct experience with Linux, we have been told by several customers that they have successfully run the program on Linux servers.

2.2   From a CD

To install the Tussman Program from a CD, insert the CD into your drive and the **Setup Wizard** screen shown below should automatically come up within a few seconds. If it does not, run the **Install.exe** file on the CD.
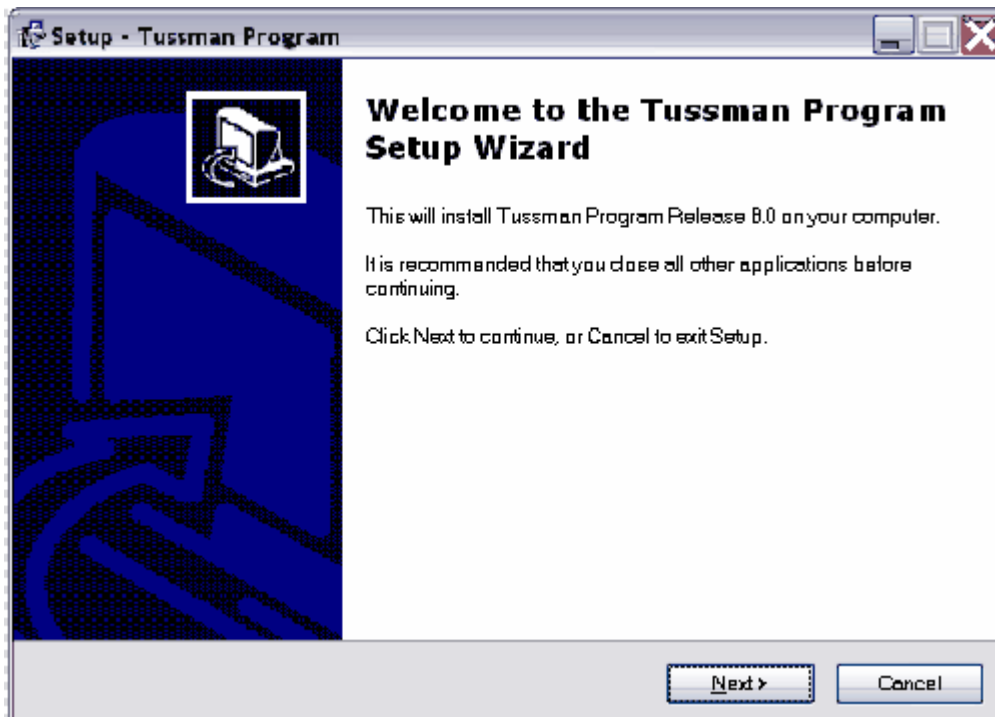
Click **Next** and the following screen will appear:
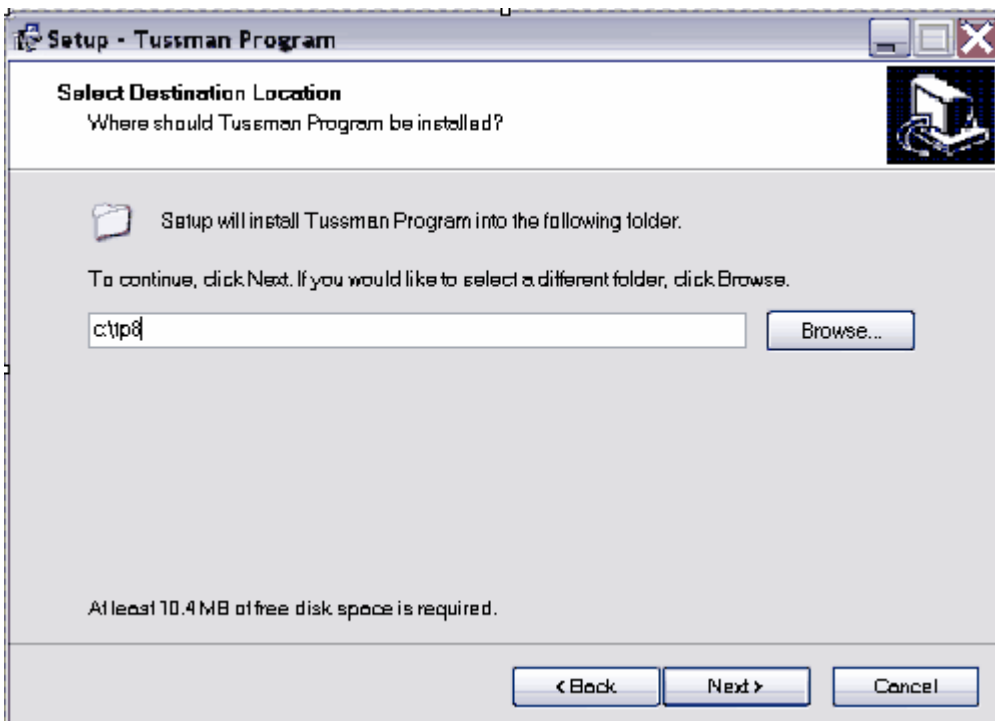
Important! The above screen specifies *where* the program will be installed. The default folder is **C:\TP9**. To install it in a different folder, or if you are installing it on a local area network, enter the drive and directory that you want. If you are installing it on a local area network, the folder should be on the network server. If you do not have a dedicated server, it can be installed on any computer

which can be accessed by the people who will be using the program.

Click **Next** and the following screen appears:
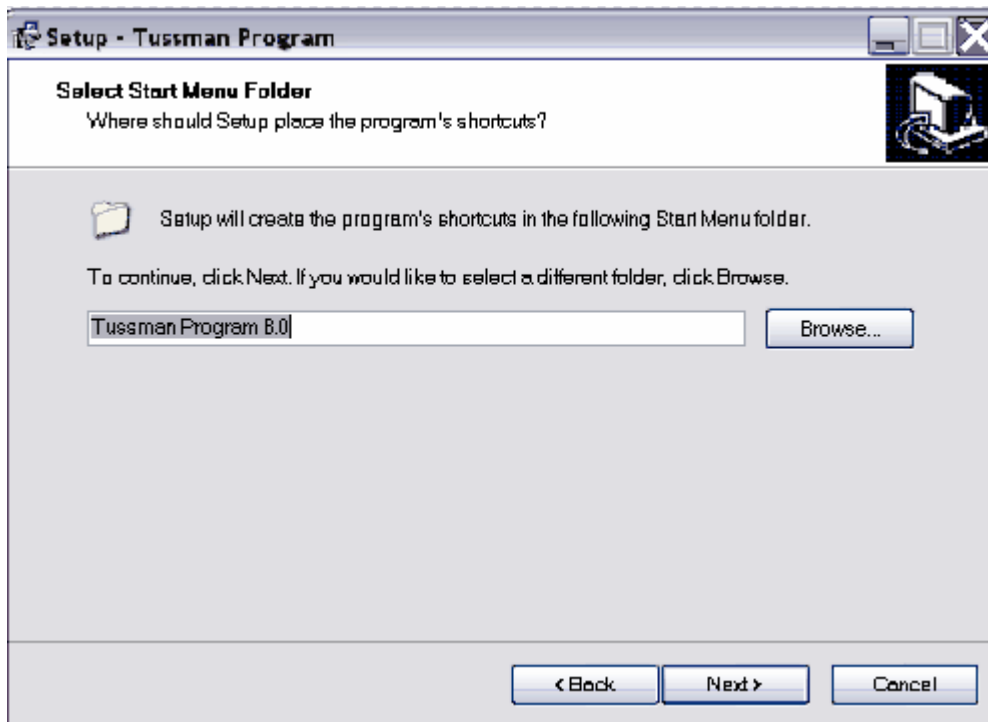
You do not need to change anything on the above screen. Click **Next** and the following screen appears:
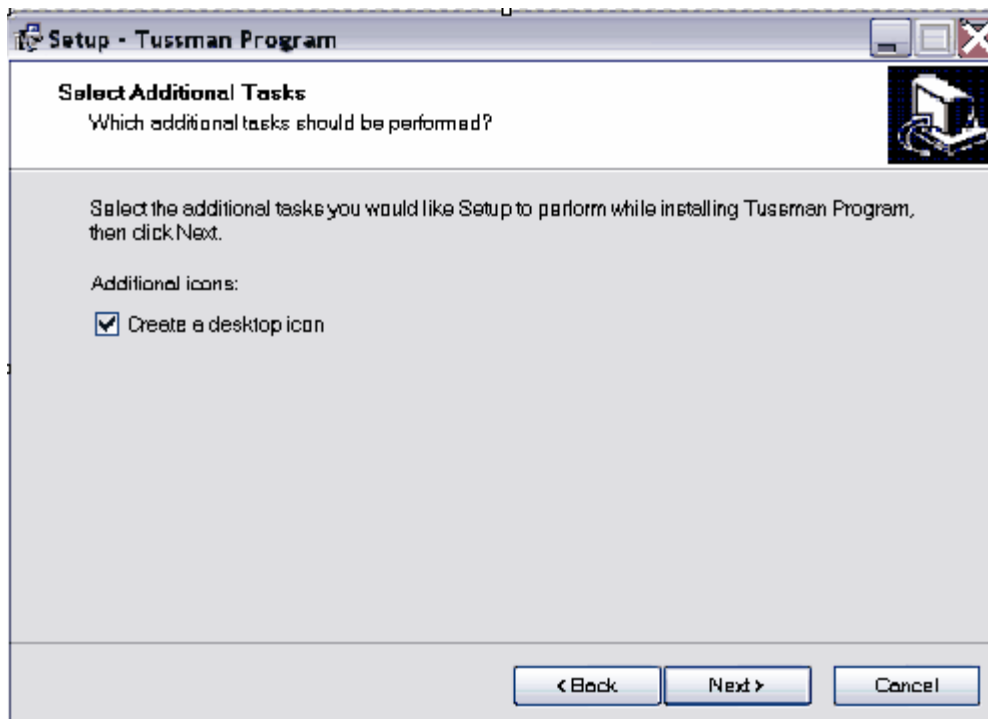
In the above screen you should check the **Create a desktop icon** option so that a shortcut to the Tussman Program will automatically appear on your desktop.   Click **Next** and the following screen will appear:
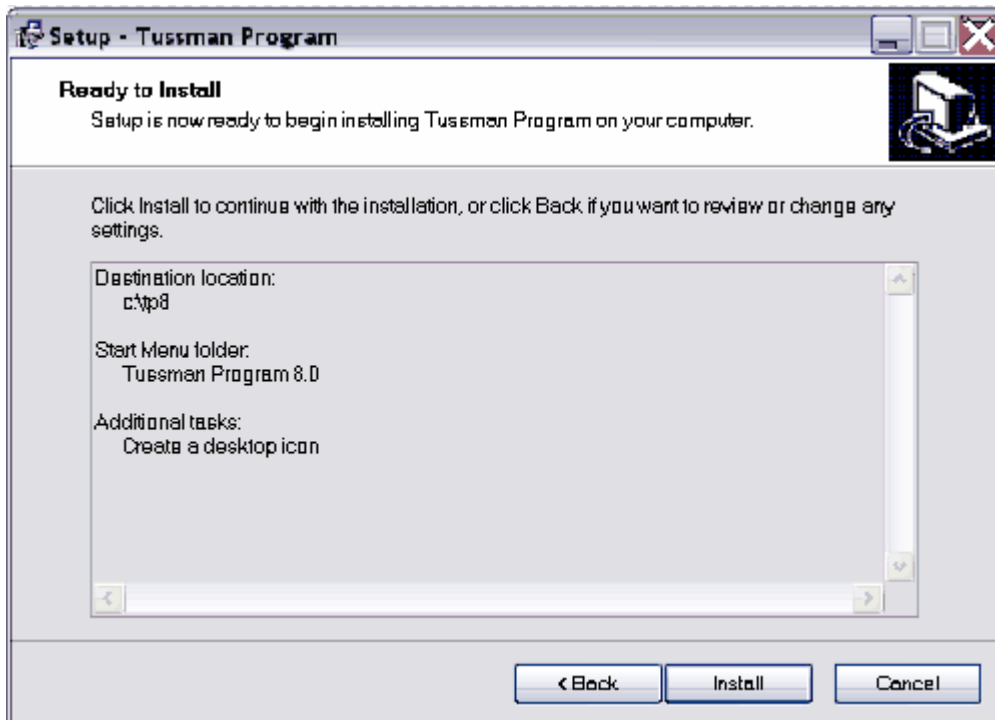
Verify that the **Destination location** shown in the screen above is correct and then click **Install** to continue. When the installation is complete, the following screen will appear:
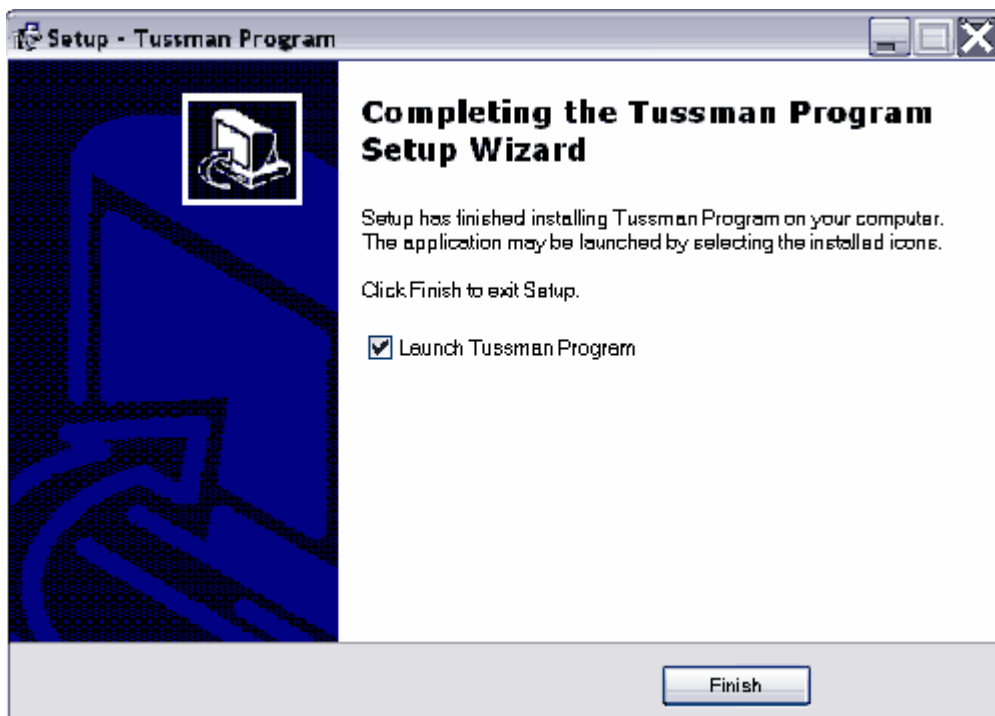
The **Launch Tussman Program** option is normally checked. This means that when you click **Finish** the Tussman Program will automatically start up, taking you to the program's main screen. You are now ready to begin using the program.

After completing the installation, an icon like this should appear on your desktop. Use this icon whenever you want to access the program.

2.3   From our Website

To download and install the Tussman Program from our website, go to the Download page on our website at **www.tussman.com**. Select the option to download the **Release 10 Upgrade**. Even though it says this is an upgrade, it contains a complete copy of the program which can also be used to create a new installation. However, the program will not open unless you have received a code from us, so do not attempt to perform the download until you have received the code. If you download the upgrade into the same folder as an *existing* installation of the program, it will disable the program until you enter the correct code.

After selecting the **Upgrade**, click the Download button and the following screen, or one like it, will appear.
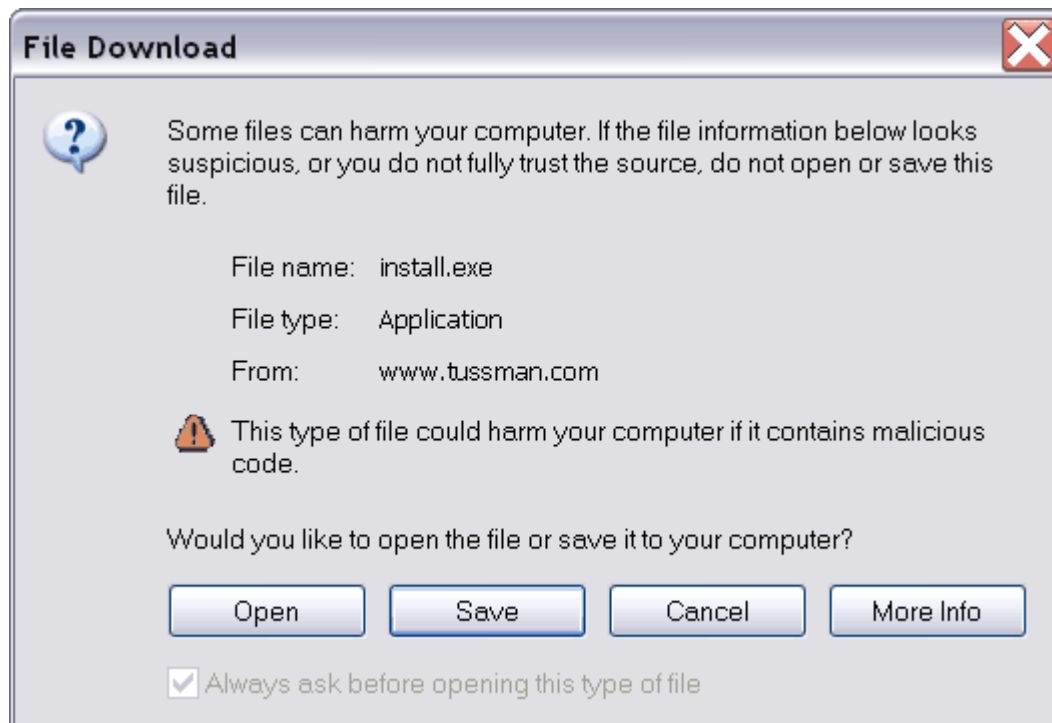
Rest assured that the upgrade contains nothing suspicious or malicious. Click the **Open** button to continue and the download process will begin, as shown below:
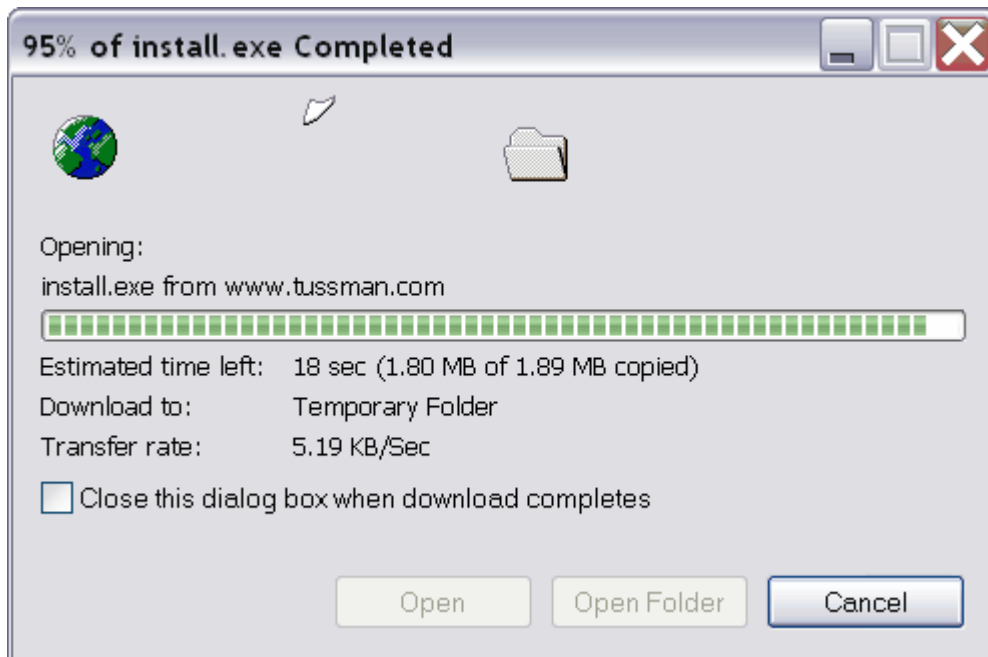
Once the download is complete, the Tussman Program **Install Wizard** will appear. Continue from this point exactly as if you were installing from a CD as described in that section.

2.4 Local Area Network Issues

If you are installing the program on a **local area network**, the program should be installed into a separate folder on your network server. If you do not have a dedicated servier, it should be installed on **one** of the computers on the network which can be accessed by everyone who will be using the program. Install the program in the same way as you would a single user version, depending on whether you are installing from a CD or from our website.

Once you have installed the program as described above, to be able to **access** the program from any computer on the network you simply create a **shortcut** on that computer which targets the **TP7.EXE** file located in the Tussman program folder on the server or other computer. For the shortcut to work, the Tussman Program folder must have been made accessible to that workstation on a shared basis with full rights to read, write and create files.

Once you have installed the program, to configure it for shared use on the network, so that multiple users can be in the program at the same time, start up the program and select Change Network Status from the Tools menu. To activate the network sharing functions, you must then enter the code which should appear on your Tussman Program invoice. To verify that you have successfully activated the network features, select About the Tussman Program from the Help menu. The line that says Network Status should read "Shared".

If you have not purchased the network version, you can still install and operate the program on a network, but only one person will be able to use the program at a time.

Since the program makes no changes to the registry when you install it, and does not place hidden or other files in other directories, you can **move** the program from one servier to another, to another

location on the same server, or to another computer, simply by copying the entire program folder and then changing the shortcuts to point to the new location.   It is not necessary to re-install the program when moving it in this manner.

When installling a program update on a network installation, you only need to install the update *once* into the folder where the program is located. Do *not* install the update on each computer which accesses the program. No changes are required on the individual workstations when you perform an update, because all of the program files and data files are stored together in the same folder.

Some users may prefer to install the program files *separately* from the data files by creating a separate data folder. We do not normally support this feature, although if you require this type of installation we do offer this capability for an additional fee. We do not encourage this option as it tends to make support and maintenance of the program much more complicated. For example, using this option it is possible to install the *program* files on each individual workstation, while having just the *data* files on the server. However, this type of installation makes it much more difficult to update the program, as you then have to install each update on each individual workstation. In our experience, it is also not uncommon for users to become confused about exactly which folder contains the correct Tussman Program data.

2.5   Installing Upgrades

To install a Tussman Program *upgrade*, after reviewing the general instructions in the main Program Installation section, follow the same instructions as when installing the program itself, either from a CD or from our website, with one exception: You *must* specify the correct folder where your *existing copy* of the program is already installed when the **Setup Wizard** asks for the **Destination Location**. Often the Setup Wizard will be able to detect the location of the existing program and will insert that as the destination folder automatically. Otherwise, you must enter it yourself or you will wind up installing a *second copy* of the program that contains no data.

To determine where your *existing copy* of the program is installed, before installing the upgrade go into the your existing copy of Tussman and select **About the Tussman Program** from the **Help** menu (in versions **6** and **7**, click on **Info**) The name of the folder will appear on the **Directory** line. Copy down the drive and directory exactly as it appears there and type it in the **Destination Location** screen of the **Setup Wizard**.

Before installing an upgrade, you must also make sure that no one else has the program open, if you are on a local area network, and that you have closed the program on your computer also.

After the **Setup Wizard** completes the installation and launches the program, you will be asked to enter the *code* which you must obtain from us before you can complete the upgrade. If you do not have the code, the program will be disabled until you enter it. You will not lose any of your program data, however.

After installing the upgrade and entering the code, click on **Clients** from the **File** menu to make sure that your data is present. If it is not, that means you have installed the program in the wrong folder and have created a second empty copy of the program. You must then install the upgrade again, this time making sure to specify the correct **Destination Location**.   This time it will be more difficult to determine the location, as the Tussman Program shortcut on your desktop will probably now take you to the new empty program.   You may have to determine the location of the existing program by clicking on your Windows **Start** button, then clicking on **Search**, **Files and Folders**, and searching for the file **TP7.EXE**. Windows will then list all the **TP7.EXE** files found on your computer, showing the folder each one is in. You will then have to determine which of these is the correct one. You can do this, if necessary, by clicking on each of the **TP7.EXE** files in the list to start up that copy of the program and checking the **File** menu to see if it contains your current data.

When you install an upgrade on a **network**, it only needs to be installed **once**, into the folder where the program is located on the server or on the computer which holds the program. No changes need to be made to the individual workstations.

Installing an upgrade following these instructions will **not** erase or overwrite any of your **existing** data, but will only update the appropriate program files.

You should check our website (**www.tussman.com**) periodically to see if there is a new upgrade available for download, as we post new upgrades frequently. The date of the latest upgrade available is shown in the **Upgrade** screen on the website. You can check the date of **your** copy of the program by selecting **About the Tussman Program** from the **Help** menu. The date appears on the **Version** line. If the date shown on the **Upgrade** screen is more recent, you should then download the upgrade after getting the upgrade code from us. Note that the code changes periodically, so you should always get the latest code before attempting an upgrade.

2.6   Moving the Program

To move the program from one computer to another, the easiest method is simply to copy the entire Tussman Program folder from the old computer to the new one. All the Tussman Program files reside in that one folder (with the exception of any separate Batch WIP Entry folders you may have created).

If you do not know which folder Tussman is installed in, check the program information screen by

clicking the   button on the Toolbar. The name of the Tussman folder will appear on the **Directory** line.

After copying the Tussman folder to your new computer, create a shortcut on your desktop which runs the **tp7.exe** file located in the Tussman folder.   You can do this using My Computer to locate the **tp7.exe** file in the Tussman folder. Right click on the file and select the option to **Create Shortcut**. Then drag the shortcut from the end of the list of files and drop it onto your desktop.

If you are moving the program to a network server, create a similar shortcut on the desktop of each person who will be using the program. Do **not** install the program on each of their computers as that will simply create a blank copy of the program on their computer.

If it is not practical for you to copy the entire Tussman folder to the new computer, you can also move it from one computer to another by installing the program on the new computer and then restoring a backup of the data from the old computer (made using the Tussman backup/restore function) into the new copy of the program.   If you are doing this, make sure that both copies of the program are the same version. For example, do not restore data from version 7, 8 or 9 into version 10, as this will cause some problems. If you are installing a newer version of Tussman on the new computer, first install that same version on the old computer before making the backup so that any updates to the data files are made before the backup is created. If that is not possible, then you can install the program on the new computer, restore the data from the backup, and then install the program **again** into the same folder. This will trigger the program to update the data files the first time you start up the program.

2.7   Display Configuration

Release 10 requires that the screen resolution on your monitor is set to at least 1024 by 768. Some older monitors may still be set to 800 by 600, or you may have selected that setting so that text will appear larger and more readable on the screen. Since with Release 10 you can now select a larger font size for use by Tussman (see below) using a lower screen resolution should no longer be necessary. To change the screen resolution setting on your monitor, click on the Windows **Start**

button and select the **Control Panel.** Then click on **Display**, **Settings**. With Windows 7, go to the Control Panel and under the **Appearance and Personalization** section select **Adjust screen resolution**. Then slide the Screen Resolution tab to the appropriate setting.

If the font size in the Tussman Program is too small for you to read comfortably, you can now select different fonts and font sizes from within the program. To do this, click on **Setup**, Appearance and Interface Options, Select Font. From the drop down menu you can select the font you want (Verdana is the default) and in the **Font Size** section pick the font size setting (1 is smallest, 5 is largest).

3   Program Overview

The Tussman Program contains all the functions you need to maintain a list of your clients and matters, keep track of time and costs expended on their behalf, generate bills, and keep track of your receivables, client payments, and client trust funds. The program also generates a wide variety of management reports which provide useful information for your firm.

Each *client* that you enter into the program can have an unlimited number of *matters* associated with it. The section on Clients and Matters contains complete instructions on setting up and maintaining your client and matter files. For each client or matter you must enter certain fee arrangement and billing instructions which determine how that client or matter will be billed. Part of the initial program setup is to also enter a list of your staff members and their billing rates. Other lists of codes, such as activity and cost codes, can also be created to help speed up data entry and to assist in generating reports.

Time and *costs* which you want to bill to a client can be recorded as described in the section on Charges. They can be added directly to the main list of unbilled charges (the normal method) or you can use the Batch WIP entry function which maintains separate time sheets that are periodically exported to the main list of charges. You can also record nonbillable and administrative time, as well as a variety of flat fee charges.

The section on Billing describes in detail the procedures for generating bills. A draft form of your bills, called prebills, can be printed first, if desired. Bills can be edited using a special Edit function that allows you to edit all the charges and other transactions on the bill, as well as all the formatting features of the bill, from a single screen. After bills are in final form and have been printed and sent out, a separate finalizing procedure must be performed before you can generate bills for your next billing cycle. It is always possible to go back and unfinalize one or more bills if changes are required, and you can also reprint copies of previous bills or print special reminder statements or cumulative historical statements.

You can design up to ten different *bill formats* which can show different levels of detail. The many different options which control the level of detail, layout, and wording of your bills are described in detail in the Bill Formats section.

Client *payments* and other types of transactions that affect a client's account balance are referred to as AR Transactions. These can be used to also record beginning balances when you are entering your initial client and matter information, to keep track of retainer and trust account receipts and disbursements, or to record a client credit or refund.   The section on AR Transactions explains in detail the way in which client payments are applied against a client's balance due, how credit balances are maintained and applied, and how payments can be easily distributed among multiple matters for a client.

The program can maintain for each matter both a retainer and a trust account, in which separate funds are maintained on behalf of the client. Retainer funds can be applied automatically against a client's bill, if desired. You can also configure the program to charge interest on past due amounts, add a tax or markup to fees, give percentage or prompt payment discounts, set up an installment payment

plan, and implement various types of billing holds and thresholds which prevent bills from being generated unless certain criteria are met. The program can also handle split billing where charges are apportioned among two or more clients.

The program has many functions which enable you to look up information. In addition to browse and lookup functions for your clients, matters, charges, and AR transactions, the Time-at-a-Glance screen shows a monthly calendar summarizing the time worked by each staff member or by the entire firm. The Account Status screen for each client or matter gives a snapshot history and summary of their account status. From this screen you can drill down to access all the supporting detail. The Master Ledger feature displays all the activity to date, both billed and unbilled, for a client or matter, including both fee and cost charges, bills, payments and credits, and trust and retainer activity.

A wide variety of reports, described in the Reports section, provide information that is useful in the management of your firm.

To begin using the program, review the section that describes the user interface, the getting started section, and the **Six Steps to Painless Legal Billing** section.. You will then be ready to begin entering clients and matters, recording time, and generating bills.

4 The Main Screen

The program's main screen consists of the **Main Menu** (the list of menu options displayed across the top), the **Toolbar** (the icons on the bar just below the Main Menu), and the **Control Panel** (the menu and icons displayed down the left side). All of the functions in the program can be accessed from the Main Menu, but many of them can also be accessed using either the Toolbar or the Control Panel or both. For example, to add a new client, you can click on **Clients** from the Main Menu and select **New**

from the submenu. Or, you can click the   button on the Toolbar and pick **Client** from the

menu. Or, simply click the   icon on the Control Panel at the left
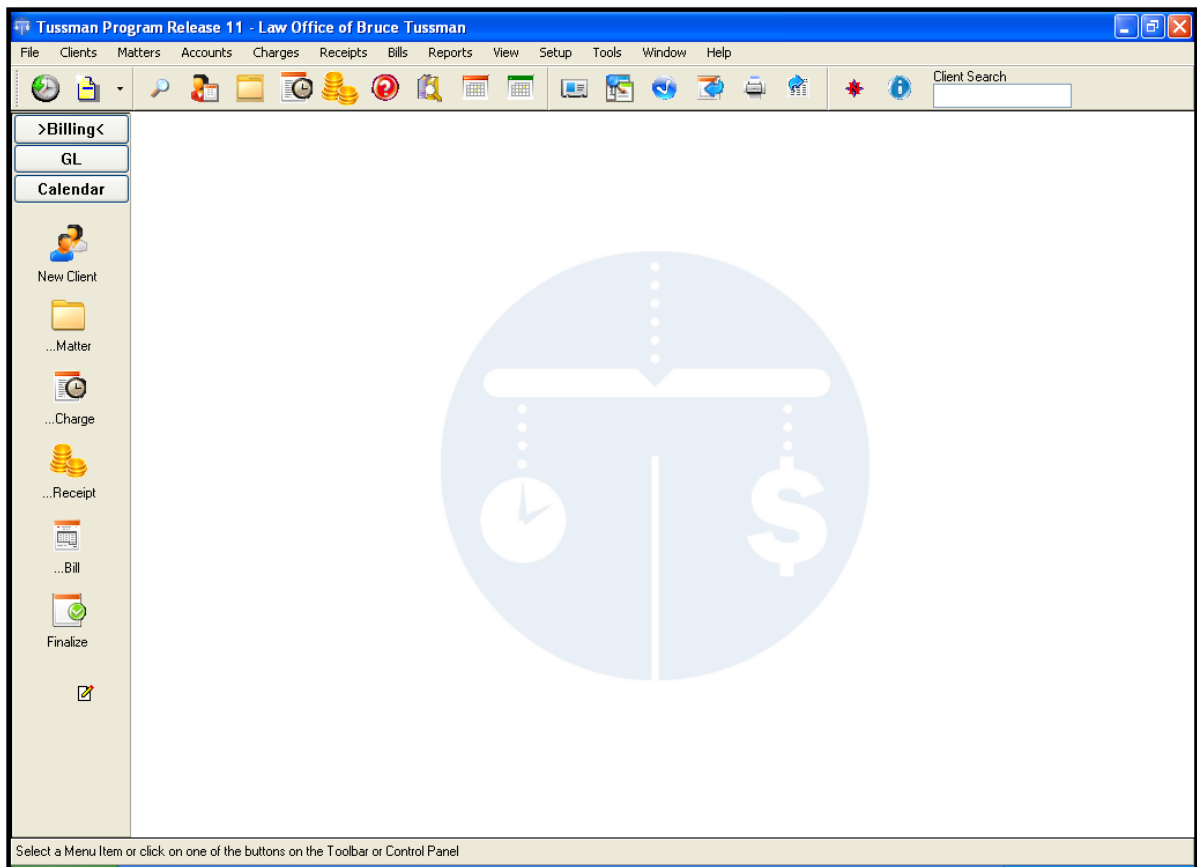
In addition to the menu and toolbars shown above, you can select from a variety of start up screens so that when you open the program it auotmatically loads the screen that you use most often, The Browse Clients screen is especially helpful because it displays a list of your clients enabling you to quickly find the client you want either to look up the client information or perform any of the program functions for that client.

The Main Menu, Toolbar, and Control Panel are described in detail below. The **Control Panel** is especially useful because using its six buttons you can perform virtually all the commonly used functions in the program.

Main Menu

The **Main Menu** gives you access to all the functions in the program. These functions are grouped together by subject. Clicking on each menu item will bring up a submenu listing all the functions related to that subject.

For example, clicking on **Clients** will bring up the following menu of tasks related to maintaining your list of clients..
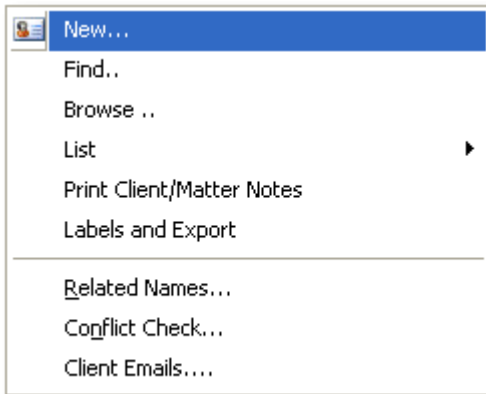
To add a new client, click on **New** on the submenu. To find an existing client, click on **Find**. To browse through a list of clients, click **Browse**. To view or print a client list click **List**, or to print mailing labels click **Labels and Export.**

Some other functions related to Clients and Matters are also listed. Click on **Related Names** to bring up names and addresses of people related to your client matters, or **Conflict Check** to perform a conflict check, **Client Emails** to send bulk emails to selected clients, or Print **Client/Matter Notes** to print out the notes you have saved for your clients and matters.

Each client can have an unlimited number of *matters*, and the **Matters** menu shown below lets you add, find, browse and list your matters.
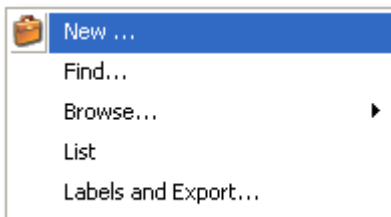
The **Accounts** menu is for looking up client account information. From the submenu select **Account Status** screen to bring up a detailed summary of the client's account status, or **Master Ledger** to view a detail of all activity to date on the file.

The **Charges** menu shown below lets you add new fee and cost charges to bill to your clients, or locate edit and list existing charges Other functions related to Charges are also listed.

New...
Find..
Browse .   ▶
List   ▶
Audit Trail...
Time at a Glance...

Spell Check   ▶
Perform Splits...

Batch WIP Entry...
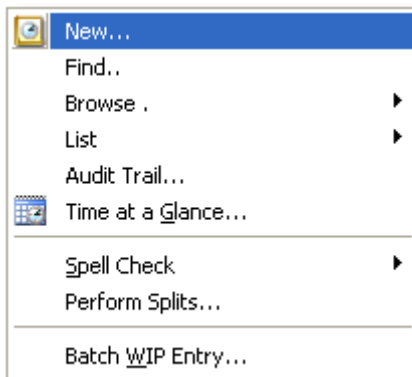
The **Receipts** menu is for entering, locating, editing and listing all types of AR Transactions.

New ...
Find ..
Browse...   ▶
List   ▶
Audit Trail...
Daily Cash Receipts Report
Month at a Glance

Post to GL...
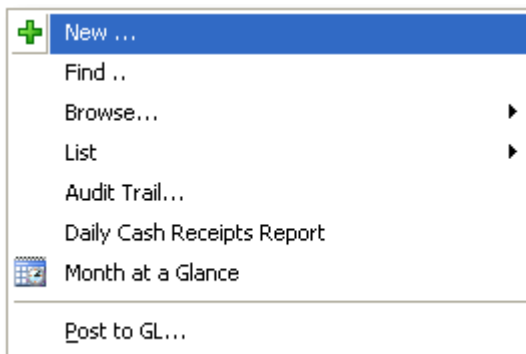
The **Bills** menu lists the functions having to do with generating prebills, bills, listing new bills, printing billing summary and retainer application reports, finalizing bills, unfinalizing bills, generating reminder statements, reprinting finalized bills, generating historical statements, and generating client statements. Also appearing on this menu are the functions for editing your Bill Formats and Bill Messages.
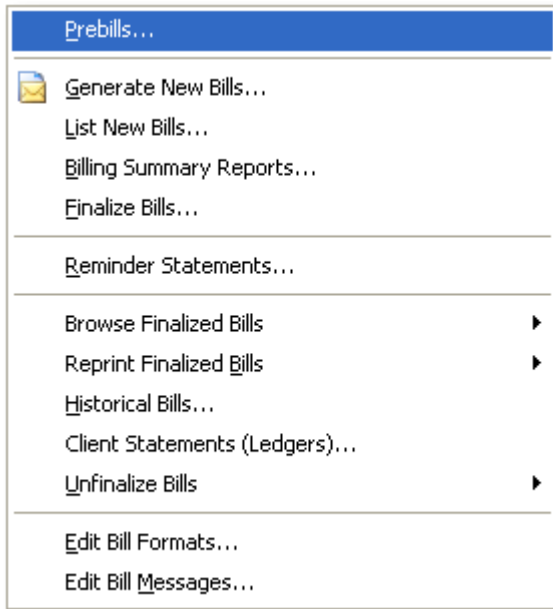
The **Reports** menu shown below lists all the management reports described in detail in the Reports section.

WIP Summary...
Accounts Receivable...
Receivable Analysis
Trust, Retainer and Credit Balances...
File History and Status...
Periodic Activity Summary
Productivity...
Billing Analysis...
Income Analysis...
Staff earnings analysis...
Realization Analysis...
Budget Analysis...
Custom Reports...

CLIENTS AND MATTERS
Client List   ▶
Client/Matter Notes
Client Labels and Export
Matter List
Matter Labels and Export...

TRANSACTION DETAIL
Charges   ▶
Fee Ledger
Cost Ledger
Billing Ledger
Daily Cash Receipts
AR Journals   ▶
Audit Trails   ▶

CALENDAR
Week at a Glance...
Month at a Glance...
Calendar Lists...

The **View** menu shown below is a list of a number of commonly used functions to look up information in the program. For example, select Client to find an individual client, Charge to locate a charge if you know the transaction number, Charges for Client to display a list of unbilled charges for a client or matter, etc. All of these functions can also be accessed from other parts of the main menu and toolbar.

The **Setup** menu contains options for configuring the program and for entering lists of staff members, activity/shorthand codes, cost codes, and more, described in detail in the Setup section.
.
The **Tools** menu lists a variety of utility and maintenance functions which are described in detail in the Tools section.

Window - This menu item brings up a list of all the windows that are currently open in the Tussman Program. When using the program, you can have multiple screens open at the same time. For example, you can be entering a new client, leave that screen open and go to enter a new charge, leave that screen open and go generate a report, etc. The **Windows** menu will list each screen that is open and let you switch between them without having to close or minimize any of the currently active windows. However, it is good practice not to leave too many screens open at one time, as eventually your computer may not be able to handle the number of files that are open.

Help - Use this menu to open the User Manual, the Tutorial, or to access our website for Product New or the latest support updates.

As previously stated, most of the functions on the Main Menu, especially the commonly used ones, can be accessed directly using the buttons on the Toolbar and Control Panel, as described below, making it rarely necessary to use the pull down menus.

The **File** menu can be used to switch between the Billing, General Ledger, and Calendar programs. You can also use the **File** menu to bring up browse screens displaying your clients, matters, related names, unbilled and billed charges, and AR transactions. The **File** menu is not referred to further in this manual, but is included as a convenience for those who might have become used to it as a main feature of the user interface from Release 8.

The Toolbar

The Toolbar shown below contains a set of icons which give you quick access to a variety of commonly used functions in the program. It is divided into 3 main sections.   The first section at the left is for entering new information using either the Batch WIP Entry function or New button.   The second section is for looking up and editing existing information. The third section consists of shortcuts to some of the lesser used functions in the program.

This button brings up the main <u>Batch WIP Entry</u> screen which can be used as an alternate way of entering <u>charges</u> and is also used for importing charges from other systems.

Brings the "New" menu which lets you create new clients, matters, charges, AR transactions, bills calendar entries, and GL transactions as shown below:
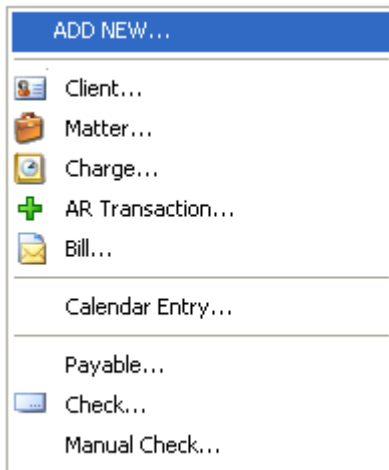
- Click this button to <u>locate</u> a client or matter using the dialog shown below, as described in detail <u>here.</u>
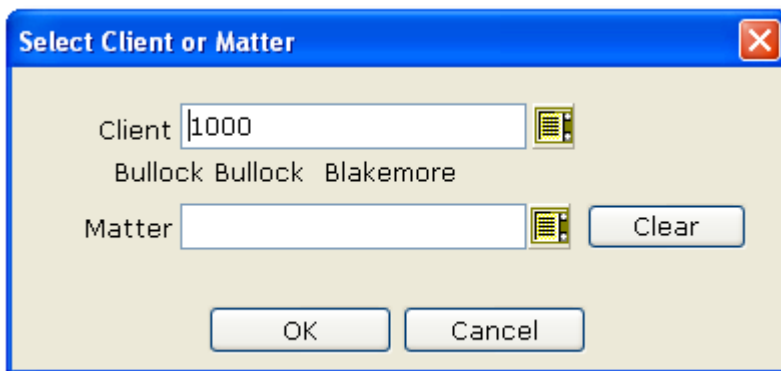
Displays the **Client Browse** screen so that you can view a list of all your clients.

To view a list of all the matters for a single client, click this button and enter the client you want as shown below, or click the **Browse All** button to display a list of all your matters.

Use to locate, list and edit unbilled charges using the lookup dialog shown below:

- Click this button to locate, list or edit payments and other AR transactions using a lookup dialog identical to that used for locating charges as shown above.

- Click this button the bring up the **Account Status** screen for a client or matter.

- Click this button to bring up the Master Ledger for a client or matter, showing a detail of all activity to date on the file.

- Brings up the Time At a Glance screen which displays daily totals of hours worked and also lets you browse and edit the charges for each day.

- Brings up a calendar similar to the Time at a Glance screen showing a summary of cash receipt totals for each day of the month.

Displays your list of related names.

Click on this button to perform a Conflict Check

Click on this button to spell check your list of charges.

Brings up a menu for performing Remote Entry functions.
.

Prints an **audit trail** of charges or AR transactions entered since the last time you opened the program.

Brings up the screen for posting AR transactions to the General Ledger.

- Brings up a dialog screen, shown below, that provides an alternate way to access most of the program functions. Some users prefer this to the Main Menu as you can access most functions directly without having to go through the intermediate pulldown menus. If you like to use this menu screen you can make it your default start-up screen so that it comes up automatically when you start

the program.

Displays information about the Tussman Program, including the date and number of the version you are currently running, the name of the folder where the program is installed, whether or not security is active, the id of the current user, and whether or not you are running the network version.

The Control Panel

The buttons on the Control Panel access the most commonly used functions in the program, as described below. These buttons make it rarely necessary to use the Main Menu. The six buttons represent the six basic steps in the billing process: adding a new client, opening a matter file, recording time and other charges, entering client payments, generating a bill, and then finalizing the bill.

The three menu buttons at the top let you switch between program modules if you are also using our **General Ledger** and **Calendar** Programs.
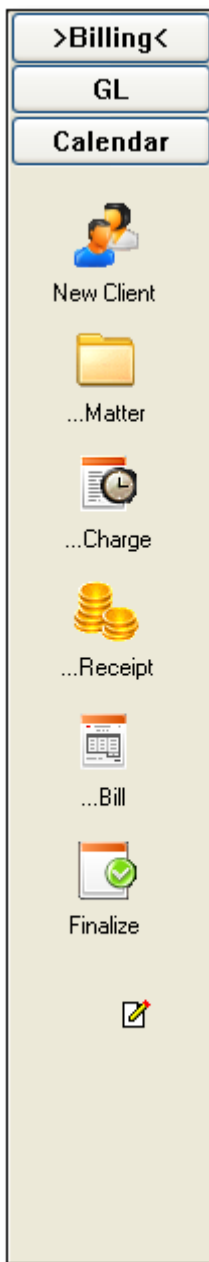
Left click on this button to add a new client, or *right* click to look up an existing client.
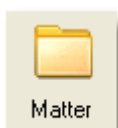
Left click on this button to add a new matter for an existing client. If you are browsing your client list or displaying a client record, the new matter will automatically be assigned to the highlighted

or displayed client. Otherwise, you will first have to select the client you want. *Right* click on this button to look up an existing matter. Right click on this button to look up an existing matter.
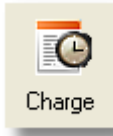
Left click on this button to enter a new charge.   *Right* click on this button to display a list of unbilled charges.   If you are browsing your client or matter list or displaying a client or matter record, the list will include only charges for the highlighted or displayed client or matter. Otherwise, all unbilled charges will be listed.

Once you bring up the new charge screen, you can also find and edit an existing charge, browse your list of charges, or generate lists of charges using the buttons that appear at the top of the new charge screen.

Left click on this button to enter a new client payment or other AR transaction.   *Right* click on this button to display a list of AR transactions.   If you are browsing your client or matter list or displaying a client or matter record, the list will include only transactions for the highlighted or displayed client or matter. Otherwise, all AR transactions will be listed.

Left Click on this button to generate a new bill for all or selected clients.   *Right* click on this button to generate a prebill instead of a bill.
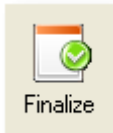
Click on this button to display your list of bills which have been *generated* but not yet *finalized*. From this screen you can then finalize all or selected bills, which is the last step in the billing process. *Right* click on this button to display a list of *finalized* bills.

Click on this button to bring up a note pad. If you have activated the program security functions, then each user will have their own personal note pad.

5   The Alternate Interface

As an alternative to the user interface described in the Main Screen section, you can select a different interface which emphasizes using an expanded version of the Control Panel at the left to access most of the functions of the program. To select this interface, click on Setup, Appearance and Interface Options, Use Expanded Control Panel Interface. That interface is described in this section, but the rest

of the User Manual assumes you are using the normal interface described in the Main Screen section.

The alternate interface main screen consists of the **Main Menu** (the list of menu options displayed across the top), the **Toolbar** (the icons on the bar just below the Main Menu), and the **Control Panel** (the buttons and icons displayed down the left side).
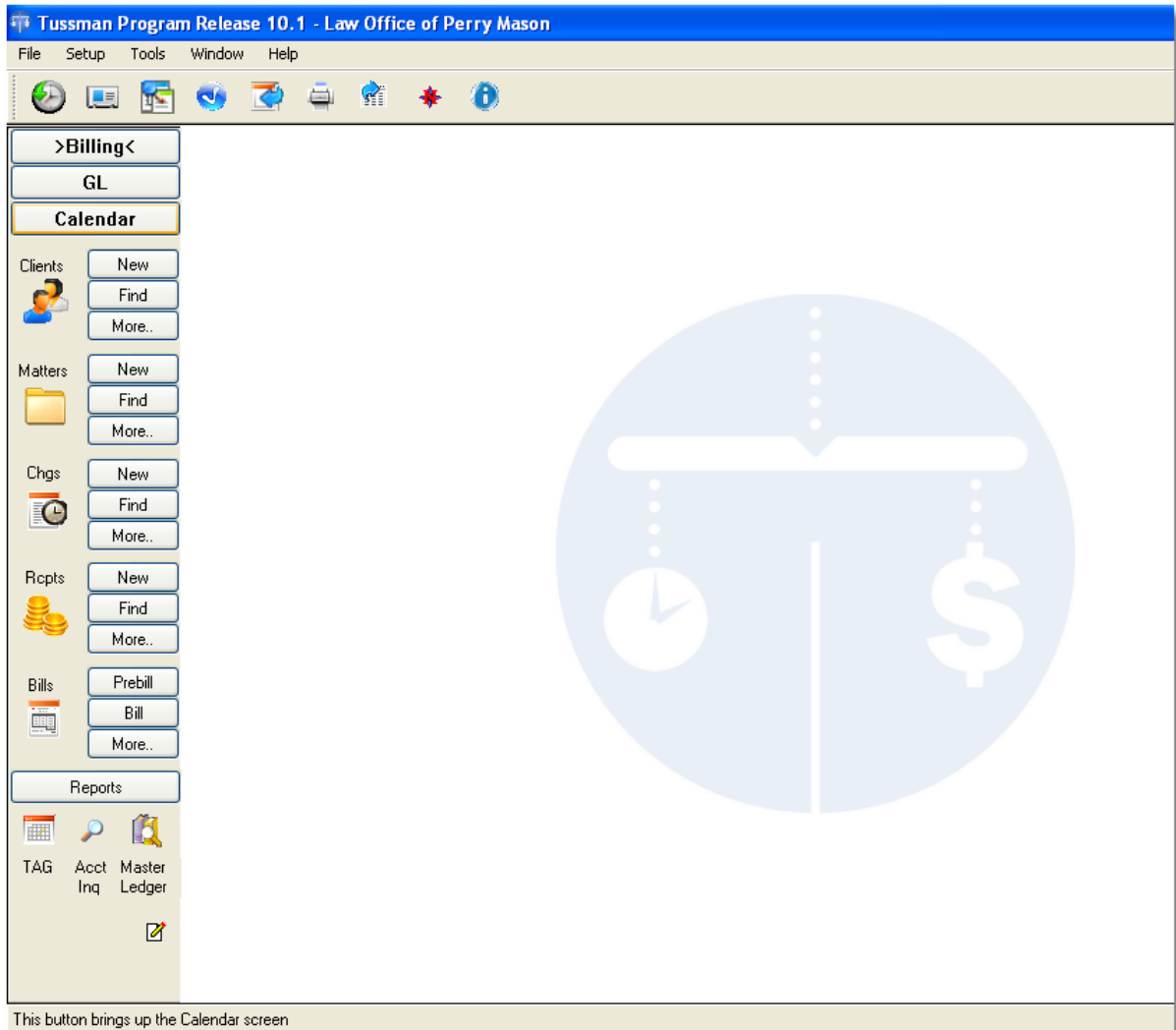
The Main Menu, Toolbar, and Control Panel are described in detail below. The **Control Panel**, a new feature of Release 10, is especially useful because using it you can perform virtually all the commonly used functions in the program.
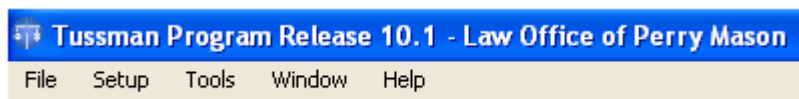
Main Menu

The **Main Menu** gives you access to the basic setup and tools functions in the program, most of which are not used that often.

The **Setup** menu contains options for configuring the program and for entering lists of staff members, activity/shorthand codes, cost codes, and more, described in detail in the Setup section.
.
The **Tools** menu lists a variety of utility and maintenance functions which are described in detail in the Tools section.

Window - This menu item brings up a list of all the windows that are currently open in the Tussman Program. When using the program, you can have multiple screens open at the same time. For example, you can be entering a new client, leave that screen open and go to enter a new charge, leave that screen open and go generate a report, etc. The **Windows** menu will list each screen that is open and let you switch between them without having to close or minimize any of the currently active windows. However, it is good practice not to leave too many screens open at one time, as eventually your computer may not be able to handle the number of files that are open.

Help - Use this menu to open the User Manual, the Tutorial, or to access our website for Product New or the latest support updates.

The **File** menu can be used to switch between the Billing, General Ledger, and Calendar programs. You can also use the **File** menu to bring up browse screens displaying your clients, matters, related names, unbilled and billed charges, and AR transactions. The **File** menu is not referred to further in this manual, but is included as a convenience for those who might have become used to it as a feature of the user interface from Release 8.

The Toolbar

The Toolbar shown below contains a set of icons which are shortcuts to several functions in the program:

This button brings up the main Batch WIP Entry screen which can be used as an alternate way of entering charges and is also used for importing charges from other systems.

Displays your list of related names.

Click on this button to perform a Conflict Check

Click on this button to spell check your list of charges.

Brings up a menu for performing Remote Entry functions.

.

Prints an **audit trail** of charges or AR transactions entered since the last time you opened the program.

Brings up the screen for posting AR transactions to the General Ledger.

- Brings up a dialog screen, shown below, that provides an alternate way to access most of the program functions. Some users prefer this to the Main Menu as you can access most functions directly without having to go through the intermediate pulldown menus. If you like to use this menu screen you can make it your default start-up screen so that it comes up automatically when you start the program.

Displays information about the Tussman Program, including the date and number of the version you are currently running, the name of the folder where the program is installed, whether or not security is active, the id of the current user, and whether or not you are running the network version.

The Control Panel

The Control Panel is the primary tool for using the program. It groups together into a set of clusters all of the commonly performed functions. For example, the Clients cluster includes an icon which you can click on to bring up a list of all your clients. To the right of the icon are a set of buttons. Click **New** to add a new client, **Find** to find an existing client, and **More** to bring up a menu with additional options related to clients and matters.   The Control Panel is described in detail below.
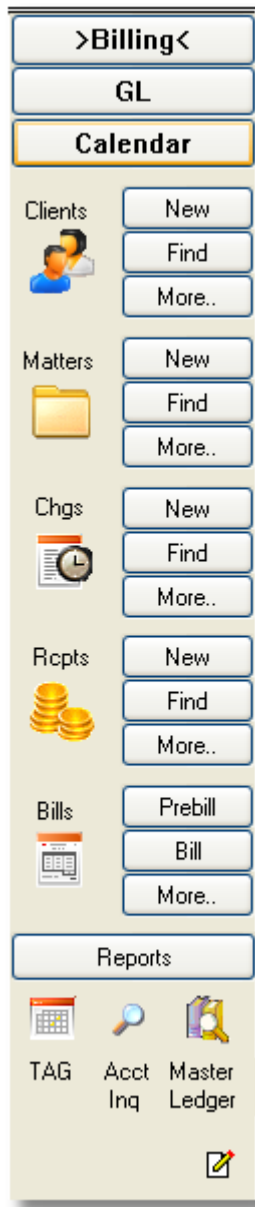
The three buttons at the top let you switch between program modules if you are also using our **General Ledger** and **Calendar** Programs. Click **General Ledger** to bring up the General Ledger interface, **Calendar** to bring up the Calendar screen, and **Billing** to return to the main billing screen.

The Clients cluster:

Click on the clients icon to bring up a browse list of your clients, or click **New** to add a new client or **Find** to look up an existing client. Click the More button to bring up a menu with additional options related to your clients and matters, as follows:
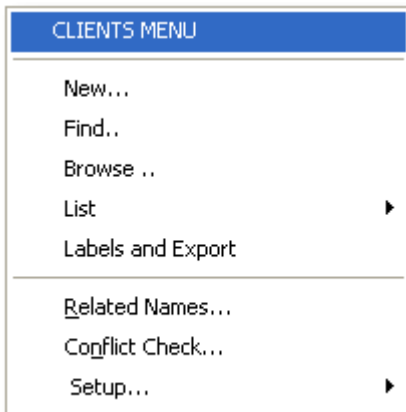
The Matters cluster:

Click on the Matters icon to bring up a browse list of your existing matters. Click the **New** button to add a new matter for an existing client, or click the **Find** button to find an existing matter. Click the More button to bring up the following menu with more options:
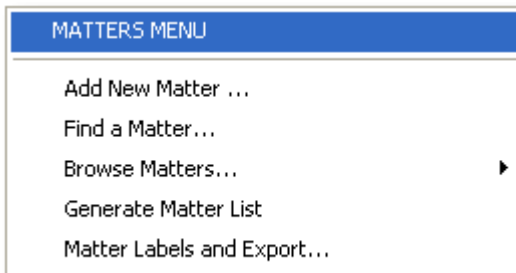
The Charges cluster:

Click on the Charges icon to bring up a browse list of all your currently unbilled charges. Click the **New** button to enter a new charge, or click **Find** to find a specific charge or browse charges for a specific client or matter. Click the menu button to bring up the following menu with additional options:
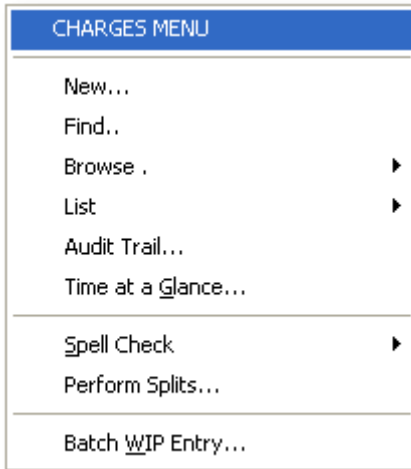
The Receipts cluster:
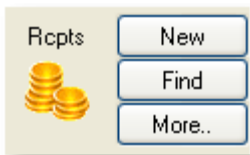
Click on the Receipts icon to display a list of all AR transactions (payments, credits, trust and retainer transactions, etc). Or click **New** to enter a new AR transaction, **Find** to find an existing one, or More to bring up the following menu of additional options:
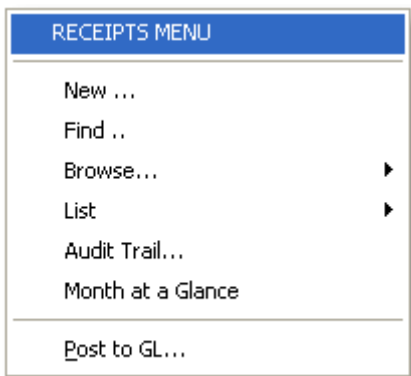
The Bills cluster:
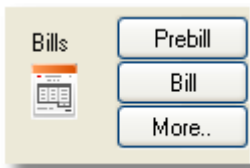
Click on the Bills icon to bring up a list of the bills you have generated but not yet finalized. Or, click **Prebill** to generate a new prebill, **Bill** to generate a new Bill, or **More** to bring up the following menu of additional options:
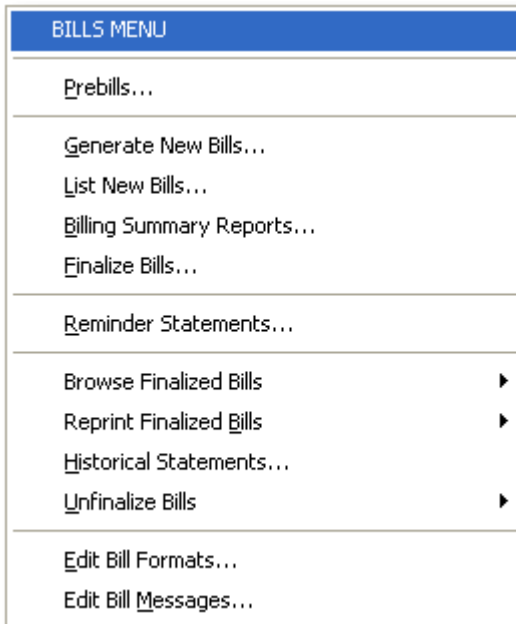
The Reports cluster:

Click the **Reports** button to bring up a menu listing the various reports generated by the program, as follows:

REPORTS MENU

WIP Summary...

Accounts Receivable...

Receivable Analysis

Trust, Retainer and Credit Balances...

File History and Status...

Periodic Activity Summary

Productivity...

Billing Analysis...

Income Analysis...

Staff earnings analysis...

Realization Analysis...

Custom Reports...

CLIENTS AND MATTERS

Client List ▶

Client Labels and Export

Matter List

Matter Labels and Export...

TRANSACTION DETAIL

Charges ▶

AR Journals ▶

Audit Trails ▶

CALENDAR

Week at a Glance...

Month at a Glance...

Calendar Lists...

Also in the Reports cluster you can click the TAG icon to bring up the Time at a Glance screen, the Account Inquiry icon to bring up the Account Status screen for a client or matter, or the Master Ledger icon to bring up the Master Ledger for a client or matter

Click on this button to bring up a personal note pad which you can use to records notes, reminders, etc. If you are operating on a network and have activated the security functions so that each user must enter a user ID and password, the program keeps a separate note pad for each user.

6   Getting Started

The following steps will help you get started quickly using the Tussman Program:

1. Review the configuration options. Some of this are quite simple, such as entering the name of your firm, and others are more complicated, such as settin up a list of users and passwords if you want to

restrict access to the program. It is a good idea to review these options first, as some of them may make it easier to enter information into the program. However, you can always go back later when you have more time to review or change these options.

3. Review the section on creating code lists, which describes the different categories of codes which you can create. These codes are used to make data entry easier (for example, the activity codes and cost codes), and others are designed more for reporting puposes (for example, the productivity codes). You do not have to set up all these lists first, as they can always be added or edited later.

2. Enter a list of the attorneys and other staff members in your firm who will be entering time in the program, along with their billing rates. It is a good idea to do this before you start entering your clients and matters, especially if clients are being billed using different rates. That way when setting up your files you can specify their billing rates at the same time.

3. Decide if you need to create different bill formats for different clients. You may want to review the section on bill formats so you understand the many options for formatting your bills, although this can always be done later.

3. Begin entering your clients and matters, as described in the section on Clients and Matters.

4. Enter beginning balances for your clients and matters that have outstanding balances that you want to carry over from your old system. The beginning balances do not have to be entered first, as long as they are put in before you generate your first bills.

5. You are now ready to begin recording charges for your clients, generating bills, entering payments. and printing management reports. All the instructions for performing those and other functions are described in detail in the rest of this manual. It is especially important to understand the concept of finalizing bills, so before generating bills you should review that section. You should also review the section on Account Balances, as this will help you understand how a client's account balance is maintained and how you can look up a client's account information.

7   Six Steps to Painless Legal Billing

Using the Tussman Program, billing your clients is almost as easy as 1-2-3. The program's main screen, show belown, features a **Control Panel** at the left with buttons that take you step by step through the billing process, which includes setting up a new client and matter file, recording charges and cash receipts, and generating and finalizing a bill..
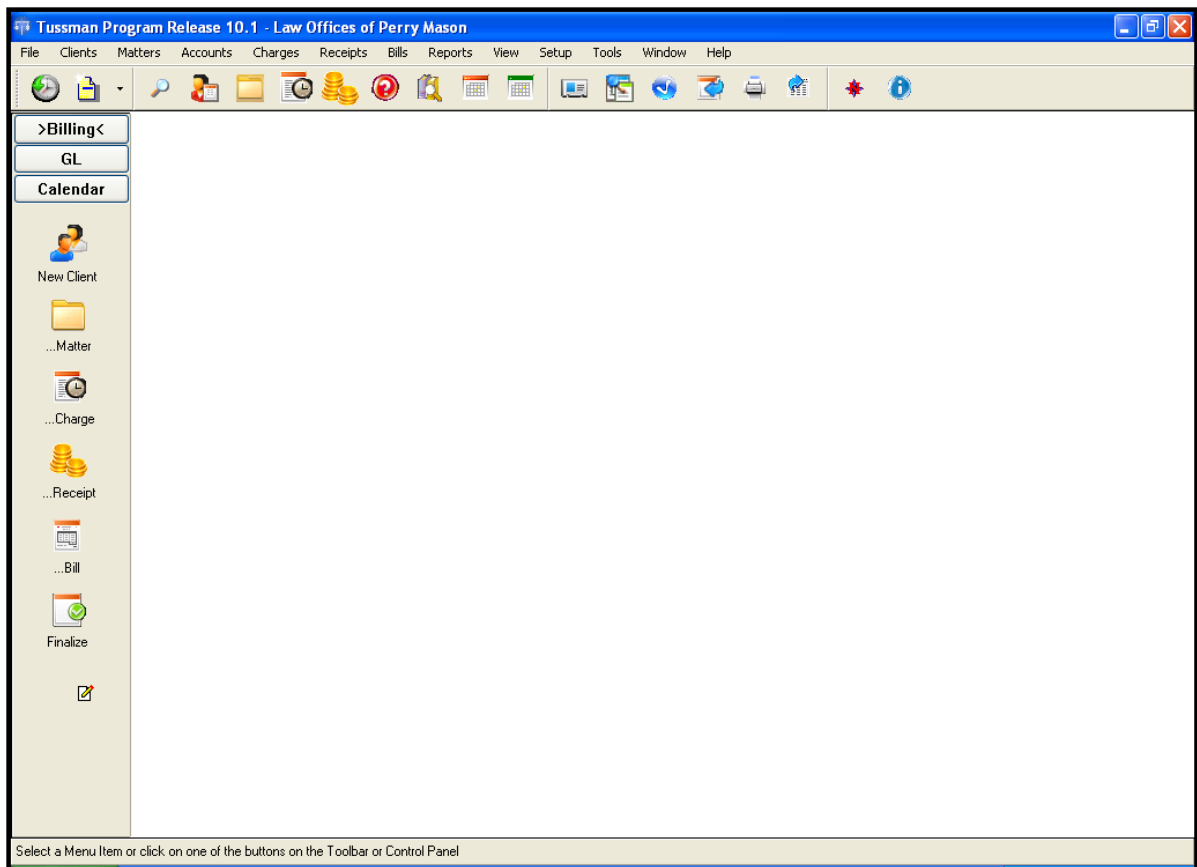
Step 1 - **Adding a new client**. The first step in the billing process is to add the new client to your list of clients. Click the **New** button next to the Clients icon and enter the client information into the screen which appears below.

The Client ID can be either alpha, numeric, or mixed. Unless you are used to using a numeric numbering system for your clients, it is easiest just to use the client's name as their ID., as shown above.

Client ID's are by default limited to 8 characters. You can increase this to 16 if desired by clicking on **Tools**, **Convert to Long File ID's**. This can be done at any time and when performed this function will convert all your existing data to the longer format. However, once you have selected the longer format you cannot revert to the original 8 character limit (except by restoring from a backup made before the conversion was done).

When setting up the client, you can also specify the type of fee arrangement, the billing rate, and the bill format you want to use by clicking on the **Fee Agreement** button. Other optional billing instructions, such as charging interest on past due amounts, automatically applying retainer funds against each bill, installment payment options, and the like, are listed by clicking **Billing Options**. While there are many options to select from, you set up defaults for each one so that In most cases you can skip these screens and use the default settings.
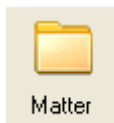
Step 2 - **Opening a Matter File**. The client record contains just the basic client information. You must then open at least one matter file for each client before you can generate a bill. Some clients may have hundreds of matters (such as an insurance company) while others (such as a family law client) may have only one.   After saving the client information, click the **New** button next to the **Matter** icon to open a matter for that client.

Each matter must be assigned an ID, as shown above; the maximum length will be either 8 or 16 characters, the same as you selected for the Client ID. The ID can be alpha or numeric; in the above example we used 01 as the matter ID. You can also enter up to 5 lines for the matter title, which can print in the heading of the client's bill.
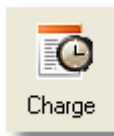
Step 3 - **Entering Charges**. Now that you have entered the client and matter information, you can begin recording time and costs for that client. Click the New button next to the **Charges** icon and the entry screen shown below appears:

We have filled it in to show that attorney Perry Mason has spent 1 hour reviewing the facts of the case.

In the above example we have selected Entry Type **H**, for billable time. You can also enter nonbillable time, flat fee charges, billable and nonbillable costs, and a variety of other transaction types.

The program automatically knows what rate to use depending on which rate schedule you specified for the client matter you are working with.   If you have not yet entered a list of staff members and billing rates, you can do this by selecting **Staff Members** from the **Setup** menu (click **Setup** from the Main Menu at the top of the screen). Or, you can leave the Staff Member blank, in which case you will have to manually enter the rate you want to use.

You can enter unlimited text for the description, and you can create your own list of shorthand abbreviations to speed up data entry.

Step 4 - **Entering Cash Receipts**. Click the New button next to the **Receipts** icon to record client payments and other similar transactions, such as trust or retainer account transactions, client credits and writeoffs, etc. The screen below shows that we have recorded an initial payment of $1000.00 from our new client, Paul Drake.

The program automatically applies cash receipts against outstanding bills or against future charges as they are billed. You can also post cash receipt totals to the Tussman General Ledger if you are using that module.

Step 5 - **Generating a Bill.** To generate a bill, click the **Bill** button next to the Bills icon and the following screen appears. Since we have been working with Paul Drake's file, the program assumes this is who we want to bill, but you can change this to select any other individual file or group of files for billing.

Click **Preview**, and the program will display a copy of the bill, as shown below. You can format your bills by selecting from literally hundreds of options which control the level of detail, layout, and wording of the bill, and you can create up to ten different format for clients with different requirements.

Law Office of Perry Mason
Black Building
357 South Hill Street
Los Angeles, CA 90013

Mr. Paul Drake   July 14, 2011
77 Sunset Strip   Our File: DRAKE.PAUL.01
Hollywood, CA 90069   Invoice # 125
                                                Total now Due: $600.00

Re: Drake v. Street

Statement of Account for Services Rendered Through July 14, 2011

Professional Services

Date	Staff	Description	Hours	Amount
07/13/11	PM	Review facts of claim	1.00	400.00
07/14/11	PM	Draft complaint	1.00	400.00
07/14/11	PM	Two martini lunch with client to discuss case	2.00	800.00
		Total Professional Services	**4.00**	**$ 1,600.00**
		Total Current Charges		**$ 1,600.00**

Payments and Credits

07/13/11	Payment - thank you		1,000.00
	Total Payments and Credits		**$ 1,000.00**

Summary of Account

Balance Forward	$ 0.00
Total Current Charges	1,600.00
Less Payments and Credits	1,000.00
Balance Due	**$ 600.00**

If the bill looks OK, you can print it from the Preview screen by clicking on the printer icon at the top.

The bill shown above has been generated in the default format, but there are literally hundreds of formatting options that let you control the level of detail and layout of the bill.

Once you have generated a bill, it can be edited and generated again as often as necessary until it is in final form. A special Edit function lets you edit all the transactions on the bill as well as all the formatting features of the bill from a single screen. To bring up this screen, after you have generated the bill click the **Edit** button on the right hand side of the Generate New Bills screen:

Click on any line item on the Edit screen to either edit the transaction that is displayed, or to edit the text and other formatting features of the bill. For example, if you click on a line with the client address it will take you to the client screen where you can make changes to that client's address.
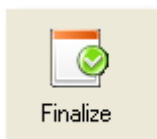
Step 6 - **Finalizing the Bill**. After you have printed the bill in final form and sent it to the client, the final step in the billing process is to *finalize* that bill. This procedure is necessary so that the *balance due* from this bill becomes the *balance forward* on the next bill, and so that the charges which appeared on this bill are marked as billed and do not appear again on the following bill.

To finalize, click the Bills icon and a list of any bills that you have generated but not yet finalized will appear, as shown below. Highlight the bill you want to finalize and click the **Finalize** button at the top, then select the option to **Finalize Highlighted Bill** and you are done!

After you finalize a bill, you can reprint a copy of it or unfinalize it if you need to make changes and redo it. Click the **More** button next to the Bills icon to list these functions. From this menu you can also

produce *reminder statements* for clients who are past due or *historical bills* (a cumulative bill showing all billed activity to date).

You have now completed the six steps to painless legal billing!

Looking up Information

Looking up existing information, such as to find a client's address or phone number, check their account status, make changes to an existing file, or to view and edit charges and other transactions you have entered, is extremely easy. Virtually all data is at your fingertips using the set of buttons shown below which appear on the Toolbar at the top of the main screen:

To locate an existing client or matter file click the   button and enter the client and/or matter ID's in the dialog shown below.

If you don't know the client ID, you can also type in the alternate client ID or even a portion of their name or address and the program will locate it, as described in the main manual

Or, to browse a list of your existing clients and matters, click the   button for a list of

clients or the   button for a list of matters.

To view and edit your currently unbilled charges or AR transactions, click the   button

for a list of charges (which includes both fees and costs) or the   button for a list of AR Transactions (which includes client payments, retainer and trust transactions). If you click either of these buttons the dialog shown below appears, which enables you to view a list of all transactions, transactions for a specific client or matter, or a single transaction if you know the record number of the one you want (record numbers appear on the prebills and transaction detail lists).

The   button brings up the Account Status screen for the client or matter you specify, showing detailed account balances and history for that file, as shown in the sample below:

The buttons at the bottom of the Account Status screen let you "drill down" to display more detailed account information for that file.

The ![button icon] button brings up the Master Ledger for a client or matter which displays a complete list of all activity to date for a client or matter, including both billed and unbilled charges and a list of all bills, payments and other AR transactions.   You can click on any of the transactions on the list to view or, if appropriate, edit them, and you can print the list in the form of a detailed report.

Finally, the ![calendar icon] and ![calendar icon] buttons bring up the **Time at a Glance** and **Daily Cash Receipts Summary** screens in the format of a monthly calendar showing the total hours and charges, or the total cash receipts, entered for each day. You can then click on any date on the calendar to display and edit the charges or receipts for that day.

The program also generates a wide variety of *management reports* which you can view by selecting **Reports** from the Main Menu. Some of the reports include:

> **Accounts receivable**
> **WIP Summary**
> **Trust, Retainer and Credit Balances**
> **File History and Status**

Productivity
Billing Analysis
Income Analysis
Staff Earnings Analysis
Realization Analysis
Budget Analysis
 Periodic Activity Summary
Daily Cash Receipts
Fee Ledger
Cost Ledger
Billing Ledger

All of these reports are extremely flexible and can be configured to be sorted, filtered and subtotalled in a variety of ways, and to cover any range of dates desired.   In addition to these reports, you can generate client and matter lists and labels and detailed lists of charges, cash receipts and other transactions.

8   Printing in the Program

When printing bills or reports in the program, you almost always have four options, as shown in the following sample dialog that comes up when generating some reports:
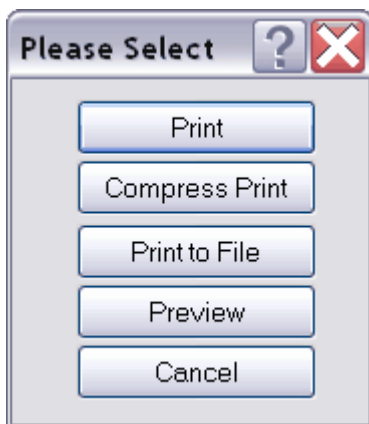
Print - Click this button to send the report directly to your printer. Your standard Windows printer dialog will come up. Simply click the **Print** button on that dialog, unless you first need to select a different printer. The option to select a page range on that dialog will not work with the Tussman Program. If you want to print selected pages of a bill or report, use the **Preview** function described below.

Compress Print - Works the same as the **Print** option, except the report will be generated in compressed print.

Print to File - Sends the bill or report to a text file which can then be viewed and edited using Microsoft Word or another word processing program, or it can be sent as an attachment to an email. After selecting this option, a standard Windows dialog comes up from which you can specify a file name and location. Click the **Save** button on that dialog after entering the file name and location. When completed, you can then retrieve that file into a word processing program, or attach it to an email.

We no longer recommend using the Print to File option as the file which is produced is a simple plain text file and when using proportional fonts it may not look acceptable. Instead, you should install and use the Tussman PDF writer, or another PDF writer of your choice.

When using Tussman with some older versions of windows, the **Print to File** option may not work; i.e., the Windows dialog from which you specify the file name and location will not come up. To get around this problem, select **Print to File Option** from the **Setup menu** and click **Yes** when asked if you want to switch to the old print to file function. Using this method, when you want to generate a bill or report to a file a simple dialog will come up into which you can type the name of the file you want to create. You can also specify a drive and directory. For example, to create a file named Report.txt on a floppy disk in drive A, enter A:\report.txt. The name of the folder and the name of the file should not be longer than eight characters, and the file may have an extension of up to three characters. The **Print to File Option** on the **Setup menu** will also let you switch back to using the new method if you are currently using the old method.

CSV File - With many of the reports you also have the option of generating them to a CSV file. After selecting that option a dialog will come up where you can specify the file name and the folder where you want to save it. Be sure to give the file a .csv extension.

Preview - Generates the entire bill or report to the screen where it can be viewed one page at a time. The bill or report will look exactly like it will appear when actually printed. Use the buttons on the Toolbar at the top as follows:

|◀ - Display the first page

◀ - Display the previous page

▶ - Display the next page

▶| - Display the last page

🔍 - Enlarge the current page

▢ - Display two pages side by side

🖨 - Print the document. If the document is more than one page, the following dialog will appear:
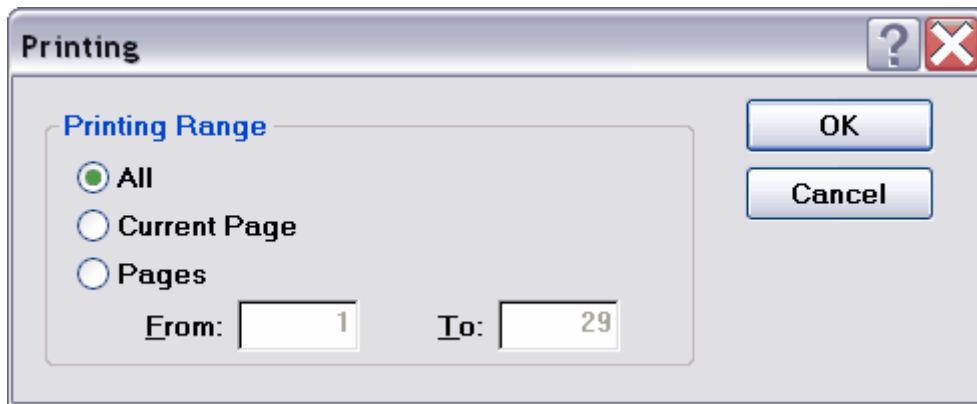
From the above dialog you can select whether to print the entire document, the current page only, or a specified page range. If you want to send the document to a specific printer click on the down arrow button to the right of the print icon.

PDF - Click the PDF file icon to save the document to a PDF file.

Email - Click the @ symbol to email the document.

Microsoft Word - Click the Microsoft Word document to save the document to a Microsoft Word file.

Excel - The option to save to an Excel file is not functional. However, many reports have an option to save the report to a CSV file, which can then be opened in Excel.

 - Close the preview screen and exit.

 - To go quickly to a specific page, select the page you want from this drop down list.

Print Setup

The **Print Setup** option on the **File** menu lets you change the default printer for the Tussman Program. Normally the program uses your Windows default printer. If you want to change it, select a different printer in the Print Setup dialog. After clicking OK, the program will ask if you want this to become the default printer.   If you click **Yes**, that will become the default printer each time you open the program. Otherwise, the selected printer will remain the default until you close the program and then it will revert back to the Windows default..

9   Creating PDF Files

Any bill or report generated in the program can be saved in a standard PDF file format. To do this, you must first install the Tussman PDF writer.

The installation files should already be in your Tussman Program folder. To run the installation, click on **Tools** from the main menu and select the option to **Install Tussman PDF Writer**. A WinZip Self Extractor dialog will appear. Do *not* change the **Unzip To** folder. Click on **Unzip** and wait for the procedure to finish, then click **Close**.

After installing the PDF Writer as described above, to save a bill or report to a pdf file all you have to do is select the **Print** option when generating the bill or report, then select **Tussman PDF**

from the list of printers which appears in the printer dialog. Give the output file a name and folder destination, and you are done. You can then open or attach that file to an email just like any other pdf file.

If for some reason the Tussman PDF does not appear on your list of printers, and you are running the program over a local area network, try installing it on your local drive instead by selecting the **Install PDF Writer on Local Drive** option from the **Tools** menu.

If it still does not appear, then probably you have previously installed an older version of the PDF writer which is not compatible with Windows 7. To fix this you must first uninstall the older version by clicking on **Tools** and selecting the option to Uninstall the PDF writer. Then try installing it again and it should work.

If it still does not install correctly, it may be necessary to start up the Tussman Program using the option to Run as Administrator. To do this, right click on the Tussman Program shortcut on your desktop and select that option from the menu.

When using the PDF writer, you can have all PDF files sent automatically to a specified folder by selecting **Configure Tussman PDF Writer** from the **Tools** menu, checking the **Use Default Folder Location** box and, entering the name of the folder in the **Location** box, and then checking the **Use Print Job Name to Save PDF File** box. Each PDF file that you generate will then be saved automatically in that folder and it will be given the same as the print job (for example, if generating an Accounts Receivable Report that will be its name).

When generating bills, you can also configure the program to create a separate PDF file for each client. To do that, configure the PDF Writer options as described in the previous paragraph so that the files are saved automatically in the specified folder, then click on the **File Option** button that appears on the **Generate New Bills** screen and check the box that says **Save Each Bill to a Separate File**. Each bill will be saved with a name that consists of the client ID followed by the posting date of the bill.

To configure Tussman to automatically open the pdf file after it has been generated, select **Configure Tussman PDF Writer** from the **Tools** menu and check the **View PDF After Saving** box. Do *not* check this option if you are generating separate PDF files for each client when generating bills, as described in the previous paragraph, or if you will be emailing the bills.

10 Printing your own Letterhead

You can save money and time by having the program automatically print your firm's letterhead when generating bills. To do this, you must first obtain a copy of your letterhead or the artwork for the letterhead in the form of a jpg file. The easiest way to do this is to scan a copy of your letterhead to a jpg file. Most current printers will also perform scans, but you must be sure to save it to a jpg file. Once

you have the file, simply save it in a folder somewhere on your computer. Alternatively, you can probably obtain a jpg file containing a copy of your letterhead from your graphics designer or printer. In that case, the file will probably just contain the artwork for the letterhead itself, and will not be a complete scan of the letterhead. In either case, once you have saved the file in a location that is accessible to the program, click on **Bills**, **Edit Bill Formats**, click on the format you use and go to format option **11**.   Set the **Include return address** option to **N**, then set the **Print Logo** option to **Y**, then click on the **Details** button. Enter the location and name of the jpg file in the first space. For example, if the file is named letterhead.jpg and is located in the tp9 folder on your C drive, enter C:\tp9\letterhead.jpg.   If the jpg file contains a scan of your complete letterhead, leave the **Row** and **Column** settings at 0, and ether 8.5 for the **Width**. If the jpg file just contains the artwork, you may have to play with the settings. First try entering 1.00 for the **Row** and **Column** settings (this creates a one inch margin at the top and left side), leaving the **Width** at 0.00. If you need larger margins at the top or left, increase the **Row** and **Column** settings respectively.

If you have separate artwork, or a separate letterhead page that you want to use for subsequent pages (for bills that are longer than one page), enter the name of that file in the second space, along with the coordinate settings as previously described. In either case, when printing bills the program will use the first file to print the first page of each bill. If you specified a file for subsequent pages it will use that; otherwise no logo will be printed on subsequent pages.

If the program fails to print the letterhead even after you have set the **Print Logo** option to **Y** and entered the **Detail** information, check to make sure you entered the information in the same format you are using to print the bill. If that is correct, then probably the program is unable to locate the jpg file you specified. Check to make sure you entered the path and file name correctly.

Note that you must enter the logo instructions for each bill format that you are using.

11   Creating Code Lists

The Program maintains several lists of different types of codes which can be used for various purposes.

For example, you will definitely want to create a list of all the attorneys and other staff members in your firm who will be recording time for billing purposes. Each staff member can be assigned up to 60 different billing rates. Staff Members can be grouped into different Categories, if necessary.

You can also create a list of Activity Codes and Cost Codes which assist in speeding up data entry in a variety of ways. For example, Activity Codes can be used as shorthand abbreviations when entering the description of work performed. Along with Task Codes , Activity Codes and Cost Codes must also be assigned to each time entry if you are required to submit bills in electronic formats such as LEDES or Tymetrix.

Productivity Codes are generally optional but consist of ten different categories of user-definable codes which can be assigned to each client or matter so that they can be grouped by responsible attorney, area of law, etc.

To maintain your code lists, select **Setup** from the Main Menu. The various types of codes are listed in the first section of the submenu.

11.1   Staff Categories

Staff Category codes are used to classify your staff members to indicate whether they are Partners, Associates, Paralegals, etc. You can create any list of categories you want, although if you are

required to submit bills electronically you may have to use a list specified by your client. After creating your list of Category Codes, when you create or add to your list of <u>Staff Members</u> the appropriate Category Code should be inserted in the **Category** space.

To display your Category list,click on **Staff Categories** from the **Setup** menu.

To add a new category, click the **New** button and the following screen will appear:

Assign a Code of one or two characters to identify the category; for example, "P" for Partner, "A" for Associate, etc. Then enter the title of that category; for example, "Partner", "Associate", etc.. If you are submitting bills <u>electronically</u>, the title may have to be entered exactly as specified in the instructions you received from the company that you submit the electronic bills to..

The **Itemize Timeslips on Bill** option is used if you are grouping charges on the bill by Staff Category and want charges for some categories to be itemized and others not. For example, you may want to show the detail of work done by attorneys but only the total of work done by paralegals. To do this, first set <u>Bill Format</u> option 66 to C, which causes the charges on the bill to be grouped by Staff Category. Then set option 64 to Y so that by default charges for each category will be itemized. Then enter N in the **Itemize Timeslips on Bill** box for those categories where you do not want the charges itemized.
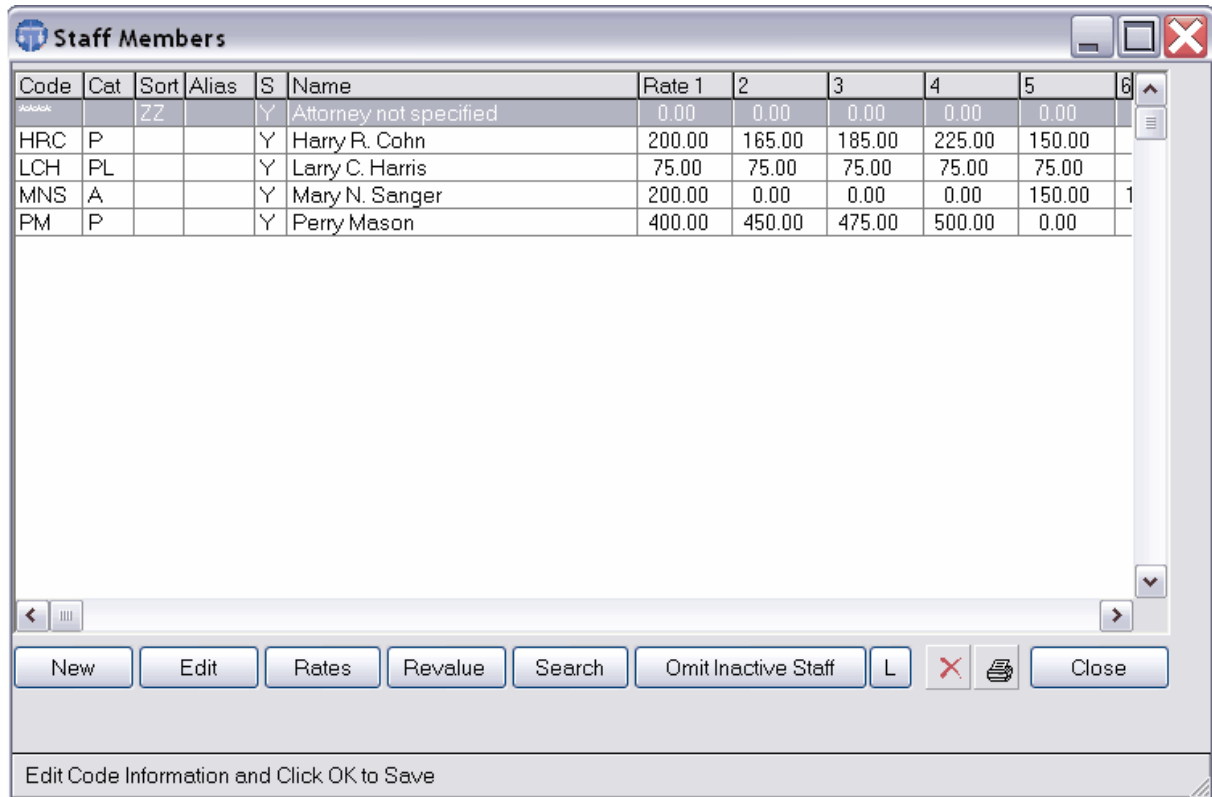
11.2 Staff Members and Billing Rates

A list of all members of your firm who will be recording time in the program must be entered in the Staff Member file along with the hourly billing rates they will be charging. Each staff member can be assigned up to 90 different rates. If you need to increase that, there is an option to allow unlimited billing rates. You may find that this function also makes it easier to identify your rates as you can assign your own code to each rate schedule and it is easier to view, edit and select them. To activate this option, click on **Tools** from the main menu and select the option to **Convert to Unlimited Rate Schedules**.

To view or edit your list of staff members and rates select **Staff Members and Rates** from the **Setup** menu. Rates are entered in columns similar to a spreadsheet and each column makes up what is referred to in the program as a Rate Schedule. Thus, Rate Schedule 1 consists of the rates entered in column 1 for each staff member. When you open a new Matter in the program you specify in the <u>fee arrangement</u> screen which of the rate schedules you want to use for that matter. Then, whenever a staff member records time for that matter the program will use the rate from that Schedule to calculate the amount of the charge. This allows each staff member to bill time at different rates on the same matter. For example, if a matter is assigned to rate schedule 1, regardless of which staff member enters time on that matter the program will use that staff member's Rate 1 in calculating the

amount of the charge.

Use the left and right arrow keys, or the scrollbar at the bottom of the list, to scroll through the list of rate schedules.   If you have selected the option to allow an unlimited number of rate schedules, only the first 90 will be displayed.   To view all the rate schedules, click the **Rates** button.

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Note that a default Staff Member with a code consisting of asterisks will appear as the first one listed. This is used by the program in case you record time without specifying the staff member. However, it is better practice to always specify the staff member when entering time, even if you are only a one person firm. You can specify a default staff code which will automatically be assigned to each charge using the Data Entry Options function.

To add a staff member to the list, do not attempt to edit or use the default staff member, but always create a new one.

Click on the **New** button to add a Staff Member and enter the information as follows:

Code - Assign a code of up to four characters. It is recommended that you simply use the person's initials, although a numeric code is also permitted.

Name - Enter the name of the Staff Member.

Category - Assign an optional code from the Staff Categories list if you are using them

Sort Code - If used, determines the order in which Staff Members are listed on the bill (if charges are itemized separately for each Staff Member by setting Bill Format option **66** to **Y**), and in the optional Staff Member summary at the end of the fee section on the bill (generated by setting Bill Format option **83** to **A**). For example, assign A as the Sort Code to the Staff Member you want listed first, B to the second one, etc. You can also configure the program to assign the sort code as the **Order** code when making time entries so that if several staff members perform work on the same day the entries for that day will be listed on the bill in order of the Staff Members' sort codes; i.e. all entries on a specific day for a staff member with sort code A would be listed on the bill before those with sort code B. To use this option, check option 13 in the Data Entry Options screen.

Alias Code - Use if you want work performed by this Staff Member to be attributed to another Staff Member when it appears on the bill. For example, if you want work done by this Staff Member to be attributed to Staff Member XYZ on the bill, enter XYZ as the Alias Code. The code you assign as the Alias Code must be a valid Staff Member code. Thus, in the above example XYZ must appear as one of your Staff Member codes before it can be assigned as an Alias Code to another Staff Member.

If you have assigned Alias Codes to your staff members but do NOT want the alias code to appear on the bill, in bill format option 7 set the option for including the Staff Member to C.   Then the actual Code, not the Alias Code, will appear.

Active - Defaults to **Y** but can later be changed to **N** if this Staff Member leaves the firm or you do not want them to be listed as one of the selections in your pop up list of Staff Members. If a once-active Staff Member leaves the firm, it is better to make them inactive rather than deleting them so that their name will remain on file for purposes of your management reports.

Rates - Enter up to 90 rates for each Staff Member, remembering how each rate is part of a Rate Schedule as described at the beginning of this section. If the rates for this Staff Member will be the same or similar to those used by an existing Staff Member, you can import that set of rates by clicking on the **Import** button and entering the Staff Member code of the one you want to copy.

If you have selected the option to use unlimited billing rates, as described at the beginning of this section, the screen for adding a new staff member will instead look like this:

Below the basic staff member information is a scrolling list of all your rate schedules. Click on each one to enter this staff member's rate for that schedule.

Printing Rate Schedules

To print a list of staff members with their rates, or to export the list to a CSV file, click on the print icon at the top of the list. You can only use this function to print a list if you have not selected the option to use unlimited rate schedules. In that case, however, you can still print a list by selecting the option to export the list to a CSV file, then opening the file in Excel and printing it from there.

Editing and Changing Rates

To change the rates for a single Staff Member, double click on the Staff Member, or highlight that Staff Member and click **Edit.** A dialog similar to the **Add New Staff Member** screen shown above will appear, in which you can make your changes.

To change *all* the rates in an existing **Rate Schedule**, or to create a new Rate Schedule, click on **Rates** and select the Rate Schedule you want to change from the list. After making your selection the a screen will appear listing each staff member's rate for that rate schedule. Make whatever changes you need and click OK to save the changes. If you have selected the option to use unlimited rate schedules, you can create a new rate schedule by clicking the Create New Rate Schedule at the bottom of the dialog. Assign a code and title to the new rate schedule and enter the rates for each staff member.

Creating a new Rate Schedule is necessary when, for example, you are setting up a new client who will be billed using a combination of rates that is not contained in a Rate Schedule that you have already created. When creating a new Rate Schedule, you can import the rates from another existing Rate Schedule by clicking on **Import.** This saves time if most of the rates in the new schedule will be the same as in an existing one.

To help remember what each Rate Schedule is used for, you can assign a descriptive **Title** to each schedule. To do this, click on **Rates**, then click on each schedule that you are using and fill in the **Title** space at the top, as shown in the screen above.

If you need to create a new rate schedule but are not sure which rate schedules are not being used, you can click the **Rates** button on the main **Staff Members** screen, then click the **Find Unused Schedule** button at the button and it will bring up the first rate schedule that has not been assigned to any currently active clients or matters. This feature only is available if you are not using the unlimited rate schedule feature.

You can also change rates by simply clicking on the cell containing the rate that you want to change when viewing the Staff Members list. For example, to change Perry Mason's rate 1 in the sample screen at the beginning of this section, click on that cell and the following dialog will pop up: Simply make the change and click **OK**.
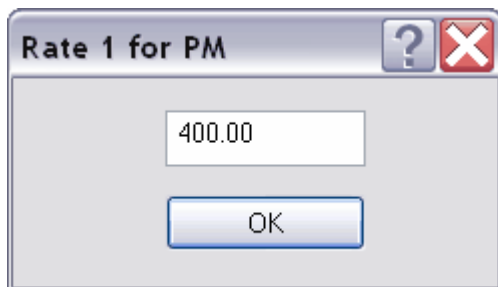
If you are changing rates because you are increasing your existing rates, you have two options:
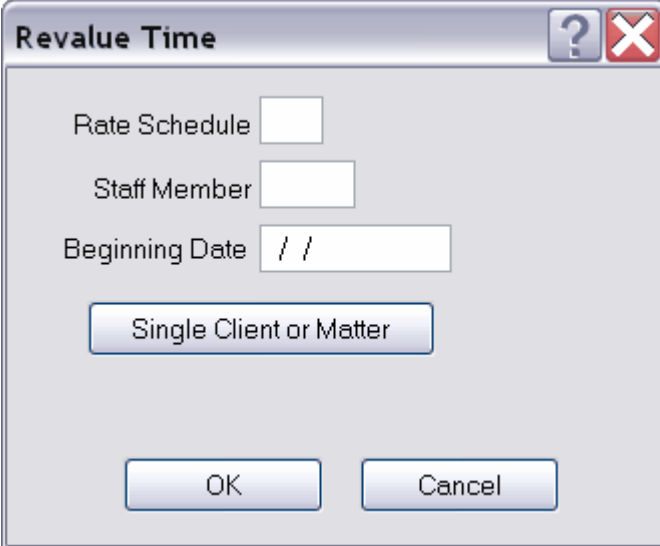
1. *Create a new Rate Schedule* or Schedules with the new rates, and then edit your existing clients and matters to assign the new Rate Schedule(s). Instead of editing each matter individually to make the change, it is possible to do a global replace; for example, to have all matters currently using rate 12 to change to rate 52. This can be done using the Global Changes function.

2. *Change the rates in your existing Rate Schedules* to match the new rates. This method has the advantage of not requiring you to edit your existing clients and matters to assign the new schedules. However, this will be impractical if you are increasing the rates for some clients but not for others. In that case you must create new Rate Schedules for the new rates.

In either case, when you edit your Rate Schedules the changes take effect immediately; there is not way to specify that the changes are to take effect on a date in the future. Thus, if you are changing your rates as of a specified date, you must make the changes on that date. Changes only affect charges that are entered after the changes are made, unless you perform the revaluation procedure described below.

Revaluing Existing Charges After Making Rate Changes

When you make a change in your existing rates as described above, the change will only affect charges that are entered after the changes have been made. If you want the changes applied *retroactively*, to charges that have already been entered using the old rates, click on the **Revalue** button on the Staff Members screen and the following screen will appear:

If you click **OK**, the program will then recalculate the dollar amount of *all* unbilled charges using the current rates shown in the Staff Members screen. You can restrict the revaluation procedure to apply only to matters billed using a specified **Rate Schedule**, to charges for a specified **Staff Member**, or to charges for a specified **client** or **matter** by filling in any or all of those fields in the screen shown above. If you enter a **Beginning Date**, only charges dated on or after that date will be revalued. If you leave the date *blank*, all unbilled charges will be revalued. Regardless of your selections, only *unbilled* charges will be affected. If you want to change the billing rate for charges that have already been billed, you must unfinalize the bill(s) on which those charges appeared, perform the revaluation procedure, and then generate and finalize those bills again.

11.3   Task Codes

A Task Code is an optional code which can be assigned to each fee or cost charge which you enter. Task Codes are usually used only if you are required to submit bills in LEDES or other electronic formats. There is a standard list of Task Codes created as part of the Uniform Task-Based Management System which is required by most electronic billing systems. One of these Task Codes must be assigned to each fee or cost charge which is billed. The Task Code gives a general description of the type of work involved, which is then further specified by the additional use of an Activity Code or Cost Code.

To view or edit your list of Task Codes, click on **Task Codes** from the **Setup** menu. The following screen will appear, which displays a partial list of the Uniform Task Code set.

While it is possible to create your own list of Task Codes, you can also simply import the standard set created by the Uniform Task-Based Management System by clicking the **Import** button at the bottom of the **Task Codes** screen shown above.

To add additional codes to the list, click the **New** button and the following screen will appear.

Assign a code of up to eight characters plus a description.

When creating a Task Code it is possible to assign a **Rate** to each code. If you do this, the program

will use that as the billing rate when calculating the amount of each fee charge which is assigned that Task Code, instead of using the rate assigned to the Staff Member. This feature is only activated when you set option **6** in the Data Entry Options screen to **T**. If you leave the **Rate** at 0.00, the program will use the rate assigned to the **Staff Member**.

Since not everyone uses Task Codes, the space for entering them when adding new fee and cost charges can be disabled by setting option **6** in the Data Entry Options screen to **N**. Setting this option to **Y** to activates the Task Code space in the data entry screen, although entry of a Task Code will still be optional. If you want to *require* the entry of a Task Code for each charge, set option **6** to **R**. If you only want to require the entry of Task Codes for certain matters, go to the matter screen for each Matter which requires their use, click on the **Z** button at the bottom of the screen and enter **Y** as indicated to require the task code.
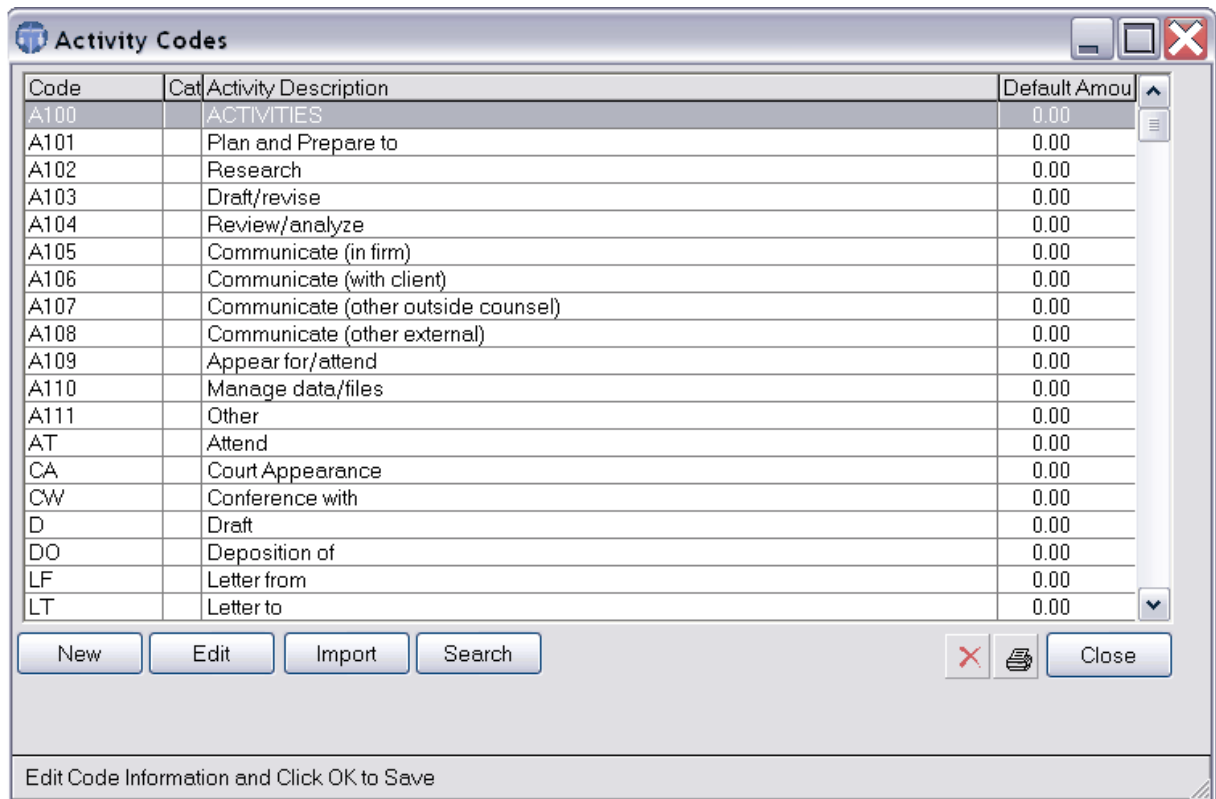
If you only want the Task Code space in the entry screen to be activated when the matter you have selected requires a task code, then set the setting in the Data Entry Options Screen to N and enter Y to require the task code in the Z button function for the matters that require a task code.

When formatting your bills it is possible to include the Task Code for each charge (format item **70**). Placement of the Task Code is determined by item **73**. You can also combine charges by Task Code (item **65**), sort charges by Task Code (item **66**), or include a summary of charges by Task Code (item **90**).

11.4 Activity Codes

An optional Activity Code can be assigned to each fee charge to indicate the type of work performed. Electronic billing systems such as LEDES require the use of Activity Codes. Activity Codes can also be used as shorthand abbreviations when typing in the description of work performed. Most firms create their own list of codes which stand for commonly used phrases (for example, TC for telephone conference) in order to speed up the data entry process.

To view or edit your list of Activity Codes, select **Activity Codes** from the **Setup** menu and the following screen appears. The example below displays the of the Unform activity codes plus some additional sample codes.
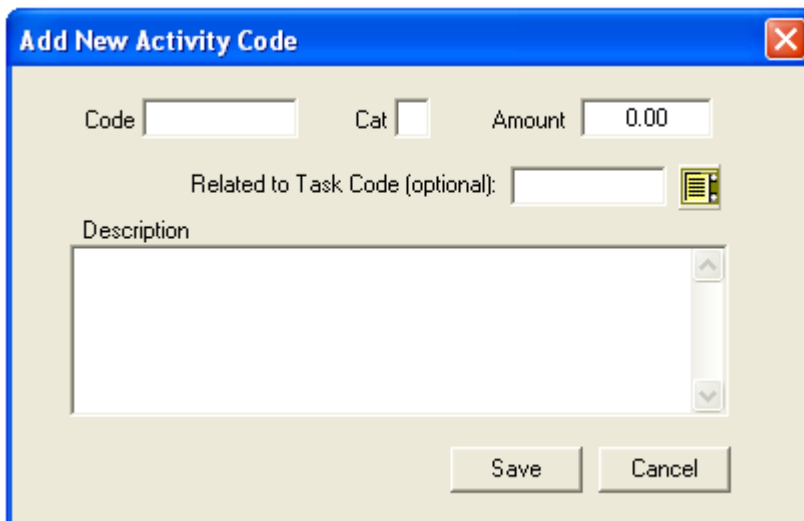
To import the Uniform set of Activity Codes required by LEDES and other electronic billing systems, click on the **Import** button at the bottom of the screen.

You can also add your own list of codes by clicking on the **New** button to display the following screen.

You can create an unlimited number of codes. Fill in the information for each code as follows:

Code - Assign a code of up to eight characters. If you will be using your codes as shorthand abbreviations, it is best not to use a code which is the same as a commonly used word; for example,

TO or AS, so that they are not confused with actual text.

Cat - Assign an optional category code. This can be used if, in addition to assigning an Activity Code to each fee charge, you also need to be able to keep track of two different categories of time for reporting purposes. For example, you might need to track court time as opposed to out of court time, or work performed in-county as opposed to out-of-county. In the first example, an Activity Code that related to work performed in court could be assigned the Category code 1, and an Activity Code that related to work performed out of court could be assigned the Category code 2. If using the Category Code, you can only assign either 1 or 2 as the code. You can then create a Productivity Report which gives a breakdown of total hours worked by category by selecting items 64 and 65 from the list of items which can be included on a User Defined or One Time report.

Amount - If you enter an amount in this space, the program will use this as the default number of hours or dollar amount to charge when recording fee charges using this Activity Code. How the amount is used depends on the type of charge you are entering.

If you are recording an *hourly* charge (transaction type H), the amount is used as the default number of hours. For example, if you always want to charge a minimum of 1 hour for each office visit, you could create an Activity Code (OV, for example) with an associated amount of 1.00. When recording time using that Activity Code, the program will insert 1.00 as the hour amount, which you can then change if necessary.

If you are recording a *flat fee* charge (transaction type F), the amount is used as the default dollar amount. For example, if you have a standard charge of $500.00 for drafting a particular document, you could create an Activity Code for that service with an associated amount of 500.00. When recording a flat fee charge using that code, the program will insert 500.00 as the default dollar amount, which you can then change if necessary.

Related to Task Code - This feature gives you the ability to assign groups of Activity Codes to specific Task Codes. Then, when entering time after specifying the Task Code you can click the Activity Code lookup and it will only list those Activity Codes which have been assigned to that Task Code. To use this feature, enter the Task Code that you want to assign this Activity Code to. You will also have to check option 15 in the Data Entry Options screen to activate this feature.

Description - Enter the description or text assigned to this Activity Code. The text can be virtually unlimited (up to approximately 6 single spaced pages). When you insert this Code in the Activity Code space when recording a fee transaction, the description assigned to that Code will automatically be inserted into the description space for that charge. You could thus create a list of Activity Codes, each with a whole paragraph or more of text to be used for commonly performed services. This feature can be disabled, so that the text is not automatically inserted into the description space, by going to the Data Entry Options screen and changing option 10 to Y.

There are thus two ways in which the text associated with an Activity Code can be inserted into the description area when recording a charge. First, if the Activity Code is typed into the **Activity Code** space in the entry screen, the associated text will be automatically inserted as described above. Alternatively, you can type one or more Activity Codes directly into the description when entering a charge, interspersed with regular text if necessary, and the codes will automatically be expanded to the full text as you type. If you do not want the codes automatically expanded when you type, check the Disable Auto Expansion box in the Data Entry Options Screen on the Setup menu. Then the codes will only be expanded if you type a plus sign (+) in front of each code, and they will be expanded only when you save the description, instead of as you type them.

If you want to require the entry of an Activity Code for each charge, enter Y in the appropriate space under item 6 in the Data Entry Options screen on the Setup Menu. If you only want to require the Activity Code for certain matters, go to those matters, click on the Z button, and enter a Y in the second space in that field. For example, if you are also requiring entry of Task Codes, enter YY. If you only want to require an Activity Code, enter NY.

When formatting your bills it is possible to include the Activity Code for each charge (item **70**). Placement of the Activity Code is determined by item **74**. You can also combine charges by Activity Code (item **65**), sort charges by Activity Code (item **66**), or include a summary of charges by Activity Code (item **90**).

Editing Activity Codes

To edit an exiting activity code, locate it on the list and click **Edit**, or double click on it. If you change the **Code** itself, when you save the changes the program will ask if you want to perform a global replace. If you click **Yes** all charges previously entered with this code will be updated so that the changed code is assigned. Otherwise, existing transactions will retain the old code. It is recommended that you perform the global replace if you must change a code.

Codes can be deleted by highlighting the code and clicking the ![X] button.

You can print a code list by clicking on the ![printer] button..

11.5 Cost Codes

A **Cost Code** can be assigned to each cost charge that is billed to a client to indicate the category or type of cost. For example, you might want to create separate cost codes to identify photocopy charges, telephone charges, court reporter fees, court filing fees, etc. For each cost code you can assign a default *unit charge*, so that you can have the program automatically calculate the dollar amount for costs such as photocopy and fax charges. Up to six different unit charge rates can be entered so that you can bill different rates to different clients, if necessary. You can also have a *markup* percentage automatically added to certain costs   Bills can be formatted so all charges with the same cost code are *combined* into a single line item, if desired. While not always required, cost codes are necessary if:you want the program to be able to distinguish between *hard* and *soft* costs for reporting purposes. A hard cost is a cost that is actually paid out of pocket, such as a court filing fee. A soft cost is an internal cost that is incurred by the firm, such as photocopies made in-house, long distance phone charges, and the like. You can assign a specific *General Ledger account* to each cost code so that cash receipts from clients can be posted to specific GL accounts depending on the type of cost they are reimbursing. Cost Codes are also required if you are submitting bills in electronic formats such as LEDES and Tymetrix.

To display or edit your list of Cost Codes, select **Cost Codes** from the **Setup** menu to display the following screen. The example below displays a partial list of the Uniform code set.

You can create your own list of cost codes, or you may import the Uniform Task-Based Management System list that is used by most electronic billing systems such as LEDES. To import the Uniform list, click on the **Import** button at the bottom of the screen. The Uniform set will then be added to your existing list; i.e, you can have both your own set of codes and the Uniform set in the same list.

To add a new code of your own, click on the **New** button. The following screen appears:

Enter the cost code information as follows:

Code - Assign a code of up to four characters, alpha or numeric.   While you are allowed to assign a code of up to eight characters, it is recommended for reporting purposes that you use codes of four characters or less.

Hard or Soft - Enter **C** if this is a hard cost, **D** if it is a soft cost. A hard cost is one that is paid out of pocket, such as a court filing fee. A soft cost is an internal cost such as in-house photocopying or long distance telephone charges. When recording costs, if you do not assign a cost code the program assumes it to be a hard cost.

Combine Charges on Bill - When printing cost charges on a client's bill, you have the option of *itemizing* each cost or of *combining* costs with the same cost code into a single line item. To *combine* costs, set bill format option **113** to **S**. If there are some costs that you want combined and others that you want itemized, also set format option **113** to **S**. Then, for each cost category that you want *itemized*, enter **N** in this space. This will override the default setting of format option **113**. If format option **113** is set to **Y**, so that costs are itemized, then this setting will have no effect and all costs will be itemized on the bill.

Rates - If you enter an amount in the default rate space, then whenever you record a cost charge using this Cost Code the program will prompt you to enter the number of Units to be billed. It will then automatically calculate the dollar amount of the charge by multiplying the unit charge times the number of units you specified. For example, if this cost code is for photocopy charges and you charge 30 cents for every photocopy made, enter *.30* in this space. You can always override the calculated amount if necessary when recording an individual cost charge.

To establish additional rates if you must charge different rates to different clients, enter the additional rates in the additional rate spaces. You can specify which rate you want to use for each client or matter by specifying in the Fee Agreement screen for that file which cost rate schedule you want to use.

Normally the rates only allow for two decimal spaces. If you need to use rates that carry to three decimal spaces (for example, the IRS mileage rate for 2015 is .575 cents per mile), you may configure the program to do this by selecting the **Convert to 3 decimal spaces for cost rate** option from the **Tools** menu.

Markup Percent - If you want the program to automatically add a markup percentage to certain costs, enter the percentage amount here. For example, if you want to add a 10 percent markup to this cost, enter *10.00.* The amount of the markup will be automatically added by the program each time you save a cost using this cost code. For example, if you enter a cost using this code in an amount of $10.00, and you specified a markup percent of 10.00, then when the cost is saved the program will automatically increase the amount to $11.00.

If you do not want the markup to be added for specific matters, enter the letter **N** as the Matter Group code for those matters.

GL Account - If you are using the Tussman General Ledger, you can assign a default GL account to each Cost Code. When cash receipts are recorded and posted to the GL, the program will then post cost reimbursements to the specific GL account assigned to that Cost Code. If no GL account is specified here, the program will post the reimbursement to the default Cost Reimbursement account specified in the GL and Billing Interface screen.

Description - Enter the description of this cost. This text will automatically be inserted in the description space when you enter a cost charge using this cost code. If you want the description that appears on the bill to include the number of units billed (if you assigned a **unit amount** as described above), enter the **#** symbol as a macro within the body of the description where you want the number of

units inserted*;* for example, "Photocopy charges: # copies at .30 per copy".

If you want to require the entry of a Cost Code for each charge that is recorded, go to the Data Entry Options screen on the Setup menu and under item 6 where it says "Require Activity Code" enter the letter C. This will then cause the program to require both an Activity Code for fees and a Cost Code for costs.

Editing Cost Codes

To edit an exiting cost code, locate it on the list and click **Edit**, or double click on it. If you change the **Code** itself, when you save the changes the program will ask if you want to perform a global replace. If you click **Yes** all cost charges previously entered with this code will be updated so that the changed code is assigned. Otherwise, existing cost transactions will retain the old code. It is recommended that you perform the global replace if you must change a cost code.

Codes can be deleted by highlighting the code and clicking the [×] button.

You can print a code list by clicking on the [🖶] button..

11.6   Productivity Codes

There are ten separate categories of **Productivity Codes** which can be assigned to your clients and matters so that they can be grouped together for billing and reporting purposes. For example, you may want to assign codes to your *clients* to indicate who referred the client to your firm, which attorney brought the client in, the type of client, etc. You may want to group *matters* by responsible attorney, area of law, etc. This would make it possible to see, for example, how your firm's revenue is broken down by area of law. Or, it would enable you to generate separate batches of prebills and bills for each responsible attorney.

There are ten different categories of Productivity Codes, all of which are completely user-defined; no built-in codes come with the program. To view the list of each category, select **Productivity Codes** from the **Setup** menu. The ten different categories are listed on the submenu as follows:

ORIGINATING ATTORNEY
REFERRED BY
CLIENT TYPE
CLIENT GROUP
DEPARTMENT
LOCATION
RESPONSIBLE ATTORNEY
BILLING ATTORNEY
MATTER TYPE
MATTER GROUP

When adding a new client or matter, there are spaces in each screen where you can assign to each record a code from each of the above categories. The Originating Attorney, Referred By, Client Type, and Client Group codes appear only in the *client* screen. The Responsible Attorney, Billing Attorney, Matter Type and Matter Group appear only in the *matter* screen. Department and Location Codes can be assigned to *both* clients and matters.

The normal use of each of these codes is explained below. However, you can use the codes for any purpose you want. It is also possible to change the *title* of each code category. For example, if you want to group your clients according to state of residence, you could change the title of the **Client Group** category to **State** so that when entering new clients, or anywhere else in the program where

that category is referred to, instead of reading **Client Group** it would say **State**. To change the category titles, select Client and Matter Field Titles.from the **Setup menu**.

To view the list of codes for one of the categories, select the type of code you want from the **Productivity Codes** submenu. A sample screen showing a list of **Matter Type** codes appears below:
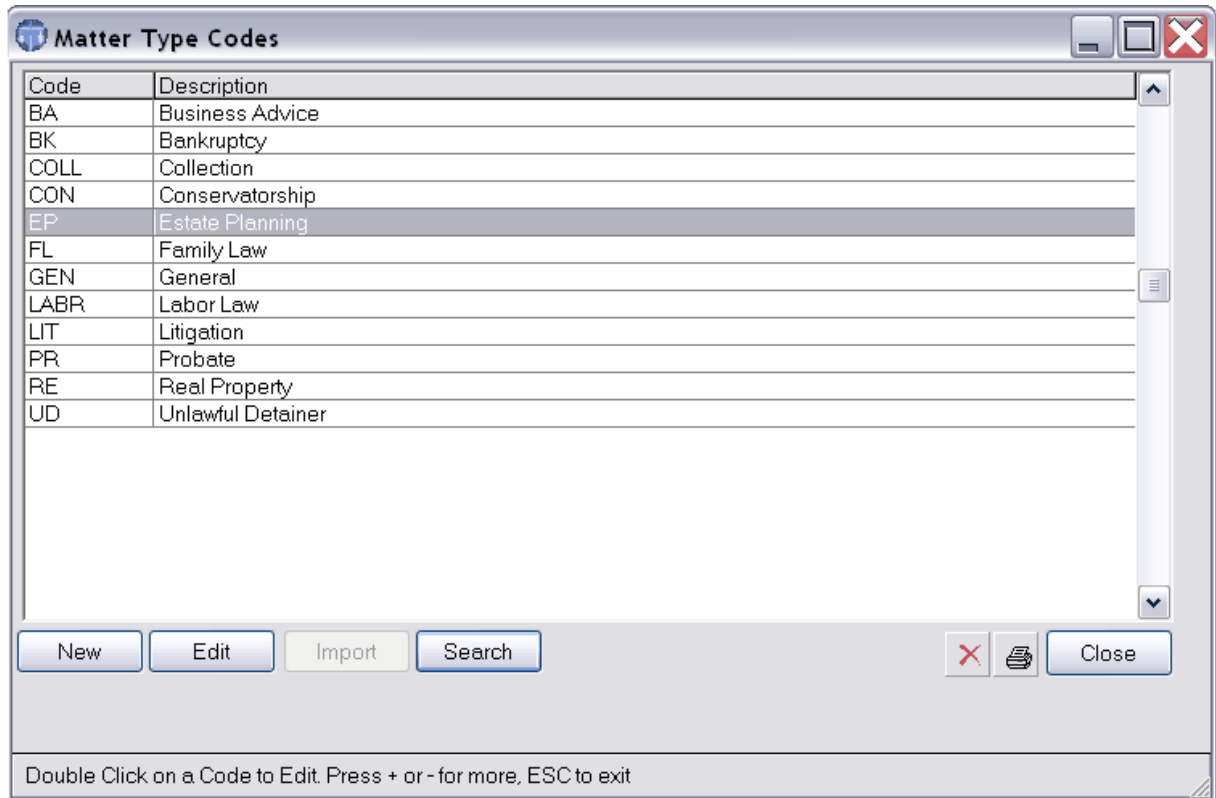
Click the **New** button at the bottom of any list of productivity codes to add a new code, as shown below:

Each code can be up to four characters, alpha or numeric. Enter also a description of each code.

The categories of codes, and their suggested uses, are as follows:

Originating Attorney - Identifies the attorney who brought the client into the firm or is responsible for

supervising all of a client's matters.

Referred By - Identifies who referred the client to the firm.

Client Type - Indicates the type of client; for example, individual, estate, corporation, etc.

Client Group - An additional category that can be used for any purpose; for example, state or county of residence, etc.

Department - If you are using our General Ledger, are have created separate departments within your company, you can assign to each client or matter a department code which corresponds to a department code used in the General Ledger. Cash receipts recorded for this client when posted to the General Ledger will then be credited to that department. Note that the Department Code used for this purpose is the one that appears in the *matter* screen; the Department Code assigned to the *client* merely establishes the *default* code for that client and is assigned automatically to each matter which is opened for that client.

If you are not using the General Ledger, or are not using the Department feature, you can use this code for any other purpose you want; for example, if you have separate groups or departments within your firm and want to indicate which department a client or matter belongs to.

Location - If you are using our General Ledger, and have created separate Locations within your company, you can assign to each client or matter a location code which corresponds to a location code used in the General Ledger. Cash receipts recorded for this client when posted to the General Ledger will then be credited to that Location. Note that the Location Code used for this purpose is the one that appears in the *matter* screen; the Location Code assigned to the *client* merely establishes the *default* code for that client and is assigned automatically to each matter which is opened for that client.

If you are not using the General Ledger, or are not using the Location Code feature, you can use this code for any other purpose you want; for example, if you have separate branch offices and want to indicate which office a client or matter belongs to.

Responsible Attorney - The Attorney responsible for handling an individual matter.

Billing Attorney - The Attorney in charge of reviewing and approving billings for a matter, if different from the responsible attorney.

Note that regardless of which attorneys, if any, are specified as the originating, responsible and billing attorneys, *any* attorney or other staff member may record work on any matter..

Matter Type - The type or case or area of law involved in the matter.

Matter Group - An additional code which can be assigned at the matter level.

Shortcuts

When creating your list of **Originating**, **Responsible** and **Billing** Attorneys, it is probable that the list will be substantially the same as your list of Staff Members. To save time in creating these lists, you can simply import your list of Staff Members into each of these three lists by clicking on the **Import** button at the bottom of each list.

You can also create defaults for each of the ten productivity codes so that when opening new files the program will automatically insert into each productivity code space the default code, which can then be changed if necessary. To establish these defaults, select Client and Matter Defaults from the **Setup menu**. Note that when you change one of the defaults, the program asks if you want to do a *global replace*. This will then insert the new code in place of the old one anywhere the old code appears in

your existing clients and matters.

Editing Productivity Codes

To edit an existing code, locate it on the list and click **Edit**, or double click on it.   Changing a code here will not perform a global replace to existing clients and matters with that code. To do a global replace, use the Client and Matter Defaults function.

Codes can be deleted by highlighting the code and clicking the button.

You can print a code list by clicking on the button..

11.7   Batch Codes

The program maintains a list of **Batch Codes** which are assigned to charges as they are entered, and a second list which are assigned to AR Transactions.   You do not have to create a list of batch codes, as the program maintains these lists automatically. When entering a charge or AR Transaction, the program assigns a default batch code. The default consists either of the year, month and day in the format YYMMDD, followed by the first 2 characters of the current User ID, if any, or just the year and month, followed by the User ID. The User ID is not added to the default batch code assigned when entering AR transactions.   You can select which format you want to use as the default by clicking on D**efault Batch Codes** from the **Setup** menu.   You can assign a different batch code when entering or editing any charge or transaction. Whenever a new batch code is used, that code is added to your list, which can be viewed by clicking the button to the right of the **Batch Code** space in the **Enter New Charges** or **Enter AR Transactions** screen, as well as in any other screen where you are asked to enter a batch code.

To *add* a batch code to the list, simply type in the code in the **Batch Code** space in either the **Enter New Charges** or **Enter AR Transactions** screen and press **Enter** and the code will be added to the

list. To *delete* a batch code from either list, highlight it on the list and click the button at the bottom of the list.   Deleting a batch code from the list will not delete the charges or transactions in that batch.

Batch codes are assigned to make it easier to view lists charges or AR transactions, especially if more than one person is entering charges into the program. You can browse a *list* of the charges or AR transactions in a specific batch by selecting **Browse** from the **Charges** or **Receipts** menu and then picking **...for one Batch** from the submenu. You can also *print* a list of the charges or AR Transactions in a batch by selecting **List** from the **Charges** or **Receipts** menu and then selecting the **Batch** option from the submenu.

Batch codes are also used to post AR transactions to the **General Ledger**, although you can also post by Month or have the program post automatically, as described in the Posting to GL section, in which case the Batch Code is not used.. Other than as described above, the use of batches is not required or essential to operating the program.

12   Clients and Matters

The program maintains a list of **Clients** which contains the basic information about each client. Each client can then have an unlimited number of **Matters** assigned to it. A separate matter should be opened for each case, claim, or other legal matter in which you are representing that client. Each client

must have at least one matter before you can record charges or generate a bill. Many clients may only have a single matter, but some clients may have many separate matters, such as an insurance company for which you are handling many different claims.

The following sections describe how to add new clients and matters, lookup existing clients and matters, edit clients and matters, generate client and matter lists and labels, add related names for a matter, and lookup account information for a client or matter.

Before recording a new client, you can perform a Conflict Check to make see if there are any conflicts with representing that client.

When you are first setting up The Tussman Program you will probably also want to record beginning balances for those clients who have outstanding balances. Similarly, you may need to record balances in a clients trust or retainer account, or credit balances for those clients who have unused credits. Procedures for entering these balances are described in the beginning balances section.

12.1   New Clients
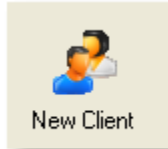
To add a new client, click the   button on the Control Panel at the left. The **Add New Client** screen appears below:

Fill in the new client information as follows:

(Note that you can import the address and phone information from another client into the new one by clicking the **Clone** button at the top).

Client ID - This is the primary code used to identify and locate each client. It may consist of any combination of alpha or number characters. If you use an actual number, it is recommended that you always use the same number of digits (for example, use 0001 through 9999, rather than 1 through 9999). That way your clients will be sorted in the proper numeric order. Alternatively, you can simply use an abbreviation of the client's name. Each client ID must be unique, however. When adding a new client, the bottom of the screen will display the last client ID that was assigned. Always start typing the client ID in the first space, leaving any unused spaces at the end.   You cannot assign the same client ID to more than one client.

By default the program is configured to allow Client and Matter ID's of up to 8 characters each. To increase that limit to 16 characters each select **Convert to Long File ID's** from the Tools menu. This function can be performed at any time and all your existing data will be converted to the 16 character format. Once you do this, you cannot convert back to the 8 character format unless you restore from a backup that was made prior to switching to the 16 character format.

Click the **C** button to the right of the Client ID space to perform a quick conflict check. Simply enter the client's name in the ID space, click the C button, and the program will display a list of clients, matters, and related names where that name appears.

Alternate ID - This is a secondary code which can be assigned to each client for sorting and lookup purposes. If you are using a numeric system for your client IDs, the alternate ID can then be used for as a sorting key when you want to look up or list your clients in alphabetical order. Thus, the alternate ID will normally be the clients last name or business name. The alternate ID can be any combination of up to twelve characters. You can configure the program to either allow or prevent you from assigning the same alternate ID to more than one client by selecting **Allow Duplicate Codes** from the **Setup menu**. It is recommended that you *not* allow duplicate alternate IDs.

Name and Address - Enter the client's name and address exactly as you want it to appear on their bills. If you type an asterisk (*) in the first space of a line, that line will be omitted when printing their address on bills or address labels. If you type a period (.) in the first space of a line, a blank line will be printed on the bill. Otherwise, lines that are left blank will be ignored when printing the address on the bill.

If the client's name does not fit on the first line, type as much as you can on the first line followed immediately by a plus sign (+). Then type the rest of the name on the second line. The two lines will then be joined together when printing the bill.

Note that you can print a different address, or an additional second address, on a client's bill by entering it in the Billing Address screen for each matter, as described in the New Matter section. You can also enter additional names and addresses to appear on the bill using the Related Names feature.

Contact Person - An additional line for typing the name of a contact person. This line can be added to the name and address printed on the bill by typing a plus sign (+) in the first space, in which case it will be added immediately following the preceding lines. If you want to skip a line between the Name and Address and the Contact Person, type the at symbol (@) in the first space instead of the plus sign. Alternatively, if you *always* want to print the Contact Person as the sixth line of the Name and Address for all clients, select **Include Contact Person with Address** from the **Setup menu** and enter either **Y**, to print it immediately following the Name and Address, **Z** to print it after skipping a line, or **F** to print as the first line of the address. If you use this method it is not necessary to enter the plus sign or at sign in the first space.. If you type an asterisk (*) in the first space, it will not print this line regardless.

Note that if you want to use the **Contact Person** line for another purpose, you can change the title of that line by selecting Client and matter Field Titles from the **Setup menu**.   You can also use this line for entering the client's email address, as described in the section on emailing bills.

Productivity Codes - Assign the desired productivity codes, if any, to this client.

Phone Numbers - Enter the client's residence, business, mobile, and fax numbers. Note that you can program in a default area code, so that it doesn't have to be entered each time, by selecting Client and Matter Defaults from the **Options** screen.

E-Mail - Enter the client's email address if desired. If you want to use this space for another purpose, you can change the title of that line by selecting Client and Matter Field Titles from the **Setup menu**. You can alternatively enter the email address in the **Contact** line, as described above.   If you are going to be emailing your bills, the program will look first in this space for the client's email address, then in the **Contact** space.   If you want to enter an email address but don't want the program to email bills to this client, type an asterisk in the first space before typing the email address. If this client will have more than one matter and you want to send the emails for each bill to different addresses, then enter the email address for each matter in line 5 of the matter title, preceeded by a pound sign (#), and then make sure in the email setup screen that you select the **Separate Email for each Matter** option.

Date Opened - Enter the date the file was opened; it defaults to the current date.

Fee Agreement - Click on the **Fee Agreement** button to enter the default fee agreement for this client--for example, which billing rate schedule and bill format to use. These settings determine only the *default* instructions for this client, and are inserted automatically when you open matters for this client, as the fee agreement for each matter might be different. A **Fee Agreement** button also appears on each matter screen and that is where the program looks to obtain the actual fee agreement instructions.

You can establish a system-wide default fee agreement by selecting Default Fee Agreement from the **Setup menu**. When you open a new client, the program automatically inserts the default fee agreement, which can then be changed if necessary.

You will find a complete explanation of the Fee Agreement options in the Default Fee Agreement topic.

Billing Options - Click on the **Billing Options** button to enter additional default billing instructions for this client. These have to do with options such as placing billing holds on the file, charging interest, retainer account options, and the like. These settings determine only the *default* instructions for this client, and are inserted automatically when you open matters for this client, as the billing instructions for each matter might be different. A **Billing Options** button also appears on each matter screen and that is where the program looks to obtain the actual instructions.

You can establish system wide default billing options by selecting Default Billing Options from the **Setup menu**. When you open a new client, the program automatically inserts the set of default billing options which can then be changed if necessary.

You will find a complete explanation of the Billing Options in the Default Billing Options topic.

Notes - Click on the **Notes** button to type free-form notes about this client.   You can also enter Notes in each individual matter screen.

Print Memo - Check this box if you want the program to print a New Client Memo, which will happen after you save the information.

Save - To save the new client you must click the **Save** button. If you checked the **Print Memo** box, the program will print a New Client Memo.
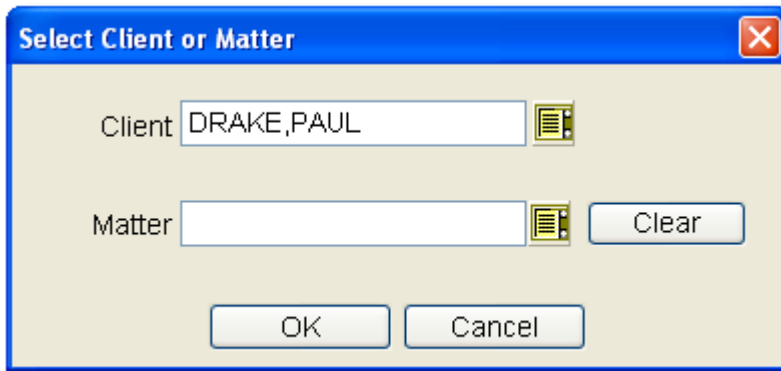
Remember that after adding a new client, you must open at least one matter for that client before you can begin entering charges.

12.2 Client Lookup

The quickest way to find an existing client is to click the [🔍] button on the Toolbar at the top This brings up the following dialog:
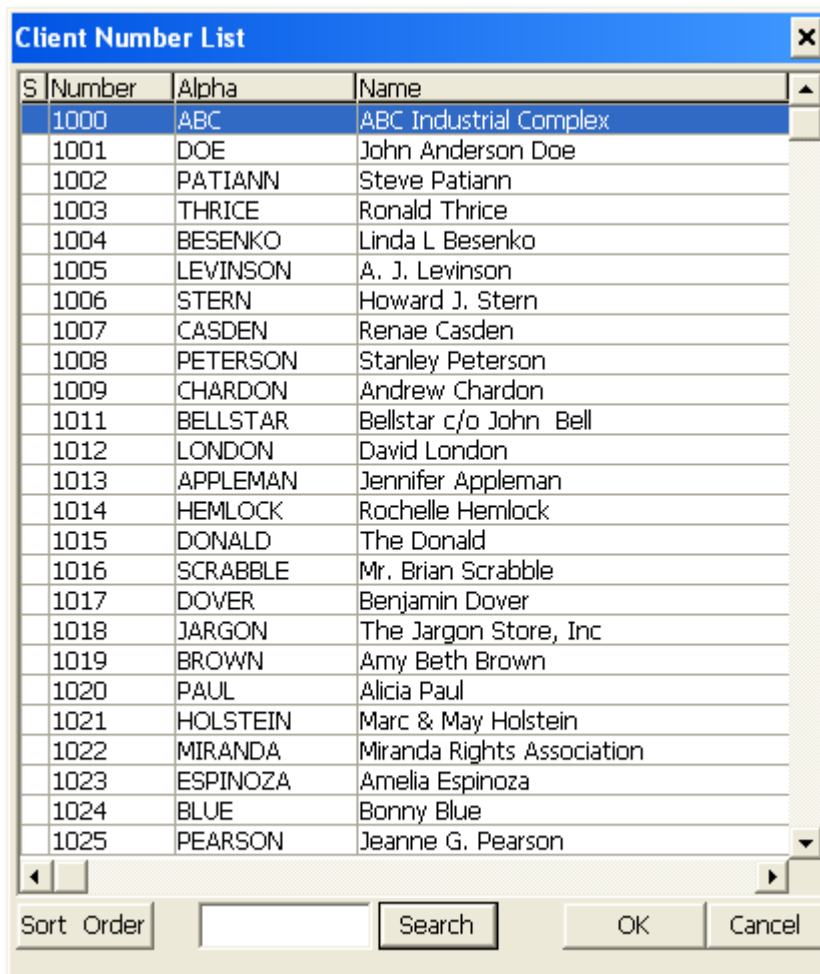
If you know the client ID, alternate ID, or any part of the client's name, address, or phone number, type it in the **Client** space, leave the Matter space blank and click **OK**. The program will take you directly to the client you selected, or display a list of matches to select from.

There is an option in the program that determines whether or not the program will display a list of matches if you have typed in a client ID for which there is an exact match. For example, if you type in the client ID 100, and there is a client with the number 100 but also a client with the number 1001, you can either have the program display a list of both clients as matches which you can select from, or have it go directly to the client with the exact matching number without displaying the similar matches. To change this option, select **Client and Matter Options** from the **Setup** menu, then select **Client Lookup Option**. To display matches even if there is an exact match, click **Yes**, To omit the list of matches if there is an exact match, click **No**.

There is also an option that will disable the full text search that is performed if the program does not find a matching client ID or alternate ID. To disable or enable the full search, select the **Auto Search** option on the **Client and Matter Options** submenu accessed from the **Setup** Menu.

Alternatively, you can select the client you want from a list by clicking on the [icon] icon to the right of the client space. A screen similar to the one shown below will pop up from which you can select the client you want as follows:

Client Number List

S	Number	Alpha	Name
	1000	ABC	ABC Industrial Complex
	1001	DOE	John Anderson Doe
	1002	PATIANN	Steve Patiann
	1003	THRICE	Ronald Thrice
	1004	BESENKO	Linda L Besenko
	1005	LEVINSON	A. J. Levinson
	1006	STERN	Howard J. Stern
	1007	CASDEN	Renae Casden
	1008	PETERSON	Stanley Peterson
	1009	CHARDON	Andrew Chardon
	1011	BELLSTAR	Bellstar c/o John Bell
	1012	LONDON	David London
	1013	APPLEMAN	Jennifer Appleman
	1014	HEMLOCK	Rochelle Hemlock
	1015	DONALD	The Donald
	1016	SCRABBLE	Mr. Brian Scrabble
	1017	DOVER	Benjamin Dover
	1018	JARGON	The Jargon Store, Inc
	1019	BROWN	Amy Beth Brown
	1020	PAUL	Alicia Paul
	1021	HOLSTEIN	Marc & May Holstein
	1022	MIRANDA	Miranda Rights Association
	1023	ESPINOZA	Amelia Espinoza
	1024	BLUE	Bonny Blue
	1025	PEARSON	Jeanne G. Pearson

Sort Order | | Search | OK | Cancel

You can locate the client you want from the list either by:

1 *Scrolling* manually through the list until you find the one you want;

2. *Typing* the client ID or alternate ID, depending on how the list is sorted As you type each character, the list will scroll to the closest match. You can change the sort order by clicking on the **Sort Order** button, or you can change the default sort order by selecting the **Default Sort Order for Client Lookups** from the **Setup** menu.   When typing, if you need to start over press the space bar.

3. Performing a *search* by typing the client ID, alternate ID, or any text (such as a portion of the name, address or phone number) in the space next to the **Search** button and then pressing the button to display any matches.

The list will be sorted either by client ID or alternate ID. You can change the default sort order by selecting **Default Sort Order for Client Lookups** from the **Client and Matter Options** submenu accessed from the **Setup** menu. You can also change it by clicking on the Sort Order button but that change will not become the new default.

f you do not want to include *closed* files when searching or performing lookups, check the Show Active Files Only box that appears in the bottom portion of the lookup dialog.

12.3 Browse Clients

Click on the [icon] button on the Toolbar at the top to display a scrolling list of your clients from which you can locate a specific client record. It is often helpful to use this screen as your default start up screen so that it comes up automatically when you enter the program.

There are two variations of the **Client Browse** screen which you might also find helpful. Normally the **Client Browse** screen displays only a list of your *clients*. Clcking on the **Matters for Client** button at the top of the list will then display a list of *matters* for the highlighted client, or clicking on **All Matters** will switch to a browse screen displaying a list of *all* clients' matters. A third option is to display a *split screen* browse showing your client list at the left and a list of matters for the highlighted client at the right. As you scroll through the client list, the list at the right changes to display the highlighted client's matters. You can select this option as your default start up screen, in which case it will come up automatically when you enter the program or when you click the Clients icon. You can also bring it up by clicking the **Clients and Matters** button at the top of the **Client Browse** or **Matter Browse** screens.
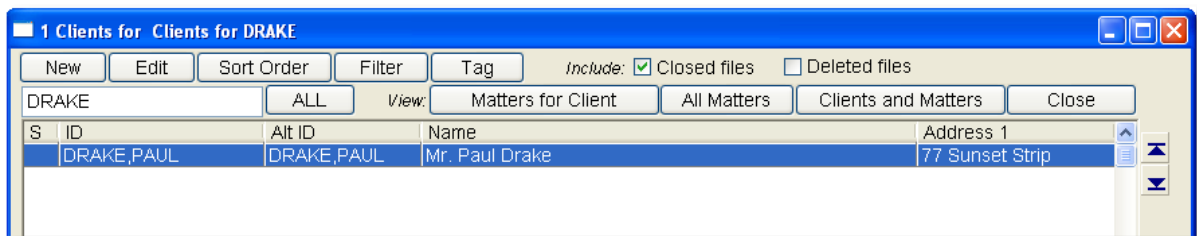
You can locate a client from the Client Browse screen by either

1 *Scrolling* manually through the list until you find the one you want;

2. *Typing* the client ID or alternate ID, depending on whether the list is sorted by client ID or alternate ID. As you type each character, the list will scroll to the closest match. You can change the sort order by clicking on the **Sort Order** button, or by setting the default sort order by selecting the **Default Sort Order for Client Lookups** option from the **Setup** menu. When typing, if you need to start over press the space bar.

3. Performing a *search* by typing the client ID, alternate ID, or any text (such as a portion of their name, address or phone number) in the space next to the **Search** button at the top and then pressing the button to display any matches.

Once you have highlighted the client you want, click on that record, click the **Edit** button, or right click on the **Client** button on the Control Panel to display that client's record. Once you have highlighted the client you want, clicking on many of the buttons on the Toolbar or Control Panel will default to using that client ID.

You can also *filter* the list to display one or more matching clients by clicking the **Filter** button which brings up the Select Clients and Matters dialog, where you can enter the search criteria you want.

If you want the list to include closed and/or deleted clients, check the **Closed Files** or **Deleted Files** boxes. Otherwise, only active files will be listed. This setting also controls whether closed files are included in other client searches and lookups in the program (except for certain lookups where closed files are never included; for example, when entering new charges.)

To add a _**new**_ client, click the **New** button, which is the same as left clicking the **Client** button on the Control Panel or selecting **New** from the **Clients** menu.

12.4   Editing Clients

After you have added a new client, the client information can be edited at any time. Just locate the client using any of the methods described in previous sections, which then brings up the main client screen. From this screen, you can edit the client information and access additional information about the client as described below.

Changing the client ID or alternate ID

The client ID or alternate ID can be changed at any time. If you make a change, the program automatically performs a global replace where all records related to that client are updated so that you do not lose any information.   Changes are saved only by clicking the **OK** button. If you close the client screen by clicking on the **X** button in the upper right hand corner, any changes you made will not be saved.

Productivity Codes

You can change any of the productivity codes assigned to a client at any time. ***Global changes*** for all or selected clients can be made by going to the <u>Client and Matter Defaults</u> screen, making the change, and selecting the option to make a global change.

File Status

The upper right hand corner of the screen indicates the file status: **Open** indicates the file is active. Click on the **Close/Delete** button to change the status as follows:

Closed - The client remains on file but you cannot enter new activity or generate a bill, and it will not appear in your lists and reports unless when generating the list or report you request that closed files be included;

Collection Status - Similar to closed, except that you can continue to generate bills so that you can collect a balance due. This status is designed for the situation where a client still owes an outstanding balance, but you will not be performing additional work for them.

Deleted - This marks the client for deletion. The client is not physically deleted from your database until you perform the separate <u>purge</u> function which rebuilds your entire database, thereby removing any records you have marked for deletion.

When you change the file status at the client level, all matters for that client will also be assigned the same status. Thus, if you close a client, all matters for that client will also be closed. If you have a client with several matters, and you want to close one of them but keep the others open, then leave the client open and use the **Close/Delete** button in the matter screen instead.

Deleting a file is not recommended if any recent billing activity has been performed for that file, as when you perform the purge function all records related to that file will also be deleted, and this could affect some of your management report totals. In many cases, it may thus be preferable to close a client file rather than delete it.

Fee Agreement and Billing Options

By clicking on these buttons you can change the default <u>Fee Agreement</u> or <u>Billing Options</u> for the client. If you make changes in either screen, after clicking **OK** the program will ask if you want the changes applied to the existing matters for that client. If you click **No**, then the settings in the matters will not be changed, and the changes will only apply to future matters that are opened for that client. It is important to remember that the program actually uses the Fee Agreement and Billing Option instructions that are entered at the ***matter*** level, and that the settings in the ***client*** screen are only the defaults for that client. Thus, if you want to make change in existing matters for a client you must either make the changes in the ***matter*** screen or click **Yes** when asked if you want the changes applied to existing matters.

If you make a change in the Fee Agreement screen that affects the ***billing rate*** for a client, you will also be asked if you want the change applied to charges that have already been entered for that client. If you click **Yes**, you will next be asked for a **Cutoff Date**. If you leave the cutoff date blank, then the amount of all unbilled charges for that client will be recalculated using the new rates. If you put in a cutoff date, then only charges dated after that date will be recalculated. In either case, charges that have already appeared on finalized bills will not be affected. If you click **No**, then the rate change will only apply to charges that are entered after the change is made.

It is possible to make ***global changes*** to the **Fee Agreement** and **Billing Options** for all or selected clients by going to the <u>Default Fee Agreement</u> and <u>Default Billing Options</u> screen, making the changes there, and selecting the option to perform a global replace.

Account Inquiry

If you click on the Account Inquiry button from the client screen, the figures shown will be the cumulative totals of all matters for that client.

Master Ledger

Click on the Master Ledger button to bring up the ledger for this client.

Calendar

If you are using the Tussman Calendar program, clicking on this button will display a list of all calendar entries for this client. From this screen you can edit or add additional calendar entries.

Matters

This button displays a list of this client's matters, from which you can select a specific matter to view or edit.

Notes

The bottom portion of the client screen displays the most recent notes that have been added for this client. You can display the entire notes file by clicking on the **Notes** button, where you can then edit or add additional notes. You can also add a note which will be automatically dated and placed at the beginning of the notes file by clicking on the [image] button.
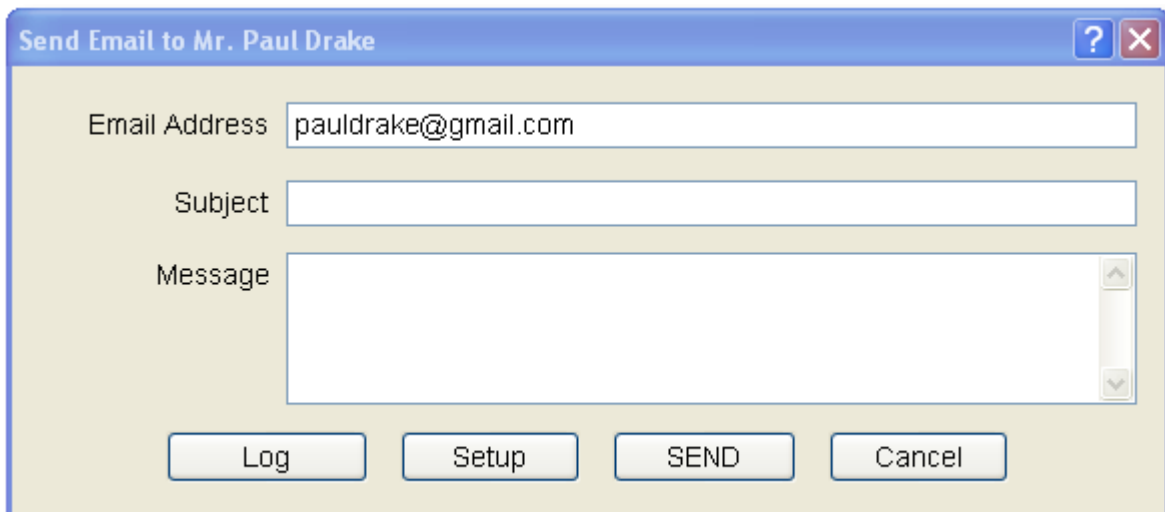
Client Memo

You can print or display a memo which includes all the information about this client, including the Fee Agreement, Billing Options and Notes, by clicking on the [image] button.

Email Client

You can send an email to this client by clicking the [image] button. For this function to work you must have performed the initial email setup. After clicking the button the screen below appears. Enter the email subject and message, then click the **SEND** button.

Navigation buttons

The four arrow buttons in the lower right hand corner of the client screen help you locate the next file you want to display.: Click the ▲ button to go to the previous client, the ▼ button to go to the next client, the ▶ button to display the first matter for this client, and the ◀ button to display the **Select Client** dialog from which you can go to another client.

12.5   Client Lists

To print a list of your clients, select **Clients** from the Main Menu at the top of the screen and select **List** from the submenu. You then have the option of selecting a list that includes just the client information (**Without Matters**), or a list that includes for each client a list of their matters (**Including Matters**).   The list can include all or selected clients (including just clients for a specified Responsible or Billing Attorney), and can be sorted, filtered and formatted in various ways.

You can also print a matter list if you need to be able to generate a detailed list of all or selected matters.

To export a list of your clients to Excel, use the Labels and Export function.

The **Generate Client Lists** screen is shown below:

Select from the following options:

Information Included

Client Information - Click on this button and then check the items you want included for each client. You can select everything from the client name and address to the fee arrangement, client notes and

more.

Matter Information - If you are generating a client list including matters, click on this button and select the information you want included for each matter. You can select everything from the matter title to the fee agreement, billing address, matter notes, and the list of related names for that matter.

Related Name Information - If you checked **Related Names** in the **Matter Information** screen, click on this button and check the information you want included for each related name.

Files Included

You can generate the list for all files, a **Single Client or Matter** or for <u>Selected Files</u>

In the **Include** box below you can select whether or not to include open files, closed files, collection files, deleted files, and files on hold. If, for example, you just want a list of your clients who are marked for deletion, uncheck everything except **Deleted Files**.

Sort Order

Primary Sort Order - Determines the main order in which clients are listed. In addition to listing in either client ID or alternate ID order, you can also sort them by any of the productivity codes, by date opened, zip code, fee arrangement, rate schedule, and bill format.   For example, if you want a list showing which clients are assigned to each of the 60 rate schedules, select Rate Schedule as the primary sort order. It is also possible to sort by the *numeric value* of the client ID This is useful if you assign numeric client IDs but the numbers are not all the same number of digits. For example, when sorting by *client ID* all clients whose number begins with 1 will be listed before any client whose number begins with 2. Thus, client 1001 will appear before client 2, even though the numeric value of 1001 is greater than 2. If, on the other hand, you want clients sorted by the *numeric value* of the client ID, select that as the primary sort order.

Client Subsort Order - This is relevant only if the primary sort order you selected is something other than the client ID or alternate ID. In that case, the subsort order determines in what order (by client ID or alternate ID) clients that have the same primary sort key are listed

Matter Sort Order - If you are including matters, this determines whether the matters for each client are listed by matter ID or short title.

List Options

All Info on One Line - If checked, all of the information for each client, matter and related name will be printed on one line, rather than separate lines for each item of information. If the information selected does not all fit on one line, it will be truncated. This option may be appropriate if you are printing a very simple client list containing, for example, just the client ID, alternate ID, and name, and you want to save paper by printing in a more compact format.

Print Landscape (if info on 1 line) - If you have selected the option to print all info on one line you should check this option so that more information will fit on each line.

New Page for each Category - Indicates whether of not you want to begin a new page for each primary sort category. For example, if printing a client list sorted by Originating Attorney, you may want to use this option so that in effect you are generating a separate list which can be given to each attorney listing just their clients.

Line spacing - Enter **1**, **2** or **3** to indicate the number of lines you want to skip between each client and matter.

List Clients for Responsible or Billing Attorney - You can enter here a Responsible or Billing Attorney code and the list will include just clients for that attorney.   Since a client can have multiple matters, and each matter can be assigned to a different responsible and/or billing attorney, when generating the list the program will check all the matters for each client to see if any of those matters have been assigned to the responsible or billing attorney you have specified. If so, that client will be included on the list.

12.6   Client Labels

The Client Labels function can be used to print mailing or other types of labels for all or selected clients. To generate client labels, select **Clients** from the Main Menu at the top of the screen and select **Labels and Export** from the submenu.

For printing *address* labels, we recommend using Avery 5161 labels, which contain 20 labels in two columns on each sheet. If you are using a different size of label, you may have to adjust the format settings described below in order to get them to print correctly.

The **Client Labels** screen is shown below:

Select from the following options:

Label Type

You can design and save up to five separate label formats. The first two formats are pre-defined, although they can be modified if desired, and the next three are user-defined. Select the type of label you want to generate from the list. If you want to view or edit the label format, then click on the **Edit Label Format** button immediately below the list.

Edit Label Format

The label formatting function consists of two screens, referred to as **Page 1** and **Page 2**.

Page 1 appears below:

1. **Label Title** - .Assign a title to this format to make it easy for you to identify later on.

2. **Continuous or Laser** - Enter **C** if you are printing labels on continuous forms, or **L** if you are printing on sheets using a laser printer. Enter **L** if you are using Avery 5161 labels.

3. **Regular or Compressed Print** - Enter **R** to print using the standard courier font, or **C** to print in compressed print. Regular print is recommended for Avery 5161 labels. Selecting compressed print will be necessary if you are using label sheets that have three columns.

4. **Labels Across** - Enter the number of columns of labels on each page or sheet. Avery 5161 labels have 2 labels across.

5. **Labels per Column** - Enter the number of labels in each column, if you are using sheets of labels designed for a laser printer. Avery 5161 labels have 10 labels per column.

6. **Total Lines per Label** - Enter the number of printable lines on each label. That will vary depending on the size of the labels. For Avery 5161 labels enter 6. The maximum number of lines you can print on a label is 26.

7. **Label Width** - Enter the number of characters to print on each line of the label. This will vary on the size of the label. For Avery 5161 enter 38.

8. **Left Margin** - If you need to indent a number of spaces from the left margin before you begin printing, enter the number of spaces to indent. For Avery 5161 labels, leave this blank.

9. **Top Margin** - If you need to increase the top margin before you begin printing the first label, enter the number of additional lines to skip. For Avery 5161 labels, leave this blank.

Page 2

After completing the information in **Page 1**, click the **Next** button to go to **Page 2**, shown below:

This screen lets you select what information you want printed on each line of your labels. The right hand side displays the items you can select from, such as the client name and address, phone numbers, etc. Each item is identified by a letter; i.e., the letter **C** represents the client name. The left side contains a space for each line on the label where you enter a letter or letters indicating the information you want printed. For example, if you want to print the client name on the first line of each label, enter the letter **C** in the first space of line **1**. If you want to print the client address on the following lines, enter **D** in line **2**, **E** in line **3**, **F** in line **4** and **G** in line **5**. Always use *upper case* when entering these selections. You can only use up to the number of lines you specified in item 6 in **Page 1**. Thus, for Avery 5161 labels only the first six lines will be printed.

You can print more than one item on a line (assuming the two items will fit in the space available on the label) by entering more than one letter in the space for that line. For example, to print both the client ID and alternate ID on line **1**, enter **AB** in the space for line **1**. .A single space will be skipped between each item when it is printed on the label. To increase the number of spaces, enter the number of spaces you want to skip between the two letters. For example, to print the client ID and the alternate ID separated by eight spaces, enter **A8B** in line **1**.

Click OK after you have finished making your selections. The selections will be saved so that the next time you want to print the same type of labels you can simply select the same **Label Type** without having to edit the format.

Files Selected

You can generate labels for all clients, for a **Single Client** or for Selected Clients..

Options
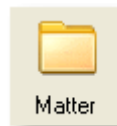
These options determine the *sort order* in which labels are printed (enter **N** for client ID order or **A** for alternate ID order); whether or not clients that are closed, on collection status, marked for deletion, or on hold are included; and whether or not the descriptive title of each productivity code is printed along with the code, if you are including any of the productivity codes on the label (i.e., if you are including the Originating Attorney, and the originating attorney happens to be ABC, you can either have it just print the attorney initials "ABC", or have it print "Originating Attorney: ABC").

Exporting to ASCII, CSV, or Outlook format

These functions are described separately in the section on Exporting Client and Matter Information.

12.7 New Matters
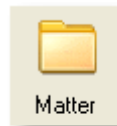
To add a new matter for an existing client, click   button on the Control Panel at the left and select the client you want to add the matter for. If you want to open a matter for a client that is not yet on file, you must first add the new client.

Fill in the **New Matter** screen shown below as follows:

Client - Displays the ID of the client to which the matter will be assigned. Select a different client if necessary.

Matter ID - You must assign a matter ID consisting of up to eight characters (or up to 16 characters if you have selected that option, as described in the New Client section). Matter IDs do not have to be unique; i.e., you can use *01* as the ID for each client's first matter, *02* for the second, etc. The matter ID does not have to be numeric; it could be a descriptive title, such as the name of the opposing party. Alternatively, you can create a system of unique matter IDs, where no ID is duplicated. The advantage of using unique IDs is that you can then locate the matter using just the matter ID, instead of having to first specify the client ID. However, maintaining such a system may be more complicated than using the simpler system of numbering each client's matters consecutively, or using a descriptive name.

You can enter a default **First Matter ID** in the Client and Matter Defaults screen. Thus, if you always use *01* as the ID of each client's first matter, this saves you the trouble of having to type it in manually.

When opening a new matter the bottom of the screen will display the ID assigned to the last matter opened for that client.

Short Title - This is an additional key of up to twelve characters which can be assigned to each matter. It provides an alternative way of looking up a matter. For example, if you are using a numeric system for your matter IDs, it is a good idea to assign a short description, such as the name of the opposing party or type of case, as the Short Title. You can always locate a matter using either the matter ID or the Short Title.

Matter Title - These five lines are for entering identifying information about the matter, such as a claim number, date of loss, adverse party name, etc. You can change the wording which identifies each line by going to the Client and Matter Field Titles screen. For example, if you always want **Line 2** of the matter title to contain a claim number, you can change the heading of **Line 2** to read **Claim Number**..

If you need additional lines for the matter title, you can add additional lines by typing a *plus* sign (+) in the first space of the **Matter Notes** screen, followed immediately by one or more lines of text.

If the first line of the matter title is longer than the 40 characters which is allowed, type as much as you can on the first line followed immediately by a plus sign (+) and then continue the text on the following line. When printing the matter title on the bill the two lines will be joined together.

You can format your bills to print the entire matter title, the first line only, or to omit it completely. Statement format options 29-32 control the appearance of the Matter Title on the bill. Note that if you type an asterisk (*) in the first space of a line, that line will not be printed on the bill regardless of the format selections.

If you will be emailing bills to this client and want the bill for this matter to go to a specific address, iinstead of the address entered in the client screen, type the email address in the last line of the matter title preceeded by a pound sign (#). Then make sure in the email setup screen you select the **Separate Email for each Matter** option.

Productivity Codes - Assign the desired productivity codes, if any, to this matter.

Date Opened - Enter the date the file was opened; it defaults to the current date.

Budgeted Amount - You can use this feature to enter a dollar amount that you want to budget for the fees for this matter. This then allows you to generate a Report that shows how the actual fees entered and billed for each case compare to the amount budgeted. You can also have the program alert you in the data entry screen if the amount of a charge you are entering causes the total fees entered to date to exceed or approach the budgeted amount. To activate this feature, go to the Data Entry Options screen and check item 16. You can also enter an optional threshhold amount there so that if the total fees is within $xxx of the budget amount the alert will activate. If you leave the amount in the Data Entry Options screen at 0.00 the alert will activate only when the actual budget amount is reached.

Fee Agreement - Click on the **Fee Agreement** button to enter the fee agreement for this matter--for example, which billing rate schedule and bill format to use. When you open a new matter the program will automatically insert the default billing instructions for the client, which are entered by clicking on the **Fee Agreement** button in the client screen. You can change the settings for each individual matter, if necessary.

You can establish a system wide default fee agreement by selecting Default Fee Agreement screen. See that topic for a full explanation of the Fee Agreement options. When you open a new client, the program automatically inserts the default fee agreement, which can then be changed if necessary.

Billing Options - Click on the **Billing Options** button to enter additional billing instructions for this matter, such as placing billing holds on the file, charging interest, retainer account options, and the like. When you open a new matter the program automatically inserts the default billing options for the client which are entered by clicking on the **Billing Options** button in the client screen. They can then be customized for each individual matter, if necessary.

You can establish system wide default billing options by selecting Default Billing Options from the **Setup menu**. The topic for that section describes in full each billing options. When you open a new client, the program automatically inserts the set of default billing options which can then be changed if necessary.

Bill Address - Normally when you print a bill, the program uses the address which is entered in the client screen. In some cases you may want to use a different address for an individual matter. If so, it can be entered by clicking on the **Bill Address** button. Type in the full address, and the program will then use that address *in place of* the address in the client screen.

If you want to print *two* addresses on a bill, type a plus sign (+) in the first space of the first line in the **Bill Address** screen, followed immediately by the second address. The program will then print that address *in addition to* the address shown in the client screen.

If you want to use a billing address for this matter that has already been entered for another matter for this same client, instead of entering the full address type a number sign (#) in the first space of the first line, followed immediately by the matter ID of the matter where that billing address appears. For example, to use the billing address from matter 01, enter #01 on the first line in the Billing Address screen for this matter.

You can also use the Bill Address to enter a contact person or other information that will print as the first line of the address on the bill, followed by the address in the client screen.   To do that, type in the name preceeded by an equals sign (=).

To add additional names and addresses to a bill, you can also use the Related Names feature which allows you to add an unlimited number of additional parties to the bill.

You can also use the Billing Address feature to print a *second copy* of each bill for this matter by checking the **Use this address to print second copy of bill option** at the bottom of the Billling Address screen. If you check this option, the program will print a first bill for this matter using the regular address that appears in the client screen, and then a second copy using the address you enter in the Billing Address screen. If you check this option but leave the billing address blank, the second copy will also print using the client address. The second copy can be printed using a different bill format by entering the number of the format you want to use in the space provided. Otherwise, the bill will be in the same format as the first bill.

You can *delete* all the billing addresses you have entered for a client's matters by going to the Account Status screen for that client, clicking on the button with the letter **A**, and entering the code 2010.

Payment Split - This function affects how client payments are allocated for purposes of your Staff Earnings Analysis reports. In some cases you may want to specify that a certain percentage of each payment is allocated first to the Originating, Responsible or Billing Attorney for that matter. If you want to do this for *all* matters, you can simply specify this, and enter the percentages, when you generate the report, in which case it is not necessary to enter the percentages in the Payment Split screen for each matter. However, if you will be doing this for certain matters only, or if the percentages will vary for different matters, then you must enter the percentages in each matter.

For example, if for this matter you want the Originating Attorney to be credited with 10 percent of each payment received, click on the **Payment Split** button and enter 10.00 in the **Originating Attorney** space. The balance of the payments received will then be allocated for purposes of the Staff Earnings Analysis report in the normal way, based on how much each attorney billed on that matter.

More robust options have been added to this feature as described in the section on Allocating Staff Income.

Related Names - This button is for entering names and addresses of parties related to this matter, such as opposing parties, attorneys, witnesses, etc, as described in the Related Names section.

Notes - Click on the **Notes** button to type free-form notes about this matter. You can type the notes in directly, or click on the button to enter a note which will be automatically dated and inserted at the top of the notes file.

The Matter Notes can be printed at the end of a client's bill by setting bill format option **198** to **Y**. Or, by typing a plus sign (+) in the first space, the Matter Notes will be added as additional lines to the Matter Title, as described earlier in this section.

When entering matter notes, you can begin a new line by pressing **Ctrl-Enter**.

Print Memo - Check this box if you want the program to print a New Matter Memo after the matter is

saved.

Save - To save the matter information you must click the **Save** button.

12.8 Select Clients and Matters function

The **Select Clients and Matters** dialog shown below appears whenever you click on a **Selected Files** button in the program. This function enables you to select a group of clients and matters, based on filter criteria which you enter, either when performing a function such as generating bills, or when printing a report if you only want certain files included.

The left side of the dialog is for filtering the list using client information, as described in the Client Lookup section. For example, if you want to only list matters for a specific Originating Attorney, enter the Originating Attorney code in that space (as the Originating Attorney is assigned at the client level). The right hand side of the screen is for filtering based on information that appears in the matter file; for example, listing all matters that are assigned to a specific Responsible Attorney (as the Responsible Attorney is assigned at the matter level). If you are performing a function that applies only to clients, such as printing client labels, the right side of the screen will be grayed out, as shown in the above example. Otherwise, you can make selections from both sides. Enter the search criteria you want and click **OK** when done. If you specify more than one search criteria, only files that match *all* the selected criteria will be listed. For example, if you enter both a Responsible Attorney Code and a Rate Schedule, you will have selected only files assigned to that Responsible Attorney and which are using that rate schedule.

If you want to list clients or matters that do *not* match a specific criteria, change the = sign to a # sign.

For example, if you want to list clients that are *not* assigned to **Responsible Attorney** ABC, change the = sign on the **Responsible Attorney** line to a # sign and type ABC in the next space.

For the **Date Opened** spaces, it defaults to the greater than (>) and less than (<) symbol. For example, to list matters that were opened between January 1, 2005, and December 31, 2005, enter the January 1 date in the first Date Opened space and the December 31 date in the seond **Date Opened** space. If you want to list files that were opened on a specific date, change one of the symbols to an equal sign and enter the date in that **Date Opened** space.

You can also filter the list to include only clients or matters where a specific word or phrase appears anywhere in the file by entering that word or phrase in the **Text Search** space. If entered on the client side, it will search for that word or phrase in the client name or address. On the matter side it will search the matter title.

To list only clients or matters where a specific field has been left blank, type a period (.) in that space. For example, if you want to find all matters where the **Responsible Attorney** space has been left blank, type a period in that space and click **OK**. This tool is useful in order to make sure that required information has not been omitted from any of your matter files.

To select a random group of clients or matters, you can use the tagging function. First tag the clients or matters you want, then enter **Y** in the **Tagged** space which appears in both the client and matter column and the program will select just those files that have been tagged.

12.9   Tagging Clients or Matters

The tagging function enables you to select a random group of clients or matters so that you can perform a function affecting just the files you have tagged. For example, if you want to generate bills for a random group of clients you can first tag the clients you want, then go to generate bills, click the Selected Files button and enter **Y** in the **Tagged** space in the client column. You can also tag clients if, for example, you want to generate a report that includes just a specific list of clients.

To tag a client, bring up the Browse Clients screen by clicking on the   button on the Toolbar at the top. Find and highlight the client you want, and then *right* click on that client. A red check mark will then appear in the Status column at the left. To remove a tag, right click on the highlighted client again.

You can also tag clients by clicking the **Tag** button at the top of the client browse screen. A menu of options will then appear. The first option will tag or untag the currently highlighted client. The second option will let you tag selected clients by entering the criteria you want in the selection screen and clicking **OK**.   You can use this option to tag multiple selections. For example, if you want to include in a report clients for two separate originating attorneys, you can use this function to first tag the clients for the first originating attorney, then perform the function again to tag the clients for the second attorney. You can then generate the bills clicking the **Selected Files** option and entering **Y** for the **Tagged** selection, as described above. This works because each time you tag a group of selected files, those files are tagged *in addition to* any files previously tagged. The third and fourth options on the menu are for tagging or untagging all clients.

To tag a matter, bring up the Browse Matters screen by clicking on the   button on the Toolbar. Highlight the matter you want, and then right click on that matter. An check mark will then appear in the Status column at the left. To remove a tag, right click on the highlighted matter again.

To remove *all* client and matter tags, select **Tools** from the main menu, then select **Clear All Tags.**

12.10 Editing Matters

After you have added a new matter, the matter information can be edited at any time. Locate the

matter by clicking the   button on the Toolbar, then enter both the client and matter ID and click **OK** to display the matter record. From this screen, you can edit the matter information and access additional information about the matter as described below.

Changing the matter ID or Short Title

The matter ID or short title can be changed at any time. If you make a change, the program automatically performs a global replace where all records related to that matter are updated so that you do not lose any information.   Changes are saved only by clicking the **OK** button. If you close the matter screen by clicking on the **X** button in the upper right hand corner, any changes you made will not be saved.

Productivity Codes

You can change any of the productivity codes assigned to a matter at any time. *Global changes* for all or selected matters can be made by going to the Client and Matter Defaults screen, making the change, and selecting the option to make a global change.

File Status

The upper right hand corner of the screen indicates the file status: **Open** indicates the file is active. Click on the **Close/Delete** button to change the status as follows:

Closed - The matter remains on file but you cannot enter new activity or generate a bill, and it will not appear in your lists and reports unless when generating the list or report you request that closed files be included;

Collection Status - Similar to closed, except that you can continue to generate bills so that you can collect a balance due. This status is designed for the situation where a balance is still owed, but you will not be performing additional work on this file.

Deleted - This marks the matter for deletion. The matter is not physically deleted from your database until you perform the separate purge function which rebuilds your entire database, thereby removing any records you have marked for deletion.

When you change the file status at the matter level, only that matter is closed and the client record will remain unaffected. If you want to change the status of the client file as well, you should use the **Close/Delete** function in the client screen.

Deleting a file is not recommended if any recent billing activity has been performed for that file, as when you perform the purge function all records related to that file will also be deleted, and this could affect some of your management report totals. In many cases, it may thus be preferable to close a file rather than delete it.

Fee Agreement and Billing Options

By clicking on these buttons you can change the Fee Agreement or Billing Options for the matter. Changes made here only affect this particular matter. If you want the change to apply at the client level, you should make the changes in the client screen.

If you make a change in the **Fee Agreement** screen that affects the *billing rate* for a matter, you will also be asked if you want the change applied to charges that have already been entered for that matter. If you click **Yes**, you will next be asked for a **Cutoff Date**. If you leave the cutoff date blank, then the amount of all unbilled charges for that matter will be recalculated using the new rates. If you put in a cutoff date, then only charges dated after that date will be recalculated. In either case, charges that have already appeared on finalized bills will not be affected. If you click **No**, then the rate change will only apply to charges that are entered after the change is made.

It is possible to make *global changes* to the **Fee Agreement** and **Billing Options** for all or selected matters by going to the Default Fee Agreement and Default Billing Options screen, making the changes there, and selecting the option to perform a global replace.

Names

Click on the Names button to view, edit or add to a list of names and addresses of persons related to this matter, such as adverse parties, witnesses, etc.

Bill Address

Click on the **Bill Address** button to enter or edit a special billing address for this matter, as described in the New Matters section.

Split Billing

Click on the **Split Billing** button to enter instructions for splitting charges entered on this matter with another matter or matters, as described in the Split Billing section.

Payment Split

Click on the **Payment Split** button to enter or edit the payment split information for this matter, as described in the New Matters section.

Transfer/Merge

The **Transfer/Merge** dialog contains four separate functions:

Transfer File - This function allows you to transfer this *matter* to a different *client..* After clicking the **Transfer File** button the **Select Client** dialog appears. Select the client you want to transfer the matter to, click **OK**, then click **Yes** to confirm. This matter, along with all related information, including account history and all unbilled charges, will then be transferred to the client you selected.

Transfer Charges - This function is for moving unbilled charges from one matter to another. Select the client and matter that you want to transfer the charges to, click **OK** and then **Yes** to confirm, and *all* unbilled charges from this matter will be transferred to the selected matter. If you only want to transfer selected unbilled charges from this matter, you must do that by editing the individual charges. If you want to transfer charges that were already billed, you must first unfinalize the bill(s) that those charges appeared on.

Copy Charges - This function allows you to copy the charges on this matter , both billed and unbilled, to another matter. After clicking on this option specify the matter you want to copy them to, then select from the addtional options that willl appear. You can specify to copy charges for a specific staff member and/or date range, and you can specify to copy either billed or unbilled charges or both, and fees or costs or both.   The charges will remain unaffected on this matter, but a copy of them will then appear on the matter you specified.

Merge File - This function is for merging two separate matters into a single surviving matter. It should be done with care as once the two files have been merged it is not possible to reverse the process. After selecting the matter that you want to merge this matter with, click **OK** and then **Yes** to confirm. This matter will then be merged with the matter you selected, which then becomes the surviving matter. All information related to the disappearing matter, including account history and unbilled charges, will be transferred to and combined with the surviving matter. The disappearing matter will actually remain on file but will be marked for deletion and will not have any related information.

Convert Time

This function is used to perform a global conversion of unbilled time for this matter from

1. Nonbillable (transaction type N) or to Billable (transaction type H).
2. Billable (type H) to Nonbillable (type N)
3. Administrative (type A) to Billable (type H)
4. Billable (type H) to Administrative (type A).

For example, if you entered time on this matter as *nonbillable*, but now want to convert it to *billable*, click the **Convert Time** button, then click **Convert Nonbillable to Billable**. . This function converts *all* unbilled charges of the type selected for this matter to the status you select. To convert only selected charges, you will have to edit the individual charges. If you want to convert charges that have already been billed, you will first have to unfinalize the bill(s) those charges appeared on

Calendar

If you are using the Tussman Calendar program, clicking on this button will display a list of all calendar entries for this matter. From this screen you can edit the existing entries or add additional calendar entries.

Account Inquiry

Click on the Account Inquiry button to view detailed account information about this matter.

Master Ledger

Click on the Master Ledger button to bring up the ledger for this matter.

Notes

The bottom portion of the matter screen displays the most recent notes that have been added for this matter. You can display the entire notes file by clicking on the **Notes** button, where you can then edit or add additional notes. You can also add a note which will be automatically dated and placed at the

beginning of the notes file by clicking on the [icon] button.

FE Button

This function is for eliminating the balance of an unused credit resulting from the billing or a minimum retainer fee (transaction type **FE**). Before performing this function the program will ask for a code. The code is NOBBYFE.

Z Button

If you want to *require* the entry of Task, Activity and/or Cost Codes when recording charges for this matter, click on the **Z** button. To require just a Task Code, enter Y. To also require an Activity Code, enter YY. To also require a Cost Code, enter YYY. To require an Activity Code but not a Task Code enter NY, etc. This is only necessary if you want to require the codes for some matters but not for others, as there are global settingsfor this under item 6 in the Data Entry Options screen

Once you have entered your selections the program will ask if you want the changes applied to all matters for this client.   This way if a client has many matters you only have to make the changes once by picking one of their matters and then clicking **Yes** to this inquiry.

Matter Memo

You can print or display a memo which includes all the information about this matter, including the Fee

Agreement, Billing Options, Billing Address and Notes, by clicking on the [icon] button.

Navigation buttons

The four arrow buttons in the lower right hand corner of the matter screen help you locate the next file

you want to display.: Click the [icon] button to go to the previous matter, the [icon] button to go to the

next matter, the [icon] button to display the client screen for this matter, and the [icon] button to display the **Select Matter** dialog from which you can select another matter.

12.11 Client and Matter Notes

When adding or editing a client or matter, you can enter free form *notes* about that client or matter by clicking on the **Notes** button. A dialog such as that shown below appears:
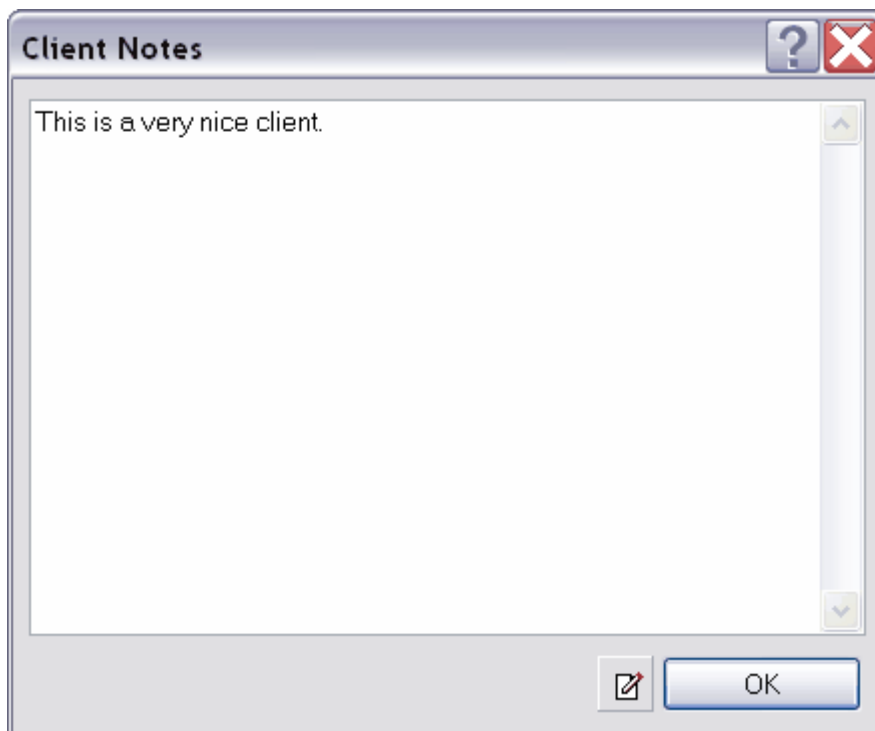
You can add additional notes by simply typing them in, or you can add a note which will be

automatically dated by the program and added at the begining by clicking on the [image] button. The first few lines of your client or matter notes are displayed in the bottom portion of each client or matter screen. You can then view, edit or add notes by clicking on the **Notes** button on that screen. There are options to include the notes when printing client lists or matter lists. When performing a conflict check, you can also search the notes by selecting the option to do a complete search. Matter notes can also be printed at the end of a client's bill by setting bill format option **198** to **Y**, or you can use the matter notes space to add additional lines to the matter title which is printed in the heading of the bill simply by typing a plus sign in the first space of the Notes area followed by the text you want.

You can print a report showing all or selected notes by clicking on **Clients** from the main menu and selecting **Print Client/Matter Notes.** The following screen appears:
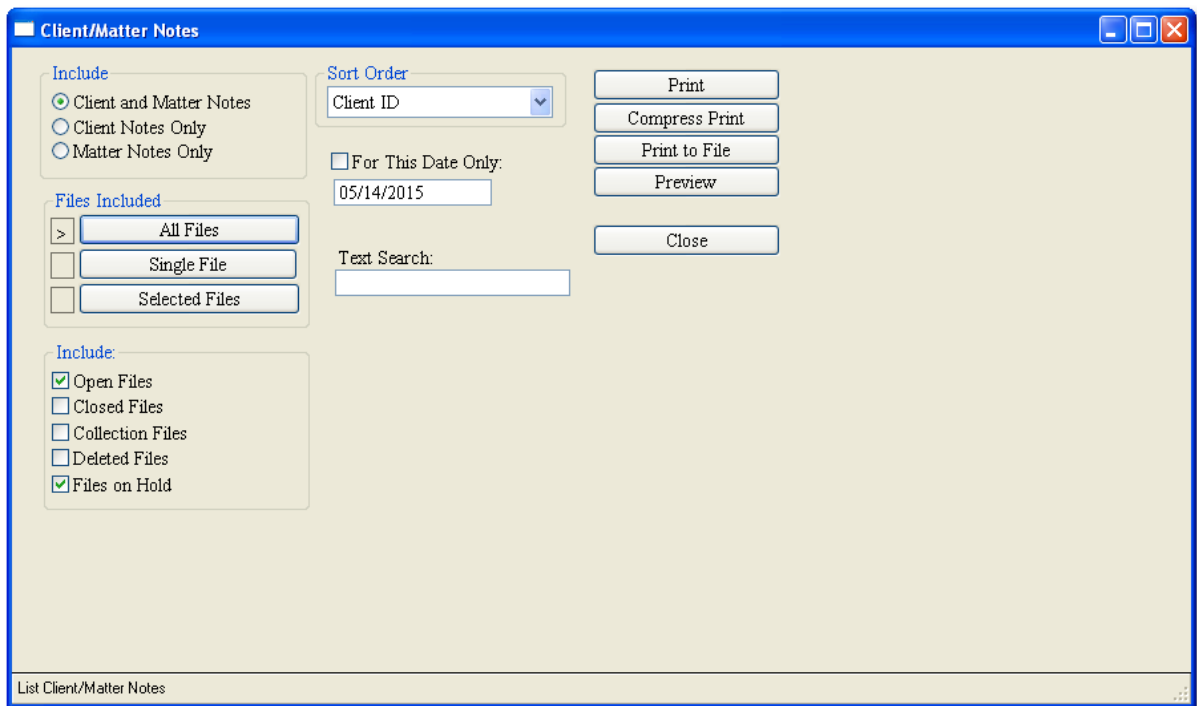
Select the options you want and note that you can have it print only notes that were dated on a specific

date. This only works if you enter notes by clicking the (**Enter Dated Note**) button that appears on both the client and matter screens to the left of the **Notes** button.

You can also search your notes for a particular word or phrase by entering it in the **Text Search** space.

sdfds

12.12 Matter Lookup and Browse

The quickest way to find a matter is to click the button on the Toolbar at the top. The dialog described below appears.
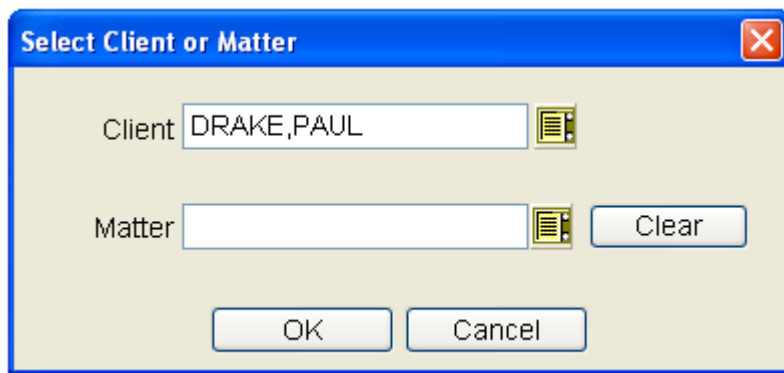
There are several ways of then finding the matter you want. These methods can be used anywhere in the program where the **Select Matter** dialog appears or where you are asked to enter the matter ID or select a matter; for example, when entering new charges, generating a bill or report, etc:

If you know the client

First enter the client ID, as described in the Client Lookup section. You can then select the specific matter as follows:

1. If you know the matter ID or short title, or any portion of the matter title, type it in the client ID space and press **Enter**. The program will then find that matter or display a list of matches to select from;

2 Click on the icon next to the **Matter** space to display a list of matters for the selected client.

If you do not know the client

You can also select a matter by leaving the **Client** space blank and typing the matter ID, short title or a portion of the matter title in the **Matter** space and the program will display a list of matches.

If you leave the **Client** space *blank* and click on the icon next to the **Matter** space the program will display a list of *all* your matters, from which you can select as described above in the Quick Search section..

You can also locate a matter by:

1. Selecting **Find** from the **Matters** menu on the Main Menu;

2. Clicking on the **Matters** button which appears on a client's record;

3. Clicking on the **Matters** button which appears at the top of the **Client Browse** screen, which displays a list of matters for the highlighted client;

4. Using the split screen **Client/Matter Browse**, which displays a list of matters for the highlighted client on the right hand part of the screen;

5. Using the **Matter Browse** screen as described below.

If you do not want to include *closed* files when searching or performing matter lookups, click on the Clients icon on the Control Panel and make sure the **Closed** option at the top of the client browse list is unchecked. If you want to *include* closed files in lookups and searches, check the **Closed** box.

Matter Browse Screen

The Matter Browse is a screen similar to the Client Browse which displays a scrolling list of your matters which you can bring up by clicking the Matters icon on the Control Panel. You can make this your default start up screen, in which case it will come up automatically when you enter the program.

You can also bring up the Matter Browse screen by clicking on the **Matters** or **All Matters** button at the top of the **Client Browse** screen. If you click on **Matters**, only matters for the highlighted client will appear; otherwise, all matters will appear.

You can locate a matter from the Matter Browse screen by either

1   *Scrolling* manually through the list until you find the one you want;

2. *Typing* the client ID, matter ID, or short matter title, depending on the sort order of the list. As you type each character, the list will scroll to the closest match. You can change the sort order by clicking on the **Sort Order** button. When typing, if you need to start over press the space bar.

3. Performing a *search* by typing the matter ID, short title, or any text from the matter title in the space next to the **Search** button and then pressing the button to display any matches.

Once you have highlighted the matter you want, click on that record, click the **Edit** button, or right click on the **Matter** button on the Control Panel to display that matter record.   Once you have highlighted the matter you want, clicking on many of the buttons on the Toolbar or Control Panel will default to using that matter ID.

You can also *filter* the list to display one or more matching matters by clicking the **Filter** button which brings up the Select Clients and Matters dialog, where you can enter the search criteria you want.

If you want the list to include closed files, check the **Include Closed Files** box. Otherwise, only active files will be listed.

To add a *new* matter, click the **New** button, which is the same as left clicking the **Matter** button on the Control Panel or selecting **New** from the **Matters** section on the **Clients** menu.

The **Filter** button at the bottom of your main matter list brings up the Select Clients and Matters dialog which can be used to filter the list to include only those matters which match certain criteria which you select.

To *print* a list of selected matters, use the Matter List function and click on the **Selected Files** button when generating the list.

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12.13 Transferring and Merging Matters

Matters can be *transferred* from one client to another, or two matters can be *merged* together into one. To do this, locate the matter that you want to transfer or merge and click on the **Transfer/Merge** button. If you want to *transfer* the matter to another client, click **Transfer File** and enter the ID of the client that you want to transfer the matter *to*. To *merge* this matter with another matter, click the **Merge File** button and enter the client and matter ID of the file that you want to merge this matter *with*. The matter that you merge this matter with will become the *surviving* matter, and all account history

and unbilled charges will be transferred to that matter.   **Warning!** Merging matters should be done with care as once the two files have been merged it is not possible to reverse the process.

12.14 Matter Lists

To print a list of your matters, click on **Matters** from the Main Menu at the top and select List from the submenu.

The **Generate Matter Lists** screen is shown below:

:
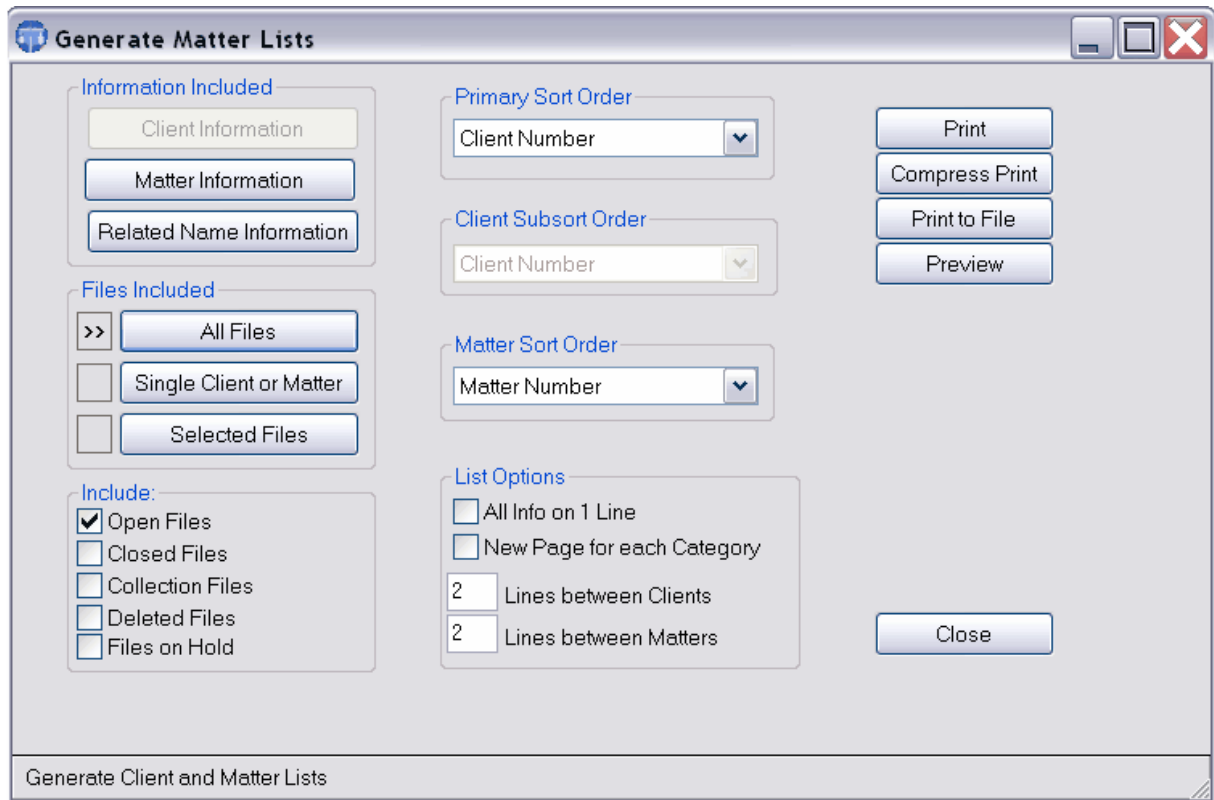
Select from the following list options:

Information Included

Client Information - This button is grayed out when generating matter lists. If you want a list with detailed client information, you will have to generate a Client List. The matter list can include just the client ID, alternate ID, and client name, which can be selected in the **Matter Information** screen.

Matter Information - Select the information you want included for each matter. You can select everything from the matter title to the fee agreement, billing address, matter notes, and the list of related names for that matter.

Related Name Information - If you checked **Related Names** in the **Matter Information** screen, click on this button and check the information you want included for each related name.

Files Included

You can generate the list for all files, a **Single Client or Matter**, or for Selected Files. Use the Selected Files option to, for example, only list matters for a single responsible attorney.

In the **Include** box below you can select whether or not to include open files, closed files, collection files, deleted files, and files on hold. If, for example, you just want a list of matters which are marked for deletion, uncheck everything except **Deleted Files**.

Sort Order

Primary Sort Order - Determines the main order in which matters are listed. In addition to listing in either client ID, alternate ID, matter ID, or short title order, you can also sort them by any of the productivity codes in the matter screen, by date opened, fee arrangement, rate schedule, and bill format.   For example, if you want a list showing which matters are assigned to each of the 90 rate schedules, select Rate Schedule as the primary sort order.

Client Subsort Order - Not applicable when generating a matter list.

Matter Sort Order - If you selected a primary sort order other than by matter ID or short title, this determines whether the matters for each primary sort group are listed by matter ID or short title.

List Options

All Info on One Line - If checked, all of the information for each matter and related name (if included) will be printed on one line, rather than separate lines for each item of information. If the information selected does not all fit on one line, it will be truncated. This option may be appropriate if you are printing a very simple client list containing, for example, just the client ID, matter ID and matter title, and you want to save paper by printing in a more compact format.

New Page for each Category - Indicates whether of not you want to begin a new page for each primary sort category. For example, if printing a matter list sorted by Responsible Attorney, you may want to use this option so that in effect you are generating a separate list which can be given to each attorney listing just their matters.

Line spacing - Enter **1**, **2** or **3** to indicate the number of lines you want to skip between each matter.

12.15 Matter Labels

The **Matter Labels** function can be used to print labels for all or selected matters. While not designed to be used as mailing labels, they can be used to print file folder or other types of labels.. To generate matter labels, click on Matters from the Main Menu at the top and select Label and Export from the submenu.

The **Matter Labels** screen shown below contains a variety of options for generating the labels.
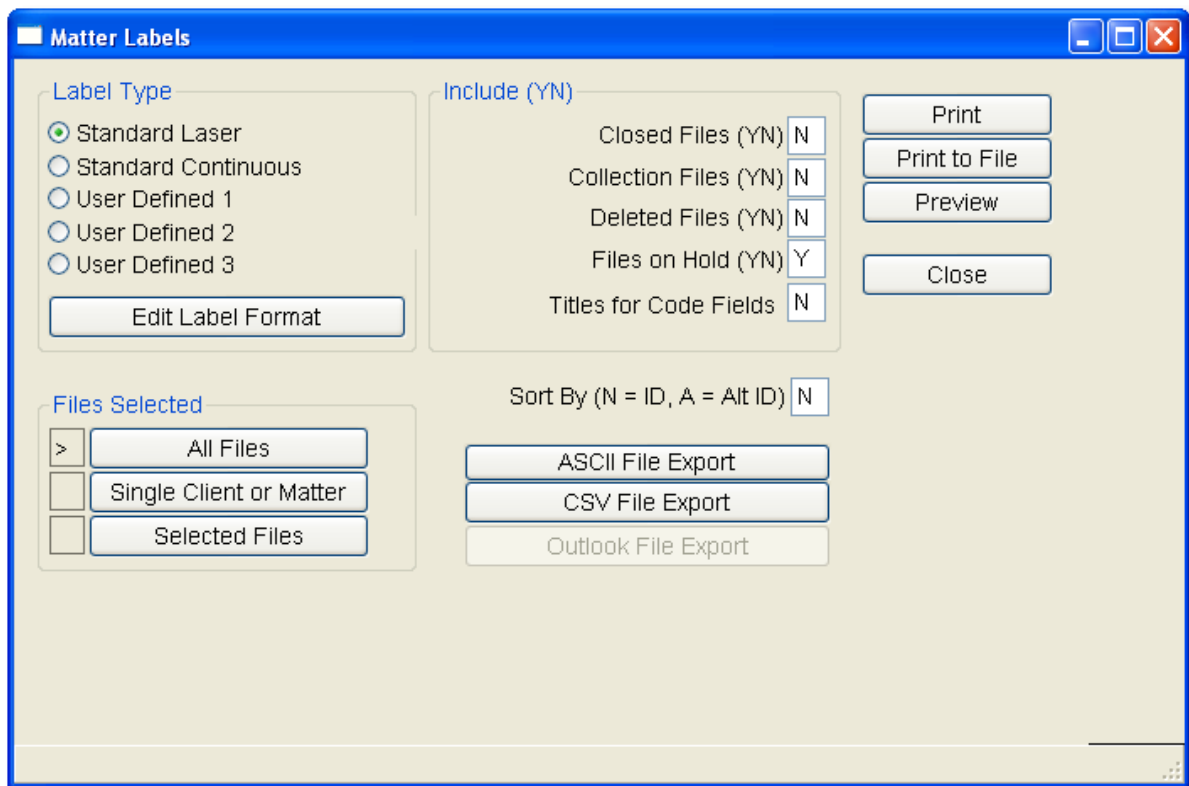
Label Type

You can design and save up to five separate label formats. The first two formats are pre-defined, although they can be modified if desired, and the next three are user-defined. Select the type of label you want to generate from the list. If you want to view or edit the label format, then click on the **Edit Label Format** button immediately below the list.

Edit Label Format

The label formatting function consists of two screens, referred to as **Page 1** and **Page 2**.

Page 1 is displayed below, showing the appropriate settings for printing Avery 5161 Labels.

Label Formatting - Page 1

1 Label Title STANDARD LASER LABELS

2 Continuous (C) or Laser (L) L

3 Regular (R) or Compressed (C) Print R

4 Labels Across (1/2/3) 2

5 Labels per Column (if Laser) 10

6 Total Lines per Label 6

7 Label Width (spaces) 38

8 Left Margin (spaces)

9 Top Margin (lines) .

[Next] [OK]

1. **Label Title** - .Assign a title to this format to make it easy for you to identify later on.

2. **Continuous or Laser** - Enter **C** if you are printing labels on continuous forms, or **L** if you are printing on sheets using a laser printer.

3. **Regular or Compressed Print** - Enter R to print using the standard courier font, or **C** to print in compressed print.   Selecting compressed print will be necessary if you are using label sheets that have three columns.

4. **Labels Across** - Enter the number of columns of labels on each page or sheet.

5. **Labels per Column** - Enter the number of labels in each column, if you are using sheets of labels designed for a laser printer.

6. **Total Lines per Label** - Enter the number of printable lines on each label. That will vary depending on the size of the labels. The maximum number of lines you can print on a label is 26.

7. **Label Width** - Enter the number of characters to print on each line of the label. This will vary on the size of the label. A maximum of 40 characters is recommended.

8. **Left Margin** - If you need to indent a number of spaces from the left margin before you begin printing, enter the number of spaces to indent. For most labels you can leave this blank.

9. **Top Margin** - If you need to increase the top margin before you begin printing the first label, enter the number of additional lines to skip. For most labels, you can leave this blank.

After completing the information in **Page 1**, click the **Next** button to go to **Page 2**.

Page 2 is displayed below, with the correct settings for printing address labels for each matter

This screen lets you select what information you want printed on each line of your labels. The right hand side displays the items you can select from, such as the matter ID and title, billing address, etc. Each item is identified by a letter; i.e., the letter c represents the matter title. Note that these letters are all lower case. The left side contains a space for each line on the label where you enter a letter or letters indicating the information you want printed. For example, if you want to print the matter title on the first line of each label, enter the letter c in the first space of line 1. If you want to print the additional lines of the matter title on the following lines, enter d in line 2, e in line 3, f in line 4 and g in line 5. Always use *lower case* when entering these selections. You can only use up to the number of lines you specified in item 6 in **Page 1**.

You can also include information from the client screen on the label by entering an *upper case* letter that corresponds to the information which can be printed on a <u>client label</u>. For example, if you want to include the client name on one of the lines, enter an upper case letter C.

You can print more than one item on a line (assuming the two items will fit in the space available on the label) by entering more than one letter in the space for that line. For example, to print both the matter ID and short title on line **1**, enter **ab** in the space for line **1**. .A single space will be skipped between each item when it is printed on the label. To increase the number of spaces, enter the number of spaces you want to skip between the two letters. For example, to print the matter ID and the short title separated by eight spaces, enter **a8b** in line **1**. To print the client ID followed by the matter ID, enter **Aa**.

Click **OK** after you have finished making your selections. The selections will be saved so that the next time you want to print the same type of labels you can simply select the same **Label Type** without having to edit the format.

Files Selected

You can generate labels for all matters, for a **Single Client or Matter** or for Selected Files**.**

Options

These options determine the *sort order* in which labels are printed (enter **N** for client ID/matter ID order or **A** for alternate ID/matter ID order); whether or not matters that are closed, on collection status, marked for deletion, or on hold are included; and whether or not the descriptive title of each productivity code is printed along with the code, if you are including any of the productivity codes on the label (i.e., if you are including the Responsible Attorney, and the responsible attorney happens to be ABC, you can either have it just print the attorney initials "ABC", or have it print "Responsible Attorney: ABC").

ASCII File Export

This button is used to export matter information to an ASCII text file, as described in the ASCII file export section.

CSV File Export

This button is used to export matter information to an Excel spreadsheet.

12.16 File Status Options

The upper right hand corner of both the client and matter screen indicates the file status: **Open** is the normal status and indicates the file is *active.* Click on the **Close/Delete** button to change the status as follows:

Closed - The client or matter remains on file but you cannot enter new activity or generate a bill, and it will not appear in your lists and reports unless when generating the list or report you request that closed files be included;

Collection Status - Similar to closed, except that you can continue to generate bills so that you can collect a balance due. This status is designed for the situation where a client still owes an outstanding balance, but you will not be performing additional work for them.

Deleted - This marks the client or matter for deletion. The file is not physically deleted from your database until you perform the separate purge function which rebuilds your entire database, thereby removing any records you have marked for deletion. Deleting a file is not recommended if any recent billing activity has been performed for that file, as when you perform the purge function all records related to that file will also be deleted, and this could affect some of your management report totals. In many cases, it may thus be preferable to close a file rather than delete it.

When you change the file status at the *client* level, all *matters* for that client will also be assigned the same status. Thus, if you close a client, all matters for that client will also be closed. If you have a client with several matters, and you want to close one of them but keep the others open, then leave the client open and use the **Close/Delete** button in the *matter* screen instead.

Once a file has been closed or deleted, use the same button to reopen or undelete it. In that case, the title on the button will have changed to either **Reopen** or **Undelete**.

12.17 Related Names

The Related Names function maintains a list of contact persons, separate from your client list. These contacts can be associated with a specific matter, such as parties to the case, opposing attorneys, corporate officers, etc, or they can be entered as general contacts. This list of contacts is searched, in addition to your main client list, when you perform a Conflict Check.

You can also use the Related Names function to enter additional names and addresses that you want to appear on the bills for a matter. This allows you to address a bill to an unlimited number of parties. To do this, assign the Type Code ADDR for each Related Name that you want on the bill.

To add, view or edit names of people related to a specific matter, click on the **Names** button in the matter screen.

To add, view or edit the entire list of related names, including those not related to a specific matter,

click the   .button on the Toolbar at the top.

Adding a New Related Name

To add a related name, click the **New** button at the top of the related name list and fill in the information in the screen shown below:

Code - Assign a code for sorting and lookup purposes of up to twelve characters. An abbreviation of the contact's name is usually best.

Contact Information - Enter the name, address and phone numbers for contact.

Additional Information - The additional contact information is optional, and the field titles are user definable so you can configure each of the spaces following the phone numbers (except for the **Date Open** field) to correspond with your own needs. To change the field titles, click on the **Field Titles** button at the bottom of the Related Names list. The default field titles are:

EMAIL
CONTACT
TYPE
AREA
SOURCE
AGE
BIRTHDAY
AMOUNT

ii is recommended that you use the **Type** field to assign a short code to each contact which indicates the type of contact; for example, opposing party, witness, supplier, etc.

If you want the name and address for one or more of the Related Names for a matter to appear in the heading of the bills for that matter, use the code ADDR. It will then print this name and address following the client and/or billing address for this matter.   To print the name and address as an additional address on the client summary page, enter the code ADDC.

Notes

You can enter free-form text notes about each contact by clicking on the **Notes** button at the bottom of each contact record. This button only appears when editing a record after it has been saved. You can type the notes in directly, or click on the button to enter a note which will be automatically dated and inserted at the top of the notes file.

Close/Reopen/Flag/Delete

When editing a contact record, click on the **Close/Reopen** button to either close or reopen the contact record. The current status is shown to the right of the **Code** at the top of the screen.

To *delete* a record, click on the button at the bottom of the screen.

You can also *flag* a record by clicking on the **Flag** button. The status space next to the Code indicates if a record is flagged. Flagging individual records is a way of printing a list containing just the flagged records as described below.

Transfer

The *transfer* function is not currently supported.

Filtering the List

Click on the **Filter** button at the top of the browse screen to configure the list to include only contacts which match the search criteria you enter. Once you have filtered the list, you can print the list of just those records by clicking on the button. If you want to pick a random list to print, first flag the individual records as described above, then filter the list to display only flagged names, then print the list as described below.

Printing the List

Click on the button to print a list of your contacts. A dialog then appears from which you can select which items of information you want included for each contact. If you want the list to include only

specific contacts, before clicking on the he ![printer icon] button, click on the **Filter** button to select the specific contacts you want. Once the filtered list has been displayed, you can print it by clicking on the ![printer icon] button. You can also **flag** specific contacts that you want as described above and then filter the list to include only flagged contacts before printing.

Labels

The label function for related names is not currently supported.

12.18 Conflict Check

Use the **Conflict Check** function when you want to search your client and matter database for the name of a person in order to avoid the possibility of a conflict in representation. You can also use it as a general search function to get a list of files where any word or phrase appears.

To perform a check, click the ![icon] button on the Toolbar at the top. The **Conflict Search** screen appears below.

The screen includes spaces for entering up to twenty names to search for. In each space you may enter a name or word to search for. If you enter both a first and last name in one of the spaces, for example, a match will normally be produced when both names or words appear anywhere in the same record. For example, if you enter *John Smith* in line 1 a match will be produced whenever both the names *John* and *Smith* appear in the same record. Thus, both *John Smith* and *Smith, John* or *John A. Smith* appearing in a client or matter record would produce a match. Alternatively, if you only want to return a match when there is an exact match, check the box at the bottom of the screen. Then in our example above if you entered *John Smith* in the first space a match would be returned only for records where *John Smith* appear exactly as entered, and *Smith, John* or *John A. Smith* would not

return a match.

If you want to search for more than one name, enter each name on a separate line. You can also use separate lines if you are not sure of the spelling of the name, in which case enter the alternate spellings on each line.

You can narrow a search if necessary. For example, if you have lots of clients named *Smith* but want to see if there are any Smiths living in Chicago, enter *Smith Chicago* on line1, making sure that the checkbox at the bottom is *unchecked*. The program will then produce a match only if both the words *Smith* **and** *Chicago* appear in the same record. If, on the other hand, you entered *Smith* in line1 and *Chicago* in line 2, the program would produce a list of matches where **either** word appeared.
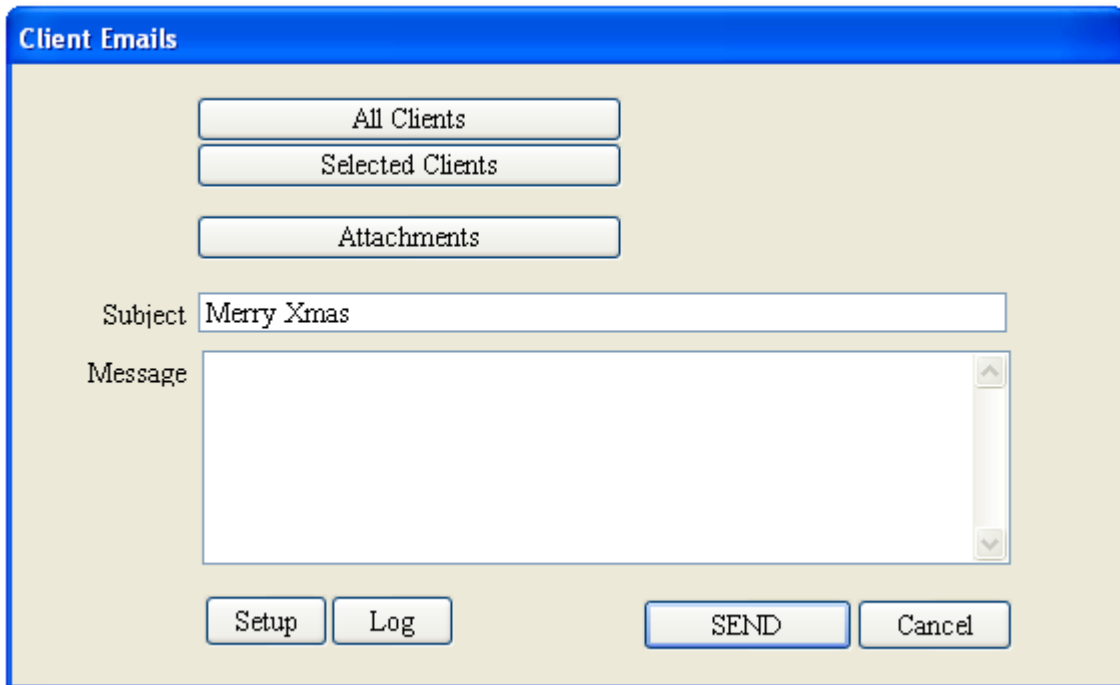
When searching, the program checks all of your clients, matters and related names for matches. The **Search Scope** option determines whether or not the program also searches the client and matter *notes*, and the separate **billing addresses** entered in the matter files. The more detailed search may require a bit more time to perform. Select the **Limited Search** for the more abbreviated and quicker search.

After entering the name or names you want to search for, click on **Perform Search**. When completed, the program will indicate the number of matches found on the **Search Result** line at the bottom of the dialog. To view the matches, click either **Print Results** or **Results to Screen**. The list will show the matches for each name you searched for, indicating whether the match is found in a client, matter, or related name record, and showing the context in with the name or word appeared.

Note that you can also perform a conflict check when entering a new client using the **C** button to the right of the Client ID space.

12.19 Client Emails

This function enables you to send an email to all or selected clients. Select this option from the Clients menu and continue as follows:

1. Select whether you want to send to All Clients or Selected Clients;

2. Click on Attachments if you want to attach a file, then click the folder button at the bottom to select the file, or type in the path and file name. You can send multiple attachments making sure they are separated by a semicolon.

3. Enter the Subject and Message you want.

4. Click Send.   The program will send an email to each selected client as long as the client has an email on file.

Before Sending make sure you set up the email function. Click the <u>Setup </u>button if necessary to do this. For purposes of this function it is not necessary to have configured the Tussman PDF driver as that is used only when emailing bills.   Click the Log button after the emails have been sent to see a list of each email.

You can also send an email to a single client by clicking the   button on the client screen.

12.20 Exporting Clients and Matters

Client and matter information can be exported in a variety of ways so that it can be used by other programs; for example, so that it can be imported into Microsoft Excel or Microsoft Outlook.

Exporting Client Information

To export your list of clients, click **Clients** from the Main Menu at the top and select **Labels and Export** from the submenu. From the **Client Labels** screen, ignore the **Label Type** and **Label Format** functions, but choose from the **Files Selected** options if you want to export only information for a single client or <u>selected clients,</u>   You can also select from the **Options** list the sort order and whether or not closed files, collection files, deleted files, or files on hold are included.

After selecting any of the above options you want, click on one of the following buttons:

1) **ASCII File Export** - This creates a tab-delimited text file containing your client information.

2) **CSV File Export** - Creates a comma-delimited "csv" file which is the format required for importing the information into Microsoft Excel;

3) **Outlook Format Export** - Creates a comma-delimited "csv" file in the format required for importing into your Microsoft Outlook contact list.

After selecting one of the above options, the following screen will appear:

ASCII file export

Client Selections		Matter Selections	
A Client Number	M Department	a Matter Number	m Location
B Alpha Code	N Location	b Short Title	n Address Line 1
C Name	O Res Phone	c Matter Title	o Address Line 2
D Address Line 1	P Bus Phone	d Line 2	p Address Line 3
E Address Line 2	Q Cell Phone	e Line 3	q Address Line 4
F Address Line 3	R Fax Phone	f Line 4	r Address Line 5
G Address Line 4	S E-Mail	g Line 5	s Address Line 6
H Contact Person	T Date Opened	h Responsible Atty	t Date Opened
I Originating Atty	U Fee Arrangement	i Billing Atty	u Fee Arrangement
J Referred By	V Billing Rate	j Matter Type	v Billing Rate
K Client Type	W Bill Format	k Matter Group	w Bill Format
L Client Group		l Department	x Billing Interval

Enter Letters of Items you Want [   ]

OK

In the **Enter Letters** space type the letters corresponding to the information which you want to export, as shown in the **Client Selections** portion of the list. For example, to include the client ID, alternate ID and client name, enter the letters ABC. You must enter the letters in *upper case*. When exporting client information, you cannot include any of the **Matter Selections** on the right hand portion of the screen.

After selecting the items you want to export, click **OK**. You must then specify the *name* and *location* for the export file. If you are creating a CSV or Outlook file make sure you give the file a .csv extension; for example, "tpclients.csv". The file created will contain the information for each client on a single line (in either client ID or alternate ID order, depending on the sort order you selected), with the information for each client appearing in the order in which you typed the corresponding letters in the selection screen. For example, if you typed AB, the client ID will appear first, followed by the alternate ID. If you typed BA, the order will be reversed.

Importing into Excel or Outlook

After generating the export file as described above, to import the information into **Excel** start up the Excel program. Click on **File**, then Open, and find the export file that you just created in Tussman. The information will then be imported into an Excel spreadsheet.

To import into your Microsoft **Outlook** Contact List, open the Outlook program, then

1) Click on **File**
2) Select **Import and Export,**
3) Select **Import from another program or file** and click **Next**,
4) Select **Comma Separated Values (Windows)** and click **Next**,
5) Type in the name of the **File to Import** (this will be the file you created in Tussman as described in the previous section) or locate it using the **Browse** button and click **Next**,
6) Select the **Contacts** folder and click **Next**,
7) Click **Finish**. (If the **Finish** button is grayed out, check the box to the left of the action line)

8) Your list of Tussman clients will then appear in your Outlook contact list.

Exporting Matter Information

To export matter information, click on **Matters** from the Main Menu at the top and select **Labels and Export** from the submenu. From the **Matter Labels** screen, ignore the **Label Type** and **Label Format** functions, but choose from the **Files Selected** options if you want to export only information for a single client or matter or for selected matters. You can also select from the **Options** list the sort order and whether or not closed files, collection files, deleted files, or files on hold are included.

After selecting the above options, click either the **ASCII File Export** or **CSV File Export** button (you cannot export *matter* information to Outlook) and the screen shown above in the Client Export section will appear. In the **Enter Letters** space type the letters corresponding to the information which you want to export. You can select items from both the **Client Selections** and **Matter Selections** portion of the list. For example, to include the client ID, client name, matter ID and matter title enter the letters ACac. Selections from the **Client** portion must be entered in *upper case*. Selections from the **Matter** portion must be entered in **lower case**.

After selecting the items you want to export, click **OK**. You must then specify the name and location for the file you want to create. If you are creating a CSV file make sure you give the file a .csv extension; for example, "tpcases.csv". The file created will contain the information for each matter on a single line in the sort order you selected, with the information for each matter appearing in the order in which you typed the corresponding letters in the selection screen.

To import the matter information into an Excel spreadsheet, follow the same instructions in the **Importing Into Excel** section above.

13   Charges

There are two main types of *charges* that can be entered in the program: *fees* and *costs*. *Fees* consist of both hourly charges and flat fee charges that you want to bill to a client for work done on a matter. *Costs* are entered to bill a client for out of pocket expenses such as court filing fees, as well as incidental costs such as photocopy expense and telephone charges. Both fee and cost charges are

entered in the same screen in the program. To enter a new charge, click on the   button on the Control Panel at the left.

When charges are entered as described above, they are added immediately to the unbilled charges file and are ready to be billed to the client. No separate posting or other updating procedure is required before a bill can be generated. However, it is also possible to enter charges using the Batch WIP Entry function, in which case they are initially stored in a separate file and are not added to the unbilled charges file until an export procedure is performed. Each program user can create their own Batch WIP Entry folder, and the Batch Entry function also has a more flexible timer function than the regular entry screen. The differences between the two entry functions are described in the

Batch WIP Entry section. To access the Batch WIP entry function click on the   button on the Toolbar at the top.

Charges can be entered at *any time*; i.e., you can enter charges for the next billing cycle even if you have not yet closed out your current billing cycle, as any charges that are entered after you generate a

bill, or which are dated after the ending cutoff date you are using on that bill, will simply be saved for the following bill.

The following sections explain in detail the procedures for entering fees and costs, including:

The different Types of Fee Charges
An explanation of the screen for Entering Fee Charges
How to locate and browse lists of fee charges
The procedures for editing and writing down fee charges
The different Types of Cost Charges
An explanation of the screen for Entering Cost Charges
Procedures for editing cost charges
Entering a combined fee and cost charge
How to split or duplicate charges
Ways to handle flat and contingent fee billing
Other types of charges that can be entered
Using the Time at a Glance screen to view charges
The Batch WIP Entry function
Generating Lists of Charges
Editing billed charges
Performing a Spell Check of charges

13.1 Fee Charges

There are two basic types of fee charges: *hourly* charges and *flat fee* charges.

An *hourly charge* is entered when you want to record an amount of time you have spent working on a matter. Hourly charges can be both *billable* and *nonbillable*. If *billable*, they will be charged to the client based on the hourly rate for the staff member who performed the work. *Nonbillable* time can be entered to keep track of work done on a matter which you will not be charging the client for, either because you a billing on a flat fee or contingent fee basis, you are representing the client on a pro bono basis, or you are doing work on an hourly rate case which you will not be charging for. Similar to nonbillable time, *administrative* time can also be entered to record work done for the firm which is not related to a client's matter.

A *flat fee charge* is entered when you want to bill the client a fixed dollar amount for performing a specific task. There are also several specialized types of flat fee charges, including an overriding flat fee charge and a minimum retainer fee charge, described in the next section.

Fee charges appear in a separate section on the client's **bill**. There are many different ways to format that section. Charges can be itemized separately or summarized in a variety of ways, listed chronologically or grouped by staff member, task or activity code, and displayed with varying degrees of detail.

Once fee charges have been billed, they are stored in the **Billed Charges** file for future reference. While it is possible to purge or archive charges that have been billed, it is not necessary or recommended, as their presence should not affect performance of the program and most firms prefer to retain such detail so that they can reprint copies of old bills or historical bills which detail past work done on a client's matter.

13.1.1 Types of Fee Charges

The following sections describe the different types of *fee charges* that can be entered. The various types are identified by the **transaction type** code which is assigned to each charge. The codes are listed on a drop down menu which you can select from when entering new charges.

The types of fee charges fall into the following categories:

Hourly Charges
Nonbillable and Administrative Time
Flat Fee Charges
Overriding Flat Fee Charges
Minimum Retainer Fee Charges.

13.1.1.1 Hourly Charges

H - Billable Time. The most common type of charge, used to record time that is spent working on a client's matter that you intend to bill to the client at the applicable hourly rate.

N - Nonbillable Time. Nonbillable time can be recorded on any matter where you want to keep a record of time worked which cannot be billed to the client, either because you are billing on a flat or contingent fee basis, you are representing the client on a pro bono basis, or the specific task is one that you have decided not to charge for. Nonbillable time is tracked separately by the program for reporting purposes and can always be converted to billable time if you subsequently decide to charge for it.

A - Administrative Time - Administrative time can be recorded to keep track of work performed on behalf of the firm but which cannot be charged to a client; for example, time spent on continuing education, personnel matters, office administration and the like. If you want the program to keep track of such time, it is a good idea to open a client file for the firm, with separate matters under that client for the various categories of administrative tasks that you want to track separately. When setting up those matters, set the fee arrangement to A. Then, whenever time is entered on those matter, regardless of the transaction type used, the program will automatically convert the transaction type to A. Administrative time can also be recorded on regular matters, but like nonbillable time it will not be billed to the client.

FOY - An **FOY** is an hourly charge that will appear on the bill in lieu of any other hourly charges that you have entered. The other charges will still be saved in the system for reporting purposes but only the **FOY** will appear on the bill and the total amount of fees on the bill will be the amount of the **FOY**.

13.1.1.2 Nonbillable Time

Nonbillable time (entered as transaction type **N**) is time that you have spent working on a client's matter but that you are not going to be charging for. Firms record nonbillable time for a variety of reasons. Some firms want to show the nonbillable time on a client's bill, and others want to record it strictly for internal record keeping purposes. This section explains the different options when entering nonbillable time and for showing it on a client's bill.

Uses for Nonbillable Time

Nonbillable time can be entered on any matter, regardless of the fee arrangement. Thus, it can be used on a regular hourly rate matter to record time spent working on the case which you are not going to bill for. Or, it can also be entered on flat fee or contingent fee matters, where you will not be billing on an hourly basis, so that you can have a record of the actual time spent.

Data Entry Options for Nonbillable Time

Normally when recording nonbillable time the Enter New Charges screen allows you to enter the number of hours but does not assign a dollar amount. This way, if you show the time on the client's bill it will not show a dollar amount, only the number of hours. If you prefer to show the dollar value of the time on the bill, even though the client is not being charged for it, then you should configure the program so that when entering nonbillable time it assigns a dollar amount. To do this, click the **Options** button on the **Enter New Charges** screen and set option **7**, **Assign Dollar Amount to**

Nonbillable Time, to **Y**. For this to work, you must also enter the correct billing rate schedule you want to use in the fee agreement screen for the matter.

You can also configure the program so that whenever you record time on a flat fee or contingent fee matter, the time is automatically converted to nonbillable. This way, you do not have to keep track of which matters are being billed for time and which matters are not. You can simply enter all time as billable (type **H**) and if you assign it to a matter which is a flat or contingent fee matter the program will convert it to nonbillable (type **N**). To enable this option, click the **Options** button on the **Enter New Charges** screen and set option **5**, **Convert Time to Nonbillable**, to **Y**. If you want the program to ask you for confirmation before converting each charge, enter **A**.

Converting Time from Billable to Nonbillable, or vice versa

In addition to having the program automatically convert time from billable to nonbillable as it is entered, as described above, you can perform a *global conversion* of all the unbilled charges for a specific matter at any time. Thus, if you have entered all of the time on a matter as billable, and then decide not to bill it, you can convert it all to nonbillable. Or, if you enter time as nonbillable, and then decide to bill it, you can convert it to billable. This situation can arise if, for example, you are initially handling a matter on a contingent fee basis but then change the agreement with your client so that they are to be billed on an hourly basis. If you have already generated and finalized bills showing the nonbillable time, and want to convert it to billable, you will first have to unfinalize all the bills on which the nonbillable time appeared, and then perform the conversion.

To convert time from nonbillable to billable, or vice versa, go to the matter screen for that matter and click on the **Convert Time** button. Then click either on the **Convert Billable to Nonbillable** or **Convert Nonbillable to Billable** button. Before converting nonbillable to billable, make sure you have entered the correct billing rate schedule you want to use in the fee agreement screen for that matter.

Showing Nonbillable Time on a Bill

There are many different format options that determine if and how nonbillable time appears on the client's bill.

Format option **69** determines whether or not nonbillable time is shown on the bill. Set this option to **Y** if you want to *omit* both nonbillable and administrative time, **A** to omit Administrative time only, or **B** to omit nonbillable time only.

Set format option **68** to **Y** if you want to omit *all* time charges on flat and contingent fee matters. Using this option, both nonbillable and billable time will not be itemized on a client's bill if the fee arrangement is flat or contingent. The dollar value of any billable time will still be included in the total new charges on the bill, however. This option allows you to omit nonbillable time if the fee agreement is flat or contingent, but to include it if the fee agreement is hourly.

In format option **79** you can enter a short additional phrase (for example, "NO CHARGE") that will be added in parentheses following the description for each nonbillable charge that appears on a client's bill. To omit this text, simply leave this space blank.

Format option **81** determines the format for the dollar amount of nonbillable time as it appears on the bill. Enter **A** to show the amount as 0.00, **M** to show the words "No Charge", **N** to show the letters "N/C", or **D** to show the actual dollar value followed by the letters "NC". For option **D** to work, you must have configured the program so that when nonbillable time is entered a dollar value is assigned, as described above; otherwise, the amount will show as "0.00NC". As an additional option, you can simply leave the amount space *blank* by setting format option **78** to **Y,** so that the amount space is left blank if the amount is 0.00. This overrides whatever setting you have selected for option **81**, unless you have set **81** to **D**, in which case there will be an actual dollar amount. Of course, these options apply only if you are showing the dollar amounts for each charge by having entered **Y** in the Amount

space in format option 7**0**. If you simply want to omit the Amount column completely, leave that space blank or enter **N**.

Format option **87** determines whether or not nonbillable time is included in the optional summary by staff which can be printed at the end of the fee section. To include nonbillable time in that summary, set **87** to **Y**. A separate line item will appear in the summary showing the total nonbillable time, if any, for each staff member.

It is also possible to print a separate line at the end of the fee section showing the total dollar value of the nonbillable and administrative time shown on the bill. Format option 189 is used for this, as follows. Type an exclamation mark (!) in the first space of option 189, followed by the text you want, using the # sign as a macro indicating where you want the program to insert the amount. For example, enter "!Additional work valued at # has been performed at no charge".   This message will appear following the total of the new charges, but only if nonbillable or administrative time has appeared on the bill, and only if you have configured the program to assign dollar amounts to nonbillable and admin time by setting option **7** in the **Data Entry Options** screen on the **Setup** menu to **Y**.

13.1.1.3 Flat Fee Charges

F - Flat Fee. A flat fee charge can be entered anytime you want to bill the client a fixed dollar amount for performing a task, regardless of the number of hours spent. You can record flat fee charges either in place of, or in addition to regular hourly charges. If you record both hourly and flat fee charges on the same matter, the flat fee charges will be billed in addition to the hourly charges, unless you record a special overriding flat fee charge, as described below. You can record flat fee charges regardless of the type of fee arrangement you have set up for the matter; There is no limit on the number of flat fee charges that can be recorded on a matter.

FR - Recurring Flat Fee. - Use to bill a flat fee on a recurring basis, such as when you want to bill the client a regular monthly fee for representing them on a matter. Once an **FR** charge is entered, that charge will appear automatically on each bill that is subsequently generated for that matter. When each bill is finalized, the program automatically generates a new **FR** charge in the same amount. The old one is marked as billed and stored in the **Billed Charges** file and the new one is dated the date following the ending cutoff date you used on that bill and stored in the **Unbilled Charges** file so that it will automatically appear on the following bill.   If you want to discontinue the fee arrangement, simply locate the **FR** charge in the **Unbilled Charges** file and delete it.

FN - Nonbillable Flat Fee. - Use to describe work for which you are not charging where you do not wish to enter the number of hours.

13.1.1.4 Overriding Flat Fee Charges

FO - Overriding Flat Fee. An overriding flat fee charge is a way of writing down or adjusting the total of the hourly charges on a client's bill. For example, if the total of the hourly charges on a client's bill comes out to $1050.00, and you want to round it off to $1,000.00, one way of doing this is to enter an **FO** transaction in the amount of $1,000.00. The detail of the hourly charges will still appear on the bill (unless you enter it as an **FOX**, as described below), but the total will be adjusted to the amount of the **FO**. If you enter a description for the **FO** transaction in the **description** space, that text will appear as an explanation for the adjustment following the subtotal of the hourly charges. In the above example, if when entering your **FO** in the amount of $1,000.00, you type in the following explanation "adjustment per attorney ABC", then on the bill there will appear a total following the itemization of the hourly charges in the amount of $1,050.00. The next line will show an adjustment in the amount of $50.00 with the explanation "adjustment per attorney ABC", and the following line will show the adjusted total

of $1,000.00. The text explaining the adjusted total is entered as item **96** in the list of bill format options. If you leave the description space blank when entering your **FO**, then the total of the fee charges will be adjusted directly, with no explanation. You can use an **FO** both to *decrease* or *increase* the amount of fees on the bill, but you may enter no more than one **FO** transaction for each individual bill.

The important thing to remember when entering an **FO** is that the **amount** of the **FO** should be the *total* amount of fees that you want to bill the client on that bill, *not* the amount that you want to *add* or *subtract* from the total.

When entering an FO, you may not want to show the dollar amounts of the individual charges on the bill. In that case, set bill format option 105 to Y. With that setting, when there is an FO on the bill the program will automatically omit the dollar amounts of the individual charges. In that case, leave the description for the FO blank as it would make no sense to show an adjustment reducing the actual total of the charges to the amount of the FO. If you do want to show the adjustment, then leave format option 105 at N and enter a description for the FO.

If when entering the FO you assign a Staff code to that transaction, then any increase or decrease in the total on the bill will be attributed entirely to that staff member. Otherwise, the increase or decrease will be divided prorata among all the staff who have charges on the bill.

FOR - Recurring Overriding Flat Fee. Same as an **FO**, except that the charge will appear on every bill that you generate for that matter. Use an **FOR** if you want to bill the client a fixed amount on each bill regardless of the amount of work done on the matter. For example, if your agreement with the client calls for charging them $1,000.00 monthly for handing a certain matter, enter an **FOR** in that amount. Enter also an appropriate description, such as "monthly retainer for managing ABC rental property." Each time you finalize a bill for that matter, the program will automatically generate a new and identical **FOR** charge that will appear on the following bill. If you want to discontinue the recurring fee arrangement, locate that **FOR** charge in the unbilled charges file and delete it.

In most cases it may be simpler to enter an **FR** charge to accomplish the same result. Use an **FOR** only if you will also be recording billable time on the same matter, but do not want to charge the client for the time. If you use an **FR**, the amount of the **FR** will be *added* to any other fee charges appearing on the bill, whereas the amount of an **FOR** *overrides* the amount of any other fee charges. If you want to use an **FR**, but still keep track of the actual time spent on the case without charging for it, you can always record the time as nonbillable (entry type **N**).

An **FOR** is *not* used when you want to let a client pay an already *outstanding balance* in installments. In that case, set up an **installment payment plan** instead.

FOX - Overriding Suppressing Flat Fee. Same as an **FO**, except that by entering it as an **FOX**, the detail of the individual hourly charges, if any, will be omitted from the bill and the **FOX** will appear as the only charge on the bill, with the description that you enter in the **description** space of the **FOX**. As with an **FO**, the total amount of the fee charges will be adjusted to the amount of the **FOX**. Unlike with a regular **FO**, however, you can enter more than one **FOX** and the total of the fee charges on the bill will be the sum of the **FOX** transactions.

FOY - FOX with Hours. Same as an **FOX**, except that it is entered like an hourly charge (type **H**) so that you can assign a number of hours and rate. Thus, it will appear on the bill as if it were a single hourly charge, instead of a flat fee charge. Or, you can enter 1 as the number of hours, as if it were a unit charge, and enter the dollar amount as the rate.

13.1.1.5 Minimum Retainer Fee Charges

FE - Minimum Retainer Fee. Enter an **FE** charge if you want to charge your client a fixed *minimum fee* for handling their matter, with the proviso that if the value of the time worked on the case exceeds the minimum fee they will be billed for the excess. The client will be billed for the amount of the FE charge immediately, which will appear on their bill with the description that you enter in the FE charge. You then keep track of the work performed on the case by recording billable time charges (transaction type H) in the normal manner. Once its value exceeds the amount of the minimum fee, the program will resume billing for the time in the normal way. By billing an **FE** the program in effect gives the client a credit in that amount which is applied against the fee charges that are subsequently entered until the amount of the credit is used up, at which point the program resumes billing for the additional fee charges in excess of the amount of the **FE**.

An **FE** is considered a minimum fee earned upon receipt and if the value of the time worked never reaches the amount of the **FE**, the client is not entitled to a refund. When the client pays the amount of an **FE**, the payment is recorded like any other payment and is attributed by the program, for purposes of the Staff Earnings Analysis Report, to the staff member whose code was entered in the **Staff Member** space when the **FE** charge was entered. This situation is distinguishable from when the client pays an *advance* retainer fee which is deposited in your trust account and is used to pay for future fees and costs as they are incurred. In that situation the money is not considered earned until the actual time and costs are billed, and if the retainer is not used up the client is normally entitled to a refund of the balance.

So that the program accurately calculates the value of the billable time that is recorded, a matter which is being billed in this way should be set up using Fee Arrangement **H** (Hourly) and the correct Rate Schedule should be assigned. Billable time that is recorded will appear on the bill, but until the accumulated value exceeds the amount of the **FE** there will be no additional charge to the client. The bill can be formatted so that either the time appears showing its dollar value with an adjustment at the end (the adjustment appearing with the explanation entered in bill format item **97** and the adjusted total with the explanation entered in format item **98**), or so that it appears with a 0.00 amount until the program resumes charging. This option is determined by bill format item **82**. Alternatively, you can place a hold on the file so that none of the time appears on the bill until the accumulated value exceeds the amount of the **FE**.

Use an **FE** if, for example, you agree to handle your client's matter for a minimum fee of $5,000.00, regardless of the amount of time spent, but that if the value of that time exceeds $5,000.00 the client will be billed for the excess. In this example, you would initially enter an **FE** for $5,000.00. Suppose then in the first month you also record billable time with a value of $3,000.00. On the first bill the client will then be billed a total of $5,000.00, and will have an unused credit of $2,000.00 (the difference between the amount of the minimum fee and the value of the time worked that month) which will be carried forward to the following month. If the following month an additional $3,000.00 of billable time is recorded, on that bill the client will be billed an additional $1,000.00, the difference between the credit carried forward and the total of the time worked that month.

An **FE** only affects the fees that are billed, and any costs incurred will still be billed in the normal way. An **FE** also only affects charges which are dated *after* the **FE**. Thus, any billable time that is recorded with a date prior to the date of the **FE** will be billed in the normal manner. Be sure then, when recording your initial **FE**, to date it prior to the date of any billable time that is recorded for that matter. You can enter as many **FE** transactions as you want, and the amounts will be added together in determining whether or not to charge for billable time that is entered thereafter.

After billing an **FE** charge, the Account Status screen for a matter will show the amount of the unused credit from the minimum fee with the description "credit from billed retainer". The **Trust, Retainer and Credit Balances Report** will also show the amount of any Unused Minimum Retainer Fees if you select the option to include those amounts in the **Type of Report** box.   To eliminate the balance of an unused minimum retainer fee, go to the matter screen, click on the **FE** button,, and enter the code **NOBBYFE**. This will reduce the credit balance to 0.00 and the program will resume charging for any

unbilled time on that matter.

FER - Recurring Minimum Retainer. Similar to an **FE**, except that an additional minimum retainer fee in the same amount is automatically billed each time a new bill is generated. Also, with an **FER** an unused credit is not carried forward from one bill to the next, as it is with an **FE**. For example, if an **FER** in the amount of $1,000.00 is billed, and hourly charges of $600.00 are entered, the client will be billed a total of $1,000.00, but the unused credit of $400.00 will not be carried forward to be applied against hourly charges that appear on future bills. Instead, a new minimum retainer fee of $1,000.00 will be charged on the following bill, and the credit from that charge will be applied only against hourly charges appearing on that bill.

Use this method if, for example, your agreement with the client calls for billing a monthly retainer fee of $1,000.00, regardless of the amount of work actually performed, but that if the value of the work performed in any month exceeds $1,000.00 the client will be billed for the excess.

13.1.2 Entering Fee Charges

To record a new fee charge, click the   button on the Control Panel at the left. (You can also

click the   button on the Toolbar at the top and select **Charge** from the menu, or select **Charges** from the Main Menu and select **New** from the submenu). The **Enter New Charges** screen appears below:

Completing the data entry screen

Entry Type - The drop down menu lists the various types of charges which can be entered. The selection defaults to Billable Time (transaction type **H**) as that is the most common type of transaction, but you can select other types of charges, such as costs, from the drop down menu.

Date - Enter the date the service was performed. You may either type it in manually, click the ▲ or ▼ buttons or press the **PG DN** or **PG UP** keys to go ahead or back a day at a time, or click on the calendar icon to the right of the date space and select the date from the calendar.

Client and Matter - Select the client and matter as described in the sections on client and matter lookups. You must assign each charge to both a client and a matter.

When you save each charge, the client and matter ID is carried forward to the next charge. You can change it of course, but if you do not want the client and matter carried forward, change option **12** in the Data Entry Options screen to **N**.

Staff Member - Specify the staff member who performed the service. Press the **F3** key or click the ▣ button for a list of staff member codes. New staff members can be added on the fly by clicking on the ▣ button and then clicking the **Add button** at the bottom of the list.

If you leave this blank, the program will not assign this charge to a specific staff member for purposes of your management reports, such as billing and cash receipt summaries. The program also may not use the correct billing rate if you do not specify the staff member. You can configure the program to *require* the entry of a staff member code for each charge by setting option **1** in the Data Entry Options screen to **Y**. Even if you are a sole practitioner, it is still recommended that you always enter a staff member code.

You can define a default staff code which will be entered automatically. The default code can be specified on a global basis by going to the Data Entry Option screen (item 14) or you can specify a separate default staff code for each program user by entering it in each user's file.

Task Code - Entry of a Task Code is generally not necessary unless you are submitting bills in LEDES, Tymetrix, or other electronic format which requires them. Press the **F3** key or click the ▣ button for a list of task codes. New task codes can be added on the fly by clicking on the ▣ button and then clicking the **Add button** at the bottom of the list.

 Since not everyone uses Task Codes, the space for entering them can be disabled by setting option **6** in the Data Entry Options screen to **N**.   Set this option to **Y** if you want to always activate the Task Code space, although entry of a Task Code will still be optional. To *require* the entry of a Task Code for each charge, set option **6** to **R**. If you only want to require a Task Code for certain matters, then leave the Data Entry Options screen setting at N and go to the Matter screen for each Matter which requires their use, click on the **Z** button at the bottom of the screen and enter **Y** to require as Task Code as indicated.

Activity Code - Entry of an Activity Code is optional although it will be required if you are submitting bills in LEDES, Tymetrix or other electronic format.   Press the **F3** key or click the ▣ button for a list of activity codes. New activity codes can be added on the fly by clicking on the ▣ button and then clicking the **Add** button at the bottom of the list.

Normally when you enter an activity code the text describing that code will automatically be inserted in the **description** space at the bottom of the screen   It can then be edited or added to if necessary. If you do *not* want the text for each activity code inserted in the description space, set option **10** in the

Data Entry Options screen to **Y**.

You can string two activity codes together in the Activity Code space by typing the first code followed immediately by a plus sign (**+)** followed immediately by the second code. The text for both codes will then be joined together and inserted in the description space, as described above. When the charge is saved, however, only the first activity code will be retained in the **Activity Code** space.

When you press the **F3** key for a list of Activity Codes it will normally present your entire list of codes. If instead you want to assign groups of Activity Codes to specific Task Codes, so that when you press **F3** it only lists the Activity Codes assigned to the Task Code you selected, check option **15** in the Data Entry Options screen and then for each Activity Code specify which Task Code it is assigned to.

If you want to *require* the entry of an Activity Code for each charge, enter **Y** in the space under option 6 in the Data Entry Options screen.   If you only want to require an Activity Code for certain matters, go to the Matter screen for each Matter which requires their use, click on the **Z** button at the bottom of the screen and enter **Y** in the second space, following the setting for the Task Code requirement (for example, to require an Activty Code but not a Task Code, enter NY).

Hours - Enter the amount of time to be charged as decimal parts of an hour; for example, enter **.25** for 15 minutes. Click on the ▲ or ▼ buttons to increase or decrease the amount of time shown by .10 hours per click, or type in the number of hours manually.

If you are recording billable time and you entered an Activity Code to which a default amount is assigned, that amount will automatically be entered here. You can change it if necessary.

Click on the 🕐 button if you want to enter the time in *minutes*. Enter the number of minutes in the dialog that pops up and click **OK**. The program will convert the number of minutes to decimal parts of an hour, following the rounding rules specified by items **2**, **3** and **4** in the Data Entry Options screen. For example, if you are rounding to tenths of an hour, and enter **2** minutes, the program will round that to **.1** hour.

Click on the 🔢 button if you want the program to calculate the number of hours of *elapsed time* between a specified starting time and ending time. Enter the start time and ending time in the dialog that pops up and the program calculates the elapsed time and converts it to decimal parts of an hour based on the rounding rules specified in the Data Entry Options screen. You can record multiple blocks of elapsed time by clicking on the 🔢 button more than once. Each time you enter a new block of time and click **OK** the new amount will be added to the amount, if any, which was previously calculated.

This data entry screen has a simple *timer* function which can be activated by clicking the **Start Timer** button at the top, as described below.

Note that the *rounding rules* specified in the **Data Entry Options** screen normally apply when you record the number of hours using either the timer, the 🕐 button or the 🔢 button as described above. If you also want the rounding rules to apply when the number of hours is entered manually, check the box under item 4 in the **Data Entry Options** screen.

If you are entering a *flat fee* charge (transaction type **F**), the **Hours** space will be grayed out as it is not relevant.

Rate - The billing rate which is being charged for the staff member and matter you selected will be inserted automatically, and to the right of the **Rate** space will be indicated the Rate Schedule or Case Rate which is being used. You may override the rate if necessary.

If you entered a Task Code to which a default rate is assigned, and you set option **6** in the Data Entry Options screen to **T**, then the rate for the Task Code will appear instead.

The **Rate** space will be grayed out if you are entering a flat fee charge or if you are entering nonbillable or administrative time (transaction types N or A).

Amount - If you are recording an *hourly* charge (transaction type H) the program will automatically calculate the dollar amount by multiplying the number of hours times the rate. You can manually override that amount if necessary.

If you are recording a *flat fee* charge, you must enter the amount manually. If you entered an **Activity Code** to which a default amount is assigned, that amount will automatically be inserted in the **Amount** space here.

If you are recording *nonbillable* or *administrative* time, this space will be grayed out. If you have configured the program to assign a dollar amount to nonbillable time by setting item **7** in the Data Entry Options screen to **Y**, then the program will calculate a dollar amount for nonbillable and administrative time and will display that amount, but you will not be able to edit it, as it is for informational purposes only and will not be billed to the client. Otherwise, the amount will show as 0.00.

Reference - This field is grayed out unless you are entering a cost charge, in which case you can use it to record the check number of the check you wrote to pay the cost, the invoice number of the bill you paid, or other information.

Location - This field has been added for the purpose of being able to distinguish work done in different counties for local tax purposes; for example, if you are required to pay tax on services rendered within a county but not on services performed outside that county. In that case, you can create a set of two character codes to indicate the county where the work was performed (or other category). These codes should be added to the list of Location Codes accessed from the Productivity Code section on the Setup Menu; remember that for this purpose the codes must be no more than two characters.   If you have assigned a Location Code to each charge, then you can run various reports to give you a breakdown of charges billed or income received by Location. For a breakdown of charges billed, use the Billing Analysis report, selecting the option to Total By Transaction Location. For income received, use the Income Analysis Report, also selecting the option to Total By Transaction Location. You can also total or subtotal any of the Productivity Reports by Transaction Location, and you can generate lists of charges filtered for a specific Location Code.

Description - Enter the description of the work performed in the large rectangular space in the bottom portion of the screen. This is the text that will appear on the bill explaining the charge. You can enter a virtually unlimited amount of text.   If you assigned an activity code to this charge, the text represented by that code will automatically appear in the description space unless you have configured the program not to insert it, as described above. You can edit or add to it as necessary. You can also use activity codes as shorthand *abbreviations* within the body of the text. To do this, simply type the code. (It is no longer necessary to type a plus sign in front of the code as was required in versions prior to 9.0. However, if you prefer to use the old method where the codes must be preceded by a plus sign, and are not automatically expanded as you type, but are expanded when you save the text, go to the **Data Entry options** screen on the **Setup** menu and check the option that says **Disable Auto Expansion of Activity Codes**). Codes will be replaced with the full text automatically as you type. If you typed a

code which you do not want expanded, immediately after it has been expanded click the   button to the right of the description space and the expanded text will be replaced by just the code. .

When typing the codes it does not matter if you enter them in lower or upper case.

Click on the ![icon] button to the right of the description box to display a *list* of activity codes which can be used as abbreviations. If you select one from the list the text for that code will automatically be inserted in the description box at the end of any text which has already been entered.

Click on the .![icon] button to *repeat* the same text which was entered in the previous transaction.

Click on the ![icon] button to *spell check* the text which you have entered for this charge.

To insert a *hard carriage return* in the body of the text, press the **F2** function key.

To **underline** text, type a single underscore character (_) in the space immediately before the text you want underlined, followed by a second underscore character in the space immediately following that text. For example, to underline the case citation in the phrase

> **review opinion in Smith v. Jones case**

enter it as follows:

> **review opinion in _Smith v. Jones_ case.**

The actual underlining will only appear once you actually print the bill.

If you want to underline the entire description a single underscore character at the beginning will suffice.

You can also print all or part of the description in bold or italic. To bold a portion, enter a ^ character (uppercase number 6) at the beginning and end of the portion you want bolded.   To print a portion in italic, type a | or pipe character (uppercase backslash, normally located above the Enter key) at the beginning and end.   If you want to bold or italicize the entire description, just type the character at the beginning.

Note that you cannot use more than one of the above features -- underling, bolding or italicizing -- in the same line of description on the bill.
To type *symbols* or characters not found on the keyboard, position the cursor where you want the

symbol inserted and click the ![ñ icon] button at the right of the description box. Select the symbol you want and it will be inserted in the description. In addition to many commonly used symbols, such as the paragraph and section symbol, you can use this feature to insert letters with accents or tildes.

To *hide* text so that it appears when viewing the charge in the program but does not print on the client's bill, type an asterisk (*****) followed by the text you want hidden. It is thus important to remember that *nothing typed following an asterisk will appear on the bill*.   If you want to have an asterisk appear in the description, type a double asterisk and then a single asterisk will appear in the description on the bill, including whatever text you type after the asterisks.

Press **ENTER** or **TAB** when you are finished entering the text. Pressing **PG DN,** which was used in versions of Tussman prior to 9.0, no longer works.

Batch - A batch code is not required, but is automatically assigned by the program to each transaction. This default batch code consists of the date, in the format **YYMM**, followed by the user ID, if any, of the person entering the charge. Or, you can configure the program to add the day to the batch code (**YYMMDD**) by selection **Default Batch Codes** from the **Setup** menu. You can change the batch code if desired when entering or editing any transaction. Since there is no posting of charges, the use of batch codes is limited. You can browse and list an individual batch of charges, sometimes making it

easier to review and edit them, especially if several different people are doing inputting. If you do

assign a batch code, it can consist of any combination of up to eight characters. Click on the
button next to the batch space for a list of existing batches. The list displays the batch code and date
each batch was created, in reverse chronological order, showing the most recently created batch at the
top. To create a new batch, simply type the new code in the **Batch** space.

Combine Code - The combine code is used if you want to combine two or more separate charges
into a single line item on a client's bill. To do this, make up a unique code of up to eight characters and
enter that code in the **Combine Code** space for each of the charges that you want to combine. On the
client's bill, those charges will appear as a single charge. The description from the combined charges
will be joined together into a single paragraph, and the amount of the charge will be the combined total
of the individual charges. If when combining the charges you only want the text from one of the
charges to appear as the description on the bill, add an asterisk (*) following the combine code for that
one charge only.

It is also possible to combine charges on the bill using bill format options **64** and **65**.   Using that
method you can, for example, have all charges for each staff member on the same date combined into
a single entry for that day. Using that method it is not necessary to use the combine code.   Using the
combine code is more appropriate when you occasionally want to combine two or more random
transactions into one line item

Order - The order code consists of a single character and is used if you want to change the order in
which charges with the same date are listed on a bill. Charges are by default assigned an order code
of **M** (in previous versions of the program the default was **Z**). Charges with the same date will normally
be listed on the bill in the same order they were entered into the program.   To change that order,
reassign the order codes so that the order codes fall in the same alphabetical sequence in which you
want them listed. For example, if you simply want to reverse the order of two charges, change the
order code of the one you want to appear first to **A**. To make a charge appear last, assign it an order
code of **Z**.

You can also have charges on the same date automatically sorted by staff member using the Sort
Code which can be assigned to each Staff Member. To do this, check option 13 in the
Data Entry Options screen. If you select this option, then when entering charges the program will
automatically insert each Staff Member's **Sort Code** in the **Order** space.

Split - If you are entering a charge on a matter where charges are being split with one or more other
matters using the split billing function, a **Y** will appear in this space. If for any reason you do not want
this individual charge to be split with the other matters, enter **X** instead. That charge will then be billed
only to the matter to which it is assigned.

Status - Select the option to Bill (the default) unless you want to Hold this transaction, in which case it
will not be billed until you remove the hold; or Suppress, in which case the amount of the charge will be
included in the client's bill but the detail of the charge will not appear on the bill.

Using the Timer

The upper right corner of the entry screen contains a **Timer** button. You can use this to run a timer
when you have the **Enter New Charges** screen open. To start the timer running click the **Start Timer**
button. The elapsed time will be displayed to the right. To stop or pause the timer, click the **Stop
Timer** button. The elapsed time will then be converted to decimal parts of an hour, using the rounding
rules specified in the Data Entry Options screen, and the dollar value will be calculated and displayed
in the **Hours** and **Amount** spaces. If you click the **Start Timer** button again, the timer will resume
from where it left off. When you then click **Stop Timer**, the new total of all the elapsed time will be
converted to decimal parts of an hour and will be displayed in the **Hours** space, along with the new
dollar **Amount**.

After the timer has started, you can clear the currently displayed elapsed time and restore it to 0.00 by *right* clicking on the Start or Stop Timer button.

If you close or cancel the Enter New Charges screen any elapsed time stored on the timer will be wiped out. Thus, you can only time a single entry at a time, and once you save the entry you can no longer add additional time using the timer. If you want to have more flexibility when using the timer you should consider using the Batch WIP Entry function to record your time.

Options - the Options button at the top of the screen brings up the list of Data Entry Options referred to in this chapter.

Browse - the Browse button at the top brings up a list of all unbilled charges. If you have filled in the Client ID space, the list will include only charges for that client (or matter if you have also entered the Matter ID).

Batch - the Batch button at the top brings up a list of all charges in the current Batch (i.e., the batch entered in the Batch space in the upper right of the entry screen).

Saving the Charge

When you have finished entering the above information, click on **Save:More** if you have additional charges to enter, or **Save:Exit** if you have finished entering charges.

IClicking the **Cancel** button, or the **X** button in the upper right hand corner of the window, closes the screen without saving the charge.

Audit Trails and New Charge Memos

Before saving the charge you can print an audit trail or new charge memo by clicking on the button.

 If you select the **Audit Trail**, the program will generate a list of all the new charges you have entered since the last audit trail was printed, or since the last time you opened the program. Whenever you close the program the audit trail is cleared, so if you want to generate audit trails make sure to do it before closing the program. You can also print the audit trail by selecting **Audit Trails** from the **Reports** menu, then selecting **Charges Audit Trail**.

The **Running Total** box on the **Enter New Charges** screen shows the total number of hours and the dollar amount of fees and costs that have been saved in the current entry session. This may not match the total on your audit trail since each time you close the entry screen the running totals are reset to 0.00.

If you select **Memo for this Charge Only** the program prints a new charge memo showing the information for this charge only. You can print a charge memo for a charge that has already been

saved by finding it in the unbilled charges file and clicking on the button in the edit screen.

Correcting Mistakes after a charge is saved

After clicking **Save:More** to save a charge, the **Previous Entry** box displays information about the last entry that was saved, including the transaction number, date, staff member, client and matter, amount, and a portion of the description. If you see a mistake and need to go back and edit that charge, click

on the button. After making your changes, click the **OK** button to save the changes and return to the entry screen for the new charge.

If you have closed the entry screen but what to go back and edit the last charge that you saved, the

quickest way is to click on the   button on the toolbar at the top. Then click on the button with the # sign. The number of the last charge that was entered will appear. Click OK to go to that record.

Other sections describe the ways of locating charges so that you can view and edit them or perform writedowns.

13.1.3 Location Codes

You can assign a Location Code to each charge if, for example, you need to be able to distinguish work done in different counties for local tax purposes. First create a set of two character codes to indicate the county where the work was performed (or other category). These codes should be added to the list of Location Codes accessed from the Productivity Code section on the Setup Menu; remember that for this purpose the codes must be no more than two characters.   Then from the list of Data Entry Options set option 17 to **Y** to allow you to enter a code, or R to require a code when entering charges. Once you have assigned a Location Code to each charge, then you can run various reports to give you a breakdown of charges billed or income received by Location. For a breakdown of charges billed, use the Billing Analysis report, selecting the option to Total By Transaction Location. For income received, use the Income Analysis Report, also selecting the option to Total By Transaction Location. You can also total or subtotal any of the Productivity Reports by Transaction Location, and you can generate lists of charges filtered for a specific Location Code.

13.1.4 Audit Trails and Memos

Before saving a new charge you can print an *audit trail* or *new charge memo* by clicking on the

          button on the **Enter New Charges** screen which brings up the following dialog:
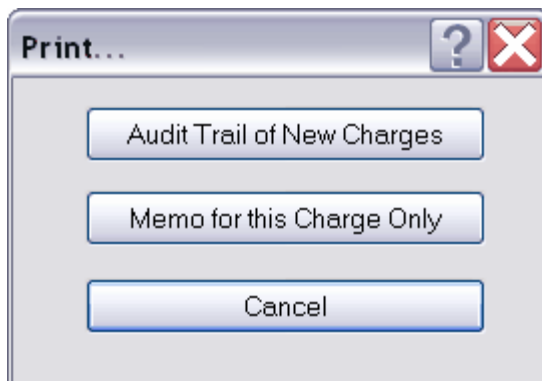
 If you select the **Audit Trail**, the program will generate a list of all the new charges you have entered since the last audit trail was printed.

You can also print the audit trail by clicking on the   button on the Toolbar at the top.

If you select **Memo for this Charge Only** the program prints a new charge memo showing the information for this charge. You can print a charge memo for a charge that has already been *saved* by

locating it in the unbilled charges file and clicking on the [printer icon] button in the edit screen.

The program maintains a separate audit trail for each user, if you have activated the security functions in the program. Otherwise, a single audit trail is maintained.

13.1.5 Locating a Fee Charge

*C*harges are assigned both a consecutive record number (sometimes referred to as a transaction number or entry number) and a batch code, both of which can be used to locate a charge if you want to view or edit it. You can also view and edit lists of unbilled charges for a specific date, client, matter, staff member, or other search criteria. Following are the different ways of locating and displaying charges:

By Record Number - Each charge is automatically assigned a consecutive record number. It appears on both the audit trail and charge lists which you generate, as well as on prebills, appearing at the left hand margin. It does not appear on your actual bills. If you know the number of the charge you want to

look up or edit, click the [icon] button on the Toolbar at the top, enter the number in the space indicated and click **OK**. Alternatively, you can use the **Go To** function on the Browse Charges screen. When you are viewing an individual charge, you can use the **Go To** button on that screen to locate the next charge that you want.

By Batch - To display all the charges in a specific batch, click the **Batch** button at the top of the Browse Charges screen, or click **Charges** from the Main Menu, select **Browse** from the submenu, then select **for one Batch** from the submenu. Using this method, the list will include both billed and unbilled charges. Billed charges can be distinguished by the letter **B** appearing in the **S** (Status) column.

By Client or Matter - Displaying a list of all the unbilled charges for a specific client or matter is often the most convenient method, especially if you need to edit several charges appearing on a single bill.

To browse the charges for a single file click the [icon] button on the Toolbar at the top and enter the client and/or matter ID. If you are already displaying the Browse Charges screen, you can slso click on the **File** button at the top of the list. Alternatively, you can go to the Account Status screen for that client or matter and click **Browse WIP**, or bring up the Master Ledger for the file, which displays both billed and unbilled charges.

By Staff Member - To display a list of all unbilled charges for one staff member, click **Charges** from the Main Menu, select **Browse** from the submenu, then select **for one Staff Member** from the submenu. Or, If you are already displaying the Browse Charges screen, click on the **Staff** button at the top.

You can also find charges for a single staff member using the **Time at a Glance** function, which displays a calendar for any month showing the total hours worked on each day for an individual staff member or the entire firm. You can then click on an individual day for a list of the charges for that day.

By Date - You can locate charges by date by simply scrolling to that portion of the unbilled charges list, which by default is sorted by the date of the charge, or by filtering the list using the **Filter** button and entering a specific date range. Or, you can use the **Time at a Glance** function which displays a calendar for any month showing the total hours worked on each day for an individual staff member or the entire firm. You can then click on an individual day for a list of the charges for that day. This

screen will display both billed and unbilled charges.

By Other Search Criteria - If none of the previous methods work, you can also locate a charge by filtering the list using specified search criteria. For example, you can even do a text search so that only charges where a certain word or phrase appears in the body of the description are displayed. Do this by clicking on the **Filter** button at the top of the Browse Charges screen.

13.1.6 Editing Fee Charges

A fee charge of any type can be edited at any time before it has appeared on a finalized bill. Once you have located the charge you want, as described in the previous section, the **Editing Charges** screen appears. It is almost exactly the same as the screen for entering new charges. You can change any of the information, including the date, client and matter ID, staff member, description and amount. *Billed charges* can also be edited, in a more limited way, as described in the section on Editing Billed Charges.

If you change the staff member, client or matter, or the number of hours, that will cause the program to *recalculate* the *amount* of the charge. If the billing rate assigned to the new matter or staff member is different, or if your billing *rates* have *changed* since the charge was originally entered, the program will use the rate that is currently in effect For example, if you enter a charge at a time when your billing rate is $250.00 per hour, and you change the number of hours after you have increased your rate to $300.00 per hour, the program will use the *new* rate when it recalculates the amount. If you want to keep the old rate, you will have to change the calculated amount manually.

You can change the *amount* of a charge manually but if you do so the program will not keep a record of the change for reporting purposes. If you need to keep a record of such changes, use one of the writedown functions described in the next section.   However, you may still want to use the edit function to change the amount if you are merely correcting a data entry error, rather than writing off or adjusting the amount of a charge for other reasons.

If you need to *transfer* a group of charges from one matter to another, instead of editing each individual charge there is a function in the editing matter screen that allows you to transfer *all* the unbilled charges from one matter to another.

After making any changes, click **OK** to save the changes and exit. Clicking **Cancel** will not save any changes. Changes *will* be saved if you use the **Go To** or up and down arrow buttons to go to another charge.

When editing charges the screen contains the following controls which differ from the entering new charges screen:

Status - The status box defaults to the **Bill** selection, indicating that this charge is approved for billing to the client. If you change it to **Hold**, the charge will be held in the unbilled charges file and will not appear on the client's bill until the status is changed back to **Bill**. This provides a way of placing a hold on individual charges, instead of holding the entire bill. If you change it to **Suppress**, the charge will be billed to the client, but it will not appear as a line item on the clients bill. The *amount* of the charge will be included in the total of the fee charges on the bill, but with no explanation.

Delete/Recall - Click this button and then click **Yes** to delete the charge. Once a charge is deleted it will no longer appear on your bills or in your report totals, and no record of the deletion will be kept for reporting purposes. However, you can still locate the charge if you know the record number, using one of the methods described above for locating a charge by record number. You can then click on the **Delete/Recall** button again to "undelete" it and restore it to the unbilled charges file If you don't know the record number, you can generate a list of deleted charges using the Listing Charges function.

If you need to keep a record of deleted charges for reporting purposes, use the writedown feature described below.

Writedown - Click this button to perform a <u>writedown</u>, as described in the following section.

Go To - To display another charge, enter the number and click this button.

[▲] - Click on this button to go to the previous charge in the unbilled charges file;

[▼] - Click on this button to go to the next charge in the unbilled charges file;

[🖶] - Click on the print icon to print a *charge memo* showing the information for this transaction, or to print the *audit trail* of new charges that have been entered since the previous audit trail was printed, or since you last closed the program, whichever is later. Note that the audit trail includes a list of charges that have been *edited*, in addition to any new charges that have been added.

13.1.7 Writing Down Fee Charges

There are a variety of ways to write up or down the amount of one or more charges after they have been entered so that the adjustment is reflected on the client's bill and so that a record of the change is kept for reporting purposes. As described in the preceding section, while you can change the amount of a charge using the <u>editing</u> function, no record of the change is kept and only the new adjusted amount shows on the client's bill.

Following is a description of the different methods for performing writedowns (or writeups). Note that these procedures only apply when you are adjusting the amount of charges on a *current bill.* If you want to writeoff an *outstanding balance* from a previous bill that has already been finalized, you must do that by applying a **credit** to the client's account, as described separately.:

The Writedown function

This function automatically decrease or increases the amount of one or more charges by the amount you specify. A record of the change is kept for purposes of your management reports, but on the client's bill the charges appear only with the new adjusted amounts; no explanation of the change appears. If you want to show the client that you are adjusting the amounts, use one of the other methods described below.

You can use this function to adjust the amounts of a single charge, all the charges for a specific matter, or all the charges for a specific staff member on a specific matter. To use the writedown function, either locate the specific charge you want to writedown, or locate any *one* of the multiple charges that you want to writedown. Then click the **Writedown** button on the **Editing Charges** screen to display the following dialog:

Enter the following information, clicking **OK** to finish.

Type of Write Down - Select whether you want to write down the currently displayed charge only, or if you want to write down all the charges for the matter to which this charge is assigned (select **Transactions for All Staff Members**), or all the charges for the staff member and matter to which this charge is assigned (select **Transactions for One Staff Member**).

Staff Member - If you are writing down just the charges for a specific staff member, enter the staff member code. Otherwise, ignore this space.

Amount of Writedown - Enter the amount by which you want to *reduce* the charge or charges. For example, if you want to reduce the total fee charges on a client's bill from $1500.00 to $1,000.00, enter **500.00** as the amount of the writedown. If you want to *increase* the amount of the charges, enter the writedown amount as a *negative* figure. For example, if you want to increase the amount of fee charges on the bill from $1,000.00 to $1500.00, enter **-500.00** as the writedown amount. If you are writing down multiple charges, the amount of the adjustment is applied pro rata to the individual charges.

You can enter the amount either as a dollar amount or as a number of hours. Select which option you want by clicking the appropriate button at the right of the amount space.

If you want to writeoff a charge or charges completely, reducing the amount(s) to 0.00, enter the total amount of the charge(s) as the writedown amount. For example, if you want to eliminate a charge of $100.00, enter **100.00** as the writedown amount. The amount of that charge will then be reduced to 0.00, and the program will automatically change the **Status** of the charge to **Suppress** so that the charge does not appear on the client's bill. If you still want the charge to appear on the bill with the 0.00 amount, change the **Status** back to **Bill** after performing the writedown.

or enter Percent to writedown - Instead of entering the amount you want to writeoff, you can specify a percent. For example, to reduce the amount of the charge(s) by 25 percent, leave the **Amount** space blank and enter 25.00 in the percent space.

Ending Cutoff Date - If you are writing off more than one charge, you **must** enter an ending cutoff date. This field defaults to the last ending cutoff date which you used when generating bills. Charges dated after this date will not be affected by the writedown procedure. **Important!** If you perform the writedown and it doesn't appear to do anything, its probably because you didn't enter the correct cutoff date.

Adjust Hours - If you check this box, in addition to adjusting the dollar amounts of the affected charges, the program will also adjust the hour amounts accordingly. For example, if you writedown a charge of $200.00 to $100.00, the program will also reduce the number of hours by one half. If you do not check this box, the number of hours shown will remain the same. If you choose to adjust the hour amounts, the program keeps a record of the original amount for reporting purposes and the amount of the adjustment will appear in the "Hours Written Off" column on your productivity reports. Otherwise, only the dollar amount will be shown as a writedown on your reports.

Reverse Previous Writedowns - This provides an easy way of "undoing" previous writedowns that you have performed. Select the above options, exactly as if you were going to perform a writedown to the charges you want, but instead click the **Reverse** button and those charges will be restored to their original amounts.

The Writedown Transaction

A writedown transaction (entry type **W**) is a **separate charge** you can enter that adjusts the amount of fees on a client's bill. Rather than adjusting the amounts of the individual charges, as does the writedown function described above**,** the writedown transaction appears as a separate line item in the fee section of the bill with a negative amount. You **must** assign the writedown transaction to an individual **staff member,** and the amount of the transaction may not exceed the total of that staff member's charges appearing on the bill. For example, if staff member ABC has fee charges of $1000.00 appearing on the bill, and you want to reduce them to $800.00, you would enter a writedown transaction in the amount of $200.00. The maximum amount of the transaction in this example would be $1,000.00. If you want to writedown charges for more than one staff member, you must enter a separate writedown transaction for each one. If you want multiple writedown transactions to appear as a single line item on the bill, you can combine them using the **combine code** as described in the Entering Fee Charges section. The advantage of the writedown transaction is that it both shows the adjustment as a separate line item on the client's bill and keeps a record of the writedown for reporting purposes.

Enter a writedown transaction as you would any fee charge, selecting **W** (Writedown) for the **Entry Type.** It should be dated not later than the ending cutoff date you will be using on the bill. The date will determine where in the list of fee charges the transaction will appear, so if you want it at the end date it the same as the ending cutoff date. Also enter the Client, Matter, and Staff Member. Remember that the Staff Member is **required**. Then enter the number of **hours** and **amount** that you are writing off, followed by the **description** that you want to appear on the bill. After saving the charge it will appear on the client's bill and can be located and edited just like any other fee charge.

The Overriding Flat Fee Transaction

An overriding flat fee transaction (entry type **FO**) is a separate charge that can be entered to adjust the total amount of fees on a client's bill. Unlike the writedown transaction described above, a single FO transaction can be entered to adjust **all** of the fee charges on the bill, not just those for a single staff member. If you do not assign a staff member code to the FO transaction, the adjustment is applied pro rata to each staff member's charges on that bill for reporting purposes. If you do assign a staff member code, the writeoff will be applied first against that staff member's charges and any excess will be applied pro rata against the other staff member's charges. Also unlike the writeoff transaction, an FO can also be used to writeup (**increase**) the amount of the fee charges on a bill.

You can enter an **FO** transaction even if there are no other fee charges on the client's bill, in which

case the program will simply bill the amount of the FO. However, in that case it would make more sense to enter the amount as a regular flat fee charge (entry type **F**). Only one FO transaction can be entered for each bill.

Enter an overriding flat fee transaction as you would any fee charge, selecting **FO** for the **Entry Type.** It should be dated not later than the ending cutoff date you will be using on the bill. Enter the client, matter and staff member (if applicable, as described above). Then enter the **amount** that you want to bill. For example, if the total of the hourly charges on a client's bill comes out to $1,050.00, and you want to round it off to $1,000.00, enter the amount of $1,000.00. The detail of the hourly charges will still appear on the bill (unless you use Entry Type **FOX**, which works the same except that the detail of the fee charges is suppressed), but the total will be adjusted to the amount of the **FO**.

If you enter a **description** for the **FO** transaction in the description space, that text will appear as an explanation for the adjustment following the subtotal of the hourly charges. In the above example, if when entering your **FO** in the amount of $1,000.00, you type in the following explanation "adjustment per attorney ABC", then on the bill there will appear a total following the itemization of the hourly charges in the amount of $1,050.00. The next line will show an adjustment in the amount of $50.00 with the explanation "adjustment per attorney ABC", and the following line will show the adjusted total of $1,000.00. The text explaining the adjusted total is entered as item **96** in the list of bill format options. If you leave the description space blank when entering your **FO**, then the total of the fee charges will be adjusted directly, with no explanation.

If in the above example you wanted to *increase* the amount of the fees on the bill from $1050.00 to $1200.00, you would enter an **FO** in the amount of $1200.00. The important thing to remember is that the **amount** of the **FO** should be the *total* amount of fees that you want to bill the client on that bill, *not* the amount that you want to *add* or *subtract* from the total.

There is a bill formatting option that tells the program to omit the dollar amounts for the individual charges if there is an FO transaction on the bill.   To do this, set bill format option 105 to Y.   It would only make sense to select this option if you are leaving the description for the FO transaction blank, so that the amount of the FO appears directly as the total and not as the adjusted total.

See also the Types of Fee Charges section for more information on overriding flat fee charges and the two variations (types **FOR** and **FOX**)..

The Percentage Discount Option

Another way to write down fees on a bill is to use the billing option that allows you to give an automatic percentage discount on fees that are billed. The fee charges appear on the bill with their original amounts and a subtotal, followed by as separately line item showing the amount of the discount. The discount is recorded as a writeoff for reporting purposes and is applied pro rata to each staff member's charges.

The Ceiling on Fees Option

You can also writedown the fees on a bill by placing a ceiling on the total amount of fees that can be billed for a matter. Once that ceiling has been reached, any additional fees charges that are entered will appear on the bill showing their dollar amount with a subtotal followed by the adjustment as a separate line item. The adjustment is recorded as a writedown for reporting purposes.

The Account Credit Transaction

Normally an account credit (an AR transaction type **Q**) is entered to writeoff an outstanding balance from a previous billing. However, it can also be used to writeoff charges on a current bill. If you want to use it to writedown fees only, enter it as a transaction type **QF**. The fee charges will appear on the bill in their original amounts followed by the total, and the credit will appear separately in the payments

and credits section of the bill. If when entering the **QF** you check the **Record as Writedown** box, the program will record it as a writedown for reporting purposes, but writedowns which are recorded as **Q** transactions are treated separately from the other types and appear in a separate column on your productivity reports.

13.2   Cost Charges

Cost charges (entry type **C**) are used to bill the client for expenses incurred on a client's behalf. Costs fall into two general categories: *hard costs*, which consist of out-of-pocket expenses such as court filing fees and expert witness fees, and *soft costs*, which are billed to reimburse the firm for making photocopies, phone calls and other in-house expenses. Hard costs and soft cost are tracked separately by the program, primarily for purposes of posting cash receipts to the General Ledger It may be of no interest to your firm to distinguish the two different categories. If you want to do this, however, you must first create a set of cost codes which you then assign to each cost charge that is entered. For example, you would create separate cost codes to identify photocopy expenses, court filing fees, telephone charges, etc. Each code is identified as either a hard cost or a soft cost, and this is how the program keeps the two categories separate.

Cost charges are entered in the same screen as fee charges, as described in the Entering Cost Charges section.   However, there are also two other ways in which cost charges can be applied to a client's matter:

1. By entering them in the *General Ledger*, either by recording a payable or issuing a check in payment of an invoice which is chargeable to a client;

2. Using the Tussman Program *import* function which merges transactions from a separate metering device, such as those marketed by Equitrak and Copitrak, which automatically records photocopies, faxes postage, telephone charges, and other expenses.

Costs that are paid directly from a client's *trust* account are treated differently and should be entered as AR transaction types **RD** or **TD**, as described separately.

Cost charges appear in a separate section on the client's *bill*. There are many different ways to format that section. Charges can be itemized separately or summarized by cost code. and can be displayed with varying degrees of detail. All of these options are explained in the Bill Format section.

Once cost charges have been billed, they are stored in the **Billed Charges** file for future reference. While it is possible to purge or archive charges that have been billed, it is not necessary or recommended, as their presence should not affect performance of the program and most firms prefer to retain such detail so that they can generate copies of old bills or historical bills which detail past charges on a client's matter.

13.2.1   Types of Cost Charges

The types of cost charges that can be entered are as follows. Select the type of charge you want from the **Entry Type** drop down menu in the Enter New Charges screen.

C - Billable Cost. Use to record any type of cost which is to be billed to a client's matter.

CR - Recurring Cost. Use to record a cost that will be billed on a recurring basis, such as a monthly rental or management fee.   Once you enter a **CR** charge, that charge will appear on each bill you generate for that matter. When each bill is finalized, the old **CR** charge will be placed in the **Billed Charges** file and a new one will be generated in the **Unbilled Charges** file, dated the day following the ending cutoff date you used on that bill, and will appear automatically on the next bill. To discontinue charging the **CR**, simply locate the charge in the **Unbilled Charges** file and delete it.

CN - Nonbillable Cost. Use to record a cost which was incurred by the firm but which is not being billed to the client. Nonbillable costs can appear on the client's bill, depending on the bill format options that are selected, but they will not be included in the amount being billed.

CO - Overriding Cost Charge. An overriding cost charge works just like an overriding fee charge (type **FO**), except that it is used to adjust up or down the total amount of *costs* being billed to the client. For example, if the total costs on the client's bill comes to $120.00, and you want to reduce it to $100.00, enter a **CO** charge in the amount of $100.00. To increase the amount of costs from $120.00 to $150.00, enter a **CO** in the amount of $150.00.   If you enter an explanation for the adjustment in the **description** space of the **CO**, the amount of the adjustment will appear as a separate line item with that explanation in the cost section of the bill If you do *not* enter a description for the **CO**, the cost total will be adjusted directly, with no explanation.

You may only enter a single **CO** transaction for each bill.

COR - Recurring Overriding Cost Charge. Same as a **CO**, except that the charge will appear on every bill that you generate for that matter. Use a **COR** if you want to bill the client a fixed amount of costs on each bill regardless of the amount of the actual costs incurred. For example, if your agreement with the client calls for charging them $100.00 monthly for costs, regardless of the actual total of costs charges recorded, enter a **COR** in that amount. Enter also an appropriate description, such as "monthly charge for costs incurred." Each time you finalize a bill for that matter, the program will automatically generate a new and identical **COR** charge that will appear on the following bill. If you want to discontinue the recurring cost arrangement, locate that **COR** charge in the unbilled charges file and delete it.

A **COR** is rarely if ever used. A more common arrangement is to bill a client a fixed percentage of the fees billed each month as an *administrative* or overhead charge to cover incidental costs, in lieu of keeping track of and billing for each individual charge. This type of arrangement is done using the tax or markup billing option.   Also, rather than recording a **COR**, which *overrides* the total of any other costs on the bill, it may be more appropriate to enter a **CR**, which is billed *in addition to* any other costs.

13.2.2 Entering Cost Charges

Cost charges are entered in the same screen as fee charges, and most of the procedures are exactly the same.. Just make sure you use the correct **Entry Type** code to indicate the type of charge you want to enter. Refer to the Entering Fee Charges section for a detailed explanation of each step. This section describes only the differences which apply when entering cost charges:
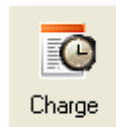
To record a new fee charge, click the   button on the Control Panel at the left. (You can also

click the   button on the Toolbar at the top and select **Charge** from the menu, or select **Charges** from the Main Menu and select **New** from the submenu). The **Enter New Charges** screen appears, as pictured in the Entering Fee Charges section.

Entry Type - Select the type of cost from the drop down menu. Press **C** to scroll through the list of cost entry types.   Note that you can enter both fee and cost charges in the same data entry session simply by selecting the correct entry type for each new charge.

Staff Member - A staff member code is not required or relevant when entering costs.

Task Code - A task code is not required when entering costs, unless you must submit bills in electronic formats such as LEDES or Tymetrix. In that case, you use the same set of Task Codes used when entering fee charges. Bill format option **117** determines whether or not the task code is included as part of the description when printing each cost on the client's bill. You can require a Task Code as described in the Entering Fee Charges section.

Cost Code - When entering a cost, instead of requesting an **Activity Code** the program asks for an optional Cost Code. Press the **F3** key or click the [icon] button for a list of cost codes. New cost codes can be added on the fly by clicking on the [icon] button and then clicking the **Add button** at the bottom of the list. If you enter a cost code, the text for that code is inserted automatically in the **description** space.

Assigning a cost code may be necessary if you are required to submit bills in electronic formats such as LEDES and Tymetrix. It is also necessary if you want to be able to combine costs of the same type into a single line item on the client's bill, to track hard costs separately from soft costs, and to post cost reimbursements to different GL accounts depending on the type of cost. If you do *not* assign a cost code, the program assumes that the cost is a hard cost and posts to the general cost reimbursement account in the GL when that cost is reimbursed.

You can *require* the entry of a Cost Code by entering **C** for the **Require Activity Code** option under item 6 in the Data Entry Options screen. You can also require a Cost Code for certain matters by going to the Matter screen for each Matter which requires their use, clicking on the **Z** button at the bottom of the screen and entering **Y** in the third space, following the settings for Task and Activity Codes (for example, to require a Cost Code but not a Task or Activity Code, enter NNY).

Bill format option **118** determines whether or not the cost code is added to the description for each cost charge on the client's bill.

Units - When entering a cost, instead of requesting the number of **hours** the program asks for the number of **units** to be billed. The **units** feature is intended to be used when billing for costs such as photocopy charges, where you will be billing for a multiple number of units at a fixed charge per unit. The units space will be grayed out unless you have entered a cost code which has been assigned a default unit amount, as described in the cost codes section. If you have entered a cost code with a unit amount, enter the number of units that you want to bill for.

Rate - If you are entered a cost code with a unit amount, the unit amount will appear here. The program will then multiply that amount times the number of units and enter it in the amount space below. You can assign up to 6 different rates for each cost code so that you can bill different rates for different clients.

Amount - If you entered a cost code with a unit amount, the amount will be calculated automatically. Otherwise, enter the dollar amount of the cost charge.

If you use a cost code that is assigned a *markup* percent, then the amount which you enter will automatically be marked up by that percentage when the charge is saved. The revised amount will not be displayed before you save the charge, but you can check it by looking at the amount shown in the **Previous Entry** box after you have saved the charge.

Reference - Enter an optional check number, invoice number, or other reference if desired. Bill format option **116** determines whether or not the reference is added to the description for each cost charge on the client's bill.

Location - A location code cannot be assigned to a cost charge.

Description - Enter the description in the same way as when entering fee charges. However, if you

are *combining* charges by cost code on the client's bill, the program will in that case use the text for the cost code as the description, instead of the text for each individual charge.

13.2.3 Editing Costs

Unbilled cost charges are stored in the same file as the unbilled fees and can be located and edited in the same way. See the section on Editing Fee Charges for a detailed explanation of those procedures.

If you want to view and edit just your list of unbilled costs, without having to also see all the fee charges, when displaying the list of unbilled charges click on the **Filter** button and enter **C** in the **Transaction Type** space. This will filter the list to only display the cost charges.

There is no separate procedure for *writing down* costs. To change the amount of a cost, simply locate the charge and edit the amount. No record is kept of changes to cost charges for reporting purposes.

When viewing a cost transaction that was posted from the General Ledger, click the **GL** button to display the payable that generated that cost transaction. If you double-click on the payable, you can then click on the **GL Posting** button to see the actual check or checks that were issued to pay that payable (provided it has already been paid).

13.3   Browsing Charges

Charges can be viewed in a scrolling list which can display all or selected charges. From this list you can select an individual charge to view or edit.

Browsing WIP only

Click the   button on the Toolbar at the top to browse your list of unbilled charges. Then click **Browse All WIP** to browse a list of *all* unbilled charges. Or, enter the client and/or matter ID and click **OK** to browse charges for that file only an, or enter the number of the specific transaction you want in the space at the bottom (if you click the # button to the right of that space it will display the number of the last transaction you entered). You can also browse charges for an individual client or matter by going to the Account Status screen for that file and clicking **Browse WIP**, or viewing the Master Ledger for the file, which displays both billed and unbilled charges.

Alternatively, you can browse a list of charges (both billed and unbilled) for a single *day* using the Time at a Glance function.

Browsing Billed Charges

Billed charges can be browsed by clicking on **Charges** from the Main Menu, selecting **Browse** from the submenu, and then selecting **All Billed Charges**. If you want the list to display billed charges for a single file, staff member or other criteria click the **File**, **Staff** or **Filter** buttons respectively at the top of the screen. You can also browse billed charges for an individual client or matter by going to the Account Status screen and clicking **Browse Billed Charges**, or viewing the Master Ledger for a file.

Browsing All Charges

You can browse a list of all charges, both billed and unbilled, sorted by transaction number, by clicking **Browse** from the Charges menu and selecting the **All Charges** option.   If you want to narrow the list to include charges for one file, staff member or other criteria you must in this case click the **Filter** button and make your selections.

The Browse Screen

Below is a screen displaying unbilled charges for a single matter:

The first column in the list indicates the **status** of the charge. The column will normally be blank for unbilled charges (charges that have been billed appear with the letter **B**). Charges on hold.will have the letter **H** and charges that are being suppressed from the client's bill will have the letter **S**. A red check mark in the first column indicates you have tagged the transaction. Tagging is used to perform bulk actions as described below. The **Number** column shows the consecutive transaction number which has been assigned by the program. These number appear on your prebills and can be used to quickly locate a specific transaction. Note that when you perform one of the program's purge functions the numbers will be reassigned and thus may change. This will not hurt anything but simply means you may not want to perform a purge if you are in the middle of a billing cycle.

Note that the column displaying the client and matter ID can also display the client name and matter title. To include or omit these, click on Setup, Client and Matter Options, Include Client Name/Matter Title in Browses.

The buttons at the top of the screen perform the following functions:

New - Add a new charge;

Edit - Edit the highlighted charge

Sort - Click to charge the sort order of the list. You can list the charges in the order of Record Number (also referred to as Entry #), Client/Matter, Staff Member, Date or Batch. If you exit and then return to the list the sort order will revert to the default which is by date.

File - Click to select a client or matter if you want to display charges for that file only;

Batch - Click to display all the charges, both billed and unbilled, in a specific batch. A billed charge will appear with the letter **B** in the **S** (Status) column. Of course, you will only be able to edit the unbilled charges.

Staff - Click to display all the unbilled charges for a specific staff member.

Filter - Click here to filter the list to display only charges that meet one or more search criteria which you enter. Using this function gives you the additional flexibility of listing only charges falling within a specific date range (leave the date range blank for all charges regardless of date) or that are assigned a specific task or activity code. You can even filter the list to display all charges where a certain *word* or phrase appears anywhere within the body of the description. You can enter as many different search criteria as you want (for example, you can ask for all charges for a specific client within a specific date range that contain the word "deposition"). However, the list will include only charges that meet *all* the search criteria specified.

All - If you are displaying a partial list of charges, click this button to go back to displaying the entire list.

Tag - The tag button is used to tag or untag the highlighted charge. This feature is used in order to

make **bulk changes** to charges, as described in more detail in that section. Tagged charges will appear with a red check mark in the first column. Tags are automatically cleared when you close the browse window.   You can also tag or untag a charge by highlighting it and right clicking the mouse. To tag all the displayed charges, right click the Tag button.

Action - This function allows you to make **bulk changes** to charges, including placing or removing billing holds, deleting, or assigning to a different staff member or matter.

Go To - If you know the transaction number of the charge you want, enter it in the space to the left and click the Go To button. By default the space displays the number of the last charge that was added.

- Click on this button to delete the charge which is currently highlighted on the list.

- Click on the print icon to print a list of the displayed charges. If you are using Windows XP, the list will be generated in the form of a Microsoft Document Imaging file.

13.4   Combined Cost and Fee Charge

There is a special method which allows you to record time spent on the telephone as both a *fee* and *cost* charge in a *single transaction*. For example, if you spend 15 minutes in a telephone conference on behalf of a client, you may want to charge the client both for the telephone toll charges as a *cost* and for your prefessional services as a *fee*. To configure the program to use this feature:

1. Go to the Data Entry Options screen on the **Setup** Menu and set item **8**, **Use Combined Phone Charge Option**, to **Y**

2. Create one or more cost codes to be used when entering the combined chages. Each code to be used for this purpose must begin with the letters **TC**. When creating the code, enter in the **Amount** space the dollar amount you want to chage per minute for the cost portion of the call. For example, if you want to charge 20 cents per minute, enter .20. If you want to charge different rates depending on the call distance, create a separate code for each rate; for example, **TC** for local calls, **TCX** for long distance, etc.

To *enter* a combined phone charge, bring up the **Enter New Charges** screen and select **C** (Billable Cost), as the **Entry Type.** Complete the entry screen as if you were making a regular cost entry, but be sure to enter your **Staff Code** as well. Enter as the **Cost Code** one of the special codes you created as described above, and enter as the **Units** the number of *minutes* the call lasted. The program will then calculate the dollar amount of the chage based on the unit charge amount assigned to the cost code you entered. The program will enter as the *description* the text for the cost code. Edit it if you like. If you want to assign separate descriptions to the cost and fee charges, enter the description for the *cost* charge first, followed by the back slash symbol (\), followed by the description for the *fee* charge; for example, "Telephone toll charges\telephone conference with opposing counsel". Click **Save:More** or **Save:Exit** and the following dialog will appear:

In the above screen, the program will have converted the number of minutes you entered into decimal parts of an hour, using the rounding rules specified in the Data Entry Options screen, and will calculate the dollar amount of the fee charge using the billing rate for the staff member you entered. Click **OK** and the program will then save the two separate cost (type **C**) and fee (type **H**) charges.

13.5   Split Billing

The split billing function automatically splits fee and cost charges between two or more files, so you can enter charges once and have a specified percentage billed to each of up to 21 separate matters.

To set up a split billing arrangement, you must first designate one matter as the *master* matter. All charges which are to be split must then be entered on that matter. The split billing instructions are entered in the master matter file by clicking on the **Split Billing** button on the matter screen. This brings up the **Split Billing Arrangement** dialog shown below.

Enter the split billing information as follows:

Split Bill - Enter **Y** to create a split billing arrangement, or **N** to discontinue an existing split billing arrangement.

Percent for this Matter - Enter the percent of each charge which is to be billed to the master matter. For example, if the master matter is to be billed 50 percent of all charges, enter 50.00.

Files to Split With - Enter here a list of up to twenty separate matters that you want to split with, along with the *percentage* to be charged to each matter. The matters can be for the same client as the master matter, or for different clients.   Normally the sum of the percentages should equal 100.00, so if you are billing 50.00 percent to the master file you would assign percentages equaling an additional 50.00 percent to the matters in the list. However, it is not *required* that the sum of the percents equals 100.00; for example, you can bill 50 percent to the master matter and 60 percent to another. You can also use the split billing function to create *duplicate* bills by assigning a percent of 100.00 to both the master matter and to the other matter(s) you want to split with. In that case, each matter will be billed the same identical amount of the charges that were entered on the master file.

After setting up a split billing arrangement, you can go back and *change* the split billing instructions at any time. If you want those changes to be reflected in charges that have already been entered, you must then click the **Redo Splits** button on the **Split Billing Arrangement** screen as described below.

If you click on the **Split Billing** button on the matter screen for one of the matters which is in your list of files to split with, that screen will simply show you the percentage assigned to that matter. You can only make changes to the split billing arrangement in the master matter.

It is possible to set up a split billing arrangement *after* charges have already been entered on the master file by performing the **Redo Splits** function after the split billing arrangement has been set up. As is always the case, the **Redo Splits** function only affects charges that have not already been billed and finalized. To split charges that have already been finalized, you will first have to unfinalize the bills that those charges appeared on.

After setting up your split billing arrangement, you can then enter the charges that you want to split. All charges that you want to split *must* be entered on the *master* matter. To perform the split, the program actually creates separate transaction records for each of the matters. For example, if you are recording a charge of $300.00 which is being split three ways with the master matter and two other matters, you would enter the charge only once, assigning the client and matter ID of the master matter and the amount of $300.00. When that charge is saved, or later when you perform the splitting function, the program will create three separate charges, dividing up the amount of the charge between each matter by multiplying the percent for that matter times the total amount of the charge. In this example, three separate charges would be created on each of the matters in the amount of $100.00 each.

There are two ways in which the actual procedure of splitting the transactions can take place.

1. You can have the program split each charge as it is entered, or

2. You can split charges later by performing a separate splitting function that can be done at any time before your bills are generated, either for all your split billing files, or one at a time.

To choose the method you prefer, click the **Options** button on the **Enter New Charges** screen. If you want to have charges split upon entry, set option **11** to **Y**. If you want to split them on demand, enter **N**. If you split them upon *entry*, then you do not have to remember to perform the splitting function later on. However, you may prefer to enter the charges on the master matter first, without splitting them, so they can be reviewed and edited before the actually splitting is performed. You can also use the splitting on demand function if you decide to set up a split billing arrangement *after* entering charges on a file and want to split those charges that have already been entered. In either case, there are

functions in the program described below which enable you to *undo* splits, both for the entire matter or for individual charges, and to *redo* them again at any time before they are billed.

If you choose the option to split charges upon *entry*, then charges that are recorded in the **Remote Entry** program or in the Batch WIP Entry function (including costs and other charges that are merged into the **Batch WIP Entry** screen using the Import function) will be automatically split at the time they are exported to the main program. Similarly, costs that are posted to the billing program from the General Ledger will be split at the time they are posted. Otherwise, all these charges will be split when you perform the splitting function.

Splitting or Unsplitting Charges on Demand

If you are splitting charges *on demand*, you can perform the splits either for *all* of your split billing files in one procedure, or you can split the charges for *one matter* at a time, as follows:

1. To perform the splits for *all* of your split billing files, click the **More** button in the Charges cluster on the Control Panel and select **Perform Splits** from the menu.   The **Split Transactions** screen shown below has the following options:

Start Date - To perform splits for *all unbilled charges*, leave the date *blank*. If you only want to split charges dated after a specific date, enter the starting date.

Redo All Splits - This function performs the splits for *new* charges that have not yet been split, and it *redoes* the splits that have been previously performed. This is useful if you have made *changes* in any of your split billing instructions after having already split some of the charges and want those charges to reflect the changes; for example, you have changed the percentages or added or deleted files to split with..

Split New Transactions Only - This function splits only charges that have not already been split.

Undo All Splits - This function *reverses* all splitting that has previously been performed. The charges entered on the master file will be the only ones remaining, showing their original full amount, and the split charges assigned to the other matters will be deleted. It is also possible to undo the splitting of a single charge; as described later in this topic in the section on Editing and Deleting Split Charges.

All of the above functions only affect *unbilled* charges. If you want to split or unsplit charges which have already been billed, you will first have to *unfinalize* the bills on which those charges appeared and then perform the splitting or unsplitting (undo) function.

2. To perform the splits for *one matter*, click on the **Split Billing** button on the master matter screen. At the bottom of the **Split Billing Arrangement** dialog shown earlier in this topic, the **Undo Splits** and **Redo Splits** buttons perform the same functions described above, but only for this one matter, as follows:

Undo Splits - Click this button to *undo* the splitting of any unbilled charges for this matter that have already been split. It is also possible to undo the splitting of a single charge, as described later in this topic in the section on Editing and Deleting Split Charges.

Redo Splits - Click this button to perform the splits for unbilled charges entered on this matter. You will be asked if you want to split *all* unbilled charges for this matter, including *redoing* splits for charges that have previously been split, or if you just want to split the new charges. .

Entering Nonshared Charges

If you enter a charge on one of the matters that is *not* the *master* file, that charge will be billed *only* to that one file, and will not be split with the others. If you want to bill an individual charge only to the *master* file, without splitting it with the others, change the **Split?** instruction in the **Enter New Charges** screen from **Y** to **X** before saving the charge. If that charge has *already* been split, then locate that charge and change the **Split?** instruction from **Y** to **X**. The program will then delete all the split transactions associated with that charge leaving only the charge assigned to the master file restored to the original full amount. Whenever you redo the splits or perform the splitting function, charges where the **Split?** instruction is **X** will not be split.   Charges with a **Split?** instruction of **Y** or **N** will be split whenever you perform the split or redo splits functions.

Editing and Deleting Split Charges

Charges that have been entered on a split bill file can be edited or deleted in the normal way if they have not yet been split. However, special care should be used when editing charges *after* the split has been performed:

1. If you *edit* one of the split charges that is not assigned to the master file, but to one of the split files, those changes will only affect that individual charge. However, if you later redo the splits, the changes you made to that one charge will be lost.

2. If you want to make changes to the *master* charge, and have those changes reflected in the split transactions associated with that charge, you should first *undo* the split for that one charge. To do that, locate the charge assigned to the master file and change the **Split?** instruction to **N**. The program will then undo the split for that one transaction only, deleting the associated split transactions and leaving only the master charge with the amount restored to the original total before the split was made. You can then make the changes you want. To re-split the charge with the changes, go to the master matter screen, click on **Split Billing**, and perform the **Redo Splits** function as described earlier in this topic.

3. If you make changes to the *master* charge only, without first undoing the split, those changes will affect the master charge only, but if you later redo the splits the split charges may be changed depending on the type of change you made.   Therefore, it is always better to undo the splits for that charge before making changes.

4. To *undo* the splitting of an individual charge, locate the charge assigned to the master file and change the **Split?** instruction from **Y** to **N**. The program will then delete the split transactions and restore the master transaction to the full amount. If you later *redo* the splits, that charge will be split again. If you never want that charge to be split, enter **X** as the **Split?** instruction.

4. To *delete* a split transaction, and have all the related split transactions deleted also, locate the charge assigned to the *master* matter and delete that charge. The program will then delete all the split

transactions associated with that charge, after first asking for confirmation. If you do not click **Yes** when asked if you are sure, or if you delete one of the charges assigned to the split files, then only that one transaction will be deleted.

5. When a charge is split, the same *description* is assigned to each of the split charges. Therefore, if you later change the text in any one of the individual charges, the change will be reflected in all of the charges.

Formatting Split Bills

Charges on a split bill can be presented in one of three different ways. To review those options, see the split billing topic in the bill format section.

On the split bills, you can have the program print the client and matter ID of the master file rather than the client and matter ID of the split file by clicking on Setup, Client and Matter Options, Show Master File ID on Split Bills.

13.6   Duplicating Charges

You can use the Split Billing function to *duplicate* charges. For example, if you have two separate matters on which you want to bill the exact same set of charges, select one of the matters as the *master* file and click on the **Split Billing** button on the matter screen for that matter, as described in the Split Billing section. Enter **Y** in the **Split Bill?** space and enter as the **percent** for this matter **100.00**. Then enter the client and matter ID of the other file or files in the spaces below, also entering as the percent for each **100.00**. To enter and bill the *charges*, follow the instructions in the Split Billing section as if it were a regular split bill file. Because you entered 100.00 as the percent for each file, the program will generate *duplicate* charges for each of those matters, either when you save the charges upon entry or when you manually split them, as described in the Split Billing section. Since you are not actually dividing the amount of a single charge among the parties, you will want to set bill format option **280** to **3**.

You can also duplicate charges on a one-time basis using the **Copy Charges** function on the **Transfer/Merge** menu found on each Matter screen.

13.7   Transferring Charges

If you need to *transfer* an unbilled charge from one matter to another, this can be done by editing that charge and changing the client and/or matter ID. It is also possible to transfer *all* unbilled charges from one matter to another. To do this, locate the matter that currently has the charges assigned to it and click on the **Transfer/Merge** button. Select the option to **Transfer Charges** and enter the ID of the client and matter that you want to transfer the charges to.

13.8   Copying Charges

The Copy Charges function enables you to copy some or all of the charges you have entered on one file to another file. This can be useful if, for example, you need to generate a copy of a bill for the court or for other purposes but need to make changes on the bill. To do this, you would open a new matter, copy the relevant charges to the new matter, and then make any changes you want to the copied charges and generate the bill on the new matter. This way the original file would be unaffected.

To do this, first open a new matter, either on the same client or under a different client, then go to the original matter and click the **Transfer/Merge** button, then click the **Copy Charges** button. Enter the ID of the client and matter that you want to transfer the charges to (i.e., the ID of the new matter you just created). A new dialog will come up where you can specify the staff code and a beginning and ending date. If you want to copy all charges on that file, just leave those spaces blank; otherwise enter the staff code and/or date range. Then select whether you want to copy billed charges, unbilled charges,

fees, and costs.   Check all four items to copy all the charges on that file. When copying them to the new file, they will all appear on the new file as unbilled charges, even if they were billed on the original file. You can then edit the charges (making sure when you edit them that you are editing the charges on the new matter). To assign a different rate to the charges, go to the new matter, click on **Fee Agreement**, and specify the new rate schedule or case rate you want to use, then after clicking OK tell it to recalculate the charges. Only the charges that you copied to the new matter will be changed; the original charges will be unaffected.   You can then generate a bill on the new matter. When you are finished, you can close or delete the new matter you created if you no longer need it to be on file.

13.9   Flat and Contingent Fee Billing

Keeping track of time spent on flat and contingent fee cases requires special considerations. The main consideration is whether or not you will be sending the client periodic bills to update them on the work done on the case, even though you will not be billing them for the time, or to bill them for costs.

1. If you will be sending them periodic bills, it is advisable to record time spent on the case as nonbillable, as described in the section on Nonbillable Time**.** You then have the option of whether or not you want the nonbillable time to appear on the client's bill, or whether you prefer to just enter it for your own internal records. If showing it on the bill, there are a variety of options which affect how it appears, as described in the section on Nonbillable Time.   If you will be billing them periodically for **costs only**, and do not want to show any time on the bill you can simply put a hold just on fees..

When you actually bill the client for your fee, whether or not you entered nonbillable time, you then enter the fee as a flat fee charge (type **F**) and the program will bill them for that amount. Note that simply entering the amount of a flat or contingent fee in the Fee Agreement screen for a matter does not cause that amount to actually be **billed**; entering the amount there is for your own information only.

2. If you will **not** be sending the client periodic bills, you can also enter all the time spent as nonbillable, and when you are ready to bill them for your fee simply enter that amount as a flat fee charge (type F) and generate a bill, as described in **1** above. That bill will then show the fee, plua all the time that you have spent working on the case, unless you configure the bill to omit nonbillable time, as described in the Nonbillable Time section. Alternatively, you can enter the time as **billable** (type **H**), and when you are ready to bill for your fee enter an overriding flat fee charge (type **FO**) which will automatically adjust the fee total on the bill to the amount of the **FO**, while still showing the detail of the work done.. In either case, you will probably want to put a hold on the bill so that a bill is not generated until you are ready to send it, at which time you can remove the hold and then generate the bill.

Generating a Final Bill for Contingent Fee Cases

When you receive a **settlement** on a contingent fee case and want to send the client a final settlement statement, you must first enter the amount of the **fee** that you will be charging them as described in either **1** or **2** above, by entering a flat fee (type **F**) or overriding flat fee (type **FO**). The preferred method for handling the **settlement funds** is to record the **receipt** of the settlement check as a trust receipt (AR transaction type **TR**). Then record the various **disbursements** from the trust account as separate type **TD** transactions; for example, the amounts disbursed to pay any liens or other costs, the amount paid to the client as their share, and the amount paid to your firm as your fee. The amount recorded as your **fee** should be entered as an AR transaction type **TDP**, or you can enter a separate **TD** and **P** transaction. This records it both as a disbursement from the trust account and as a payment which will go to pay the fee charge which you entered. You can then generate a bill showing all of the above activity, which will show an ending balance of 0.00 and an ending balance in the trust account of 0.00, assuming all the receipts and disbursements balance out.

When generating a Staff Earnings Analysis report, note that there is an option to have the program automatically distribute the amount of fees received on flat and contingent fee cases to the various staff members who worked on the matter based on how many hours (billable or nonbillable) each person worked on the case.

13.10 Other Transaction Types

In addition to fee and cost charges, there are several other types of transactions that can be entered in the **New Charges** screen, as described below. Select the type of transaction you want from the drop down menu in the **Entry Type** space. Once the transaction has been saved, it can be located and edited in the same way as any other fee charge.

B - Billing Narrative. A billing narrative is a paragraph of text which can appear on the client's bill at the beginning of the fee section. This is useful if you want the bill to show a narrative description of the amount they are being charged. It can appear either in place of or in addition to the itemization of the individual fee charges. No **amount** is assigned to the billing narrative; it is simply an alternate way of describing the work done, and the amount billed will still be the sum of the individual charges, whether or not those charges are itemized on the bill.

To create a billing narrative, after selecting **Entry Type B** enter a **date** falling on or before the ending cutoff date you will be using on the client's bill, specify the **client** and **matter**, and enter the paragraph in the **description** space.

The paragraph can be composed from scratch, or you can have the program create a ***draft paragraph*** by combining the text from the individual fee charges which are to appear on the bill. You can then edit

the paragraph as necessary. To create the draft paragraph, click on the button to the right of the **description** space and click **Yes** to confirm. The program then asks for the **ending cutoff date**, which should be the same as the ending cutoff date you will be using on the client's bill. The program will then compose the paragraph by stringing together the text from each unbilled fee charge dated on or before that date.

If you want the billing narrative to appear **in place of** the itemization of the individual fee charges on the bill, set bill format option **64** to **N**. Since this change will affect all bills generated using the format you changed, you may want to create a separate bill format to use with clients who are being billed using a billing narrative. Or, you can simply generate these bills separately, changing the format before generating the bill and then changing it back after the bill has been printed.

BR - Recurring Billing Narrative. Same as a regular billing narrative, but instead of appearing just on the client's next bill it will appear on each subsequent bill until you locate the billing narrative transaction in the unbilled charges file for that matter and delete it.

M - Statement Message. A statement message is a paragraph of text which can be added at the end of an individual client's bill. Use the **Bill Messages** feature to add a message at the end of every client's bill.

To enter a statement message, after selecting **M** as the **Entry Type**, enter a **date** on or before the ending cutoff date you will be using on the client's bill, specify the **client** and **matter**, and enter the text of the message in the **description** space.

To print the message in bold on the bill, type a ^ symbol (uppercase number 6) in the first space followed by the message text. To print in italics type a | character (uppercase backslash) in the first space.

If you are also printing a global message on each client's bill using the **Bill Messages** feature, the individual statement message will appear in addition to that message, unless you enter it as an exclusive statement message as described below.

MR - Repeating Statement Message. Same as a regular message, but instead of appearing just on the client's next bill it will appear on each subsequent bill until you locate the statement message transacdtion in the unbilled charges file for that matter and delete it.

MX - Exclusive Statement Message. An exclusive statement message is entered exactly the same as a regular statement message (type **M**), except that if you have also entered a global message using the **Bill Messages** feature, the exclusivee statement message will be printed *in place of*, instead of *in addition to*, the global message

RX - Recurring Exclusive Statement Message. The same as an MX, but instead of appearing just on the client's next bill it will appear on each subsequent bill untill you locate the statement message in the unbilled charges file for that matter and delete it.

W - Writedown. This transaction is one way of writing down the amount of fees on a bill. It is described in the Writing Down Fees section.

13.11 Time at a Glance

The **Time at a Glance** screen is a convenient way to check the total number of hours entered for each staff member, and the entire firm, on a day by day basis. From this screen, which displays the daily totals on a calendar for any selected month, you can click on an individual day to see a list of the charges entered for that day, from which you can then view or edit any of those charges. You can also print a *report* from this screen in either a week-at-a-glance or month-at-a-glance format. This is useful if you want the attorneys to be able to review a daily summary of the work they have recorded.

To view the Time at a Glance screen, click on the button on the Toolbar at the top. The following screen appears:

When you select **Time at a Glance** the screen displays a calendar for the current month. A button on

each day displays the total number of hours recorded for that date. To the right of the calendar a box displays the total number of hours and the dollar value of those charges for the entire month. Below that is a check box that determines whether or not nonbillable and administrative time is included in the hour totals. By default the screen displays the totals for the entire firm. To see just the totals for one staff member, enter the staff member code in the **Staff Code** space above the **Totals** box.

Alternatively, you can display the dollar value of the time worked during the month by clicking the **Show Dollars** button at the bottom.

To include flat fee charges in the dollar total, check the **Include Flat Fees** box at the right.

To display totals for a different month, use the arrow keys in the lower right hand portion of the window

to go back or ahead one month or one year at a time.   For example, click the ▲ button to go back

one month, or the ◀ button to go back one year. To go directly to a specific month, click the **Go To** button and enter the month and year you want in the format MM/YYYY.

Click on the button in any date box to display a list of all the charges entered for that day. The list will include both unbilled and billed charges. Billed charges can be identified by the letter **B** appearing in the **S** (Status) column.   Double click on a charge, or highlight it and click **Edit**, to view or edit that charge.   At the end of the list will be a line showing the totals for that day.

Click on the 🖨 button to *print* a Time at a Glance report. The report can be printed in both a **Week at a Glance** or **Month at a Glance** format. Before selecting which format you want, select from the options listed on the **Print Time at a Glance** dialog.   You can format the report to show only the total number of hours for each day, or in addition it can itemize the individual charges for that day.   Click the **Detail Work** option if you want to include the itemization.   The itemization will show each charge on a single line. Thus, the amount of description that will appear is limited. If there are too many charges to fit in the space provided for a day, the program will print additional pages with a continuation of the itemization for each day as required.

If you check the **Separate Calendar for Each Staff Member** option, the program will print a separate report for each staff member. Otherwise, the report will be for the entire firm. If you want to generate

the report for a *single* staff member, before clicking on the 🖨 button enter the code of the staff member you want in the **Staff Code** space on the main **Time at a Glance** screen. Also note that the printed report will either include or omit nonbillable and administrative time depending on the setting you have chosen on the main screen.

Select the *week* or *month* you want for the report by entering any date that falls within that week or month in the **Date** space to the right of the **Week at a Glance** button. Then click either the **Week at a Glance** or **Month at a Glance** button to generate the report.

Year at a Glance

Click the **Year at a Glance** button at the bottom to display the screen shown below which shows monthly totals for the year.

Click on a month to display a list of the charges for that month. Click on **Show Dollars** to display the dollar value of the time entered rather than the number of hours. Use the arrow buttons at the right to display a different year.

You can also view the Time at a Glance screen for a single client or matter by going to the Account Status screen for that file and clicking on the **Time at a Glance** button.

13.12 Hours Tracker

Hours Tracker is a third party app marketed by cribasoft, LLC, which can be installed on your phone or tablet and used to record your time. Time records can then be exported to a csv file which can be imported into the Tussman Program.

To install Time Tracker go to the Apple App Store or the Google Play Store and install the Hours Tracker App.   Be sure to purchase the Pro Edition (unlimited version), which currently is priced at $9.99.   Or, you can download the free version if you just want to try it out; it can always be upgraded later.

Once installed the Hours Tracker icon shown above will appear on your device's screen.

Maintaining Matter List

When you open Hours Tracker the following screen appears.
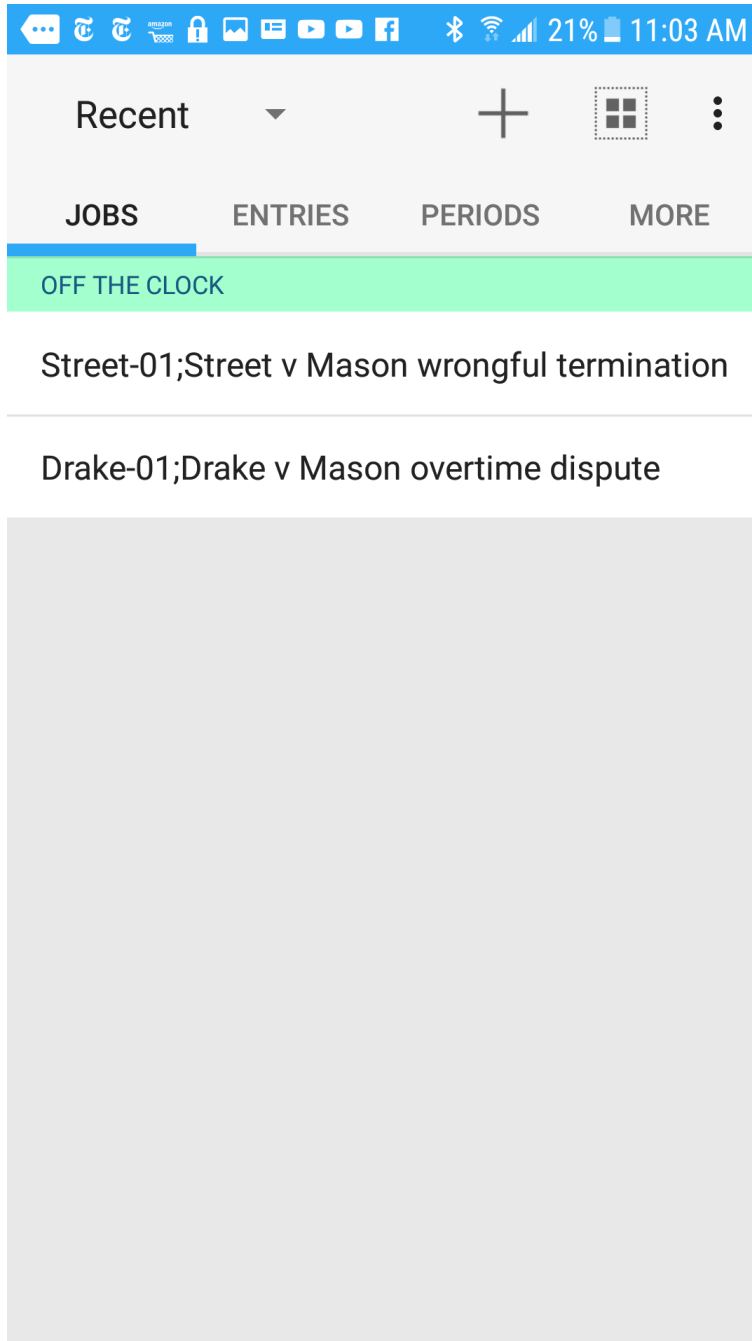
It displays a list of the matters you are working on (or Jobs, in the Hours Tracker terminology). To add a matter to the list, click the **+** sign at the top. In the **Job name** space enter the client and matter id exactly as it appears in Tussman, separating the client and matter id with a hyphen, as shown in the examples above. If you want to add additional description to help you identify the matter, such as the client and/or matter title, type a semicolon after the client and matter ids and enter whatever description

you like, as shown in the examples above.

If you do not know the Client and Matter ID's, enter the name or other description of the file so that the person doing the importing into Tussman can assign it to the correct file, as described in the **Import** section below.

When adding a new matter all you need to fill in is the **Job name**; you can ignore all the other fields. Leave the Time Rounding setting at None.

If you click on an existing matter from the list a new screen comes up. This screen displays the time entries you have made for that matter, as shown below.

Street-01;Street v Mason wrongful termination

$0.00/hour

Clock In Now   **Start Clock At...**

Total	4.12h	$300.00

Thu February 15, 2018		$0.00
1:52 PM	1:52 PM	0h

Thu February 15, 2018		$0.00
1:51 PM	1:52 PM	0.02h

Thu February 15, 2018		$0.00
11:21 AM	11:27 AM	0.1h

Thu February 15, 2018		$0.00
8:00 AM	9:00 AM	1h

Wed February 7, 2018		$0.00
9:24 PM	9:24 AM	0h

Sun February 4, 2018		$0.00
9:35 AM	9:35 AM	0h

Sun February 4, 2018		$0.00

You edit the matter information by clicking the pencil at the top, as shown above   If the pencil does not appear, or if you want to delete the matter, click the menu at the upper right (the three vertical dots) and select the option you want.

Recording Entries

To create a new time entry, first select the matter you want from the opening screen, then click the icon at the top that consists of a clock with a plus sign just below it to the right. The following screen will appear.

⋯ ✳ ℭ ℭ ℭ 🛒 🔒 🖼 📧 ▶ ▶   ✻ 📶 16% ⚡ 1:00 PM

✕ CANCEL   ✓ DONE

START
Thu February 15, 2018 8:00 AM

END
Thu February 15, 2018 9:12 AM

DURATION
1 hour 12 minutes

TAGS
None

BASE RATE
$0.00/hour

COMMENT
Review deposition of defendant Perry Mason

Add break   Adjust   Split

The time entry screen will show the current date and time in the **Start** space. Change the date if you need to. You do not need to enter the ending date and time unless you want to.   Instead, click on the **Duration** space and enter the number of hours and minutes. Since it requires entry in minutes, to enter tenths of an hour just enter the corresponding number of minutes by multiplying 6 times the

number of tenths; for example, 12 minutes for .2 hours.

Alternatively, instead of entering the Duration manually you can create a timed entry by clicking on the matter you want from the main screen, then clicking on the **Clock In Now** button. That creates a new entry on the list; you can hit the **Clock Out Now** button when done and then click on the entry to add comments or adjust the amount.

If you choose to use the timer, or enter both a start time and ending time, Tussman will round the resulting number of minutes to the nearest tenth or quarter of an hour depending on the settings you have created in the main Tussman Program. To review those settings click on **Config** from the main menu in Tussman and select **Data Entry Options**. Item 3 specifies whether you want to round to the nearest hundredth, tenth, or quarter of an hour. Item 2 specifies if you want to always round up, or round to the nearest. Item 4 lets you specify a minimum hour amount to charge; for example, if you enter .25 the program will always round to that amount when the number of minutes is less than a quarter hour. The actual rounding will occur when you import your charges into Tussman.

You do not need to enter the **Base Rate** as Tussman will calculate the amount of the charge using the appropriate rate when you import the entries into the program.

Enter the description for the services rendered in the **Comment** space.   There is no limit on the amount of text you can enter. To use shorthand abbreviations precede each one with a + sign; for example, +tc with client.

The **Tags** space can be used for a variety of purposes.   If you click on the **Tags** space a list of saved Tags will come up. If the Tag you want to use is not on the list enter it in the **New tag** space. Following are some of the Tags you can use:

NC or N/C - use to record Nonbillable Time

ADMIN - use the record Administrative Time

COST - use to record a billable cost. To record a cost, you must then specify 1 hour as the **Duration**, then enter the amount of the cost in the **Base Rate** space.   Alternatively, to bill a number of units (photocopies, for example), enter the number of units in the **Duration** field as the number of hours, then enter the unit charge in the **Base Rate** space. When billing a cost, if you also want to assign a cost code, type a slash or backslash after the word COST in the **Tags** space. Alternatively, you can type the cost code at the beginning of the **Comment** space followed by a double backslash (\\) or the pipe symbol (|); for example, "E107|Delivery of deposition transcript to defendant."

FLAT - use to enter a flat fee charge. Then specify 1 hour as the **Duration** and the amount of the fee as the **Base Rate**.

Task and/or Activity Code - You can also use the **Tags** space to enter a Task and/or Activity Code. If you are entering both, separate them by a dash, comma, slash or backslash. If you enter just one code, the program will assume it is an Activity Code unless it begins with the letter L followed by a number, in which case it will assume it is a Task Code.

Alternatively, you can enter the Task and or Activity Code in the **Comments** space by typing them at the beginning exactly as described just above, but followed by a double backslash (\\) or the pipe symbol (|) to separate them from the body of the comments, for example, as shown below:

L330/A104|Review depositon of defendant Perry Mason

This latter method is preferable, especially if you are assigning both Task and Activity Codes, as if you use the **Tags** space for the codes you would have to add each combination of codes to the list of Tags.

Exporting Entries

The Export function is used to transfer your entries to the main Tussman Program. To do this Hours Tracker creates a csv file containing the entries and attaches it to an email sent to the address you specify.

You must first select which entries you want to export. You can select the entries individually or by date.

To export by date, click on **More** from the main screen, then click **Export Data**. The following screen appears:

Export By Date/Job

Today

JOBS TO INCLUDE

All jobs

EMAIL TO

admin@lawfirm.com

SUBJECT

Time tracking data export

BODY FORMAT   ATTACHMENT FORMAT

CSV   CSV

ORGANIZE BY

Job, then day

MORE EXPORT OPTIONS

Include tags   ✓

Include earnings   ✓

Include comments   ✓

First select the **dates** you want to export. If desired, you can then specify that you only want to export charges for one or more matters, but in most cases you will want to specify All jobs. Next enter the **email** of the person you want to send the file to. The **Subject** space simply shows the subject of the email. Leave the **Attachment format** as **CSV**. The **Body Format** does not matter but you may

change it to **Friendly** so it is more readable by the recipient. The **Organize by** setting does not matter, but make sure all of the **Export Options** are checked so that all the required information is included. When ready, click the right pointing arrow at the top of the screen, then click on the **Email** option, then click **Send**.

Alternatively, you can select charges individually for export. This may be necessary if, for example, you only want to export some of the entries for a particular day. To do this, select the **Entries** tab at the top of the main screen. Then tap on **All Entries** at the top of the list. A screen will come up listing all of your entries. To begin selecting the ones you want, press on one of the entries until it turns blue or is highlighted. Then just tap briefly on any additional entries you want to select. When finished, tap the sharing icon (the three connected dots) at the top and the Export screen will come up. Continue as described in the preceeding paragraph.

Note that if you export the same entries more than once they will be duplicated in Tussman, so make sure you only export each entry once. If you export the same entries more than once, there is a function in Tussman that can delete duplicates, described at the end of this section.

Importing Charges into Tussman

The email sent using the Export function as described above will have two files attached: **CSVExport.csv** and TotalsCsvExport.csv. You can ignore the Totals file. The CSVExport.csv file must be dowloaded and saved in a folder that can be accessed by the main Tussman Program.

To do this, open the email and click on the **CSVExport.csv** attachment. To make sure it is saved in the correct folder, use the **Save As** function (by clicking on the down arrow button next to the **Save** button). You may also want to change the file name so that you can better identify each file, but be sure to keep the .csv extension.

Once you have saved the file, go into Tussman, then click on the   button (the first button on the Toolbar at the top of the main screen). That takes you to the **Batch WIP Entry** screen. From that screen select **Import/Export** from the menu at the very top and select **Hours Tracker Import** from the drop down menu. The following dialog will appear.
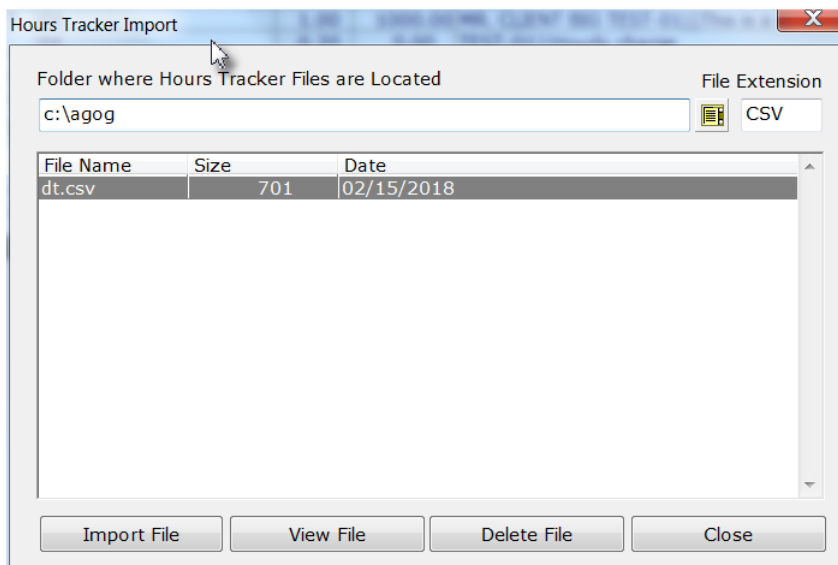
From this dialog select the file you want to import from. If the correct folder is not displayed click the

search button to the right of the folder name space to locate it. Note that only files with the .csv extension are listed; if for some reason you renamed the file without the .csv extension you can simply blank out the **File Extension** space and all files will be listed.

After selecting the file you want to import the program will ask you to select the **staff member** whose work is contained in the file. You must enter this, then ciick **OK** to continue. When the import is complete, the program will ask if you want to **Delete** the source file. Click **No** unless you want to delete the file.

If you do not delete the file be careful not to import from that same file again as the charges will then be duplicated in Tussman.

After the import is complete the charges will be listed in the Batch WIP Entry screen. Note that the program will have rounded the number of minutes specified for each charge according to your instructions in the **Data Entry Options** screen (found on the **Setup** menu in the main Program), and will have calculated the dollar amount of the charges based on the applicable rate for the staff member and matter.

If a charge is assigned to an invalid client or matter ID, the description portion of the charge will show the invalid id's at the beginning followed by a double pipe symbol (||). (This will happen if the Hours Tracker user created a Job with invalid Client or Matter ID's). You will have to edit these charges to locate the correct client and matter. Then when you merge these charges with the main WIP file the program will strip away the portion of the desription to the left of the || symbol.

After reviewing the charges and correcting any invalid Client or Matter ID's you can then click the **Flag All button** at the top to flag the entries, then select **Merge with Main WIP File** from the menu at the very top of the screen to merge these entreis with the main WIP file. Until this is done they will not appear on the client's bill.

Deleting Duplicates

If for some reason you import one or more charges more than once, you can delete the duplicates by clicking on **Utilities** from the menu at the top of the **Batch WIP Entry** screen, then select **Delete Duplicates**. The program will ask for a Staff ID but this is optional. The search for duplicates will then be performed and if any are found you will be asked for confimration before the duplicate is deleted.

Deleting a Batch

You can also delete an entire batch of entries if necesary. When importing entries from a file the program assigns a batch code consisting of the Staff ID followed by the month and day and the letter 'H'. (The batch code assigned to each charge appears below the description when editing an entry). If, for example, when importing a file you assign the wrong staff id you could correct it by editing each individual charge, but you could also simply delete that batch and then import the file again with the correct staff ID.

To delete a batch select **Utlities** from the **Batch WIP Entry** menu at the top, then select **Delete a Batch** and indicate the batch you want. Note that if you highlight one of the entries in that batch before clicking on **Utilities** the program will automatically insert the batch code from that entry.

13.13 Batch WIP Entry

The **Batch WIP Entry** function provides an alternate method of entering fee and cost charges into the program. Unlike the regular method in which the charges are immediately added to the unbilled

charges file, this function stores the charges in a temporary file and an *export* function must be performed before they are added to the main file. Charges in the Batch WIP Entry file will *not* appear on a client's bill or in other parts of the program until they have been exported, as described later in this section. You can create separate batch entry folders for each user, if desired, and each user can specify one of the folders as their default so that it comes up automatically.   You can also make the Batch Entry screen your default program start up screen.

The **Batch WIP Entry** function works almost identically to the Tussman Program **Remote Entry** module**,** a separate program for entering time that can be installed on other computers. Like the **Remote Entry** module, it has a more sophisticated *timer* function than the regular entry screen which allows you to time your work and to automatcally calculate the charge based on the elapsed time.

The **Batch WIP Entry** function is also used to import charges into the program from the Tussman Remote Entry program, or from external sources such as Amicus, TimeMatters, and cost recovery systems such as Equitrak and Copitrak.

To access the **Batch WIP Entry** function, click on the   button on the Toolbar at the top.   The main screen appears below, which displays a list of the current charges in the selected folder:
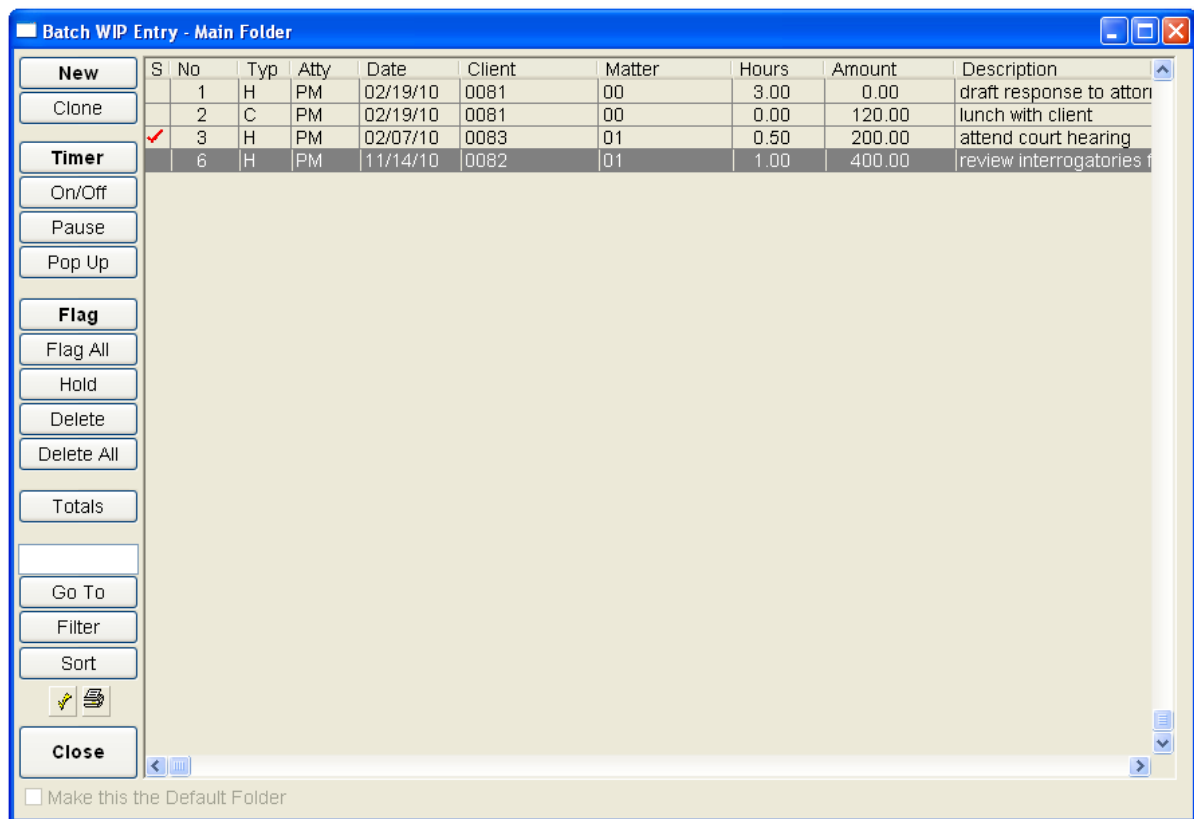
The main menu at the top of the screen lists the following functions which are described later in this section. Note that the **File** menu allows you to switch from one folder to another, and the **Export** selection is used to merge selected entries with the main file.

From the main screen you can perform the following functions:using the buttons at the left of the screen.

Adding a New Entry

Click the **New** button at the bottom to add a new charge. The screen shown below appears:.

For the most part, enter the information exactly as you would when entering a fee charge or cost charge using the normal data entry function. The settings you have created in the Data Entry Options screen apply to this function as well. The only significant difference is the presence of the *timer* in the upper right hand corner. To immediately start the timer running, click the **On** button. See the **Timer** section below for complete information on how to use the timer. Click **Save:More** or **Save:Exit** when you have completed entering the information to save the charge. It will then be added to the list of entries displayed on the main Batch WIP Entry screen. If you started the timer running, the timer will continue running after you save the entry, and you can control the timer function directly from the main screen, as described in the **Timer** section.

The Batch Entry function will also allow you to save an entry without specifying the client and matter IDs. They must be added before the entry can be exported to the main program, however.

Cloning an Entry

Click the **Clone** button to create a *new* charge for the same client, matter, and staff member as the entry which is currently highlighted on the main Batch WIP Entry screen. You can then fill in the rest of the information in the normal way as described above.

Using the Timer

As described above, you can start a timer running on a new entry before it is saved. When saved, the timer will continue running. Entries that have a timer running will appear on the list with a green clock in the left hand **Status** column of the browse screen. You can then access the timer controls by calling up that entry using the edit function described below, or you can highlight it on the list and click the **Timer** button. The following dialog will then appear:
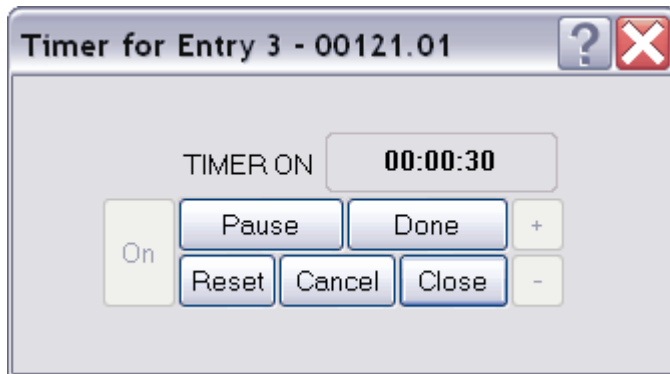
The above **Timer** dialog shows that the timer is currently running on Entry 3 with accumulated time of 30 seconds. The buttons on the timer dialog perform the following functions:

On - Starts the timer running. If the timer is paused, it restarts the timer where it left off.

Pause - Suspends the timer and stores the accumulated time. Entries where the timer is suspended will appear with a white clock in the **Status** column. You can then restart the timer at any time by clicking the **On** button. If you decide not to restart the timer, and want to bill the accumulated time, click the **Done** button.

Done - Stops the timer running and calculates the dollar amount of the charge based on the elapsed time, inserting the number of hours and dollar amount in the **Hours** and **Amount** space for that charge, subject to the rounding rules which are specified in the Data Entry Options screen. If there is already a number of hours and a dollar amount for that entry, the hours and amount of the timer session just completed will be *added* to the amount already existing. Thus, you can run the timer multiple times on the same charge and each time you click **Done** the amount of time and its dollar value will be added to the accumulated amounts from any previous timer sessions. However, rather than clicking **Done** each time you want to stop the timer, it is preferable to use the **Pause** function. That way, the amount of the charge is calculated only once when you are completely finished with that entry, resulting in less distortion in the total amount as a result of the rounding rules.

Reset - Resets the amount of time on the timer to 0:00, whether or not the timer is currently running.

Cancel - Resets the timer to 0:00, stops the timer from running if it is currently on, and closes the timer dialog.

Close - Closes the timer dialog without changing the current status of the timer.

+ and **-** - These buttons, which work only if the timer is not running, *increase* or *decrease* the amount of time on the timer in one minute increments

The following buttons on the main Batch WIP Entry screen also control the use of the timer:

Timer - Brings up the Timer dialog for the currently highlighted entry.

On/Off - Starts or pauses the timer on the currently highlighted entry. You can also press the **F5** function key to toggle the timer on and off.

Pause - Suspends *all* currently running timers, not just the timer on the highlighted entry.

Pop Up - Brings up one at a time in succession the **Timer** dialog for all entries on which the timer is currently running.

Running Multiple Timers

The program allows you to run as many timers as you want ***simultaneously***. Alternatively, you can configure the program to only allow ***one*** timer to be running at a time. To select this option, click on **Config** on the menu above the Batch WIP Entry screen and check the **Prohibit Simultaneous Timers** option. If this option is checked, then when you start a timer on one entry it automatically suspends any other currently active timer.
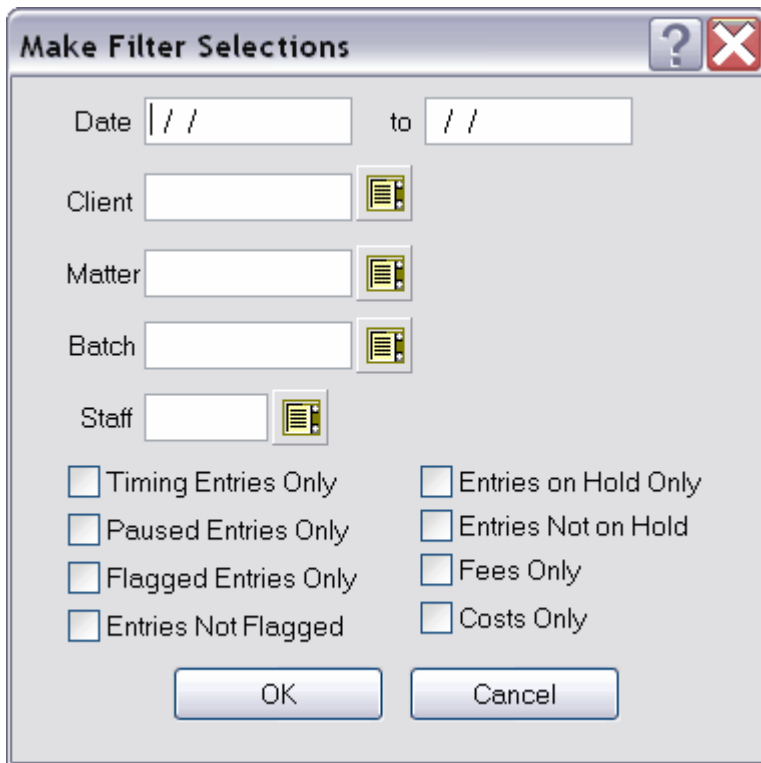
Browsing the List of Entries

The main screen displays the list of charges which have not yet been exported to the main unbilled charges file.

Entries are listed in the order they were added; i.e., in record number order. To change the sort order, click on the **Sort** button and select whether you want the entries sorted by Date or by Client and matter ID.

If instead of displaying the *client ID* for each entry you would rather see the client *alternate ID*, press the **F6** function key, or press it again to toggle back to displaying the client IDs.

To *filter* the list to display only selected entries, click the **Filter** button. The following screen appears:

From this screen you can select the specific entries that you want to display. Setting a filter makes it easier to perform certain other functions. For example, if you only want to export entries for a specific staff member, instead of flagging each entry individually first set a filter for that staff member, and then click the **Flag All** button and only the entries for that staff member will be flagged for export. To *remove* a filter once it has been set, click the **Filter** button again and click **Cancel**.

Printing a List

To print a list of the entries in the Batch WIP Entry screen, click the 🖨 button in the lower left hand corner. You can then select the sort order and detail options you want from the screen which appears below:
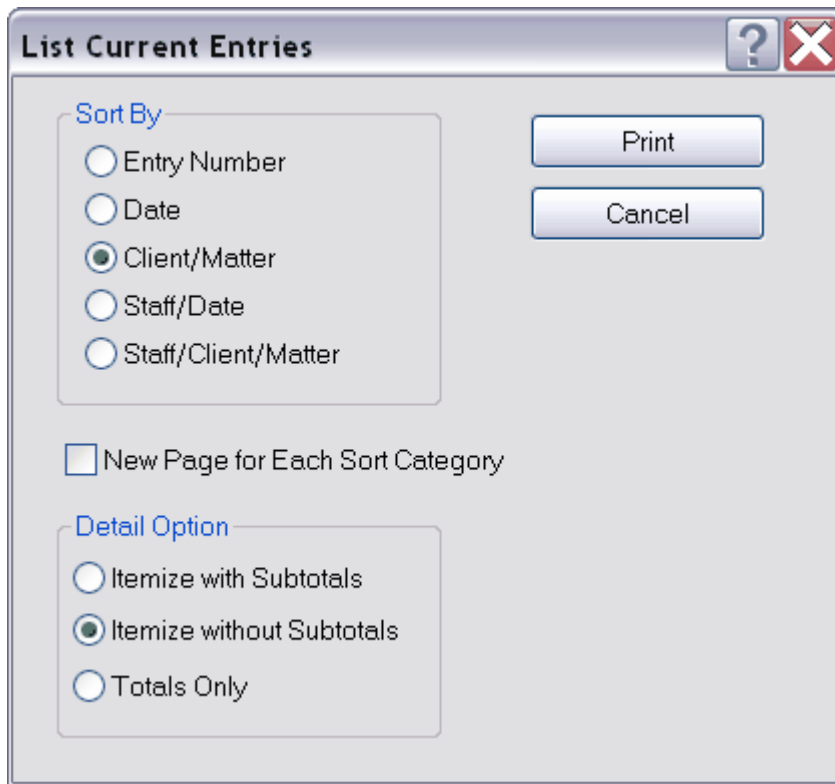
To print selected entries only, first set a *filter* as described in the Browsing the List section above and then click the ![printer] button; only the entries currently displayed on the screen will be included in the list.

To view just a summary of the *totals* of the charges in the Batch WIP Entry file, click the **Totals** button.

Editing and Deleting Entries

To *edit* an entry, simply double click on that entry or highlight it on the main Batch WIP Entry screen and press **Enter.** You can edit any of the information in the same way as when you are creating a new entry. To *delete* an entry, highlight it on the main screen and click the **Delete** button at the left, or when editing an entry click the **Delete** button which appears in the right hand portion of the screen. To delete all the entries in the Batch WIP Entry screen, click the **Delete All** button. As a precaution, you must first *filter* the list, as described above, before this function will work. Simply choose a filter selection that will cause all the entries that you want deleted to be listed. There is no way of *writing down* an entry until it has been exported to the main unbilled charges file.

Spell Checking Entries

To perform a spell check of the entries in the Batch WIP Entry screen, click the ![check] button in the lower left hand corner. The spell check function works exactly like the main spell check function. You can also spell check an individual entry by clicking the ![check] button to the right of the description space when entering or editing an entry.

Using Separate Batch Entry Folders

If multiple staff members will be using the Batch WIP Entry function to enter their time, each one can maintain a separate folder containing just their entries. To set up a new folder, select **New** from the

Personal Folders section of the Batch WIP Entry **File** menu and enter a name for the folder, such as the person's first name or initials. Do not use spaces or any punctuation, and do not include a path for the file. The data for each folder will be kept in a subdirectory of the main Tussman Program directory with the name you assigned. When you are using Batch WIP Entry, the title bar of the window shows the name of the current folder. To go back to the main folder, select **Main Folder** from the Batch WIP Entry File menu.

After you have created one or more folders, each one will be listed in the **Personal Folders** section of the Batch WIP Entry **File** menu, and you can switch to the folder you want simply by selecting that folder from the menu.   Each user can make their folder the default so that when they go into the Batch Entry function that folder comes up automatically, instead of the main folder. To do this, check the **Make this Default Folder** box at the bottom of the screen when displaying the folder they want to use. For this box to appear the program security function must be active so that a user id is required to enter the program

Instead of using Personal Folders, it is now preferred that you use **Virtual Folders**. Each Tussman Program user is automatically assigned a Virtual folder which is listed on the **File** menu from the Batch WIP Entry screen. You can select and use the Virtual folder as the default folder for that user just as you would a Personal Folder.

You can designate a default staff code for each folder so that when entering charges it defaults to that staff member. To do this, display the folder, select **Config** from the menu at the top and enter the staff code.

When using separate folders, you must remember that none of the charges in any of the folders will appear on your client bills or anywhere in the main part of the program until they are *exported*, as described below.

To delete a folder from the **File** menu select that folder as the active folder, then go to the File menu again and select **Delete Current Folder.** This does not physically delete the folder itself, but only removes it from the menu. You can add it back to the menu later using the **Find** function on the **File** menu.   You can not delete a Virtual Folder, only the Personal Folders.

Exporting Entries

When you are ready to *merge* the charges in the **Batch WIP Entry** file with the main unbilled charges file, you must first *flag* the specific charges that you want to export. You can either flag entries *individually*, by highlighting each one and clicking the **Flag** button or by **right** clicking on each entry that you want to flag. Or, you can flag *all* entries by clicking the **Flag All** button. If a *filter* is in effect, as described in the **Browsing** section above, when you click **Flag All** only the displayed entries will be flagged.   Entries that are flagged will have a red check mark in the **Status** column.

Entries can be *unflagged* using the same methods by which they were flagged; i.e., you can unflag a flagged entry by highlighting it and clicking the **Flag** button, or all entries can be unflagged by clicking **Flag All** and selecting the **Unflag All Entries** option.   To *prevent* an entry from being flagged when you perform the **Flag All** function, place a *hold* on that entry by highlighting it and clicking the **Hold** button. A white hand will appear in the **Status** column for all entries that are on hold. To remove the hold, highlight that entry and click **Hold** again, or click the **Flag** button and it will be flagged for export. Of course, after performing the **Flag All** function you can also unflag selected entries individually by highlighting them and clicking **Flag**.

Entries cannot be flagged for export if a timer is currently running or paused on that entry, or if the entry has been assigned an invalid client or matter ID.

After flagging the entries you want, merge them with the main program by selecting **Export to Main WIP File** from the menu above the Batch WIP Entry screen. The following screen will appear:
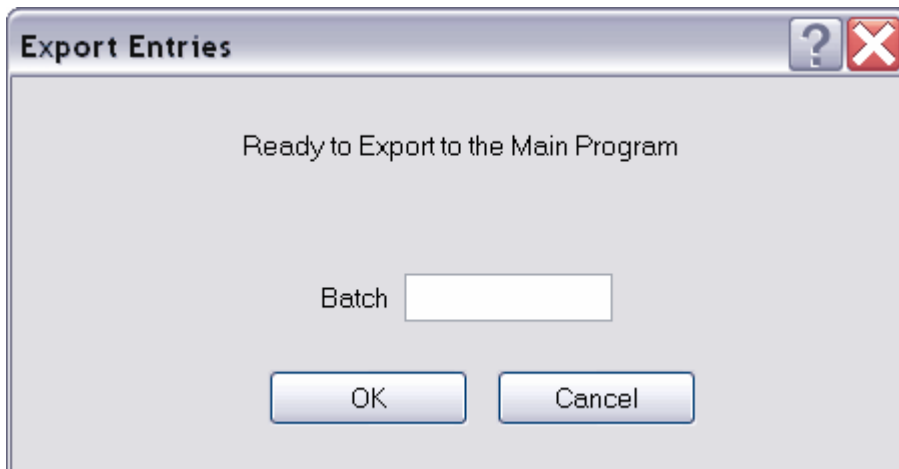
Assign an optional batch code, if desired, and click the **OK** button. The flagged entries will then be added to the main unbilled charges file and deleted from the **Batch WIP Entry** file. When the procedure is complete, you will have the opportunity to *print* a list of the exported entries.

When exporting, the program checks to see if each entry has already been exported and, if so, it will skip that entry. This safeguard is provided in case you mistakenly import the same set of remote entry or other data twice.

Collecting Entries

The Collect function on the menu at the top of the Batch WIP Entry screen allows you to collect entries from each user's Virtual Folder and places them in the main Batch WIP Entry screen. You can then Export them from there to the main WIP file, instead of having to have each user export their own entries.   Entries that are on Hold or are still Timing are not collected in this procedure.

Export Log

Unlike the Remote Entry Program, the **Batch WIP Entry** function does not maintain a file of entries after they have been exported. It does maintain an *export log*, which you can view by selecting **Log** from the menu above the **Batch WIP Entry** screen. The log lists the date, batch code, and number of entries that were merged each time you performed the **Export** function.

Configuration

The Config option on the menu above the Batch WIP Entry screen allows you to enter a **default staff code** which will automatically be inserted each time you create a new entry, and a **default batch code** which will automatically be assigned each time you perform the **Export** function. You can also select the option of whether or not to allow simultaneous timers to be running.

Utilities

The **Utilities** selection on the menu above the **Batch WIP Entry** screen contains the following options:

Reindex Data Files - Reindexs the data files associated with the **Batch WIP Entry** function.

Pack Data Files - This function rebuilds the **Batch WIP Entry** file to eliminate records which, although

marked as deleted and not visible, have been either deleted or merged with the main unbilled charges file. The presence of these invisible records explains why the record numbers assigned to each new entry may not always begin with 1. Packing the file permanently removes these records.

Delete Duplicates - In the event that you have imported a set of remote entry data twice and thus have duplicate entries in the Batch WIP Entry screen, select this function to remove the duplicates.

Consolidate Cost Charges - This function consolidates into a single cost charge multiple charges for the same client and matter for the same day or month, or you can consolidate *all* charges for each client matter into one entry. Only charges listed in the currently displayed Batch WIP Entry screen are affected. This is useful after importing charges from a cost metering device. There is also a function that reverses the last consolidation performed, in case you perform the wrong function by mistake.

Disable Duplicate Checking - Select this option if you do not want the program to check for duplicates when importing remote entry data. If duplicate checking is disabled and you accidently import the same remote entry data more than once you can use the Delete Duplicates function to remove the duplicates.

13.13.1 Importing Charges

The **Import** function on the menu at the top of the **Batch WIP Entry** screen enables you to import charges from a variety of sources into Tussman. These sources include charges entered in other programs, such as Amicus and TimeMatters, charges collected by cost metering devices such as Copitrak and Equitrak, and charges entered in the Tussman Program Remote Entry Module or using the Tussman Program Export Time function. After these charges are imported they are added to the Batch WIP Entry screen and can be viewed, listed, edited or deleted before they are actually merged with the main unbilled charges file. To merge them with the main unbilled charges file, they must be *flagged* and *exported* as described in the Batch WIP Entry section.

Note that the charges will be imported into the Batch WIP Entry folder that is currently open. If you are using multiple folders, make sure you have the right folder open before you perform the import.

The procedures for importing charges are described in the following sections:

> Remote Entry charges
> Amicus
> TimeMatters
> Copitrak
> Equitrak
> A generic format text file
> A file created by the Tussman Program Export Time function.

13.13.1.1 Remote Entry Data

This function imports Tussman Program **Remote Entry** data into the **Batch WIP Entry** screen. This is the same function that appears on the Remote Entry Functions menu on the main **Tools** menu or

when clicking the .   button on the main Toolbar. The Remote Entry data must have been exported from the Remote Entry program to a disk, CD or other media which is listed on the Select Folder dialog. Select the source of the data and the program will add it to the Batch WIP entry screen. The program will then ask if you want to delete the source file. Click **Yes** unless you want to save it for some reason. Note that data on a CD cannot be deleted, but the old data will be overwritten if you use that CD to export data again from a Remote Entry module. After Remote Entry data has been imported into the Batch WIP Entry screen, it must then be exported to the main program after you

have reviewed and flagged it.

13.13.1.2 Amicus

The **Amicus** program can be used to create time records which can be exported to a file and then imported into the Tussman Program. To use this feature, you must purchase a code from us which allows you to access the **Import** function in **Tussman**.

Two steps are required to transfer the information from **Amicus** to **Tussman**. It must first be *exported* from **Amicus**, and then *imported* into **Tussman**.

You must first *configure* the **Amicus** program as follows. This only needs to be done once, and then you can *export* the information from **Amicus** as often as desired as described in steps **13** and **14**.

1. Go into the **Amicus Adminstrator** program;

2. Click on **Configure**;

3. Select **Time Sheets**;

4. Click on **Accounting System**;

5. Select **Custom**;

6. Click **Team Settings**;

7. Click on **File Type** and set the **Header** option to **No** and the **Special Code** option to **No**;

8. Click on **Delimiters** and set the **Records** option to **Carriage Return** and the **Fields** option to **Fixed Character Positions**;

9. Click on the **Fields** tab and select the following fields with the **Position** and **Number of Characters** indicated:

      a. Position 1 = **Date**, format 20000513;
      b. Positoin 2 = **Timekeeper**, 4 characters;
      c. Position 3 = **Client ID**, 32 characters (alpha numeric)
      d. Position 4 = **Matter ID**, 8 characters (alpha numeric);
      e. Position 5 = **Activity Code**, 8 characters;
      f. Position 6 = **Rate**, 10 characters;
      g. Position 7 = **Time**, 10 characters;
      h. Position 8 = **Description**, 1024 characters.

10. Return to the **Accounting System** screen (see **4** above) and click on each **User**, making sure that the **Staff ID's** you are using in **Amicus** are the same as the **Staff Codes** you are using in **Tussman**;

11. *Close* Amicus and *restart* it for the changes made above to take effect.

12. Go into each person's own copy of **Amicus** on their computer and click on the **Billing** tab in the **Setup** window. Specify the name of the *folder* where you want the Amicus time entries to go when they are *posted*. You should create a separate folder to be used only for this purpose. The name of the folder must consist of a drive leter and a directory name, and the name of the directory cannot exceed eight letters; for example, c:\amicus. You can either create a separate folder on each person's computer, or you can create a single folder on the network server. The latter method is more

convenient as it makes it easier to import the files into Tussman, as they can then all be imported from a single location.

13. You are now ready to record time entries in **Amicus**. Note that when creating a time record there will be a 32 character space for entering the **Client ID**. Normally you should enter the exact client ID assigned to that client in **Tussman**. However, if in **Tussman** you use a system of *unique* matter IDs (i.e., no two matters in the program have the same matter ID), you can enter the matter ID in the **Matter ID** space and then either leave the **Client ID** blank or enter the client name or anything else you would like.

14. After they have been made, you must *post* them. which sends them to a *file* in the *folder* that you specified in **12** above.

After time entries have been *posted* to a file from **Amicus**, they can be *imported* into **Tussman** as follows:

1. Go into **Tussman** and select **Batch WIP Entry** from the **File** menu;

2. Select **Amicus** from the **Import** menu (the **Import** option appears on the menu at the top of the screen);

3. Enter the name of the *folder* where the **Amicus** export files are located (the same folder you specified in **12** above), and press **Enter**. The screen will display a list of all the files in that folder. Make sure these are actual Amicus export files, as you do not want to import and delete files from other programs by mistake. **Amicus** generally creates a separate file containing the time records for each staff member for each day, and the file extension generally consists of that staff member's ID. Thus, to display the files for *all* staff members leave the **File Extension** space blank. To display just the files for *one* staff member enter their ID in the **File Extension** space.

4. To import the files one at a time, double click on each file that you want to import. To import *all* the files in the list, click on **Import All Files**. To import all the files for one staff member, enter their staff ID in the **File Extension** space so that only their files are displayed and then click the **Import All Files** button.

5. After files have been imported, the program will ask if you want to *delete* the file or files. If you click **Yes**, the file or files you just imported will be deleted from the folder. If you delete a file by mistake, **Amicus** keeps a copy of all exported files in a separate folder on the server, usually called **Timepost**, which is a subdirectory of the main **Amicus** folder.   Use care when importing and deleting files from the list to make sure they are actual **Amicus** export files. If you enter the wrong folder name in step **3** above, you may wind up displaying a list of files from other programs, which will not contain **Amicus** data and should not be imported or deleted.

6. If you do not *delete* files immediately after they are imported, as described in 5 above, you can delete them later by highlighting each one on the list and clicking the **Delete** button. To delete *all* files in the list, click **Delete All**.

7. After importing, close the **Amicus Import** dialog to return to the **Batch WIP Entry** screen. That screen will now display a list of the entries which you have imported. Individual entries can then be *edited* or *deleted* as necessary as described in the Batch WIP Entry section. When you are ready to merge them with the main unbilled charges file, they must be *flagged* and *exported* as described in the Batch WIP Entry section. The program will only flag and export entries that have valid client and matter IDs. Those entries will remain in the Batch WIP Entry screen and you can then either correct them or delete them.

13.13.1.3 TimeMatters

The **TimeMatters** program can be used to create time and expense records which can be exported to a file and then imported into the Tussman Program. To use this feature, you must purchase a code from us which allows you to access the **Import** function in **Tussman**.

Two steps are required to transfer the information from **TimeMatters** to **Tussman**. It must first be *exported* from **TimeMatters**, and then *imported* into **Tussman**

To *export* the charges from **TimeMatters**, use the **TimeMatters export** function to create an export file. In the TimeMatters export function you can select which fields from each record you want to include in the file. You can simply select *all* the fields, or you can select the following fields, which contain the relevant information for export to Tussman as indicated:

BIL_TIME/EXP - Indicates the type of charge (T for Time, E for Expense);
BIL_DATE - Contains the date of the charge;
BIL_MATNO - Contains the client and matter ID. When recording charges in TimeMatters, you must use the same client and matter IDs that are used in Tussman. You can either enter both the client and matter IDs, separated either by a period or a hyphen, or you can enter just the matter ID, provided that in Tussman you use a unique system of matter IDs where no two matters are assigned the same ID.
BIL_STAFF - Contains the Staff Code. You must use the same Staff Codes as are used in Tussman.
BIL_BILLCODE - Contains the Task Code. This field is optional and must be included only if you are assigning Task Codes to each charge in TimeMatters; You must use the same Task Codes as are used in Tussman
BIL_CODE - Contains either the Activity Code or the Cost Code, depending on the type of charge. This field is optional and should be included only if you are assigning Activity Codes and Cost Codes to each charge in TimeMatters. You must use the same codes as are used in Tussman;
BIL_DURATION - Contains the number of hours, if the charge is a time record;
BIL_BILL QTY - Contains the number of units, if the charge is a cost;
BIL_GROSS - Contains the dollar amount of the charge, if the amount is calculated by TimeMatters. In most cases, you will want Tussman to calculate the dollar amount, so this item is not required;
BIL_DESC - Contains the transaction description.
BIL_BILL STATUS - Indicates whether billable or nonbillable (default is billable)
BIL_BILL HOLD - Indicates whether the charge is to be billed or is on hold (default is to be billed)

After creating the export file, go into Tussman, select Batch WIP Entry from the File Menu, and then select TimeMatters from the Import menu item which appears at the top of the screen. A standard Windows dialog will appear from which you can locate the export file that you created in TimeMatters. After selecting the file, the following screen will appear:

Input File - This space displays the name of the file you selected in the previous step;

Time Matters Field Names - These spaces display the names of the fields in the TimeMatters export file where the indicated information is found. You do not need to change these field names, unless for some reason you have entered the information differently in TimeMatters. Changes should be made only if you know exactly what you are doing. The field names shown above are the defaults.

Have Tussman Determine Rate and Amount - This option should normally be *checked*, so that Tussman will calculate the dollar amount of time charges using the billing rates in effect for the staff member and matter specified for each charge, as TimeMatters will not have this information.

Click **OK** to complete the import.   When finished, the **Batch WIP Entry** screen will display the charges that were imported. Individual entries can then be *edited* or *deleted* as necessary as described in the Batch WIP Entry section. When you are ready to merge them with the main unbilled charges file, they must be *flagged* and *exported* as described in the Batch WIP Entry section. The program will only flag and export entries that have valid client and matter IDs. Those entries will remain in the Batch WIP Entry screen and you can then either correct them or delete them.

13.13.1.4 Copitrak

If you are using a cost metering device from **Copitrak**, charges collected by that device can be imported into **Tussman**. To do this, you must first purchase from us a code which will give you access to this function.

To *import* the charges into **Tussman**, you must first create an *export* file from **Copitrak** containing the list of charges in an ASCII text file format. This file should be in the standard Copitrak export file

format. It can be exported to any location, either to a folder on your hard drive, or on a floppy disk, zip drive or memory stick, as long as that media can be accessed by the computer on which the Tussman Program is installed. Your Copitrak representative can assist you with this procedure if necessary.

Alternatively, instead of using the standard **Copitrak** export file format, you can create a custom file format which matches the format specified in the Generic Import section. You can then use that function to import the charges, instead of using the function described in this section. Your Copitrak representative will have to assist you in setting up this procedure.

Once you have created the output file from **Copitrak**, it can be *imported* into **Tussman** by selecting **Batch WIP Entry** from the **File** menu, and then selecting **Copitrak** from the **Import** menu at the top of the screen. The following dialog will then appear:

Import from Copitrak

Input File

Batch Code

Cost Codes: Copies PC   Phone
                Fax FAX   Postage

Show Number of Copies or   N   Show Number Dialed for   N
Fax Pages on Bill?   Phone Charges

Unit Charge for Copies 0.30   Unit Charge for Fax Pages 1.00

Description to appear on bill for Copy charges
Photocopy Charges

Description to appear on bill for Fax charges
Fax Charges

Description to appear on bill for Phone charges
Telephone Toll Charges

Description to appear on bill for Postage charges
Postage Charges

Use Transaction Date for Each Charge? Y

If N, enter Date to assign to each charge / /

☐ Rename Input file after Merging

[Import]   [Cancel]

Input File - Enter the name of the file containing the Copitrak charges. If the file is not located in the Tussman Program folder, you must also enter the drive and path. For example, if the file is on a floppy disk in drive A and is named Copies.txt, enter A:\copies.txt..

Batch Code - Enter an optional Batch Code which will be assigned to these charges

Cost Codes - Enter the Tussman Program Cost Codes that should be assigned to copy, fax, telephone and postage charges imported from Copitrak.

Show Number of Copies or Fax Pages on Bill - Enter **Y** if you want to include the number of photocopies or the number of pages faxed as part of the description for each charge.

Show Number Dialed for Phone Charges - Enter **Y** if you want to inlcude the number dialed as part of the description for telephone toll charges.

Unit Charge for Copies - You do not have to enter the unit charge as the charge amount is calculated by Copitrak

Unit Charge for Fax Pages - You do not have to enter the unit charge as the charge amount is calculated by Copitrak

Description to appear on bill - Enter in these four spaces the descriptive text that you want assigned to each copy, fax, phone and postage charge.

Use Transaction Date for Each Charge - Enter **Y** if you want to use the actual transaction date for each charge. If you want to assign the same date to all the charges, enter **N** and then enter the date in the space below.

Date to Assign to Each Charge - If you set the preceding item to N, enter here the date that you want to assign to each charge in this batch.

Rename Input File After Merging - Check this option if you want to rename the Copitrak export file after it has been merged, to prevent it from accidentally merged a second time. The new file name will be the same as the original name, but the extension will be changed to **.old**.

After verifying the above information, click **Import** to continue. When the import process is complete, the records will be displayed on the **Batch WIP Entry** screen. You can then *view*, *list*, *edit* or *delete* them as described in the Batch WIP Entry section. To *merge* them with the main unbilled charges file, they must be *flagged* and *exported* as described in the Batch WIP Entry section. The program will not flag or export charges that do not have a valid client or matter ID. Those records will remain in the **Batch WIP Entry** screen and you can either edit or delete them.

13.13.1.5 Equitrak

If you are using a photocopy or telephone metering device from **Equitrak**, charges collected by those devices can be imported into **Tussman**. To do this, you must first purchase from us a code which will give you access to this function.

The Tussman Program also has a function which enables you to create a *validation table* containing a list of your clients and matters which can be downloaded to **Equitrak**. This function is described at the end of this topic.

To *import* the charges into **Tussman**, you must first create an *export* file from **Equitrak** containing the list of charges in an ASCII text file format. This file should be in the standard Equitrak export file format. It can be exported to any location, either to a folder on your hard drive, or on a floppy disk, zip drive or memory stick, as long as that media can be accessed by the computer on which the Tussman Program is installed. Your Equitrak representative can assist you with this procedure if necessary.

The **Equitrak** export file contains certain information in user defined fields designated in Equitrak as **F1** through **F8**. These fields should contain the following information. The standard Equitrak output file should already be configured to do this. Especially important is the presence of the *file ID* in the **F2** field.:

F1 - Not used by Tussman
F2 - Must contain the client and matter ID, separated either by a period or a hyphen. Alternatively, if you are using unique matter IDs (i.e., no two matters in Tussman have the same matter ID), then the F2 field may contain only the matter ID.
F3 - For postage charges, this field must contain the Tussman Cost Code which you use for postage charges. For miscellaneous expenses (Equitrak code D), the F3 field must contain the charge description;
F4 - For postage charges, must contain the dollar amount;
F5 - For miscellaneous expenses (Equitrak code D) must contain the dollar amount;
F6 - **F8** - Not used by Tussman

Alternatively, instead of using the standard **Equitrak** export file format, you can create a custom file format which matches the format specified in the Generic Import section. You can then use that function to import the charges, instead of using the function described in this section. Your Equitrak representative will have to assist you in setting up this procedure.

Once you have created the output file from **Equitrak**, it can be imported into **Tussman** as follows, depending on whether you are importing photocopy and other cost charges, or telephone charges:

Importing Photocopy and other Cost Charges

To import photocopy and other cost charges, select **Batch WIP Entry** from the **File** menu. Then select **Equitrak Copy Charges** from the **Import** menu (the **Import** option appears on the menu at the top of the **Batch WIP Entry** screen).   The following screen appears:

Import Equitrak Copy and Misc Charges

Input File C:\MERGE\TRANSAC.EQD

Batch Code EQT

Cost Code for Copy Charges PC

Cost Code for Fax Charges FAX

Show Number of Copies or Fax Pages on Bill? N

Unit Charge for Copies 0.30

Unit Charge for Fax Pages 1.00

Charge Separate Rate for Copies for Each Matter? N

Description to appear on bill for Copy charges
Photocopy Charges

Description to appear on bill for Fax charges
Fax Charges

Use Transaction Date for Each Charge? Y

If N, enter Date to assign to each charge / /

☐ Rename Input file after Merging

Import   Cancel

Input File - Enter the name of the file containing the Equitrak charges. If you do not know the name or location of the Equitrak export file, consult your Equitrak representative. If the file is not located in the Tussman Program folder, you must also indicate the drive and path, as shown in the sample screen above. If the file is in the Tussman Program folder, you can simply enter the file name.

Batch Code - Enter an optional Batch Code to be assigned to this group of charges.

Cost Code for Copy Charges - Enter the Tussman Program Cost Code which is used for copy charges.

Cost Code for Fax Charges - Enter the Tussman Program Cost Code used for fax charges.

Show Number of Pages or Fax Copies on Bill - Enter **Y** if you want to include the number of copies or fax pages in the description for each charge, or **N** to omit this information.

Unit Charge for Copies - Enter your unit charge for photocopies. For example, if you charge 30 cents for each photocopy, enter **0.30**.

Unit Charge for Fax Pages - Enter your charge for each page faxed. For example, if you charge

$1.00 per page, enter **1.00**.

Charge Separate Rate for Copies for each Matter - If you want to charge different rates for photocopy charges for different clients, enter **Y**. You must then enter the specific rate you want to charge each client in the **Client Group** space in each client screen. The amount must be preceded by the letter **P**. For example, if you want to charge client XYZ 20 cents per photocopy, enter **P25** in the **Client Group** space for client XYZ.   If you have *not* entered the rate in the **Client Group** space for a client, the program will use the *default* rate entered in the **Unit Charge for Copies** space described above.

Description to Appear on Bill for Copy Charges - Enter here the description you want to appear on the bill for each copy charge. Note that if you are combining charges with the same cost code into a single line item on the bill, the program will use the text for the cost code instead.

Description to Appear on Bill for Fax Charges - Enter here the description for each fax charge.

Use Transaction Date for Each Charge - Enter **Y** to use the transaction date found in the Equitrak export file for each charge that is imported. Enter **N** if you would rather assign a different date, and then enter that date in the space below.

If N, Enter Date to Assign to Each Charge - If you entered **N** for the previous selection, enter here the date you want to assign to all the cost charges that are imported.   Otherwise leave the date blank.

Rename Import file after Merging - Check this option if you want to rename the Equitrak export file after the import procedure is complete. This prevents the charges in the file from being imported a second time by mistake. The program will rename the file using the same name but with the extension .old.

After verifying the above information, click **Import** to continue. When the import process is complete, the records will be displayed on the **Batch WIP Entry** screen. You can then *view*, *list*, *edit* or *delete* them as described in the Batch WIP Entry section. To *merge* them with the main unbilled charges file, they must be *flagged* and *exported* as described in the Batch WIP Entry section. The program will not flag or export charges that do not have a valid client or matter ID. Those records will remain in the **Batch WIP Entry** screen and you can either edit or delete them.

Importing Phone Charges

To import telephone charges, select **Batch WIP Entry** from the **File** menu. Then select **Equitrak Phone Charges** from the **Import** menu (the **Import** option appears on the menu at the top of the **Batch WIP Entry** screen).   The following screen appears:

INput

Input File - Enter the name of the file containing the Equitrak phone charges. If you do not know the name or location of the Equitrak export file, consult your Equitrak representative. If the file is not located in the Tussman Program folder, you must also indicate the drive and path. If the file is in the Tussman Program folder, you can simply enter the file name.

Batch Code - Enter an optional Batch Code to be assigned to this group of charges.

Cost Code - Enter the Tussman Program Cost Code which is used for phone charges.

Show Number Called on Bill - Enter **Y** to show the number called as part of the description for each charge on the client's bill, or **N** to omit.

Show Number of Minutes on Bill - Enter **Y** to show the call duration in minutes as part of the description for each charge on the client's bill, or **N** to omit.

Description to Appear on Bill for Phone Charges - Enter here the description for each phone charge that you want to appear on the client's bill. Note that if you are combining charges with the same cost code into a single line item on the bill, the program will use the text for the cost code instead.

Enter Date to Assign to these Charges - If you enter a date here, that date will be assigned to all the charges which are imported, regardless of the actual date of the call. To use the actual call date as the date for each charge, leave this space blank.

Rename Input file after Merging - Check this option if you want to rename the Equitrak export file after the import procedure is complete. This prevents the charges in the file from being imported a second time by mistake. The program will rename the file using the same name but with the extension .old.

After verifying the above information, click **Import** to continue. When the import process is complete,

the records will be displayed on the **Batch WIP Entry** screen. You can then *view*, *list*, *edit* or *delete* them as described in the Batch WIP Entry section. To *merge* them with the main unbilled charges file, they must be *flagged* and *exported* as described in the Batch WIP Entry section. The program will not flag or export charges that do not have a valid client or matter ID. Those records will remain in the **Batch WIP Entry** screen and you can either edit or delete them.

Creating a Validation Table for Equitrak

Tussman can create validation tables containing your staff codes and client and matter IDs for loading into your **Equitrak** system. To do this, select **Batch WIP Entry** from the **File** menu. Then select **Equitrak Download** from the **Import** menu (the **Import** option appears on the menu at the top of the **Batch WIP Entry** screen).   Enter the *destination* for the validation files. If you leave this space blank, the files will be created in the Tussman folder. To send them to a different folder, enter the drive and folder name; for example, c:\equitrak. The folder you specify must already exist. Then specify the *delimiter* you want to use to separate the client and matter IDs. You can use either a *period* or a *hyphen*. Click **OK** and the files will be generated. Four files will be created:

> **CCUVLDTB.EQT** - Contains a list of the client and matter IDs separated by the delimiter you specified
> **CLNTSIMP.EQT** - Contains the client IDs and client names separated by an equals sign
> **MTTRSIMP.EQT** - Contains the client and matter IDs, separated by the delimiter you specified, followed by the matter title separated by an equals sign.
> **USERSIMP.EQT** - Contains the staff codes and staff member names separated by an equals sign

13.13.1.6 CSV File Import

The CSV File Import function allows you to import both fee and cost charges into the program from a CSV (comma delimited) file.   The file does not have to be in any particular format; you simply tell the program which column each data item (date, client ID, staff code, etc) is located in and the program does the rest.

To access this function open the Batch WIP Entry screen by clicking the   button on the Toolbar at the top. Click on the **Import** item on the menu at the very top of the screen and select CSV File Import.

First you will be asked to select the file that you want to import from.   After selecting the file the following screen will appear:

In the top portion of the screen indicate whether you will be importing fees or costs. However, if the file you are importing from contains a column with the transaction type code, then the program will ignore this setting and use the transaction type code assigned to each charge.

Below that next to each data item indicate the number of the column where that data item can be found. For example, if the Date is in column 2 of the csv file, enter 2 in the space next to Date.

The date must appear in the CSV file in the format mm/dd/yy or mm/dd/yyyy.

Staff Code, Task Code, and Activity/Cost code are not required although for fee charges a staff code is always desirable.

The Amount is not required for fee charges as the program will calculate that automatically. Similarly for costs you do not have to enter an Amount if you have assigned a number of Units and have assigned a Cost Code which has a unit charge amount assigned to it.

When ready to import click OK and the charges will then appear on the Batch WIP Entry screen where you can review and edit them if necessary. If you made a mistake you can always delete those charges and import again. Then to merge them with the main list of charges flag all the entries and click the Export item on the menu at the top.

13.13.1.7 Generic Import Format

The **Generic Import** function enables you to import cost charges from a comma delimited text file which has been exported from a cost metering device. The file must be in the exact format described below.

The export file must be a plain ASCII text file with each cost record appearing on a separate line. The information for each record must be in comma delimited format. Each data item may be enclosed by quotation marks, but that is not required. The information for each record must appear in the following

order and format:

    1. **Client ID** - The Tussman Program client ID. You may leave the client ID blank and enter just the matter ID, provided that in Tussman you use unique matter IDs; i.e., no two matters are assigned the same ID.
    2. **Matter ID** - The Tussman Program matter ID
    3. **Dollar Amount** of the Charge
    4. **Number of Units** charged (not required)
    5. **Date** - In format MM/DD/YY
    6. **Cost Code** - Must be a *one character* code indicating the *type* of cost. This can be any letter, but you must enter a list of the cost codes you will be using for this purpose in the Tussman Program Cost Code file, and it must be entered in the cost code file as follows: The code must be preceded by the **@** symbol, followed by the one character code, followed immediately by the corresponding Tussman Program cost code for the same type of cost, if it is different. For example, if your Tussman Program cost code for photocopy charges is **PC**, and in the generic import file you will be using just the code **C** to indicate copies, then you must create a *new* cost code in the Tussman Program cost code file with the code **@CPC**. Enter as the description for that code the text you want to appear on the bill for each of those charges.

Once you have created the export file from your cost metering device, you can import it into Tussman as follows:

1. Select **Batch WIP Entry** from the **File** menu;

2. Select **Generic Import** from the **Import** menu at the top of the screen;

3. A standard Windows dialog will come up that will allow you to select the *file* that you will be importing from. It must be located on a disk, memory stick or other media, or in a folder on your hard drive or the network server.

4. After the charges are imported, they will appear in the **Batch WIP Entry** screen.   From this screen, you can view, list, edit, or delete the entries as described in the Batch WIP Entry section. When you are ready to add them to the main unbilled charges file, they must be *flagged* and *exported* as described in the Batch WIP Entry section.

13.13.1.8 Tussman Import

Use this function to import charges from an ASCII text file that was created using the Export Time function. This enables you to transfer charges from one copy of the program to another, or for other purposes of an unusual nature.

To use this function, select **Batch WIP Entry** from the **File** menu, then select **Tussman Import** from the **Import** menu at the top of the screen. A standard Windows dialog will appear which allows you to select the file. It must be located on a disk, memory stick or other media, or in a folder on your hard drive or the network server.   The following dialog then appears:
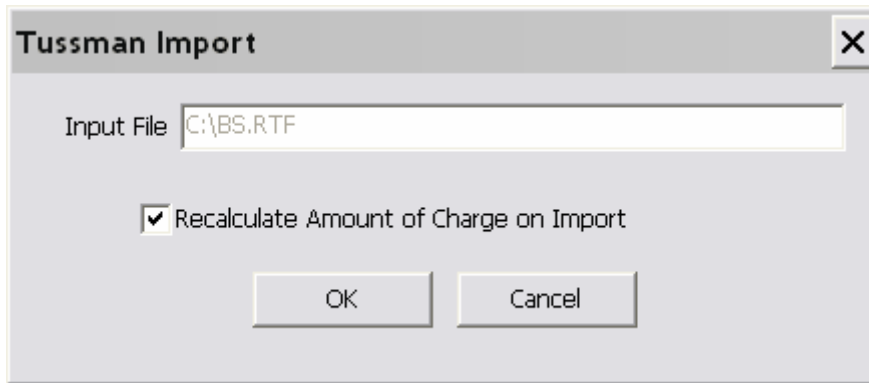
Input File - Displays the name of the file you selected to import from.

Recalculate Amount of Charge on Import - If you check this box, the program will recalculate the dollar amount of each charge based on the billing rates specified in this copy of the program. If unchecked, the charges will be imported with their original dollar amounts.

Click **OK** to perform the import. After the charges are imported, they will appear in the **Batch WIP Entry** screen. From this screen, you can view, list, edit, or delete the entries as described in the Batch WIP Entry section. When you are ready to add them to the main unbilled charges file, they must be *flagged* and *exported* as described in the Batch WIP Entry section.

13.13.1.9 Tussman Merge Import

This function is used to import charges from the DOS version of the Tussman **Merge Module** which is still used by some customers to import charges from certain older photocopy and telephone metering devices. After those charges have been imported into the Merge Module using the **Convert Data** function in the Merge Module, instead of using the **Merge Transactions** function in the Merge Module to send those charges to the main unbilled charges file in Tussman, use this function. After selecting this function, a dialog will ask you which version of the Merge Module you are using. Select the regular **Merge** option, unless you have been specifically instructed to use the **YMERGE** function. This function sends the charges from the **Merge Module** directly to the main unbilled charges file in Tussman They will *not* appear in the **Batch WIP Entry** screen, as that intermediate step is skipped. . Before merging the charges, they can be reviewed and edited in the Merge Module itself.

13.13.1.10 Hours Tracker Import

Use this function to import charges from Hours Tracker, as described in that section.

13.13.1.11 PaperCut

Tussman can import charges from PaperCut using this function. The charges must first be exported from PaperCut to a standard CSV file with the following information for each charge, in the order shown:

Date, in the format MM/DD/YYYY
Client ID
Matter ID
Dollar Amount
Cost Code, if any

Once imported the charges will appear in the Batch WIP Entry screen where you can review and edit them. Then you can flag them using the Flag All button and Merge them with the main WIP file using the function on the menu at the top.

Tussman can also generate a valildation file with a list of your matters for import into PaperCut. Select that option from the Import/Export menu. The file will have in CSV format your list of active matters with the Client ID, Matter ID and Matter Title for each.

13.14 Listing Charges

Lists of charges, both billed and unbilled, can be generated by clicking on **Charges** from the Main Menu and selecting **List** from the submenu. These lists are used primarily when you need to print a hard copy, although they can also be viewed on the screen using the **Preview** function. However, when you want to view or edit charges on the screen it is usually easier to use the browse function, as described in the Browsing Fee Charges section.

From the **List** submenu select the type of report you want:::

Unbilled Charges by Client/Matter - Lists only *unbilled* charges sorted by *client/matter.* Use this report if, for example, you want to generate a quick list of the unbilled charges for a specific client or matter.

Unbilled Charges by Date - Lists only *unbilled* charges sorted by *date*

Billed Charges by Client/Matter - Lists only *billed* charges sorted by *client/matter*.

Billed Charges by Date - Lists only *billed* charges sorted by *date*

All Charges by Client/Matter - Lists *all* charges, both billed and unbilled, sorted by *client/matter.* Use this report if, for example, you want a complete list of all the charges for a specific client or matter, regardless of whether or not they have been billed.

All Charges by Date - Lists *all* charges, both billed and unbilled, sorted by *date*

All Charges by Record Number - Lists *all* charges, both billed and unbilled, in record number order (i.e., the order in which they were entered)

All Charges in a Batch - Lists *all* the charges in a specific *batch*, sorted by *record number* (i.e., the order in which they were entered). Select the batch you want and click **OK** to proceed to the next step.

If you prefer to list the charges in a batch sorted by *client/matter* or by *date*, or if you just want to list *billed* records, select one of the other lists described above and then *filter* the list for the batch you want, as described below in the **Report Options** section. You can limit this list to *unbilled* charges only by checking the **List WIP only** box in the **Report options** screen described below.

Staff Member Timesheets - Lists all charges, billed and/or unbilled, for a specific *staff member*. This report is useful if you want to generate a detailed list of each staff member's time for their review. Select the staff member you want and click **OK** to proceed to the next step, or leave the staff member space blank and the program will generate a separate report for each staff member.

The charges for each staff member can be listed sorted by date or by client/matter. This option is found in the **Options** section of report options screen, as described below. The list will normally include just unbilled charges, but if you want to include both billed and unbilled uncheck the **List WIP only** box at the right.

A similar report listing charges for each staff member in a week or month at a glance format can be generated using the **Time at a Glance** function.

Report Options Screen

After selecting the type of report you want from the submenu, as described above, a screen appears which lists a variety of report options you can select, as shown below:

The list options determine which *types* of charges are included, whether or not the list is *filtered*, the *date* range, and the list *detail* and *format*, as described below.

Transactions Included - Select the *types* of charges you want included by checking or unchecking each item. For example, you can exclude cost charges from the list by unchecking **Costs**.

The **List WIP Only** option is useful if you are generating a **Batch List** or **Attorney Timesheet**, which normally includes both billed and unbilled charges, but you want to show unbilled charges only. If you did not select one of hose two reports, this option is grayed out.
.
The last three items let you generate a list showing only charges that are on *hold* (either because a hold has been placed on the matter itself in the **Billing Instructions** screen for that matter, or because the charge itself has been placed on hold using the **bill status** feature, described in the section on **Entering Charges**), to list only charges that have been *deleted*, or to list only charges that have been written up or down. When selecting one of these options, you should still make sure that you have checked the types of charges you want from the list above. For example, if you want to list costs on hold, make sure the **Costs** selection is checked also.

Filter - This section lets you filter the list to include only charges that match all the filter criteria you enter. For example, you can filter the list to include only charges in a specific *batch* or with a specific transaction (entry) *type*. To list only costs, for example, enter **C** in the Transaction Type space. To list only flat fee charges, enter **F**. You can also filter to include only charges for a specific *staff member*, *task code*, *activity code* or *cost code* and **location code**. For example, to list only photocopy charges, enter **C** in the **Transaction Type** space and enter the code you use for photocopy charges in the **Activity/Cost Code** space.

You can perform a *text search* to list only charges with a specific name, word or phrase in the body of the description for that charge by entering the text you want to search for in the **Description** space.

Files Included - Use these selections to limit the list to a specific client or matter, or to filter the list to include charges for selected clients and matters, as described in the **client lookup** and **matter lookup** sections.

Date Range - Leave the date range blank to include all charges regardless of date, or enter the date range you want. The **MTD** and **YTD** buttons are quick ways of entering the correct dates to show charges for the current month or year to date. The **All** button can be used to blank out dates that have previously been entered.

Options - Set the **Detail, Summary or Total** option to **D** to generate a *detailed* list itemizing each charge. Enter **T** and the report will show only the *total* of the charges, with no itemization. Enter **S** only if you are generating a list of unbilled, billed or all charges sorted by date or client/matter, and instead of itemizing each charge you only want the total for each date or client and matter. If using the S option, you must also set the **Include Subtotals** option to **Y**. Note that to generate a *summary* report of *unbilled charges* only it is better to use the **WIP Summary** report described elsewhere..

Set the **Include Subtotals** option to **Y** to include a subtotal of the charges for each **date** or **client** and **matter**, depending on which sorting option you are using. This selection will have no effect if you are generating a batch list or a list of all charges by record number. If you are generating an attorney timesheet, the subtotals will be for each date.

The **Subtotal by Client or Matter** option determines whether separate subtotals are shown for each matter, with a grand total for each client, or whether a subtotal is shown for the client only. Enter **C** to subtotal by *client* only, **M** to subtotal by *matter*.   This option applies only if you selected one of the lists where charges are sorted by client/matter.

If you set **New Page After Subtotals** to **Y**, then after printing each subtotal on the report the program will skip to a new page (this option only applies if you have set the **Include Subtotals** option to **Y**). This is useful if, for example, you want to print a separate report listing the charges for each date or for each client. If you are sorting charges by client/matter, then the following option, **New Page for each File**, determines whether the program skips to a new page after each *matter* (enter **M**) or after each *client* (enter **C**).   Do not use this option if you are generating **Attorney Timesheets** for all staff members, as each staff member's list will by default begin on a new page.

Enter 1, 2 or 3 in the **Line Spacing** option to skip that number of lines after each charge.

The **Sort by Date (1) or File (2)** option appears only if you are generating an **Attorney Timesheet.** This determines whether charges for each attorney are listed by *date* (enter **1**) or by **client/matter** (enter **2**).

The **Separate Column for Costs** option appears for all reports *except* the **Attorney Timesheets**, which do not include cost charges. Enter **Y** if you want the report to show the dollar amount of cost and fee charges in separate columns.

Include - The Include section in the lower right hand corner determines which items of information are included for each charge on the report. You can include or omit the **Entry #, Entry Type**, **Batch**, **Task Code**, **Activity/Cost Code**, **Description**, and dollar **Amount**. Certain items such as the **Entry Number**, **Entry Type**, **Date**, **Client** and **matter IDs** (unless they appear in the subtotal headings), **Staff Code**, and **Hour** amount for hourly charges will always appear.   You also have the option of including the complete client name and/or matter title for each charge. If selected, these will appear in brackets following the description for each charge. If you are sorting the list by client/matter, and including subtotals, these options are superfluous as the client name and matter title will be shown automatically as a heading for each new group of charges on the report.

The **Legend at End** option simply causes an explanation of the various **entry type** codes to be printed at the end of the report.

Report Title - You can enter your own title to appear in the heading of the report if desired.

Reading the Report

The first column of the report shows the entry number (which can be used to locate the charge for editing purposes) and the batch code (appearing underneath the entry number, if you selected the options to include those items).

Two symbols may appear to the right of the entry number   An asterisk (*) indicates the charge is on hold. An exclamation mark (!) indicates the charge has not yet been billed.

If you are including the Task and/or Activity/Cost codes, those items will appear in brackets following the description, together with the client name and matter title, if those items are being included.

An **X** appearing next to a dollar amount indicates that the charge is nonbillable.

13.15 Editing Billed Charges

You can locate and view *billed* charges of all types by clicking **Charges** from the Main Menu, selecting **Browse** from the submenu, then selecting **All Billed Charges**. You can also browse the billed charges for a client or matter by clicking on the **Browse Billed Charges** button on the Account Status screen for a client or matter, or by finding those charges on the **Master Ledger** for that client or matter. When browsing a list of *billed* charges for a client or matter, the list includes the number of the invoice that the charge appeared on. *Lists* of billed charges can also be generated as described in the Listing Charges section.

Billed charges can be edited, but only the date, description, reference, batch and order code can be changed. Other changes are not allowed as they might cause the dollar amount to no longer match the amount on the bill. To change the amount of a billed charge, or to assign it to a different matter, you must first unfinalize the bill that it appeared on.

13.16 Spell Checking

You can spell check an *individual charge* either at the time it is entered or later when editing it by clicking on the [✓] button to the right of the description space. You can also spell check an AR transaction or a calendar entry in the same way.

You can also spell check *all* unbilled charges, or all unbilled charges in a specific *batch*, for a specific

matter or for a specific staff member by clicking the [✓] button on the Toolbar at the top. then picking the procedure you want from the submenu. This function only spell checks unbilled charges (fees and costs) and not AR transactions or calendar entries.   There is also a spell check function in the Batch WIP Entry screen which lets you spell check charges entered in that screen.

Performing the Spell Check

When performing the spell check if the program finds a word that is not in the dictionary the **Misspelled Word** dialog shown below pops up.
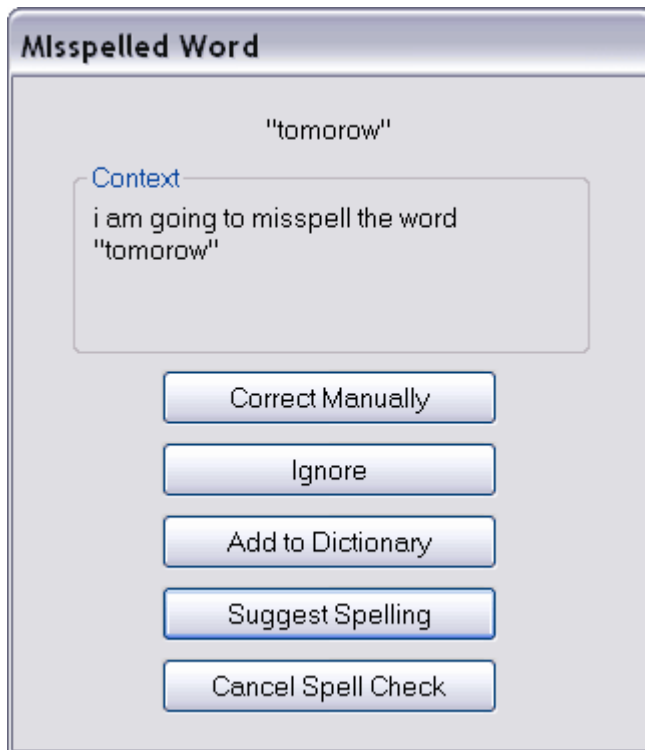
The top portion shows the record number of the charge (if the charge has already been saved), the word that was found, and a portion of the text within which the word was found. Below that you can select the following options:

Correct Manually - Manually enter the correct word to replace the existing word.

Ignore - Skip this word and continue spell checking

Add to Dictionary - Add this word to the spell check dictionary

Suggest Spelling - List some possible correct words. If the correct word appears on the list select it and it will be inserted in place of the existing word.

Cancel Spell Check.= Discontinue the spell check.

Editing the Spell Check Dictionary

The program maintains two lists of words that are referenced when performing a spell check: the *main* dictionary and the *user* dictionary. The main dictionary is a list of words provided with the program. The user dictionary consists of words that are added by the user whenever you click the **Add to Dictionary** button when the program finds an unknown word when performing a spell check. You can also add words manually, or edit and delete existing words, using the **Edit Spell Check Dictionary** function. To do this, select **Spell Check** from the **Charges** menu, then select **Edit Spell Check Dictionary** from the submenu. The following screen appears:
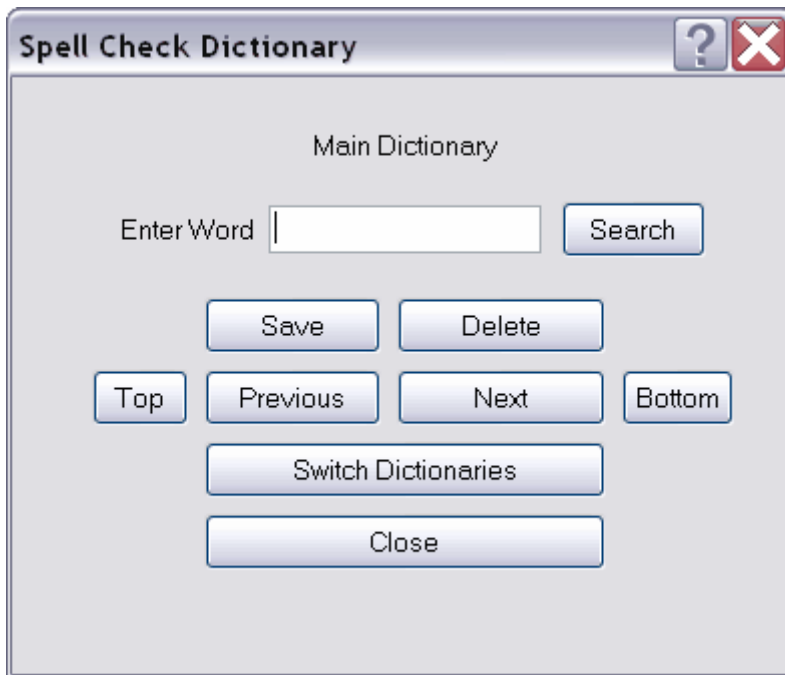
At the top of the **Spell Check Dictionary** dialog it indicates which dictionary you are currently working with.   The **Main Dictionary** always comes up by default. To switch to the **User Dictiona**ry, or to then switch back to the Main Dictionary, click the **Switch Dictionary** button which appears above the **Close** button. If you are searching for a specific word you may have to check *both* dictionaries to find it.

To *search* for a word in the dictionary, make sure you are in the correct dictionary, type the word in the **Enter Word** space and click the **Search** button. The program will indicate whether or not the word is found. If the word is *not* found, you can *add* that word to the dictionary by clicking the **Save** button. If the word is *found*, you can *delete* that word from the dictionary by clicking the **Delete** button. To *edit* it, make the change and click the **Save** button.

You can *scroll* through the list of words in a dictionary using the **Top**, **Previous**, **Next**, and **Bottom** buttons. Click **Top** to go to the first word in the dictionary, and **Bottom** to go to the last. Then click either **Previous** or **Next** to display the previous or next word. To go to a specific point in the list, enter a letter (a-z) or a known word in the **Enter Word** space and click **Search**, then use the **Previous** and **Next** buttons. As you scroll through the list the current word will be displayed in the **Enter Word** space and you can delete or edit it if necessary.

13.17 Making Bulk Changes to WIP

In addition to editing charges individually, you can make certain changes to a group of selected charges. You can use this function to place or remove billing holds, change the transaction type, delete charges, or assign charges to a different staff member, matter, task or activity code, or date.

Using this function involves tthree steps:

1. First you must **filter** the Browse WIP screen to display, as closely as possible, the entries you want to change. For example, if the charges you want to change are all for the same matter, select **Charges** from the Main Menu, then select **Browse**, then select **...for one Client or Matter**. (You can also do this by just going to the **Browse WIP** screen and clicking the **File** button at the top and

selecting the matter you want, or by just clicking the   button on the Toolbar and selecting the file you want.) Similarly, if you want to change charges for one staff member, go to the **Browse WIP** screen, click the **Staff** button at the top and enter the Staff member you want.

2. Next, you must **tag** the entries you want to change. If you only want to change some of the charges on the list, tag them individually by highlighting each charge, then either right clicking on it or clicking the **Tag** button at the top. If you want to apply the changes to *all* charges on the list, you can simply click the **Action** button, then select T**AG ALL CHARGES ON LIST**. You can also tag all charges and then untag the ones you don't want to change by highlighting the tagged charge and right clicking on it or clicking the **Tag** button.

Note that unlike tagging of client and matter files, this is only a temporary tagging function and the tags are automatically erased when you close the browse screen.

3. After the entries you want to change have been tagged, click the **Action** button at the top and select the action you want to perform from the menu displayed below:

For example, if you want to reassign all the selected charges to a new staff member, click **Assign to Different Staff Member**, enter the new staff member code, and continue as instructed. Similarly with the option to **Assign to Different Matter**.   In either case, the Program will recalculate the amount of each charge if the change causes a change in the billing rate.

13.18 Text Find and Replace

Use this feature if, for example, you have misspelled someone's name in a number of charges and you want to correct it. To do this, click on Charges from the main menu, Text Find and Replace. Enter the text you want to find and the text you want to replace it with. Specify whether you want to search billed and/or unbilled charges, and whether you want the program to ask for confirmation before making each change.

14   AR Transactions

AR transactions include *client payments* and any other type of transaction that directly affects a client's account balance. Every time a bill is finalized, the client's account balance is increased by the amount of the bill. Every time a payment is recorded, the client's account balance is reduced by the amount of the payment.   A client's current account balance is thus the result of adding all of their prior bills and subtracting all of their payments and adjusting for any direct debits or credits which are posted to the account. To keep track of this, the program creates a record of each bill when it is finalized, which is assigned AR transaction type **B**. Payments, which are entered directly by the program user, are assigned transaction type **P**. Other AR transactions are used to record deposits to and disbursements from a clients trust or retainer account (types **T** and **R** respectively), or to enter credits (type **Q**),beginning balances (type **BB**), debits (type **D**), or refunds (type **DA**). AR transactions can be distinguished from *charges* in that charges are the individual entries that make up a client's bill. Until it has been billed, a charge has no affect on a client's account balance.

When you enter an AR transaction it updates the client's account balance immediately; there is no separate posting or updating procedure that must be performed. AR transactions can be posted to the General Ledger either automatically upon entry, or manually by batch or month.

The following sections explain in detail:

The specific types of AR transactions
Howe to record a client's beginning balance
The procedures for entering AR transacdtions
How to locate and browse AR transactions
Procedures for editing editing AR transactions
The way in which payments are applied against a clients account balance;
How to reverse a payment or record a refund to a client;
How the program handles advance payments and credit balances;
How to handle the situation where a client has more than one matter;
The use of retainer and trust accounts;
How to post cash receipts to the General Ledger;
Howe to generate cash receipt journals and other AR journal reports.

14.1   Types of AR Transactions

Following are the different types of AR transactions. Each type is identified by an **Entry Type** code, as indicated below. The list of codes is built into the program and cannot be modified. Some of these transactions are created automatically by the program and others must be entered manually. By far the most common type of entry you will be recording is a client payment (type **P**). Refer to the section on Entering AR Transactions for instructions on how to enter payments and other AR transactions.

B - Billing Record. This type of transaction is created automatically by the program when a bill is finalized. The amount of the transaction is the total of the new charges (fees, costs, tax and interest) appearing on that bill. The **Reference** assigned to the transaction is the invoice number which appeared on that bill, and the date of the transaction is the same as the *posting date* used when generating the bill. A billing record cannot be created manually, but you can manually enter a beginning balance transaction (type **BB**) or a debit transaction (type **D**) to *increase* the amount of a client's account balance without having to generate a bill.

BB - Beginning Balance. A beginning balance transaction is used when first setting up the program to record an unpaid balance due for an existing client that is being carried over from your old billing system.   For example, if you have a matter for a client which has a balance due of $1,000.00 that you want to carry over from your old system, record a **BB** transaction in that amount as described in the beginning balances section..

D - Debit Transaction. A debit transaction is a way of *increasing* a client's account balance without having to generate a bill. A debit has the opposite effect of a payment or credit, which *decreases* an account balance. It is similar to a **BB**, except that unlike a **BB** transaction, which does not appear on the client's bill except as part of the balance forward amount, a debit transaction can appear on the client's bill in the payments and credits section (although it can also be applied directly to adjust the balance forward by unchecking the **Show on Next Bill** option, in which case it works exactly like a **BB**).

A debit can be used if for example, you receive a payment from a client for a one-time service for which you do not need or want to generate a bill. In that case, first enter a debit transaction in the same amount as the payment so that the payment can then be applied against an offsetting amount due. Otherwise, the program would create a credit balance for that client which would remain on your books indefinitely.

While a debit can be used to increase a client's balance in order to reverse a previous payment, such as when a client's check has been returned by the bank, there is a separate procedure for reversing payments which is more appropriate in that case. A debit can be used, however, to transfer a balance due from one matter to another matter.

P - Payment.   Use to record any kind of cash receipt to your firm, except for receipts that are deposited in a client's trust or retainer account.   Normally a cash receipt is from a client, but

occasionally you may also receive other kinds of receipts, such as rental income, reimbursement for the use of shared equipment, etc. These types of non-client cash receipts can also be recorded as payments by entering an asterisk (*) in the **client** space when entering the transaction. They can then be posted to the GL along with your other cash receipts, although for non-client cash receipts you must manually assign the GL account distributions by clicking on the **GL Distribution** button when entering the transaction.

While a payment is normally recorded as entry type **P**, it can also be recorded as **PF**, **PC**, **PT**, or **PI** if you want it to be applied only against fees, costs, tax or interest respectively, as described in the Payment Application Rules section.

Payment transactions are also created automatically by the program when you finalize a bill where funds were applied automatically against the bill from the client's retainer account. In that case, the program will create separate payment transactions for the amounts applied against fees, costs, tax, and interest.

The manner in which the program applies payments against a client's balance is described separately in the Payment Application Rules section.

You can record a payment even if the client has no outstanding balance to apply it against. In that case, the payment is recorded as an *advance* and creates a *credit balance*, which the program automatically applies against future charges as described in the Advances and Credit Balances section.

Client payments normally must be assigned to a specific matter, although you can apply a payment to multiple matters for the same client as described in the Client Level Payments section.

Q - Credit or Writeoff. Entry type **Q** is used whenever you want to credit the client's account for any reason other than the receipt of a payment; for example, you are writing off or discounting all or part of a balance due, or reducing the balance on one matter because you are transferring it to another.   A **Q** is normally used only to write off an outstanding balance, and not to reduce the amount of the charges on a current bill, as described separately in the section on writing off charges, although it can be used for that as well.

While a credit is normally recorded as entry type **Q**, it can also be recorded as Q**F**, **QC**, **QT**, or **QI** if you want it to be applied only against fees, costs, tax or interest respectively, as described in the Payment Application Rules section.

Credits are applied against a clients account balance in exactly the same manner as payments. As with payments, you can also record a credit even if the client has no outstanding balance, and it will be carried forward as a credit balance to be applied against future charges. You can also record a *client level credit* in the same way as a client level payment.

DR - Reverse Payment or Credit. A **DR** transaction is created automatically by the program when you reverse a payment or credit that was previously entered, as described in the section on Reversing Payments. It has the effect of *increasing* the client's account balance in the same amount that the payment or credit reduced it.   A **DR** is always entered as either a **DR1** or a **DR2**. A **DR1** is created to reverse a *payment* (type **P**). A **DR2** is created when you reverse a credit (type **Q**).

DA - Refund or Reduce Credit Balance. This transaction is used to record a refund paid to a client, or to reduce the amount of a client's outstanding credit balance, as described in the client refunds section. If the credit balance which you are refunding or reducing is earmarked as a fee, cost, tax or interest credit, you must enter the **DA** as a **DAF**, **DAC**, **DAT** or **DAI** respectively.

RD - Retainer Disbursement. Used to record a disbursement from a client's retainer account, as described in the section on Retainer and Trust Accounts.

RR - Retainer Receipt. Used to record a receipt which is deposited in a client's retainer account, as described in the section on Retainer and Trust Accounts.

TD - Trust Disbursement. Used to record a disbursement from a client's trust account, as described in the section on Retainer and Trust Accounts.

TR - Trust Receipt. Used to record a receipt which is deposited in a client's trust account, as described in the section on Retainer and Trust Accounts.

Combined Transactions

In the following cases you can combine two transaction types into a single transaction, a technique that speeds up data entry. When the transaction is saved, the program splits them into two separate entries, as described below:

RDP - Use this type to record a disbursement from a client's retainer account which is being paid to the firm as reimbursement for fees or costs advanced.   The program will save separate **RD** (retainer disbursement) and **P** (payment) transactions.

TDP -.   Use this type to record a disbursement from a client's trust account which is being paid to the firm as reimbursement for fees or costs advanced.   The program will save separate **TD** (retainer disbursement) and **P** (payment) transactions.

DP - Use this to record a *charge* and a *payment* in a single entry; for example, if you see a client for a one time consultation and do not need to generate a bill.   If you just record the client's payment, the program will show that they have a credit balance. To avoid this, you can enter a **DP**. When saved, the program will create separate debit (type **D**) and payment (type **P**) transactions. The two transactions will offset eachother so that the client will have a 0.00 balance. When entering the transaction, *uncheck* the **Show on Next Bill** box, as you will not be generating a bill.   The only drawback of this shortcut is that using a **D** to record the charge means that it will not show up as hours worked on your productivity reports.

You can only use the above combined codes when entering a *new* AR transaction; you cannot change the type of an existing transaction to one of the combined codes.

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14.2   Beginning Balances

When first installing the Tussman Program for use by your firm, it may be necessary to record beginning balances for those matters that have an outstanding balance due which you want to carry over from your old system. This is done by recording a Beginning Balance transaction (type **BB**), as described in the section on Entering AR Transactions.

Depending on the level of detail that you want to bring over from your old system, you can record the beginning balance in a variety of ways, all of which involve entering one or more separate BB transactions.

The simplest method is to record a single **BB** transaction in the amount of the outstanding balance for each matter. The beginning balance transaction should be assigned a date corresponding to the date of the last bill that was generated for that matter.

If the outstanding balance for a matter consists of amounts that were billed on more than one invoice, you have the option of entering a separate **BB** transaction for each outstanding invoice. Each **BB** transaction should be assigned a date corresponding to the date of that invoice, and the amount

should be the remaining unpaid balance from that invoice.

Besides entering just the amount of the beginning balance, you can allocate it between fees, costs, interest and tax, and you can allocate the fee and cost portions to individual staff members and cost categories. This is done by clicking on the **Billing Distribution** button when entering the transaction, as described in the section on Entering AR Transactions.

If a client has a *credit balance* on an individual matter, that must be recorded by entering a credit (type **Q**) transaction instead of a beginning balance. For example, if a client has a credit balance of $1,000.00, enter a **Q** transaction in that amount.   Date it the date of the last bill and uncheck the **Show on Next Bill** option so that the Q transaction appears as a balance forward, and not as a new transaction on the bill.

If a client has a balance in their *retainer* or *trust* account, enter that either as a retainer receipt (**RR**) or trust receipt (T**R**) transaction in the amount of the balance forward, as described in the Entering AR transactions section. Date the transaction the same as the client's last bill and uncheck the **Show on Next Bill** option.

Instead of simply recording a beginning balance for a matter you can alternatively enter the complete billing and payment *history*. Do that by entering a separate **BB** transaction for each invoice that was generated for that matter, assigning each the date of that invoice and the amount of new charges that were billed on that invoice. Then record separate payment (type **P**) and credit (type **Q**) transactions for each payment or credit that the client made or received. The program will treat the difference between the total billings (**BB's**) and payment and credits (**P's** and **Q's**) as the beginning balance for that matter. When recording these transactions, be sure to always uncheck the **Show on Next Bill** option. This method is not recommended as it may prove too complicated and time consuming. You can always refer to your old billing system if you need to view the prior billing history for a client's matter.

Instead of recording the complete billing and payment history, it is also possible to simply enter *cumulative* case-to-date totals for each matter. To do this, record a single **BB** transaction for the entire amount of all charges billed to date, and a separate **P** transaction for the total payments received to date. You can also enter a **Q** transaction if the client was given any credits.   This is recommended only if you need to be able to show the cumulative total of amounts billed and paid to date on a clients bill, and want to carry over the totals to date from your old system. Again, date these transactions the date of the client's last bill and uncheck the **Show on Next Bill** option. The program will automatically record the difference, if any, between the total billed and the total payments and credits as the beginning balance for that matter.

When recording your beginning balances, it is necessary to record a separate beginning balance for each *matter*. It is not possible to simply enter a beginning balance at the client level.   The only exception is if the client has a credit balance and you want to have the program apply that credit against future billings on any of that client's matters. To do this, enter a credit transaction (type **Q**) in the amount of the credit balance and instead of specifying the matter enter an asterisk (*****) in the **matter** space, as described in the section on Client Level Payments. Date the transaction the date of the client's last bill and uncheck the **Show on Next Bill** option.

14.3   Entering AR Transactions

To enter an AR transaction, left click the   button on the Control Panel at the left, (You can

also click the [button] button on the Toolbar at the top and select **AR Transaction** from the menu, or select **Receipts** from the Main Menu and select **New** from the submenu).

Select the type of transaction you want and fill in the information as follows:

Entry Type - Click on the [icon] button for a list of the accepted entry type codes which you can enter. The entry type defaults to **P** for payment. Otherwise, enter the code for the type of transaction you want to enter, as described in the section on Types of AR Transactions. The types of transactions you can enter include payments (type P), credits (type Q), beginning balances (type BB), debits (type D), refunds (type DA), and retainer or trust account receipts and disbursements (types RR, RD, TR and TD).

Date - Enter the transaction date, either by typing it in or clicking the [up] or [down] buttons or pressing the **PG DN** or **PG UP** keys to go ahead or back a day at a time. You can also select the date by clicking on the calendar button to the right of the Date space.

Client - Select the client as described in the Client Lookup section. If you are recording a *non-client cash receipt* (i.e., a payment you have received from a source other than a client), type an asterisk (*****) in the **client** space. Non-client cash receipts can only be recorded using entry type **P**.

Matter - Select the matter as described in the Matter Lookup section.

If you are recording a payment or credit (entry type **P** or **Q**) for a client with *multiple matters*, and want the program to apply it to all of that client's matters, type an asterisk (*****) in the **Matter** space. This feature is described in detail in the Client Level Payments section.

Reference - Enter the check number or other reference if applicable. This information is not required. Press the F9 key to insert the same Reference from the previously saved transaction.

Find Invoice - If you are recording a client payment (type **P**) and do not know the client or matter ID, but do know the *invoice number* of the bill being paid, click on the **Find Invoice** button to the right of the **Reference** space, enter the invoice number and click **OK**. The program will search for an invoice with that number and if found will insert the appropriate client and matter ID for you, or give you a list to choose from if it finds more than one. This feature is useful if, for example, you need to record a check from a client which does not indicate the client or matter ID, but where the client has written the invoice number on the check.. You can use the **Find Invoice** button any time you need to look up a client or matter based solely on an invoice number.

Amount - Enter the transaction amount. It must always be entered as a positive number, regardless of the type of transaction.

If you are recording a payment, credit, beginning balance or debit transaction the client's current account balance will be displayed to the right of the amount space. If you are entering a retainer or trust transaction their current retainer or trust account balance will be displayed. To insert that amount in the Amount space click the left arrow button to the right of the Amount space.

Billing Distribution (Payments and Credits) -When entering a *payment (P) or credit (Q)*, the **Billing Distribution** button shows you how the program is going to apply that transaction against the outstanding balance for that matter or client. Since this is performed automatically by the program, according to the application priority rules described in the Payment Application Rules section, you do not have to look at the **Billing Distribution** screen unless you want to verify the application, or unless you want to change it as described below. The following dialog comes up after clicking the **Billing Distribution** button:

By Category of Charge				By Invoice		
Category	Code	Amount		Date	Reference	Amount
Fees		900.00		10/17/2012	BEG BAL	900.00
TOTAL		900.00		TOTAL		900.00

Inv # | Select Invoices to Pay | Record as Advance

Apply to specific Category | OK

The left hand portion of the **Payment Application** dialog shows how the payment or credit will be applied by **category of charge**, indicating how much is going to pay off fees, costs, tax, and interest. If the amount of the payment exceeds the outstanding balance, then the excess will appear as being recorded as an *advance*. Amounts being applied against fees and costs will also be broken down by staff member or by category of cost. For example, if the client is paying an outstanding balance of $1000.00, and $600.00 of that was billed by staff member ABC and $400.00 by staff member XYZ, the distribution on the left hand side will show an amount of $600.00 applied to the category of fees for

code ABC and $400.00 in fees for XYZ.   The total of these distributions will equal the amount you entered in the **Amount** space.

The right hand side of the dialog will display a list of the **invoices** which are being paid by the payment or credit, showing the date and reference of each invoice and the amount being applied against that invoice. If any beginning balance or debit transactions remain outstanding and are being paid, those also will be listed in addition to the actual bills. If the amount of the payment or credit exceeds the outstanding balance from all invoices, the excess will be listed as an advance.   Again, the total of these distributions will equal the payment or credit amount.

If you are recording a <u>client level payment</u>, the distributions will reflect the application of the payment or credit against all that client's outstanding invoices. Otherwise, it will be applied only against the balance due for the matter you specified.

The bottom of the **Payment Application** dialog has several buttons which let you perform the following functions in case you want to change how the payment is being applied:

Inv # - Click this button if you want the entire payment or credit to be applied against a specific invoice. Enter the number (reference) of the invoice you want to pay and click **OK**. An **Open Invoices** dialog will appear listing any open invoices for this client or matter with that invoice number.   If you select one or more invoices from the list to pay, then the payment or credit will be applied first against that invoice or invoices, and any remaining amount will be applied to the other invoices, if any, in the normal fashion. The **Open Invoices** dialog is described below, as it is the same screen which comes up when you click **Select Invoices to Pay**, except that here it only lists the invoice or invoices that have the invoice number you specify..

Select Invoices to Pay - Clicking this button brings up an **Open Invoices** dialog that lists all the outstanding invoices, as well as any unpaid beginning balance or debit transactions, for the matter you selected. If you are recording a *client level* payment, the list will include all invoices for that *client*. The list shows the matter ID, date, reference, and balance due for each of the invoices. From this list you can select a specific invoice or invoices for payment by highlighting the one you want to pay and clicking the Select/unselect Invoice button at the bottom. Once you have selected an invoice a > symbol will appear in the Status (S) column to the left of the matter ID. Clicking the Select/Unselect Invoice button again will remove the > symbol and undo the selection. Alternatively, if instead of selecting an invoice you want to pay every invoice *except* one or more of those listed, highlight the one you do not want to pay and click the **Mark/Unmark "Do Not Pay"** button. An asterisk (*) will appear in the Status column for those invoices marked "do not pay". To reverse the selection, click the button again. Once you have made your selections, click the **OK** button and the Payment Application screen will be updated to reflect the revised application.

Click the **Change Sort Order** button if you want to change the order in which the open invoices are listed.

Note that the **Make Partial Payment** button at the bottom of the **Open Invoices** dialog is not functional.

Record as Advance - Click this button only if you do *not* want to apply this payment or credit against any of the client's outstanding invoices. After selecting this option, an asterisk will appear next to the **Record as Advance** button. If you record the payment or credit as an advance it will only be applied to future billings for the matter selected. It is *not* necessary to click this button if the payment or credit is *already* being recorded as an advance because the amount exceeds the client's current outstanding balance.   Only use this feature if you have been specifically instructed that the payment tor credit is not to be applied to any of the client's currently outstanding invoices, but only against future ones.

Apply to Specific Category - This button enables you to apply the payment or credit only against a currently outstanding balance attributable to a specific staff member or cost code. For example, if you receive a partial payment for a matter where the balance due includes amounts that were billed by

several staff members, and you want the payment to be credited to one of those staff members, instead of being applied pro rata in the normal way,.click on this button and enter the staff or cost code that you want credited. If the amount of the payment or credit exceeds the balance due for that staff member or cost code, any excess will be applied pro rata against the balances for the other staff or cost codes. You cannot earmark a payment or credit to be applied against *future* charges for a specific staff member or cost category, only for currently outstanding balances.

In order to use this feature you must *earmark* the payment or credit to be applied against either fees or costs. For example, if you want a payment to be credited to a specific staff member, you must use entry type **PF**. If you want it credited to a specific cost code, you must enter it as a **PC**. Otherwise, the **Apply to Specific Category** button will not be functional.

If you want to apply a payment or credit to the outstanding balance of two or more staff or cost categories in preference over others that are outstanding, you must then enter separate payment transactions for the amount that you want to credit to each category. Similarly, if you want to earmark the payment to specific categories but the balance includes both fees and costs, and you will be applying the payment to both, you must enter separate **PF** and **PC** transactions which equal the total amount of the payment.

While it is normally not necessary or recommended, you can change the way an outstanding balance is allocated so that you can thereby change the way the payment is applied, as described in the **Forcing Payment Applications** paragraph in the Payment Application Rules section.

Billing Distribution (Beginning Balances and Debits) - If you are recording a *Beginning Balance (BB) or Debit (D),* click on the **Billing Distribution** button if you want to specify how the balance is to be distributed between fees, costs, tax and interest in the dialog shown below. (If you do not specify, the entire amount will be treated as fees.:)

You can also specify how the fee and cost portion, if any, is being allocated by staff member and cost code. In other words, if you are recording a beginning balance of $1,000.00, the program must know how much of that sum is to be recorded as fees, how much as costs, etc.

The Beginning Balance or Debit Distribution dialog has spaces for allocating the amount of the transaction between Fees, Costs, Interest and Tax. The total that you allocate between these four categories must equal the Amount of the transaction. By default the program allocates the entire amount to fees. If this is acceptable, you can simply click OK to close the dialog and continue. Otherwise, change the allocations if necessary. For example, if you are recording a beginning balance of $1000.00 and $800.00 of that balance is for fees and $200.00 for costs, enter those amounts in the Fees and Costs spaces respectively.

Next to the **Fees** space is a button entitled **Allocate Fees by Staff Member**. Click on this button if you

want to allocate the fee portion to specific staff members. This is not required, but if you know this information and want those staff members to be credited when the beginning balance or debit balance is paid, then you can enter it. After clicking on this button a dialog appears showing a list of all your staff members. To allocate an amount to a specific staff member, double click on that one on the list and enter the amount that you want to allocate to that staff member. You can also enter the number of hours of work which that amount represents, but that is not required. The sum of the allocations to the various staff members must equal the total amount that you have allocated to fees. If you do not enter the staff allocations, the program will automatically allocate it to the "attorney not specified" category.

Next to the Costs space is a similar button entitled **Allocation Costs by Category**. Click on this button if you want to allocate the cost portion to specific categories of costs. You probably will not need to do this, in which case you can ignore this step. Otherwise, a list of your cost codes will be displayed. To allocate the cost amount, click on each category that you want to allocate to and enter the amount for that category. The sum of the individual allocations must equal the total amount which you have allocated to costs.

GL Distribution - This button is active only if you are recording a payment (**P**), retainer (**RR** or **RD**), trust (**TR** or **TD**) or refund (**DA**) transaction. Beginning balance (**B**) and debit (**D**) transactions are not posted to the GL as the general ledger works on a cash basis. Thus, transactions are posted from the billing to the GL only when a cash receipt or disbursement is being recorded. .

The **GL Distributions** screen is shown below:

General Ledger Distributions

No	Apply	Account	Description	Dept	Loc	Debit	Credit
1	BANK	101.01	Bank account #1			5000.00	
2	DF C	105.01	Client Costs Advanced				32.50
3	HRC F	301.00	Fees from legal servic				1111.35
4	PM F	301.00	Fees from legal servic				3856.15
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							

Totals 5000.00 5000.00
Balance 0.00

OK | Cancel

It displays a list of which GL accounts will be debited and credited when the transaction you are recording is posted to the General Ledger. Depending on the type of transaction you are recording, those accounts will be the ones specified in the **GL and Billing Interface** screen. See the Posting to GL section for complete instructions on how to set up the program to post cash receipts to the General Ledger. The screen will list each account and the amount which will be debited or credited to that account. The first account listed will always be the cash account. For example, if you are recording a payment, the first account will be the **Default Cash Account** which you specified in the **GL and Billing Interface** screen. This is the bank account in which you will be depositing the check. The

remaining accounts will depend on how the payment is being applied; i.e. whether the program is applying it against fees, costs, tax or interest, or as an advance. The default accounts for those categories are also set up in the **GL and Billing Interface** screen. When recording an individual transaction, you can change the GL distribution if necessary. If you are recording a *non-client cash receipt*, you *must* enter the GL distribution yourself as the program will not know which GL accounts to credit.

To change the GL distributions, double click on any of the existing distributions on the list or, to add a distribution, double click on the first blank line. Then enter the GL account, department and location, if necessary, and the amount which you want to debit or credit to that account. You can enter up to 200 distributions, but in most cases you will have no more than a few. The total debits must equal the total credits so that your GL remains in balance, Below the list, directly above the **OK** and **Cancel** buttons, the total amounts debited and credited so far are displayed, with the remaining unallocated balance below that. When entering the GL account number, you can either type in the account number, or type in a word from the account title, press **Enter**,, and the program will display a list of matching accounts

to select from. You can also click on the [icon] button to the right of the **Account** space for a list of all GL accounts, as you can also do for a list of your Departments and Locations.

Post - If you are recording a transaction such as a payment (type P) that for some reason you do not want posted to the General Ledger, uncheck this box. Otherwise, leave it checked so that it is posted to the GL using whatever posting method you have selected.

Show on Next Bill - This item should always be checked if you want the transaction you are recording to appear on the client's next bill. If you *uncheck* it, the transaction will be applied directly to the clients balance forward and the beginning balance on the next bill will already reflect this transaction, with no explanation appearing on the bill. This is useful if, for example, a client has an outstanding balance which they are paying, or which you are writing off, but you are closing their case and do not intend to send them any future bills. It also provides a way of adjusting a client's balance forward to correct a mistake or for any other reason in cases where you do not want an explanation to appear on their next bill.

Normally, it is recommended that you leave this item checked, as otherwise the ending balance from the previous bill will not match the beginning balance on the client's next bill, which could cause some confusion even though the figures will be correct.

Record as Writedown or **Internal Account Transfer** - If you are recording a credit (type Q) transaction, check this box if you want to record the credit as a *writedown* for reporting purposes. Writedowns which are recorded in this way are shown in a separate column on your productivity reports. Do *not* check this item if you are entering a credit for any other reason; for example, to correct a *mistake* in a previous balance, to record a client's *credit balance* when first setting up the program, to *transfer* a balance from one matter to another, etc..

If you are recording a payment (P), or a retainer or trust receipt (RR or TR), check the **Internal Account Transfer** box only if you are recording the transaction as a way of transferring funds from one matter to another. For example, to move retainer funds from one matter to another, you would record an RD on the matter with the funds and an RR on the matter you want to transfer them to. Since this is not an actual cash receipt, you can prevent it from appearing on your Daily Cash Receipt report by checking this box.

Description - Enter the description that you want to appear for this transaction on the client's bill. You can use activity codes as shorthand abbreviations within the body of the text, the same as when

entering charges. Click on the [icon] button to the right of the **description** box to display a *list* of activity codes which can be used as abbreviations. If you select one from the list the text for that code will automatically be inserted in the description box at the end of any text which has already been entered.

Click on the .[icon] button to *repeat* the same text which was entered in the previous transaction. To

insert a *hard carriage return* in the body of the text, press the **F2** function key. Click on the button to *spell check* the text which you have entered for this transaction. Note that you can only spell check AR transactions individually; the global spell check function only checks *charges*. Click the

 button to undo the expansion of a shorthand code.

While you can create an activity code which you can use as the standard description for payment transactions (for example: "Payment received, thank you"), you can also enter a standard description as item 145 in the *bill format* options. Whenever you leave the **description** space for a payment transaction blank, the program will print that default description on the bill.

Batch - A batch code of up to eight characters can be assigned to each AR transaction. AR batches are separate from the batches created when entering charges. The batch code is not required, unless you are using our General Ledger and have selected the option to post to the GL by batch. Using a batch code can also make it easier to review and edit your AR transactions, since it is very easy to browse or list transactions by batch.

For purposes of posting to the General Ledger, it is suggested that you assign a separate batch code to each group of client payments and other checks that make up each bank deposit. That way, when the batches are posted the resulting GL transactions which appears on your check register will match the amounts of your bank deposits. For example, you could use a batch code which identifies the date of the deposit, such as 050212 to indicate the deposit made on February 12, 2005.

By default, the program assigns a batch code which indicates the month and year in the format YYMM. You can change the default to create a separate batch for each date (YYMMDD) by clicking on **Default Batch Codes** from the **Setup** menu.

Saving the Transaction - To save the transaction, click **Save:More** if you have additional transactions to enter, or **Save:Exit** to close the **Enter AR Transactions** screen. If you click **Cancel** or click the **X** button in the upper right hand corner, the current entry will not be saved.

After clicking **Save:More**, the **Previous Entry** box will display information about the previous entry that was saved, including the entry number, type, date, client and matter ID and amount.   You can go back

and edit this entry by clicking the button. Below that the **Running Total** box will display the total of all transactions entered during your current session (i.e. since you last opened the **Enter AR Transactions** screen).

To print an **AR Transaction Memo** showing the information for the last entry that was saved, click on

the button and select the **AR Transaction Memo** option. If you just saved an entry that resulted in the creation of multiple transactions (such as a client level payment), the memo will only show the last entry that was created. In that case, select the **AR Transaction Audit Trail** option after clicking

the button. The audit trail will list all AR transactions that you have saved since the last audit trail was printed, or since the last time you closed the program, whichever is most recent.

If you forget to print the audit trail before exiting, you can always generate it later by selecting **Audit**

Trail from the **Receipts** menu or by clicking on the   button on the Toolbar and selecting **Receipts Audit Trail** from the menu.

You can also print a *receipt* for your client by clicking on the   button, then clicking on **Print Client Receipt**. The receipt should be printed on your letterhead.

14.4   Audit Trails and Memos

To print an **AR Transaction Memo**, you must first *save* the transaction by clicking the **Save:More**

button to bring up a new blank entry screen. Then click on the   button which brings up the following dialog:

Print...

AR Transaction Audit Trail

AR Transaction Memo

Print Client Receipt

Cancel
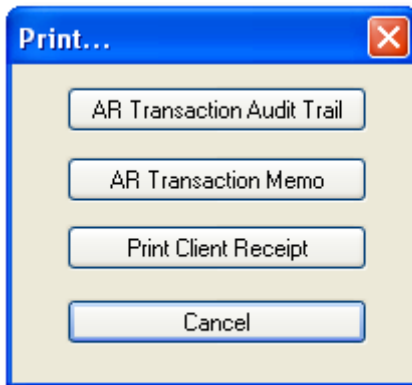
To print a memo of the transaction that was just saved, select the **AR Transaction Memo** option. If you just saved an entry that resulted in the creation of multiple transactions (such as a client level payment), the memo will only show the last entry that was created. In that case, select the **AR Transaction Audit Trail** option. The audit trail will list all AR transactions that you have saved since the last audit trail was printed.

f you forget to print the audit trail before exiting, you can always generate it later by selecting **Audit**

Trail from the **Receipts** menu or by clicking on the   button on the Toolbar at the top and selecting **Receipts Audit Trail** from the menu.

To print a receipt to give to a client, click **Print Client Receipt** when you are entering a new payment (after you have filled in the basic information, but before you have saved it), or when editing an existing payment.

14.5   Payment Application Rules

While it may seem a simple matter to say that "client X owes us $1000.00," in reality it is much more complicated. One client may have several or even hundreds of *matters*, each of which may have an outstanding balance. For each matter, money may be owed on account of one or more *invoices*. On each invoice there may have been billed any combination of *fees*, *costs*, *interest* and *tax* charges. The fee portion may include charges billed by one or more *staff members*, and the cost balance may consist of many different *cost categories*. Each time a payment is recorded, the program knows exactly what the outstanding balance consists of, and it uses specific rules which determine in what order outstanding items are paid off.

Normally when a payment or credit is entered you apply it against a specific matter. However, it is also

possible to apply a payment or credit against all of a client's matters with outstanding balances, as described in the section on client level payments. This section describes how a payment is applied against the balance from a single matter.

There are two basic methods of applying a payment against an outstanding balance:

1. It can be applied by *invoice*, so that all charges from an older invoice will be paid off before any of the charges from a more recent invoice;

2. It can be applied by *type* of charge, so that, for example, all outstanding costs are paid before any fees are paid, regardless of when they were billed.

To configure the program to choose which method you want to use, select **Payment Application Order** from the **Setup** menu.   The dialog shown below appears:

Payment Priority

The first option you should select is the **Payment Priority** option which is listed in the middle. If you set this option to **1**, then by default the program will always apply a payment or credit by *invoice*; i.e., *all* charges (fees, costs, interest and tax) from an older invoice will be paid before *any* charges from a more recent invoice. If you set this option to **2**, then the program will apply payments by *category* of charge, in the order you specify above in the **Payment Application Order** box. For example, if you instruct the program to pay costs first, then when recording a payment or credit *all* outstanding costs will be paid, regardless of invoice, before *any* outstanding fees will be paid.

Payment Application Order

In the **Payment Application Order** section at the top specify the order in which you want the four general categories of charges to be paid off when recording payments or credits. For example, if you want payments applied first to costs, then to fees, tax and interest in that order, enter **C** in box 1, **F** in box 2, **T** in box 3, and **I** in box 4.   If you select 1 for the Payment Priority option, so that payments are

applied by invoice, then the program will first apply payments against the oldest invoice, and charges on that invoice will be paid in the order you specify here. If you select 2 for the Payment Priority option, then all outstanding charges will be grouped together and paid in the order specified.

Recording Advance Applications

When a ***partial payment*** is made, it will be applied pro rata against outstanding charges of the same category. For example, if a client's balance consists of $1000.00 in fees, made up of charges billed by three different staff members, and a $500.00 payment is made, the payment will be applied to pay half of each staff member's balance.   If, however, those fees were billed on two different invoices, and you are using **Payment Priority** option **1**, then of course the fees from the older invoice would be paid first. Using **Payment Priority** option **2**, then *all* the outstanding fees would be paid pro rata by staff member, regardless of when they were billed.

If a payment is made which exceeds a client's current outstanding balance, the excess is recorded as an ***advance***, thereby creating a credit balance, as described in the section on **Advances and Credit Balances**, and that amount will be automatically applied against future charges as they are billed according to these same priority rules.   When applying these advances against future bills, the program will do this in one of three ways which you can select in the **Record Advance Applications Separately** box:

N - If you enter N when the program applies an advance it will find the original payment that gave rise to the advance and adjust the billing distributions and GL postings for that transaction directly. This is the simplest method but can create problems because it means that your report totals and GL postings for prior periods can wind up changing. For example, using this method if a payment received in January winds up being appied to a bill generated later that year in June, then the January totals will wind up changing to reflect the application of that payment. To avoid this, use the Y or A settings described next.

Y - If you enter Y when the program applies advances against a bill it will generate a separate type A transaction which contains the billing and GL distributions for that application. For example, if a payment was recorded as an advance in January and is applied against a bill later that year in June, when finalizing the June bill the program will generate a type A transaction showing that application, and the original payment in January will remain unchanged. With the Y setting the type A transaction is created only if the application occurs in a later month.

A - Similar to Y but in this case the program will always create an A transaction when an advance is applied, even if it is in the same month as the original payment (provided the original P or Q transaction is dated prior to the date of the bill it is being applied against. If not, then no A transaction will be created and the distribution of the P or Q will be updated directly.

Note that the A transaction will actually be either a type A1 (to reflect the application of a payment) or an A2 (to reflect the application of a credit).

When recording an individual payment or credit, you can override these rules and specify that the payment is to be applied either against a specific invoice, a specific category of charges (fees, costs, tax or interest), or even against outstanding charges for a specific staff member or cost category, as described in the section on Entering AR Transactions. For example, to apply a payment against fees, costs, interest or tax only, record it using entry type **PF**, **PC**, **PI** or **PT** respectively. A payment earmarked in this way will *only* be applied against charges of that type. For example, if you enter a **PC** in an amount which exceeds the client's current cost balance, then the excess will be carried forward as an earmarked credit balance and will only be applied against future costs.   To apply a payment against a specific invoice or against charges for a specific staff member or cost category, click on the **Billing Distribution** button when entering the payment, as described in the section on Entering AR Transactions.

Forcing Payment Applications by Changing Billing Distributions

When you apply a payment or credit manually by clicking on the **Billing Distribution** button as described above, you can only apply it by choosing from the list of invoices, staff members, and cost categories that have balances outstanding. In other words, you cannot credit a payment to a single staff member or cost category for more than the portion of the outstanding balance which is attributable to that category. However, you can *change* the way that the outstanding balance is allocated so that you can then apply the payment in the way you want. This is necessary if, for example, you receive a payment from a client and want the entire payment to be credited to one staff member for purposes of your Staff Earnings Analysis report, even though that staff member did not actually bill the amounts that are currently outstanding. To do this, you must locate the billing record (or records) which have amounts outstanding that make up the balance due. These will be the transaction type **B** records that are listed when you browse a list of AR for an individual client or matter. Sometimes an outstanding balance may also be the result of a **BB** or **D** transaction. You can easily locate these records by clicking on **AR for Client** from the **View** menu. To change the way the unpaid balance from one of these records is allocated, click on the **Billing Distribution** button for that record. The dialog will display in the left column the amount of fees, costs, tax and interest that were billed on that invoice. The second column will display the amount, if any, that is still outstanding. If nothing is owed, then the distribution cannot be changed, as it has already been paid off. This means that the outstanding balance must be found in another billing record. Once you have located the record with an unpaid amount, click on the **Reallocate Fees** or **Reallocate Costs** buttons that appear next to the Fee and Cost **Balance** amounts on the **Billing Distribution** dialog. A new dialog will come up which displays a list of all your staff members or cost categories, indicating the amount billed and balance due owed by each. You can change the allocation by double clicking on each one that you want to change and entering the new amount. If you *increase* the amount allocated to one staff member or cost, you will have to *decrease* the amount allocated to another, so that the sum of the allocations remains equal to the total fee or cost balance which is shown in the title bar of the dialog. If you want to change the way the balance is allocated as between fees, costs, tax and interest, do that first by changing the amounts in the Billed column. Then click on the **Reallocate Fees** or **Reallocate Costs** buttons to adjust those amounts accordingly. For example, if you reduce the amount allocated to costs and increase the amount allocated to fees, you must then adjust the individual fee and cost allocations by the same amount. After making these changes, you can then enter your payment or credit and if you click on the **Billing Distribution** button before saving the transaction you will see that it will be allocated according to the new distributions which you assigned to the billing record(s).

Changing Payment Applications Globally

You can have the program automatically reassign billing and payment allocations from one staff member to another using the Reallocate function on the Tools menu.

14.6   Allocating Staff Income

For each matter you can specify that a portion of the receipts is to be allocated to any combination of the Originating, Responsible or Billing Attorneys. You can also split the Originating Attorney portion between two attorneys. The balance is then allocated to the individual working attorneys. It is also possible to specify that any working attorney's share is to be allocated to a different attorney. This can be done on a global or matter by matter basis. The program can allocate each attorney's share to their own income account for purposes of posting to the GL.

To set up these instructions first click on Staff Income Allocation on the Setup Menu. Click on each staff member on the list and where appropriate either enter the GL account that you want their portion of firm income allocated to, or enter the code of the staff member to whom you want their income allocated.

Then go to each matter and click on the Payment Split button which brings up the screen shown below.

As indicated you can enter a percent to be allocated to the Originating, Responsible or Billing Attorneys. For these allocations to take effect you must have assigned an Originating attorney at the client level, and a Responsible and Billing Attorney at the matter level. You can also specify a second originating attorney share to be allocated to an additional attorney by entering their code in the space indicated. The allocations entered in the top portion of the screen are the default allocations for this matter. If for specific attorneys working on the matter you want to assign different allocations you can do that by adding them to the Exceptions list in the bottom portion of the screen. To do that click the Add button, select the staff member you want to add to the list, then enter the percentages you want to assign. If you want the balance of their earnings to be allocated to a different attorney, enter that attorney's code in the Allocate to space.

Instead of having to enter these allocations one matter at a time you can enter default allocations by clicking on Client and Matter Options from the Setup menu, then selecting Default Payment Allocations. Whatever you enter her will automatically be inserted in the Payment Split screen when you open a new matter. To assign these values to existing matters you can click either of the Global Replace buttons. To assign them just to specific matters first use the program's tagging function to tag the matters you want, then click the Global Replace - Tagged Matters only button.

After entering these instructions when entering a payment click on the GL Distribution button to see how that payment is being allocated. The Allocation column shows first the attorney who billed the time. If a portion of the receipt to pay for those fees is being allocated to other attorneys that attorney will appear following the -> symbol; for example ABC->ORIG indicates that ABC billed fees which are being allocated to the Originating Attorney for the matter.

After you have saved a payment you can go back to view and edit the distributions at any time. You can also have the program recalculate the allocations by clicking the Refresh button to the right of the Gl Distributions button. This is useful if, for example, you have made changes in your allocation

instructions.

You can generate an AR Journal showing the GL allocations by selecting AR Journals from the Reports menu, then select Cash Receipts Journal and indicate the date range and other options you want. Make sure to enter Y for the GL Distributions option and N for the Legacy Format option.

You can also generate a Staff Earnings Analysis Report which shows these allocations by by selecting that report from the Reports menu, then selecting the Matter Formula option from the dropdown menu in the upper left of the screen.

14.7   Advances and Credit Balances

An *advance* is defined as any payment which is received from a client at a time when they have no outstanding balance due, or when the balance due is less than the amount of the payment. In that case, the payment (or that portion which exceeds the current balance due) is recorded by the program as an advance, thereby giving the client a *credit balance*. Credit balances are automatically applied by the program against future bills for that matter. Thus, it is perfectly permissible to record a payment in advance of generating a client's bill, as the program automatically handles the details of keeping track of credit balances and applying them against future charges.   A credit balance can be maintained indefinitely and the program will continue to apply it against future bills until it is used up.

An advance payment is entered just like any other payment using transaction type **P**. A credit transaction (type **Q**) can also be entered for an amount in excess of the client's current balance, and also gives rise to a credit balance which is handled in exactly the same way as one created by a payment.   However, as discussed below, you can also record an advance payment as a type RR transaction.

It might often happen that you have a client who pays their fee and the work is performed all in the same month, and you therefore enter all this information (the charges and the payment) together before generating their first bill. In this case, the payment is technically recorded by the program as an advance, since the bill has not yet been generated and finalized, but it will be applied automatically against the bill when it is finalized. This is perfectly acceptable, as the program does not require you to enter a client's activity in any special order. .

When recording a payment or credit, as described in the Entering AR Transactions section, you can click on the **Billing Distribution** button to see what portion, if any, is being recorded as an advance. Similarly, the **GL Distribution** for a payment will show that portion of the payment which is being recorded as an advance as being posted to the Advances Received account..

Timing Issues with Advances

Suppose a client overpays their account in January, giving rise to a credit balance, which is then applied against a subsequent bill in March. The original P transaction recorded in January will at least in part have been recorded as an advance and, if you are using our General Ledger, will be posted to the GL as such. Later in March those funds will be taken out of the advance category and applied to fees, costs, interest and/or tax charges that were billed. The program handles this in one of two ways:

1. When the March applications are made it will go back to the original P transaction and edit the distributions, both for purposes of the billing program and the GL, so that your January report totals, both in the billing and GL portions of the program will be updated. Or,

2. When the March applications are made the program will create a separate type A transaction containing the new applications, so that your original January report totals are unchanged and the new applications will be reflected instead in your March reports, both for purposes of the billing and GL parts of the program.

Method 2 is probably the preferred method. To choose the method you want click on **Setup** from the

main menu, select **Payment Application Rules** and enter the selection you want in the **Record Advance Applications Separately** box.

You can also avoid this issue entirely by always recording client advances as RR transactions, since when the retainer funds are applied it will aways be done by creating separate RD and P transactions dated in the current period.

Earmarked vs. Non Earmarked Advances

If you enter an advance as a transaction type **P** or **Q**, the advance will be recorded as a *nonearmarked* credit balance and will be applied automatically against future charges of any type. If, on the other hand, you want the advance to be *earmarked* so that it will only be applied against future charges of a particular type, enter it as a **PF**, **PC**, **PT** or **PI** so that it is earmarked for fees, costs, tax or interest respectively. The resulting credit balance will then only be applied against future charges of that type. A credit (type **Q**) can similarly be entered as a **QF**, **QC**, **QT** or **QI** transaction.   It is not possible to earmark a payment or credit to be applied to *future* charges for a specific staff member or cost category.

The Account Status screen for each client or matter will indicate separately the presence of both earmarked and non earmarked credit balances. You can also generate a Credit Balances report which lists all files that have either earmarked or nonearmarked credit balances.

Eliminating a Credit Balance

If a client has a credit balance that you want to reduce or eliminate, do this by entering a Refund (type **DA**) transaction as described in the section on Client Refunds.

Client Level Advances

Normally a credit balance is maintained at the *matter* level. However, it is also possible to record a *client level advance*, which creates a credit balance which the program will apply against future charges for *any* of that client's matters. This is described in detail in the section on Client Level Payments.

Advances vs. Retainers

An advance payment made by a client can alternatively be recorded as a retainer or trust receipt (transaction type **RR** or **TR**). Instead of creating a credit balance, this creates a balance in their retainer or trust account. You can then disburse funds from either of those accounts, as described in the section on Retainer and Trust Accounts, to pay future charges incurred by that client.   Recording a payment as a retainer or trust receipt is appropriate if the client is advancing the funds as a *deposit*, especially where any unused portion is to be returned to the client, and you do not want to record it as income until it is actually earned. Such funds are usually deposited in a separate bank account and held in trust until they are earned. Advances can be recorded as regular payments (type **P**) where the funds are considered "earned upon receipt" and where the client is simply paying in advance for charges you definitely expect to incur, or where you simply have not yet entered the charges or generated the bill. However, some firms follow the practIce of recording all payments as retainer receipts (type RR) and then disburse the funds as payments when bills are generated. If when you record an RR the client has an outstanding balance due, the program will ask if you want to apply the retainer against the outstanding balance and if you click Yes it will record a payment (type P) for up to the amount of the balance and record the balance as an RR.

You can have a credit balance resulting from an advance payment, and a retainer and/or trust accout balance on the same matter. If you have configured the program to automatically apply funds from the retainer account against the client's bill, and the client has both a credit balance and funds in the retainer account, the program will first apply the credit balance before it applies any of the funds in the

retainer account.

14.8 Client Level Payments

A client level payment is a way of entering a payment for a client that has more than one matter. You can use this both to apply a payment to a client's outstanding balances, or to record an advance payment which the program will then apply automatically to future amounts billed regardless of which matter they are on (you can also use a client level retainer receipt for this).

You can also enter a client level credit (type Q) transaction in the same way, but it can not be entered for an amount greater than the client's current outstanding balance; i.e, you can use it to credit their existing balances but not as a credit balance to be applied to future bills.

To enter a client level payment, simply type an asterisk (*****) in the **matter** space when recording a payment (transaction type **P**), as described in the section on Entering AR Transactions.   When entering the transaction, you can click on the **Billing Distribution** button to see how the payment or credit is being applied, and to change the application if necessary.

If you receive a client payment and do not yet know which bills you want to apply it against, click on the **Billing Distribution** button and click the **Record as Advance** button. The program will then automatically apply the payment only against future amounts that are billed. If you do not want the program to apply it against future bills, check the **Hold** box to the right of the Billing distribution button. When you later decide what matters to apply it to you can locate the payment record, click the

button and select the matters as described below.

When you *save* the transaction, the program will generate both a master transaction which will appear as a payment with an asterisk (*) for the matter ID, and individual payment transactions for each matter that the payment or credit is being applied to.

If you need to make changes in the allocations of a client level payment you should first locate the payment. All client level payments will appear at the top of the Browse AR screen for that client, or they will appear in the normal date sequence on the Master Ledger for the client.

When editing the client level payment, as shown on the screen below, note that the unapplied portion, if any, of the payment is shown to the right of the Amount space. To eliminate or reduce the unused balance of a client level payment simply click on the button with the pencil to the right of the Billing Distribution button.

To display a list of the individual payment applications, click the **Billing Distribution** button. If you need to change the applications, you can delete the ones you want to change from the list. Then click

the   button which allows you to apply the unused portion of the payment. The program will automatically apply the unused balance and display those allocations.   To change them, click the **Select Invoices to Pay** button. Select the bills you want to pay by either double clicking on them, or highlighting them and clicking the Select/Unselect button. Then click the **Mark All Unselected "Do Not Pay"** button so that the others in the list are not paid, in the event that the invoices you have selected do not exhaust the unused balance.   If you do not want to pay any of the invoices listed, simply click the **Record as Advance** button and none of the unused balance will be applied.

You cannot reverse a client level payment or any of the individual payment applications, but you can delete them. If you delete the master client level payment, all the individual payment applications will also be deleted. If you delete one of the individual payment applications, that amount will be restored to the unused portion of the master payment which you can then reapply as described in the previous paragraph.

The **Account Status** screen for both the client and that client's matters will indicate if there is an unused client level credit balance available.

You can generate a list of all Client Level Payments, or just payments with a remaining unapplied balance, by generating a Cash Receipts Journal (click Reports, AR Journals, Cash Receipts Journal). Then check the **Client Level Payments Only** and, if desired, the **Unapplied Payments Only** box at the bottom. Make sure you select an appropriate date range so that all the payments you want will be included.

For purposes of *posting to the GL*, the entire amount of the master transaction is posted to your **Advances Received** account, and the individual payment records which are applied to each matter reverse that posting and credit the fees, costs, tax or interest accounts depending on how the payment or credit is being applied. Only the master record is debited to the **cash account**; the individual records debit the **Advances Received** account. If you use a client level payment which results in giving the client a credit balance, make sure that you post the batches which contain the payment records generated when the bills against which the credit is applied are finalized.

Viewing a *history* of client level payments and credits may be confusing, especially if a client has many matters. For a simplified view, go to the Account Status screen for the *client*, click on **More Detail** and select **Ledger Card (Summary)**. On this report each client level payment or credit will be consolidated into a single line item, no matter how many matters it was applied against.   If you then want to see which matters an individual payment was applied against, locate the master payment record, as described above, and click on the **Billing Distribution** button.

When generating bills for a client with multiple matters, normally the program generates separate bills for each matter, and the payments and credits for each matter are itemized separately on each bill.   It is possible to simplify the bill so that the payments and credits are *consolidated* into a single section with each client level payment showing as a single line item. To do this, set bill format option **250** to **A** so that the program generates a *summary page* for each client. Then make sure a **Y** appears after the **Payments and Credits** option in item **267** so that a section showing the current payments and credits appears on the summary page. You may also want to make sure you have selected other appropriate items from that list, such as the **Balance Forward** and **New Balance Due**. Then configure the bill so that the **Payments and Credits** section is *omitted* from the bill for each individual matter. This can be done most easily by setting bill format option **3** to **Y**, so that all that appears on the individual bills is the detail of the current charges, with no reference to the balance forward or payments and credits.   You can further simply the bill by setting format option **300** to **Y** or **P**, so that instead of generating a completely separate bill for each matter the bill is consolidated. Using the **Y** option the charges for each matter are listed consecutively; with the **P** option the charges for each matter begin on a new page, but the client name and address appears only on the first page of the first matter When you generate a consolidated bill the program assigns a single invoice number to the entire bill for the client. Otherwise it will assign a separate invoice number to the bill for each matter.

This also makes it easier to review the client's billing history, as when viewing the **Ledger Card (Summary)** as described in the preceding paragraph all bills with the same invoice number will be consolidated into a single line item.

14.9   Browsing AR Transactions

To view your list of bills, payments, and other AR transactions, click the   button on the Toolbar at the top. Then click **Browse All AR** to see a list of all transactions, or enter the client and/or matter ID to see transactions for that file only, or enter the number of the specific transaction you want in the space at the bottom (if you click the # button to the right of that space it will display the number of the last transaction you entered). You can also browse transactions for an individual client or matter by going to the Account Status screen for that file and clicking **Browse AR**, or viewing the Master Ledger for the file.

Alternatively, click **Receipts** from the Main Menu, select **Browse** from the submenu, and pick whether you want to browse all AR transactions, or those for a single client, matter, or batch.

In addition to using the main AR browse function, you can also browse a list of *payments* (cash

receipts) for each day by clicking on the   button on the Toolbar at the top. You can also browse lists of finalized *bills* by clicking on Bills from the Main Menu and selecting **Browse Finalized Bills** from the submenu.

The following sample screen displays the AR transactions for an individual matter. The Type column indicates the type of transaction, such as B for bill, P for payment, etc. The first column indicates its status. B indicates the transaction has appeared on a bill that has been finalized (a bill itself will aways be assigned status B). A blank indicates it has not yet appeared on a bill. N indicates you do not want the transaction to appear on a bill. The number column shows the transaction number. You can use this number to locate an individual transaction. The amount of a beginning balance, debit, or bill will appear in the Debit column, while the amount of a payment or credit will appear as a Credit. The Bal Due column indicates what portion, if any, of a beginning balance, debit or bill remains unpaid, while the Advance column indicates what portion, if any, of a payment or credit has not yet been applied against a bill and is being carried as a credit balance (advance).

Note that the column displaying the client and matter ID can also display the client name and matter title. To include or omit these, click on Setup, Client and Matter Options, Include Client Name/Matter Title in Browses (those columns do not appear if you are just browsing transactions for a single matter).

Scrolling through the AR browse screen is slightly different from most of the other browses. To get quickly to the top of the list, click the ⬆ button to the right of the list. If the ▲ and ▼ buttons are active, use these to scroll up or down one screen at a time. Otherwise, you can scroll through the list in the normal way. To go to the end of the list, click the ⬇ button. You can also use the + and - buttons on the keyboard number pad to go ahead or back one screen at a time. When viewing the list, double click on an individual record, or highlight it and press **Enter** or click the **Edit** button, to view or edit that transaction, as described in the section on Editing AR Transactions. The buttons at the top perform the following functions:

New - Click to add a new AR transaction;

Edit - Click to display and edit the currently highlighted transaction.

Sort Order - Click to change the *sort order* of the list. Records can be listed by Transaction Number, Client/matter ID, Date, or Batch. The list always defaults to date order.

View Bill - If the currently highlighted transaction is a bill (type B), click this button to view or print a copy of the bill;

GL Postings - Display and edit the GL Postings for the currently highlighted transaction

Go To - Enter the transaction number and click the **Go To** button to display that transaction.

File - Click this button and enter a client ID (and optional matter ID) to view only the AR transactions for that client or matter.

Batch - Click this button and enter a batch code to view only the AR transactions in that batch.

Search - Click this button to enter *search criteria* which enable you to filter the list to display only records which match the filter criteria. For example, you can use this function to search for an invoice if you know only the invoice number by entering the number in the **Reference** space and clicking **OK**. You can also filter the list to display records in a specific *batch*, that have a specific transaction *type code*, that have a certain word or phrase anywhere in the body of the *description*, that fall within a specific *date* range, or that are for a specific dollar amount. To also filter for a specific client or matter, click on the Single Client or Matter button. Below that button, enter **Y** or **N** depending on whether you want to filter the list to include specific types of transactions.

If you enter more than one filter criteria, the list will only include records that match *all* the criteria you enter. After filtering the list, to remove the filter and display all records, click on the **Filter** button again, click **Reset**, and then click **OK**, or simply click the **ALL** button to the right of the **Search** button.

All Types - Click to display all records after filtering for Payments or Bills only;

Payments - Click this button to display only payment transactions (type P).

Bills - Click this button to display only bills and beginning balance transactions (types **B** and **BB**)

Unpaid Bills - Click to display only bills that are still outstanding.

Total - Displays the total Debits and Credits in a batch. The total button is active only when you are displaying the transactions in a single *batch;*

🖨 - Click to print the currently displayed screen. If you are using Windows XP, the list will be generated in the form of a Microsoft Document Imaging file.

14.10 Locating an AR Transaction

You can locate an AR transaction in a number of ways. The quickest way is to click the

button on the Toolbar at the top which brings up the following dialog:

You can then locate the transaction either by clicking **Browse All AR** and scrolling through the list, or you can be more specific as follows:

By Client or Matter - Fill in the client and/or matter IDs and click OK to display a list of all AR transactions for that file. You can also display AR transactions for a single file by clicking on the **Browse AR** button on the Account Status screen for that file, or by viewing the Master Ledger for the file.

By Record Number - At the time an AR transaction is saved it is assigned a consecutive record number by the program. The record number for each transaction is included on both the audit trail and AR Journal reports which you generate, as well as on prebills, appearing at the left hand margin. It does not appear on your actual bills. If you know the number of the transaction you want to look up or edit, enter the number in the space indicated and click **OK**. Or, if you are already browsing your list of AR Transactions, click on the **Go To** button at the top and enter the number.

Note that the record numbers assigned to *AR transactions* are completely different from the record numbers assigned to *charges*, as the two categories of transactions are completely different sets of data.

You can also locate AR transactions as follows:

By Batch - To display all the AR transactions in a specific batch, click **Receipts** from the Main Menu at the topr, select **Browse** from the menu and then select the **for one Batch** option.

If you are already browsing your list of AR transactions, you can click on the **Batch** button at the bottom and select the batch you want.

By Date - You can locate AR transactions by date by simply scrolling to that portion of the AR

transactions list, which by default is sorted by the date. You can also *filter* the list of AR transactions by clicking on the **Search** button at the bottom and entering the date range you want to display. Or, to

view just the cash receipts go to the **Daily Cash Receipts** screen by clicking on the   button on the Toolbar and clicking on the day you want.

By Other Search Criteria - If none of the previous methods work, you can also locate an AR Transaction by filtering the list using specified search criteria. For example, you can even do a text search so that only transactions where a certain word or phrase appears in the body of the description are displayed, or you can search for a specific dollar amount. Do this by clicking on the **Search** button at the top of the AR Browse screen, as described in the Browsing AR Transactions section.

14.11 Editing AR Transactions

Once you have located an AR transaction, the Editing AR Transaction screen displays the transaction information in the same format as the Entering AR Transaction screen.

If the transaction has not yet appeared on a client's bill, you can change most of the transaction information, including the date, client and matter, amount, batch and description. For example, if you mistakenly posted the payment to the wrong matter, you can simply change the client and/or matter ID to the correct one. You can also change the Billing and GL Distribution. You can make certain changes in the Entry Type (for example, you can change a **P** to a **PF**) but some changes are not permitted. Editing is also limited in the case of a payment or credit, a portion of which was recorded as an advance, if the advance amount has subsequently been applied against a bill. Beginning Balance (type **BB**) and Debit transactions (type **D**), can be edited unless they have been paid or unless a bill has been finalized since they were entered.   The editing of program-generated transactions, such as billing records (type **B**) is also limited.

If the program does not allow you to make the change you want; then you may have to make the change by entering another adjusting transaction. For example, if you recorded a payment in an erroneous amount, and the program will not let you change the amount, then you will have to adjust the client's balance by recording either another payment or credit (type **P** or **Q**) to *increase* the amount of the original payment), or a debit (type **D**) if the amount of the original payment was too high and you need to *decrease* the amount.   If you posted a payment to the wrong matter, and it won't let you change it, you will have to transfer the balance as described in the section on Transferring Balances, unless you are willing to *unfinalize* the bill on which the payment appeared.

If you are posting transactions automatically to the GL and you check or uncheck the **Post** button, the program will ask if you want to post or unpost that transaction, in which case the transaction will either be posted or unposted immediately. If you are not posting automatically then the new instruction will apply next time you post that batch or month.

When editing transactions the screen contains the following controls which differ from the entering new AR transactions screen:

Reprint - This button is active only if you are displaying a billing record (type **B**). If so, click this button to see a complete copy of this bill.

Reverse - You can only reverse a payment or credit transaction, or a retainer or trust receipt or disbursement. For complete instructions, see the section on Reversing Payments..

Delete - Click this button and then click **Yes** to delete the transaction. You cannot delete a transaction after it has appeared on a client's bill, or in certain other cases as described above. If the program

does not allow you to delete the transaction, in the case of payments and credits (types **P** and **Q**) it will allow you to *reverse* it. Otherwise, you will have to make an adjusting entry as described above.

Go To - Enter the number of the next transaction you want and click Go To to bring it up.

▲ - Click on this button to go to the previous transaction in the AR transactions file;

▼ - Click on this button to go to the next transaction.
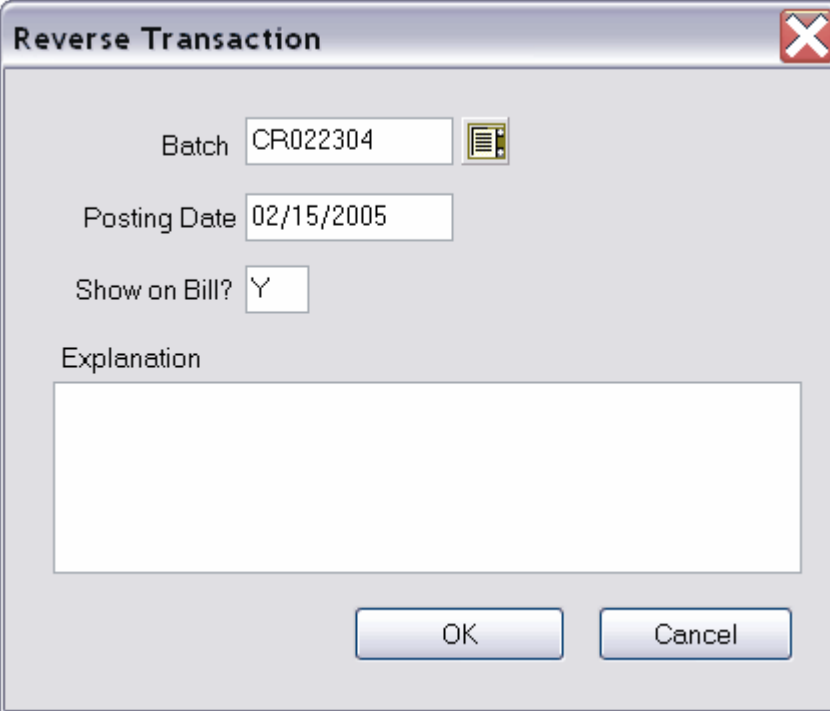
🖨 - Click on the print icon to print an **AR Transaction memo** showing the information for this transaction, or to print the *audit trail* of new AR transactions that have been entered since the previous audit trail was printed, or since you last closed the program, whichever is later. Note that the audit trail includes a list of transactions that have been *edited*, in addition to any new ones that have been added.

14.12 Reversing Payments

Reversing a payment is the best procedure to follow when, for example, a client's payment check is returned unpaid by the bank, and you need to restore the payment amount to the client's balance due. While you can sometimes simply *delete* or *edit* a payment to correct a mistake or undo it, sometimes the program will not allow you to do that if, for example, the payment has already appeared on the client's bill. In that case, reversing it is the only option, unless you want to go back and unfinalize the bill that it appeared on, which requires additional work and is not usually practical as it would mean sending the client a revised bill. If you have reversed the payment to correct a mistake, such as posting it to the wrong client or matter, then after reversing it you simply enter a new payment with the correct information. Reversing a payment has the advantage of leaving an *audit trail* of what was done, as the original transaction remains in the file offset by a separate reversing transaction that can appear on the client's bill explaining the reason for the reversal and restoring the payment amount to the balance due. A credit (transaction type **Q**) can also be reversed in the same way as a payment. You can also reverse Retainer and Trust transactions.

To reverse a transaction, locate the transaction as described in the section on Locating AR Transactions and click on the **Reverse** button. The Reverse Transaction dialog shown below appears:

Batch - Assign a batch code for the transaction. Since reversing a payment will affect postings to the General Ledger, you must then post that batch to the GL. The GL postings in the reversing transaction will be the exact reverse of the GL postings contained in the transaction that is being reversed. Thus, if the original payment debited the cash account and credited fees, the reversing transaction will credit cash and debit fees.

Posting Date - This is the date which is assigned to the reversing transaction. While defaulting to the current date, you can change it if necessary. When posting to the GL, the reversing transaction will be assigned to the period corresponding to this date, rather than to the period of the original transaction. Thus, if a check deposited in one month is reversed in the following month, the two transactions, while netting themselves out to 0.00, will each appear in a different period in the GL. To avoid this, you can assign the same date and batch as the original transaction and then simply re-post that batch.

Show on Bill - Enter **Y** if you want the reversing transaction to appear on the client's next bill. If you enter **N**, the reversing transaction will be applied directly to the client's balance forward, with no explanation appearing on the client's bill.

Explanation - Enter the description that you want to enter for the reversing transaction. This is the text that will appear on the client's bill.

Click **OK** to complete the procedure. The original payment will remain on the screen, but the title bar of the **Editing AR Transaction** window will show that it is **reversed**. Reversed transactions will appear on your **Browse AR transaction** screens with the letter **R** in the **Status** column. The reversing transaction itself will appear as type **DR1** (when reversing a payment) or **DR2** (when reversing a credit). The **Reference** assigned to the **DR** transaction will be the same as the **Reference** for the transaction which was reversed, making it easy to match up the two records.

After reversing a payment or credit, there is no way to "unreverse" it. In other words, you cannot delete or reverse the reversing entry. To restore the original payment or credit you will have to re-enter it as a new transaction.

You can also use this procedure to reverse a *trust* or *retainer* account transaction (types **RR**, **TR**, **RD**

or **TD**). To accomplish this, you simply locate the transaction you want to reverse, click the **Reverse** button and fill in the information as described above. The program will mark the transaction as reversed and will record a reversing transaction of the opposite type (for example, if reversing an RR it will create a reversing RD in the same amount).

You cannot reverse a *bill*, *beginning balance*, or *debit* transaction (types **B**, **BB** or **D**). The only way to reverse a bill is to unfinalize it.   If you recorded a beginning balance or debit transaction in error, and the program will not let you edit or delete it, the only way to reverse it is to record a separate credit transaction (type **Q**) in the same amount.

14.13 Client Refunds

AR Transaction type **DA** is used to record a client *refund* or to reduce or eliminate a *credit balance* on a client's matter.

You can only enter a **DA** if there is a credit balance on the matter. If there is no credit balance, you must first create one by recording a separate credit (type **Q**) transaction in the amount you are refunding. For example, assume a client has been billed the sum of $1,000.00, all of which has been paid. You then agree to refund the client the sum of $200.00 as a courtesy discount. To do this, you first give the client a credit by recording a **Q** transaction in the sum of $200.00. This creates a credit balance of $200.00 reflecting the courtesy discount. You then can enter the **DA** transaction in the same amount, which reflects the refund check issued to the client. If, on the other hand, the client had paid an advance of $1,000.00, and was billed only $800.00, to issue the refund you would only need to enter the **DA**, as there would already be a credit balance of $200.00 on the matter, representing the unused portion of their advance payment.

Besides using it to record a refund, you can also enter a **DA** anytime a client has a credit balance that you want to reduce or eliminate for any reason.

If the credit balance that you are refunding or reducing is an *earmarked* credit balance, then you must also use an earmarked **DA**. For example, if the client has an unused *fee* credit balance, you must enter a **DAF** to reduce that. Similarly, use a **DAC**, **DAT** or **DAI** to reduce a cost, tax or interest credit. A plain **DA** transaction will only have the effect of reducing a non-earmarked credit balance.

Enter a **DA** transaction exactly like any other AR transaction as described in the section on Entering AR Transactions.

Once entered, a **DA** transaction can be *edited* or *deleted* (unless it has already appeared on a finalized bill), but it cannot be *reversed*.

Note that if you enter a DA with a date after the cutoff date you are using on the current bill, then the credit balance which normally would show on that bill is really a phantom balance because it has been eliminated, even though it was done subsequent to that billing period. In that case, the program will not show the amount of the credit balance on the bill and will not apply it to the charges on the bill, which may be confusing. Thus, if you are going to record a DA you should always make sure it is posted to the current billing period and is not dated after the cutoff date you will be using on the current bill.

14.14 Retainer and Trust Accounts

For each matter the program maintains both a *retainer* and a *trust* account. You can also maintain a retainer account at the client level (i.e., a general account not tied to a specific matter).

The *retainer* account is designed to be used when a client makes an advance payment which is intended as a deposit to be drawn upon to pay futures fees and costs as they are billed. Although you

can always record an advance paid by a client just like a regular payment, as described in the section on Advances and Credit Balances, using the retainer account feature is better when the advance payment is intended as a deposit against future charges, and where you want to keep track of the funds separately and not record them as income until actually earned.   Retainer account activity appears in a separate section on the client's bill. You can instruct the program to automatically apply funds from the retainer account against charges on the clients bill, and even to request additional funds from the client when the balance in their retainer account falls below a certain amount   Note that you can print a bill using a special "Evergreen" format where the statement recap printed at the end of the bill is specifically designed for the situation where the client is required to maintain a minimum balance in their retainer account. To use this format, set bill format option **170** to **E**.

The *trust* account is designed to track funds received from or on behalf of the client which are not intended as a deposit against future charges; such as settlement proceeds from handling a personal injury case. Trust account activity also appears in a separate section on the client's bill, and while you can manually disburse funds from the trust account to pay a client's bill, the program does not have the option to do this automatically.

Recording Retainer and Trust Activity

There is no special procedure that is required to open a retainer or trust account for a matter, as the program is already set up to keep track of both retainer and trust funds for every matter. Rather, you simply record funds being received or disbursed by entering retainer or trust receipts and disbursement transactions.

There are basically two types of transactions which can be recorded in the program which affect a client's retainer or trust account balance. An **RR** or **TR** (retainer or trust receipt) transaction is used to *increase* the amount of the clients retainer or trust account balance, while an **RD** or **TD** (retainer or trust disbursement) transaction is used to *decrease* the balance. These transactions are entered using the Entering AR Transactions function.

To record the *receipt* of funds which are deposited in a client's retainer or trust account, enter an AR transaction type **RR** (retainer receipt) or **TR** (trust receipt). You can post it to an individual matter, or to the client's general "client level" account by typing an asterisk in the Matter space when entering the transaction.

There are *two* separate circumstances in which you will *disburse* funds from a retainer or trust account. One is when you are withdrawing the funds to pay to your *firm* to pay for fees or costs incurred by the client. The second is where you are disbursing the funds to the *client* or to a *third party*.

In the *first* case, the transaction really involves creating two separate records--a *disbursement* from the retainer or trust account (AR transaction type **RD** or **TD** respectively) and a *payment* to your firm (transaction type **P**).   You can enter these in two steps, creating first the **RD** or **TD** and then the **P**, or you can record them in *one step* by using transaction types **RDP** (retainer disbursement/payment) or **TDP** (trust disbursement/payment) respectively. This has the effect of both reducing the balance in the client's retainer or trust account, and applying a payment towards their account balance in the same amount. When you save this entry, the program actually creates two separate transactions--the first is the **RD** or **TD**, and the second is the **P**.

Once you have saved an **RD**, **TD** or **P** transaction, you cannot edit it to create an **RDP** or a **TDP**.   For example, if you have entered a retainer disbursement as an **RD**, when you really intended to enter it as an **RDP**, all you need to do is to then enter a separate **P** transaction in the same amount.

In the *second* case, where a disbursement from the account is to the client or a third party, enter it simply as an **RD** (retainer disbursement) or **TD** (trust disbursement).

It is important when recording retainer or trust activity to be **consistent.** For example, if you record a *receipt* as an **RR,** when you *disburse* the funds you must record an **RD**. If you mistakenly attempt to disburse funds from a *retainer* account using a **TD**, then the clients account status screen and bill will show the original balance still in the retainer account, but there will now be a trust account balance with a negative balance in the amount of the **TD**.

Note that when recording an RR transction, if there is an outstanding balance for that matter the program will ask if you want to apply the new retainer funds against that balance. If you click Yes in addition to saving the RR the program will generate an RD and a P transaction in the amount of the balance or the amount of the RR, whichever is less. Also, when recording a P transaction where the amount of the P exceeds the balance due for that matter and you have entered a replenishment amount in the Billing Options screen for that matter the program will ask if you want to record the excess of that payment as an RR.

Clients with Multiple Matters

You can maintain both a retainer account and a trust account for each matter, and you can also maintain a *retainer* account at the *client* level, as described above. You can have the program automatically apply funds from a client level retainer account against charges for any of their matters by entering the correct instruction in the Billing Options screen for that client.

If you have retainer funds in an account which is assigned to a specific matter, you can manually apply those funds to pay a balance due on another matter as follows: first record a retainer disbursement transaction (type **RD**) on the matter which is maintaining the retainer account. Then record a payment transaction (type **P**) on the matter which has the balance that you want to pay. In this case you cannot use a combined **RDP** transaction, as the **RD** and **P** transactions are on different matters.

Reversing Retainer and Trust Transactions

You can reverse a retainer or trust transaction by locating the transaction you want to reverse and clicking the Reverse button. When reversing a transaction the program creates an opposing transaction in the same amount; for example, if you are reversing an RR the program creates a reversing RD transaction in the same amount.

Applying Retainer Funds Automatically

If you want the program to *automatically* apply funds from a client's retainer account against the client's bill, or to request *replenishment* when the balance in the account falls below a certain level, enter these instructions in the billing options screen for each matter.

Showing Activity on the Client's Bill

Activity occurring in the client's retainer or trust account is reported in a separate section on each client's bill. There are a variety of formatting options for these sections, as described in the section on Bill Formats.

Looking up Balances and History

The account status screen for each client or matter will show the current balance, if any, in the retainer and trust account. To see a detailed history of the activity in that account, click either **Retainer Account Detail** or **Trust Account Detail**   You can generate *reports* showing balances in all retainer and trust accounts, and detailing activity in those accounts, using the Trust, Retainer and Credit Balances report function. You can also generate journals detailing retainer or trust activity as described in the section on AR Journal Reports. The Master Ledger for a file also shows a history of retainer and trust activity.

Converting Retainer to Trust

The **Convert Retainer to Trust** function either converts *all retainer* account transactions to *trust* account transactions, or converts *all trust* account transactions to *retainer* account transactions. This feature is designed for the situation where, for example, you have entered receipts from clients as *trust* receipts, but really intended to record them as *retainer* receipts. Only perform this function if you are really certain you want to do so. If, for example, you choose to convert trust to retainer, the program will read through the entire AR transaction file and convert all **TR** transactions to **RR** transactions, and all **TD** transactions to **RD** transactions. This will have the effect of transferring all current balances in your clients' trust accounts to their retainer accounts.

You can perform this function for a single client or matter by selecting the file you want when the select client or matter dialog pops up after you select which function you want.

To perform this function, click on **Convert Retainer to Trust** on the **Tools** menu. Enter the code SUSAN and the following menu comes up from which you select the action you want.
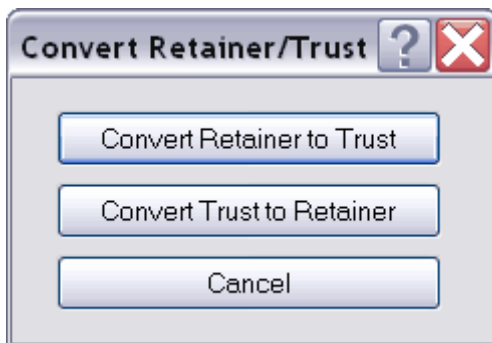
14.15 Client Level Retainers

While the program maintains a separate retainer account for each *matter*, it is also possible to record retainer receipts at the *client* level, and to have those funds automatically applied by the program against charges incurred on any of that client's matters. To do this, when recording the retainer receipt (transaction type **RR**), enter an asterisk (*) in the Matter space. If you want the program to automatically apply these funds against charges incurred on any of that client's matters, make sure you have entered the correct instruction in the Billing Options screen for that *client*.

You can manually disburse funds from a client level retainer account by entering an **RD** transaction, also entering an asterisk in the Matter space.

The account status screen for both the client and each of that client's matters shows separately the amount of any unused client level retainer balance. You can have a client level retainer balance and retainer balances assigned to a specific matter for the same client simultaneously. When applying funds automatically, the program uses any funds in the retainer account for that matter before drawing on client level funds.

14.16 Posting to GL

Cash receipts and retainer and trust receipts and disbursements which are entered in the billing program as AR transactions can be posted to the General Ledger portion of the program to update your check registers, balance sheet and income and expense statements.

There are three methods of posting information from the billing program to the general ledger. You can post information to the GL manually in *batches* (the original method used by the program), by Month, or you can have the program *automatically* post the information in real time (a new method incorporated in Release 11 of the program). Select the method you want from the GL and Billing Interface screen. Each method is described in more detail below.

Automatic Posting

If you select the automatic posting option from the GL and Billing Interface screen then manual posting to the GL is not required. Instead, whenever you enter or edit an AR transaction the program will automatically post that transaction to the GL.   The GL will also be updated if necessary whenever the postings for a GL transaction are affected, such as when you delete or reverse a transaction or when a bill is finalized or unfinalized (unless you have checked the Do not allow program to change GL Distributions after payments are saved option).

Note that if you select automatic posting the program will not post to a year that has been closed in the GL.   If you want to post transactions to a closed year you will have to reopen the year.

If you want to "unpost" a billing transaction that has been posted, go to edit that transaction and uncheck the Post to GL box. The program will then ask if you want to unpost it. Or, if the box is unchecked and you then check it, the program will ask if you want to post the transaction. It is not necessary to "unpost" and then "repost" a transaction if you want to make changes to the GL postings for that transaction, as the program will automatically update the postings when you make changes. However, there may be times when you want to unpost a transaction that was previously posted, or post one that you did not originally post.   Or, if for example you entered a transaction for a closed year and then reopened the year, you can force it to post the transaction by unchecking, then checking again the Post to GL box.

Posting by Batch

When you record cash receipts and other AR transactions, you can assign them a batch code of your choice. While you can use any batch code you want, you may want to create a separate batch for each day's receipts, or you can use the same batch code for an entire month. However, you should not include transactions from more than one month in the same batch. To make it easier to reconcile your bank accounts, you may want to assign the same batch code to all the cash receipt transactions that make up a single bank deposit. That way the total posted to the GL for that batch would match the total of your actual bank deposit. However, it is also possible to record your bank deposits manually, as described later, in which case the batch code you assign would not matter.

You can configure the program to assign a default batch code to each AR transaction consisting of the year and month; for example, 0705 for May 2007, or adding also the day; for example, 070502. To pick either option click on **Default Batch Codes** from the **Setup** Menu.

The follow example illustrates the procedure for posting cash receipts to the GL, starting with the first

step of entering a cash receipt (payment) transaction by clicking on the button on the Control Panel at the left:

In the above example, client 1000 has paid us $1729.00 which pays off their balance due which is shown to the right of the **Amount** space. Notice that we are assigning this payment to **Batch** 070516, corresponding to today's date.

If we click on the **GL Distribution** button the program will display which GL accounts are going to be posted to in order to reflect this payment.

In this case, the entire balance of $1729.00 was for fees, so the program will *credit* that amount to GL account 301.00, Fees from legal services and *debit* the total to 101.01, your office bank account. Since the program makes this allocation automatically, based on the default accounts we specified in the GL and Billing Interface screen, it is not necessary to click on the **GL Distribution** button each time you record a payment unless you want to verify the distribution or unless you want to manually allocate it to different accounts.

After saving this transaction, you can add additional ones at any time to the same batch. When you

are ready to post that batch to the GL, click on the   button on the Toolbar at the top, or click the More button in the Receipts cluster and select **Post to GL** from the menu. The screen shown below appears, listing all of the AR batches you have created.

For each batch listed it shows the batch code, batch creation date, source, and the number of transactions in the batch. You can also assign an optional title to each batch by highlighting that batch and typing it in the **Edit Description** space at the bottom of the list.

If you double click on a batch on the list, or highlight it and click the **Browse/Edit Batch** button, the Browse AR Transactions screen appears listing the individual transactions in the batch, which can be viewed or edited from this screen. You can also view a list of the GL postings in the batch by clicking the **List GL Distributions in Batch** button. In our example, the report will appear as follows:

```
05/16/2007                    GL Postings for Batch 070516                    Page 1

Tran #    Typ   Per    GL Acct                 Debit           Credit

115698    P     0507   101.01                 1729.00
                       301.00                                 1729.00

                                              ----------------  ----------------
Totals                                        1729.00          1729.00
* = record already posted
```

The list itemizes each transaction in the batch showing the GL postings for each.

If you click the **Reassign GL Distributions in Batch** button the program will go through each transaction in the highlighted batch and reallocate the total to the correct GL accounts based on the defaults you have established in the GL and Billing Interface screen. This function is only necessary if, for example, you have changed the defaults after entering the transactions in this batch and you want the changes to be applied to this batch.

When you are ready to post a batch to the GL, highlight it on the list and click the **Post Batch** button. The program will ask you to enter a date which will be assigned to the GL transaction that will be created by this posting. Click **OK** to continue and the program will perform the posting procedure. If the program finds that the GL postings are not in balance it will not allow you to proceed. In that case, you will want to go back and check the GL distributions in the batch using the **List GL Distributions in Batch** function which should enable you to locate any transactions where the postings were omitted or are not in balance. You can then correct them manually using the **Browse/Edit Batch** function, or by clicking the **Reassign GL Distributions** button.

When done, it will ask if you want to see a summary of the GL postings for the batch. If you click **Yes**, it will generate the following report:

```
05/16/2007              GL Postings for Batch 070516 - Period 0507              Page 1

Account                          Period   Dept   Loc       Debit         Credit

101.01      Bank account #1      0507                      1729.00
301.00      Fees from legal services  0507                               1729.00
                                                           --------------  --------------
            TOTALS                                         1729.00         1729.00
                                                           =========      =========
```

After a batch is posted, the list will also indicate the date and number of entries that were posted as shown below.

Post Billing Batches to General Ledger

Batch	Created	Source	#	Posted	#	*	Description
070516	05/16/07	AR	1	05/16/07	1		May 16 2007 bank depo

If the number of entries posted does not match the number in the batch, it is probably because there are some AR transactions in the batch that do not generate GL postings. For example, the program does not post credit (type **Q**) transactions, nor does it post bills (type **B**), debits (type **D**) or beginning balances (type **BB**).

After a batch is posted, you can generate a list of the GL postings by clicking on the **List GL Postings** button.

Changes made to the AR transactions in a batch after it has been posted may require that the batch be posted again so that the GL also reflects the changes. In our above example, suppose that the check received from this client is returned by the bank and we use the program's reverse function to reverse the check. This creates a separate reversing transaction in the same batch which has GL postings that reverse the original GL postings. If we now look at the **Post to GL** screen we see that the batch contains 2 records, but only 1 has been posted to the GL. There also appears an asterisk (*) in the column next to the description, as shown below:

Post Billing Batches to General Ledger

Batch	Created	Source	#	Posted	#	*	Description
070516	05/16/07	AR	2	05/16/07	1	*	May 16 2007 bank depo

The asterisk indicates that the batch has been revised and needs to be posted again to update the GL. To do this, simply highlight the batch and click the **Post Batch** button again. This will update the GL transaction that was generated the last time we posted to reflect the changes. Note that in our example, since the only thing contained in the batch is the reversed payment, the net posting to the GL will be 0.00, and the program actually deletes the GL transaction that was previously posted. In other cases, the GL transaction will simply be modified to reflect the new totals.

Batch totals can be changed by adding new transactions to the same batch after it has been posted, or by editing, reversing or deleting transactions in a batch. If any of these actions are performed you should re-post that batch. In addition, batch totals can be changed if payments that were intially recorded in whole or part as an *advance* are subsequently applied against a client's bill. In that case, when the bill is finalized the program adjusts the GL postings for that payment to reduce the amount posted to your advances account and transfer it to the appropriate income or cost reimbursement account. The batch containing that payment should also be posted again.

If you want to prevent the program from automatically changing the GL postings for a transaction after it has been entered, there is an option on the GL and Billing Interface screen you can check which will prevent the program from modifying GL distributions for any transation after it has been saved. This gives you complete control over how individual transactions are posted.

A batch can be posted to the GL any number of times. Each time you post it the GL transaction that was previously created is overwritten by a completely new one, so that the amounts previously posted are never duplicated. When you re-post a batch, the procedure may take longer as the program needs to search the GL file and undo the entries that were previously posted.

If you have created a batch that you do *not* want to post to the GL, highlight it on the list and click the **Place Batch on Hold** button. To take the batch off hold, simply click the **Hold** button again.

In addition to batches created when you enter AR transactions, other batches are created by the program when bills are finalized if the program has automatically applied any funds from a client's retainer account against their bill. In that case, the program generates two AR transactions for each transfer: an **RD** which takes the money from the retainer account and a **P** which applies it against their bill. These transactions will be assigned to the batch code which you specify when you ask the program to finalize bills. If you are using the automatic retainer application feature, you should then post those batches. Those batches appear on the **Post Billing Batches** list with source code FIN to indicate it was created during finalization.

Also on the **Post Billing Batches** screen are several additional options:

Hide Empty Batches - Changes the display to omit batches that contain no entries

List Unposted Batches Only - Changes the display to only list batches that have not yet been posted.

Rebuild Batch List - This function regenerates your list of AR batches so that only batches that actually contain AR Transactions are included, and so that transactions that are assigned to batches which do not appear in the list are added. This should not normally be necessary.

Sort Order - Normally the list appears in reverse chronological order of creation date, but you can also list them by batch name or posting date.

To *find* a batch, type in the batch name in the **Find Batch** space at the bottom of the list.

Create separate GL posting for each transaction - If this option is checked, the program creates a separate GL posting for each AR transaction.   Otherwise, only totals for the batch will be posted. Creating a separate posting for each transaction will tend to clutter up the GL, especially the cash account.   To avoid this you may want to create a separate asset account to which each transaction is posted. Then you can create a GL Journal entry for each bank deposit which credits that account and debits the actual cash in bank account. This suspense account would be listed as the Default Cash Account in the GL and Billing Interface screen.

Posting by Month

Posting by Month is similar to posting by Batch as described in the previous section. If you have

selected this option in the GL and Billing Interface screen, then when you click on the   button to Post to the GL a list of months will appear from which you can select the month you want to post.

GL Postings when Finalizing and Unfinalizing

When *finalizing* a bill, the program may make the following postings to the GL:

1. If the program has applied funds from the client's retainer account against the bill those transactions will also be posted to the GL. A separate transaction will be posted for each RD and P transaction. For example, if funds are applied to pay fees, the program will post a transaction disbursing the funds from the retainer account, and a second transaction recording the funds as fee income. Note that if the program is applying funds from a client level retainer account (resulting from an RR that was entered with an asterisk for the matter ID), it will record an RD from the client level retainer and an RR at the matter level before recording the RD and P at the matter level. This has the effect of transferring the funds from the client level account to the account for the individual matter. Those additional transactions are not posted to the GL as they would be a wash transaction.

2. If funds are applied against the bill from a client level credit balance (resulting from a P that was entered with an asterisk for the matter ID), the program will record a P transaction on the matter to which it is applied. A GL posting will be created for that P in which the client advance account is debited and the appropriate income account is debited.   The original P that gave rise to the client level credit balance is not affected as the full amount of that P is posted to the client advance account when it is saved.

3. If any payments that have previously been recorded are applied against this bill, the program will post those applications to the GL. For example, a client may have made an overpayment in a previous month, or may have paid at the time of service and you have recorded both the charges and the payment at the same time, in which case the payment would originally be saved as an advance and will be applied against the charges when the bill is finalized. If the payment which is being applied against the bill is dated in the same month as the date of the bill, then the program will update the original GL posting created when the payment was saved to reflect the new payment allocation. If the payment being applied is dated in a prior month, then there are two ways to handle it. You can have the program update the original GL posting for that payment to reflect the new allocation, as it does when the payment is dated in the same month. However, this may have the unwanted consequence of

changing your GL figures for prior months. To avoid this, you can instead have the program create a separate type A transaction whenever a payment is applied against a bill in a later month. Then reports both in the billing program and in the GL will accurately reflect the month in which the income was actually realized. For example, if a client makes an advance payment in September and the payment is later applied against fees billed in October, your September reports would show an advance being received in September and fee income being realized in October. To use this method, click on **Setup**, **Payment Application Rules**, and check the box that reads "Record Advance Applications Separately". Otherwise, in the example just cited the billing and GL reports would show the income being realized in September, when the payment was received, even though the actual bill was in October.

Some users of the program prefer to assign the GL postings to each payment manually upon entry, and do not want the program to subsequently alter those postings. You can prevent the program from doing this by going to the **GL and Billing Interface** screen (click

on the _____ button on the toolbar at the top of the main General Ledger screen) and check the "Do not allow program to change GL Distributions after payments are saved" option. In that case, the program will not make any of the postings described in (3) above, but will still make the postings described in (1) and (2).

When *unfinalizing* a bill, the program will delete any GL postings created when the bill was finalized that involved application of client level credit balances or retainer account funds against the bill, i.e., those postings that are described in (1) and (2) above, as the underlying billing transactions are deleted when the bill is unfinalized. The program will also delete GL postings resulting from the creation of type A transactions as described in (3) above (as these transactions are also deleted when a bill is unfinalized). The postings for other payments that have been applied against that bill are updated to reflect the unfinalizing, which means that the amounts applied against that bill are taken out of income and restored to the advances account.

14.17 AR Journal Reports

To print or view lists of cash receipts and other types of AR transactions, click **Receipts** from the Main Menu and select **List** from the submenu. Then select one of the following reports from the submenu:

Complete AR Journal - Includes *all* types of AR transactions, *except* retainer and trust transactions.

Cash Receipts Journal - Select this if you are only interesting in seeing cash receipts (payments and credits and related transactions)

Billings Journal - Select this if you are only interesting in seeing a list of finalized bills (type B), including also beginning balances and debits if desired.

Retainer Account Journal - Includes only retainer account receipts and disbursements.

Trust Account Journal - Includes only trust account receipts and disbursements.

Batch Journal - Lists all the AR transactions in a specified batch.

In addition to these reports, you can print a Daily Cash Receipts report which itemizes your cash receipts by day.

Report Options

After selecting the type of report you want, the following screen appears from which you can select the options described below:.

Transactions Included - This box lists the various *types* of AR transactions which can be included in the report, including Beginning Balances (**BB**), Bills (**B**), Debits (**D**), Payments (**P**), Credits (**Q**), Refunds (**DA**), Advance Applications (**A**), Retainer Account Transactions (**R**) and Trust Account Transactions (**T**). You can also select whether or not to include *Reversed* Transactions (i.e., payments or credits that have been reversed) or *Unfinalized Bills* (i.e., bills that have been finalized but were later unfinalized). If doing a Retainer Account Journal, you can also select whether or not to include retainer disbursements which were generated automatically by the program to apply funds against a bill.

Depending on which report you selected, some of these transaction types may be grayed out. For example, if you selected a **Cash Receipts Journal**, only Payments, Credits, Refunds, Advance Applications and Reversed Transactions will be available options.   Make sure that only the specific types of transactions you want included on the report are checked on the list.

Files Included - Use these selections to limit the list to a specific client or matter, or to filter the list to include charges for selected clients and matters, as described in the client lookup and matter lookup sections.

Client Level Payments Only - When running a Cash Receipts Journal click this box to only include

Client Level Payments.

Unapplied Payments Only - When running a Cash Receipts Journal click this box to only include payments where all or a portion of the payment has not yet been applied against a bill (i.e., it is being recorded as an advance).

Filter - You can filter the list to include only transactions in a specific *batch*. If you are generating a **Batch Journal**, the batch you selected will already be entered here. However, you can also filter any of the other reports to only list transactions in a specific batch by entering the batch code here. You can also filter for a specific *entry type*. This enables you to indicate a more specific selection than the options listed in the **Transactions Included** section. For example, if you only want to list payments that were earmarked to be applied against fees only, enter **PF** as the **Transaction Type**. Or, if you are generating a Retainer Account Journal and only want to list the receipts, enter **RR**.

Date Range - Leave the date range blank to include all transactions regardless of date, or enter the date range you want. The **MTD** and **YTD** buttons are quick ways of entering the correct dates to show charges for the current month or year to date. The **All** button can be used to blank out dates that have previously been entered.

Options - Select from the following options that determine the level of detail and format of the report:

Detail, Summary or Total - Enter **D** for a detailed report that itemizes each transaction. If you enter **T**, the report will show the grand *totals* for the report only, with no detail. If you enter **S**, the report will also omit the detail, but will show instead totals for each *date* or *client* and *matter*, depending on which *sort* option you choose. This enables you to generate a report showing summary totals of cash receipts or billings by date or by client and matter. However, if you want a summary report by client and matter, it is easier to use the Income Analysis or Billing Analysis Reports.

Sort By Date or Matter - Enter **M** to sort the transactions on the list by client and matter, or **D** to sort by date. If you are generating a list for a single client or matter, this option should be set to **M**, as transactions for each matter will always be subsorted by date anyway. In all other cases, sorting by date will probably result in a quicker list generation time. If you are generating a Batch Journal, regardless of your selection transactions will be sorted by entry number; i.e, in the order they were entered.

Include Subtotals - Enter **Y** to show a subtotal for each date or for each client and matter, depending on which sort order you chose. Enter **N** to omit the subtotals.

Show Batch and Entry # - Enter **Y** to include for each transaction the batch and transaction entry number, or enter **N** to omit.

Show Transaction Text - Enter **Y** to include the *description*, if any, that was entered for each transaction. Enter **N** to omit.

Show Client Name/Matter Title - Enter **Y** to include for each transaction the full client name and matter title, or **N** to omit. This is unnecessary if you are sorting the transactions by client and matter and are including subtotals, since when including subtotals the list will show each client name and matter title as a heading at the beginning of the list of transactions for each client and matter.

Orig/Resp Atty - Enter **Y** to show the originating and responsible attorney assigned to the matter for each transaction on the list, or **N** to omit.

Distribution Detail - Enter *Y* to show for each transaction the detailed billing distribution. For example, when listing a payment it will show how much was applied against fees, cost, tax and interest, with a further breakdown of fees by staff member and costs by cost category. Enter **N** to omit.

If you are generating a **Cash Receipts Journal**, you may enter **W** in this space to generate the report in a *special format* where the total amount of each payment that was applied to fees, costs, tax, interest and advance is shown in a separate column. This format omits the breakdown by staff member and cost code, instead just showing the total that was applied to each category.

GL Distribution - Enter **Y** to include for each relevant transaction the General Ledger postings which were assigned, indicating which GL accounts are being debited and which accounts are being credited. Enter **N** to omit.

The GL Distribution section for each transaction will be shaded on the report. If you want to omit the shading, set this option to Z.

Running Total - Enter **Y** to include a running total of the transactions in the right hand column*.* Enter **N** to omit. **NOTE: This feature has been deactivated in Release 11.**

Line Spacing - Enter **1**, **2** or **3** depending on how many lines you want to skip after each transaction on the list.

Legend at End - Enter **Y** to include a legend at the end of the report listing all of the transaction types which appeared on the report and a short explanation of each type. Enter **N** to omit.

Legacy Format - Enter Y if you want to print the report in the old format used in versions prior to Release 11.2.

Reading the Report

Each transaction listed on the report will show beginning in the first column the transaction entry number, followed by the transaction type, date and reference. Below this information will appear the Batch Code, client and matter ID, client name and matter title, and the transaction description. Depending on the report options you selected, some or all of that information may be omitted. If you are including the Billing Distribution, a distribution column will also appear. For bills, this column will summarize the charges on the bill by category, as indicated by the letter appearing in the first column of each distribution. **F** indicates fees, **C** or **D** indicates costs (**C** for hard cost, **D** for soft cost), **T** for tax, and **I** for interest. For fees and costs, next will appear the staff member or cost category code, followed by the distribution amount. For payments and credits, first will appear the invoice number of the invoice being paid (appearing once only with the first distribution for each invoice), followed by the letter indicating the category of charge, the staff member or cost category code, and the distribution amount.   Amounts recorded as an advance will be clearly indicated.   If you are omitting the Distributions, the client and matter ID will appear in place of the distribution column, instead of below on a separate line. For bills, beginning balances and debits, the transaction amount will appear in the Charge column. For payments and credits, the amount will appear in the Credit column.   If you are including the distributions, at the end of the report will appear a summary of the total charges and credits by staff member and cost category.

If you are generating a **Cash Receipts Journal**, and entered **W** for the **Distribution Detail** option described above, instead of showing the distributions for each payment in the form of a table, there will be separate columns on the report showing how much of the payment was applied to fees, costs, tax, interest and advance. The report will not include the detailed distribution showing the breakdown by staff member or cost category.

If you are including Advance Application (type **A**) transactions on the report, the amount of each advance application will appear in both the **Charge** and **Credit** columns, as it is merely an accounting entry transferring funds from the advance category to pay fees, costs, tax or interest. The distribution section will show how that application was applied. Note that Advance Application transaction are no longer created in Release 9, but some may appear if you used prior versions of Tussman.

If you have recorded client level payments, the master payment record will appear on a cash receipts

journal, but the amount shown will be 0.00, unless there is still an unused client level advance related to that payment. In that case, the amount will show the unused portion of the credit balance. The individual payment records created when the master record was saved, or when a client level advance was later applied to an individual matter, will appear on the list in the normal way.

If you are including the **GL Distributions** on the report, these will appear below the Billing Distributions for each transaction. Each GL distribution will show the GL account number and title, department and location, and the amount debited or credited to that account. At the end of the report will be a summary of the amounts posted to each GL account.

If you are including *reversed* transactions or *unfinalized* bills on the list, those will be identified by an asterisk (*) to the left of the entry number.

14.18 Month at a Glance

A special month-at-a-glance screen displays daily cash receipt totals for any month, as shown below:

To display this screen, click the   button on the Toolbar at the top. The amount shown for each day is the total of payments (AR transaction type P) that were recorded for that day, excluding payments that have been reversed or deleted. The total for the month is displayed at the right. Use the arrow keys to navigate back or ahead one month or year at a time, or click the **Go To** button and enter the month you want. Click on any button to browse a list of the payments for that day.

Click the **Year at a Glance** button to display a summary of cash receipts for each month in the selected year.

15   Account Balances

The Tussman Program maintains a separate account balance for each matter. You can view the current status of each matter, or cumulative totals for each client, including case-to-date totals, current balance due, and totals of unbilled charges, using the Account Inquiry function.

Account balances are maintained using an *open item* method of accounting. In other words, rather than maintaining a single total which is periodically updated to reflect changes in the account balance, the program keeps track of the balance due from each individual invoice which is billed to the client. The client's current account balance is determined by adding together the balances due from each invoice. Because the program also maintains a detailed record of each payment or credit and how it is applied to the client's invoices, it is always possible for the program to determine how the current balance is broken down by category of charge or by staff member and cost category. This also makes it possible for the program to *roll back* the client's account balance when you unfinalize a bill or when a payment or credit is reversed or deleted. It is also possible for the program to determine what a client's outstanding balance was at any *prior date*, simply by considering only the AR transactions dated through that date when calculating the client's balance (this can be done by specifying the **report date** that you want to use when generating an Accounts Receivable report).

A client's account balance, as shown on the Account Status screen or on your Accounts Receivable reports never includes the amount of any *unbilled* charges. Unbilled fees and costs are transferred to accounts receivable only when they are billed to the client and the bill is finalized.

Note also that the **Account Status** screen and **Accounts Receivable reports** always show the *current* account balance (unless you are generating an AR report as of a prior date). This figure may differ from the **Balance Forward** which will appear on the client's next bill, as the **Balance Forward** will normally match the **Balance Due** which appeared on the previous bill, and will not reflect subsequent AR transactions entered after that bill was generated (unless you entered AR transactions after the date of the prior bill and unchecked the **Show on Next Bill** option when entering the transaction, in which case they are applied directly to the **Balance Forward**.)   The **Account Status** screen totals, on the other hand, *always* reflect *all* AR transactions that have been entered to date, whether or not they have yet appeared on the client's bill..

The program also maintains for each matter separate balances for both the retainer and trust account. The current balances in these accounts are also shown on the **Account Status** screen for each client and matter, unless there is no balance in the account.

Because the program uses an open item accounting method, there is no way to directly change an account balance without either generating a bill (which increases the account balance by the amount of the bill) or by entering an AR transaction, which either increases or decreases a balance depending on the type of transaction entered. The act of unfinalizing a bill, or reversing or deleting an AR transaction, also affects an account balance.

15.1   Account Inquiry

To check the *account status* for a client or matter, click the   button on the Toolbar at the top. You can also display the account status screen by clicking on the **Account Inquiry** button which

appears on each client and matter record. You can display an account status screen for an individual *matter*, or you can display it for a *client*, in which case the screen shows cumulative totals from *all* that client's matters. A sample Account Status screen appears below:

The **Account Status** screen consists of four parts. The top part shows a summary of the *account history and status*. The first column shows the total amount *billed* to date, broken down by fees, costs, tax and interest. The second column shows the total amount *paid* to date, indicating how much was applied to each category of charge. The third column shows the total *credits* (transaction type **Q**'s) recorded to date. The fourth column represents the current account *balance*. To the right of that are three columns which display amounts that are *past due* 30, 60 or 90 days determined by counting the number of days since the posting date of each outstanding invoice.

Note that if a client has made a payment or has been given a credit of which any part is still being carried as an *advance*, only that portion of the payment or credit which has actually been applied against a client's bill will be reflected in the **Paid** or **Credit** totals in the top portion of the screen. Thus, the amount in the **Balance** column will never be a negative amount. If the client has an unused credit balance, that will be shown separately in the third portion of the screen described below.

The middle part shows the total of any *unbilled charges* (Work in Progress) broken down between fees and costs. Besides showing the number of hours and the amount, the right hand columns show that portion of the unbilled charges which are dated more than 30, 60 or 90 days prior to the current date.

Below the Work in Progress section are listed *additional items* which will vary from account to account, including:

The *minimum amount due* (if on an installment payment plan);
The date and amount of the *last payment*;
The total amount *paid* since the last bill (if there was more than one payment);
The date of the *last bill*;
The amount of any unused *credit balances* (showing separately any client level, non-earmarked, or earmarked credit balances);
The current *retainer and trust* account balances;
The date of the last *reminder statement,* if any;
The amount of any unbilled *overriding flat fee or cost charges* (types **FO** or **CO**);
The amount of any unbilled *minimum retainer fee* charges (type **FE**);
The amount of an *unused credit* from any previously billed **FE** charges;
The presence of any billing holds or a billing threshold;
The billing interval and next bill date, if you are using the Interval Billing option

The buttons at the bottom and right hand side allow you to access additional information, as follows:

Master Ledger - Takes you to the master ledger for this file.

Fee Ledger - Itemizes each fee charge recorded to date and if billed shows when it was billed, the amount paid, and the unpaid balance for that charge.

Cost Ledger - Itemizes each cost charge recorded to date and if billed shows when it was billed, the amount paid, and the unpaid balance for that charge.

Bill Ledger - Itemizes each bill for this file and lists each payment applied against that bill, showing the remaining balance due.

Periodic Summary - Generates a periodic activity summary for any selected date range for this client or matter.

Time at a Glance - Displays the Time at a Glance screen showing daily or monthy totals of the hours worked for this client or matter.

Staff Summary - Shows the total number of hours and dollar amount billed, paid, written off, and currently outstanding for each staff member.

Cost Summary - Shows the total amount billed, paid, written off, and currently outstanding for each cost category.   The report also show what portion of the total is attributable to soft costs, and what portion to hard costs.

Open Invoices - Lists each invoice which is currently outstanding. For each invoice, the first line shows the date, invoice number, and total fees, costs, interest and tax that were billed on that invoice. The second line shows the total fees, costs, interest and tax that remain outstanding.

Daily Cash Receipts - Itemizes all cash receipts for this file by date, including payments, retainer and trust receipts and only showing actual cash received, not internal transfers such as when retainer funds previously applied are disbursed as a payment.

Billing Journal - A report listing each bill generated for this client or matter, showing the billing and GL distributions for each one, in the same format as the **Billing Journal** which can be generated using the AR Journal Reports function. This provides a quicker way of generating that same report.   Unlike the **Open Invoices** or **Invoice History** report, this report shows only the total amount of each bill, and not the balance currently outstanding. However, this report shows the complete billing and GL distributions, and includes totals at the end, which do not appear on the other reports.

Cash Receipts Journal - A report listing each payment and credit for this client or matter, showing the billing and GL distributions for each one. This report is exactly the same as the **Cash Receipts Journal** which you can generate using the. AR Journal Reports function.

Retainer Account Detail - A report listing all retainer account activity to date for the client or matter, in the same format as the **Retainer Account Journal** which can be generated using the AR Journal Reports function.

Trust Account Detail - A report listing all trust account activity to date for the client or matter, in the same format as the **Trust Account Journal** which can be generated using the AR Journal Reports function.

Billed Fee Detail - A report listing all fee charges that have been billed to date for the client or matter, in the same format as the **List Billed Charges by Client/Matter** report which can be generated using the Listing Charges function.

WIP Fee Detail - A report listing all *unbilled* fee charges, in the same format as the **List Unbilled Charges by Client/Matter** report which can be generated using the Listing Charges function.

Billed Cost Detail - A report listing all cost charges that have been billed to date for the client or matter, in the same format as the **List Billed Charges by Client/Matter** report which can be generated using the Listing Charges function.

WIP Cost Detail - A report listing all *unbilled* cost charges, in the same format as the **List Unbilled Charges by Client/Matter** report which can be generated using the Listing Charges function.

Ledger Card (Summary) - A report in the format of a ledger card summarizing the account history for the client or matter. Each bill, payment, credit and other relevant AR transaction is listed, showing the amount of each with a running balance in the right hand column. This report is similar in format to the **Complete AR Journal** report you can generate using the AR Journal Reports function.

If you are running this report from the **Account Status** screen for a *client*, the report will *consolidate* each bill and payment by invoice and reference number respectively. When a client has multiple matters, the program will generate separate bills for each matter, each of which will be result in the creation of a separate billing record (AR transaction type **B**). However, if the bill format you are using for this client calls for generating a consolidated bill, then each time you generate bills for that client the program will assign the same invoice number to all the bills for that client, causing those bills to be consolidated into a single line item on this report. Similarly, if a client level payment is recorded, whereby a payment is applied to multiple matters for a client, only the master payment record will be listed on this report. These two forms of consolidation result in a dramatically simplified report which makes it much easier to review the history of a client with multiple matters. You can *only* generate this consolidated form of the **Ledger Card** from the **Account Status** screen for a *client*.

Ledger Card (Detailed) - Similar to the **Ledger Card (Summary)**, except for each bill, payment or other transaction listed it shows the complete billing and GL distribution, along with the batch code and transaction description, which do not appear on the summary report. This report is the same as the **Complete AR Journal** report you can generate using the AR Journal Reports function.

Current Prebill - Generates a prebill for the matter (or all prebills for the client). After clicking this selection the **Generate Prebills** screen appears, already configured to generate a prebill for the correct client or matter, with today's dates entered in the **Billing Dates** fields. All you need to do is select the print option from the buttons in the upper right hand corner.

Browse AR - Brings up the Browse AR Transactions screen listing the AR transactions for this client or matter, exactly as if you had selected **AR for Client** from the **View** menu, or clicked on the button on the Toolbar, and entered this client or matter ID. From this screen you can **vie*w***, *add*, *edit*,

reverse or *delete* individual AR transactions, as described in the section on Editing AR Transactions. You can also *reprint* a copy of any of the bills for this client or matter by clicking on the **Reprint** button after bringing up the individual billing record (transaction type **B**).

Browse WIP - Brings up the Browse Unbilled Charges screen listing all *unbilled* charges for this client or matter, both fees and costs, exactly as if you had selected **Charges for Client** from the **View** menu, or clicked on the 🔲 button on the Toolbar, and entered this client or matter ID. From this screen you can *view*, *add*, *edit*, *write down* or *delete* individual charges, as described in the sections on Editing Fee Charges and Editing Costs.

Browse Billed Charges - Brings up the **Browse Billed Charges** screen listing all *billed* charges for this client or matter, both fees and costs, as described in the Editing Billed Charges section. You can also bring up this screen by selecting **Charges, Billed** from the **File** menu and clicking on **File** to filter the list for the client or matter you want.

Historical Bill - Generates a historical bill for the matter (or a historical bill for each matter for the client). After clicking this selection the **Generate Historical Statements** screen appears, already configured to generate historical bills for the correct client or matter, with today's dates entered in the **Billing Dates** fields. All you need to do is select the print option from the buttons in the upper right hand corner.

Matter Summary

If you are viewing the account status screen for a *client*, the **Matter Summary** button will generate a report showing a breakdown by matter of the total unbilled charges (WIP), current retainer and trust balances, current account balance, and any unused credit balances. This is useful if you want to identify which matter is the source of an amount shown on the account status screen for the client.

Other Functions

The following additional functions are found on the **Account Status** screen:

🖨 - Click the print icon to print a report showing the information on the **Account Status** screen. The report is generated in the same format as the File History and Status report.

[A] **-** Click on this button to delete all the billing addresses that you have entered for this client. You can only access this button from the account status screen for the *client.* Before continuing you must enter the code **2010**.

[B] - Click on this button to *resequence* the bills for a matter. Each time the program finalizes a bill for a matter, it assigns it a sequential number so that it knows which order the bills for a matter were generated in. If the bills are out of sequence, then when you go to **unfinalize** the last bill for a matter it may not select the most recent one. This should rarely if ever happen, but performing this function ensures that the bills are in proper sequence.

[P] - A shortcut to generating a Productivity Report for this file.

[R] - Click on this button to *reconstruct* the account history for this client or matter. This should

rarely if ever be required. However, if it appears that the account balance maintained by the program for a file is in error, or if the addition on a client's bill is incorrect, clicking on this button should correct it. These errors are generally due to the misallocation of payments. There is a function in the program that automatically detects these errors in the payment allocations and runs the reconstruct feature to correct them, so these errors should rarely if ever appear. However, you can turn off this "auto reconstruct" feature by selecting the **Auto Reconstruct** option on the **Setup** menu.

 - Clicking on this button deletes the entire account history for this client or matter, as described in the section on Eliminating Account History. Performing this function requires entry of a special code.

Navigation buttons

The four arrow buttons in the lower right hand corner of the **Account Status** screen help you locate the next file you want to display.: Click the ▲ button to go to the **Account Status** screen for the previous client or matter or click the ▼ button to go to the next client or matter. If you are displaying the **Account Status** for a *matter*, clicking the ▶ button will display the consolidated **Account Status** screen for the *client*. If you are at the **Account Status** screen for the *client*, clicking that button will display the **Account Status** screen for that client's first *matter*. Click the ◀ button to display the **Select Client or Matter** dialog from which you can go to the **Account Status** screen for any other client or matter.

15.2   Master Ledger

The Master Ledger gives you a complete view of the entire history for a specific client or matter. You can bring up the Master Ledger by clicking the button on the Toolbar at the top, or clicking the the **Master Ledger** button which also appears on each individual client or matter screen and on the Account Status screen for each file.

The Master Ledger lists all the individual charges (both billed and unbilled) as well as each individual AR transaction (bills, payments, etc), giving totals for hours worked to date, amounts billed, paid, and the balance due. You can click on any of the transactions listed to view or edit them. AR transactions appear in red, charges appear in black, and retainer and trust transactions appear in green.

If you make changes to the transactions most changes will be reflected on the ledger automatically but some changes (for example, if you add a new entry while the Master Ledger screen for that client is open, or if you assign an entry to a different client or matter) may not be reflected immediately.   In that case, to refresh the screen or to update the totals at the end of the list, click the button at the top of the screen.

The first column on the screen shows the status of each transaction. The letter B indicates a charge has been billed. In that case, the Inv/Ref column will show the invoice number of the bill that charge appeared on.

You can **filter** the ledger to display only certain types of transactions, or to narrow it down to a specific date range.

Click the Printer icon at the top to print the master ledger in a format which shows the complete description for each transaction and is suitable for giving to the client, to the court, or for other purposes which require a complete printout of all activity on a file. You can also use save the report to an Excel (csv) file.

15.3   Adjusting a Balance

If a client has an outstanding balance that you want to *reduce* or *eliminate*, simply enter a **credit** transaction (type **Q**) in the amount that you want to reduce it by, as described in the section on Entering AR Transactions.

If you want to *increase* a client's balance due, you can do that by entering a *debit* transaction (type **D**) in the amount you want to increase it by, as described in the section on Entering AR Transactions.

If a client has a *credit balance*, and you want to reduce or eliminate that, enter a **DA** transaction as described in the section on Client Refunds. To increase the amount of a credit balance, simply enter an additional payment (type **P**) or credit (type **Q**) transaction in the amount you want to increase it by.

To adjust the balance in a client's *retainer* or *trust* account, enter a receipt (type **RR** or **TR**) or disbursement (**RD** or **TD**) in the amount that you want to *increase* or *decrease* the balance by.

If you want the client's next bill to show the adjusting entry, make sure the **Show on Next Bill** option is checked when you enter the transaction. If you do not need to show it on the next bill, or if you don't plan to generate any more bills for that matter, uncheck that option.

15.4   Transferring Balances

There are three situations in which you might want to transfer a balance from one file to another:

1. A client has a credit balance on one matter which you want to apply to a balance due on another matter. To do this, you must first enter a refund (type **DA**) transaction, as described in the section on Client Refunds, on the file with the *credit balance* in the amount that you want to transfer. Then, record a *payment* (type **P**) or *credit* (type **Q**) transaction on the matter with the balance that you want to pay.

2. A client has a balance due on one matter which you want to transfer to another matter. To

do this, first record a credit (type **Q**) on the matter that currently has the balance due. Then record a debit (type **D**) transaction on the matter that you want to transfer that amount to.

3. A client has funds in a retainer or trust account for one matter which you want to transfer to a retainer or trust account on another matter. To do this, first *disburse* the funds from the retainer or trust account which has the funds by recording an **RD** or **TD** transaction for that matter Then record a *receipt* (type **RR** or **TR**) on the matter to which you want to *transfer* the funds.

If you simply want to use funds in a retainer or trust account on one matter to pay a *balance due* on another matter, instead of transferring it to the retainer or trust account on the second matter you can simply record the second transaction as a payment. In this case, disburse the funds from the first account using an **RD** or **TD**, as described above, but then record a *payment* (type **P**) transaction on the second account, instead of recording an **RR** or **TR**.

Note that all three of the above procedures can be followed not just to transfer funds between *matters* for the same client, but also to transfer funds from a matter for one *client* to a matter for a different client.

15.5   Eliminating Account History

Eliminating the account history for a client or matter is a drastic remedy. It completely deletes all AR transactions and billed charges, thereby zeroing out the account balance and removing all history of activity for file, including all retainer or trust account balances and history   Only unbilled charges remain on file and are not affected.

To do this, click on the **Z** button located on the Account Status screen for the client or matter. Because this is such a drastic remedy, it requires the entry of a code which can be obtained by calling Tussman Program technical support.

16   Billing

Once you have opened a matter for a client and entered charges or other activity for that matter, no additional steps are required before you can generate a bill.

Before printing the actual bill, you can generate a prebill, or draft form of the bill, which shows more detail than the actual bill. Generating prebills is not required, however.

A bill can be generated at any time, either for an individual client or matter, for selected clients or matters, or for all active clients and matters. A wide variety of bill format options allow you to design the layout and level of detail of the bill. Once printed, you can make changes to a bill and reprint it as many times as necessary. As you generate each bill, it is added to a list of new bills which you can review and use to print billing summary and other reports.

After a bill is in final form, it must be finalized before you generate the bill for the next billing cycle. The *finalizing* procedure adds the amount which was billed to the client's account balance, marks the charges which appeared on the bill as having been billed, and carries forward the ending balance so that it will appear as the balance forward on the next bill.   It is important to remember that the finalizing procedure is the *last* step in the billing process and is done *after* all the bills have been printed in final form, not before. After a bill has been finalized, you can reprint an exact copy of that bill at any time. If you must revise a finalized bill, you can unfinalize it, make the necessary changes, generate it again as if you were doing it for the first time, and then finalize it again.   You can also have the program unfinalize all the bills for a matter so you can make changes, then have the program automatically regenerate and finalize those bills again.

A regular bill can show just the charges for the current billing period, or it can also show any unpaid balance forward and add that to the balance due.   Even if there are no current charges for a matter, you can generate a bill to show the unpaid balance. You can also generate separate reminder statements for each client which show only their unpaid balances and do not include any new charges.

A historical bill is a special cumulative bill that details all charges and other activity that has been billed to date in the form of a single statement. It can be generated at any time for any file. You can also generate a client statement which shows a summary of all billis, payments and adjustments to date without the actual detail.

16.1   Prebills

A prebill is a *draft* form of a regular bill used for review and editing purposes before the actual bill is generated. Generating prebills is not required, but it may make editing easier because the prebill provides more detail than the regular bill; particularly if your bill format has been designed to show little detail. For example, it shows for each charge the transaction entry number, which makes it easier to locate when editing. A prebill can be generated at any time, even if you are not about to generate your regular bills, as it provides an easy way to see the current status of a matter.

To generate prebills, click on Bills from the Main Menu and select **Prebills** from the submenu. Or,

right click on the   button on the Control Panel at the left. This brings up the **Generate Prebills** screen, which allows you to select who you want to generate prebills for, along with the other options described below. Alternatively, you can generate individual prebills for a single client or matter by going to the Account Status screen for a client or matter and clicking on **Current Prebill**.

The **Generate Prebills** screen is shown below, followed by an explanation of the options:

Files Selected - Indicate here which file or files you want to generate prebills for. These options are the same as when generating a bill, as described in the section on <u>selecting who to bill</u>. When generating prebills there is one additional option: you can instruct the program to generate a prebill for every matter on which fee charges for a specified staff member appear. To do this, click on the **Files Atty Worked on** button and enter the code of the staff member you want. This is useful if you want to generate a separate set of prebills for each staff member, with each set consisting of prebills for only those matters on which that staff member worked.

Options for Files with no Charges - This button brings up a dialog which lets you specify whether or not to generate prebills for matters that have no new charges to bill, but may have other activity such as an unpaid balance due, retainer or trust account activity, etc. These options are described in detail in the section on <u>Files with no New Charges</u>....

Edit Prebill Format - This button brings up a dialog that contains a set of formatting options that apply only to prebills, as described in the section on <u>Prebill Format Options</u>.

Edit Prebill Message - You can print a message at the end of each prebill by clicking on this button and entering the text that you want to appear. This can be used, for example, to print a form which allows the person reviewing the prebill to make notations regarding changes or other instructions for processing the prebill.

Activate/Disable Locking - This feature allows you to "lock" a bill after the prebill is generated so that any new charges added after the prebill is generated will not be added to the bill even if they are within the date range selected for the bill. It is normally not recommended that you use this feature but if it is appropriate for your firm you can activate it by clicking on this button and then checking the first box which activates the feature. When activated, unchecking that same box will deactivate it for future prebills that are generated, although prebills that have already been generated when locking was active will still be locked. You can "unlock" those prebills by unchecking the first box, then checking the second box and regenerating the affected prebills. Charges that do not appear on a bill because they

were added after a locked prebill was generated will still be saved and will appear on the bill for the next billing period.

Once you generate a prebill with locking on, then if you generate that same prebill again after additional charges have been added those charges will not appear on the second prebill unless you check the second box which releases the previous lock.

Billing Dates - Enter the cutoff and other dates you want to use for this billing, as described in the section on Billing Dates. Enter the same dates that you intend to use when generating the actual bills.

Include Charges/Files on Hold - Enter **Y** if you want to generate prebills for matters which are on hold, and to include individual charges that are on hold, since you may want to review these prebills even though because a matter is on hold an actual bill will not be generated. Prebills generated for files on hold will have a notation in the heading indicating it is on hold. Individual charges that are on hold will appear with an asterisk next to the transaction entry number. If you set this option to N then prebills will not be generated for a file with a complete billing hold, and charges on hold will not appear.

If you set this option to **X**, then close this screen and go to generate bills, the program will include files and charges on hold when generating your bills.

Interval Billing Option - Make sure this is set to **3**, unless you are using the interval billing feature.

Sort Order - Enter **N** to generate prebills in client ID order, **A** to generate by client alternate ID.   Or, enter **R** to generate by Responsible Attorney/Client ID, **S** to generate by Responsible Attorney/Alternate ID (note that if you are printing summary pages for each client using the R or S selection if you have clients with matters assigned to different attorneys then multiple summary pages may be printed for those clients, and only the last one will be accurate).. Prebills can be generated in a variety of other sort orders using the feature which lets you create a List of Files to bill.

Suppress Interest - Check this box if you want to prevent the charging of interest on the prebills you are about to generate, even if the instruction for the matter file(s) is to charge interest.

After selecting the options you want, generate the prebills by clicking on **Print**, **Compressed Print**, **Print to File**, or **Preview** buttons.

16.1.1 Prebill Format Options

The format for prebills is less flexible than the format for bills, as the prebill is designed for internal office use only and is intended to show more detail than an actual bill. However, there is a set of format options that apply only to prebills, which you can change by clicking on **Edit Prebill Format** from the **Generate Prebills** screen. The options contained on the **Prebill Format Options** screen are described below:

Include Client Address - Enter **Y** to include the client's full address in the heading. Otherwise, only the client's name will appear.

Include Phone Numbers - Enter **Y** to include the client's phone numbers in the heading.

Include Full Matter Title - Enter **Y** to include the full matter title in the heading. Otherwise only the first line will appear.

Include Matter Notes - Enter **Y** to print the notes entered in the matter screen in the heading.

Include Productivity Codes - Enter **Y** to include the productivity codes (Client Type, Client Group, Matter Type, Matter Group, etc) for both the client and matter in the heading.

Include Fee Arrangement - Enter **Y** to show the Fee Arrangement, Rate Schedule, Bill Format and other Billing Options being used for each matter in the heading.

Include Case to Date Totals - Enter **Y** to include a summary of the totals billed and paid to date for each matter at the end of the prebill

Include Date and Amount of Last Payment - Enter **Y** to show this information in the heading.

Timeslip Sort Order - Select the order in which you want fee charges to be listed on the prebill. Enter **N** to sort by Date, **Y** by Staff Member, **C** by Staff Category, **A** by Activity Code, or **P** by Task Code.

Consolidate Costs by Cost Code - Enter **Y** to consolidate cost charges with the same cost code into a single line item on the prebill.

Double Space Between Charges - Enter **Y** to double space between each fee and cost charge on the prebill, or **S** to double space the fee section only. Otherwise, both sections will be single spaced.

Include Ageing Detail - Enter **Y** to include a section at the end which shown a breakdown of the balance due by category of charge with columns showing the amounts past due.

Include Messages - Enter **Y** to print the same set of messages which will be printed at the end of the regular bill. Otherwise they will be omitted.

Include Statement Summary Page - Enter **Y** to print the summary pages which are generated for clients with multiple matters in the same manner they would be printed if you were generating regular bills, as described in ***

Start on New Page - Enter **Y** to begin the prebill for each matter on a new page, **C** to begin each client's prebills on a new page, with the matters for that client printed continuously without page breaks after each one, or enter **N** to print all prebills continuously.

New Page for Statement Summary - If you entered **C** for the previous selection so that the prebills for each client are begun on a new page, but printed continuously for that client, enter **Y** if you want the summary page for that client to be printed on a separate page, or **N** to print it continuously following the last matter for that client.

Include Task/Activity Codes - Enter **Y** if you want to include the Task and Activity code for each charge, shown in parentheses following the description.

16.1.2 Prebill Summary Report

When you have finished generating one or more prebills, a dialog comes up asking if you want to print a **prebill summary report**. This report lists the prebills you just generated, in the same format as the <u>Billing Summary Report</u>.   The option to print this report does not come up when you select the **Preview** option when generating the prebills. If you previewed them, and want to generate the report, you can then generate a separate copy of the prebills using the <u>Print to File</u> option, so they are not actually printed. You can then generate the report when they are finished generating.

16.2 Generating Bills

To generate a new bill, click the   button on the Control Panel at the left, or select **Bills** from the Main Menu and pick **Generate New Bills** from the submenu. The Generate New Bills screen is shown below:

The **Generate New Bills** screen also lets you make changes to the bill format and specify the billing dates, sort order for the bills, and other options described below.

Files Selected - The Files Selected box lets you select who you want to bill. If you have already selected a client or matter, a double arrow will point to the **Single Client or Matter** button. Otherwise, the screen defaults to the **All Files** selection. You can also choose to bill **Selected Files**, a **Range of Files**, or you can create a **List of Files** to bill. These options are described in detail in the Selecting Who to Bill section. Immediately below the **Files Selected** box the program states what option you have selected. If you have selected a specific client or matter, it will show the file ID. If you picked a specific *matter*, it also displays the number of the bill *format* you are using for that matter in parentheses following the file ID.

While the program will not generate a bill for a file that is on hold, if you request a bill for a specific matter that is on hold it will ask you if you want to generate it even though it is on hold.   To include all files that are on hold when generating bills, first go to the generate prebills screen and set the Include Files/Charges on Hold option to X.

Billing Dates - Enter here the posting date, statement date, and cutoff dates you want to use for these bills, as described in the section on Billing Dates. Using the correct dates is extremely important, so be sure to check these each time you generate a bill. The program remembers the last set of dates you used each time you bring up the **Generate New Bills** screen. Click on the **Change all dates to today** button to insert the current date in all the fields (except for the **Beginning Cutoff Date**, which should normally be left blank).

Options for Files with no Charges - This button brings up a dialog with a variety of options that determine whether or not the program prints a bill if there are no new charges to bill, but if there is other activity such as a balance forward, trust or retainer activity, etc, as described in detail in the section on Files with no Current Charges.

Edit Bill Formats - Click this button to make changes in your bill format, or to select a specific format to use, as described in the Bill Formats section. If you have selected the option to force use of the

default format, the format you will be using is shown in parenthesis on the button.

Edit Bill Messages - Click this button to enter or change the optional message which can be printed at the end of each bill. You can create a separate message for each bill format, or use a single message for all your bills, as described in the section on Bill Messages. If you have selected the option to force use of the default messge, the number of the message you will be using is shown in parenthesis on the button.

Regenerate Unfinalized Bills - This function reprints *all* of the bills in your list of new bills. Only bills that have previously been generated, and appear in your list of new bills, will be printed, using the exact same billing dates as when they were originally generated. You can use this function if you want to print a second copy of your bills, or if you have made extensive editing changes to the bills and want to reprint the exact same set with the changes. You can also reprint your bills using the **Print** buttons at the bottom of the list of new bills. That function has more flexibility as it allows you to reprint a single bill, all the bills for one client, or the entire set.

Generate Summary Pages Only - Click this button to generate just the summary pages for all the bills that you have generated and are in your list of new bills. You probably will never need to use this function, as it generates the summary pages for *all* of your current bills. It is more likely that you will occasionally need to re-generate the summary page for a single client. This would be necessary if, for example, you make changes to one of a client's matters and the changes affect the totals on the summary page. Instead of having to reprint all of that client's bills in order to get the revised summary page, you can simply print the summary page for that one client. To do this, highlight any one of that client's bills on the list of new bills and click the **SP** button at the bottom of the list.

Invoice Numbering - Click this button to see or change the next invoice number or select other invoice numbering options which the program will assign, as described in detail in the section on invoice numbers.

Sort Order - Enter **N** to generate the bills in client ID order, **A** to print in order of client alternate ID. Or, enter **R** to generate by Responsible Attorney/Client ID, **S** to generate by Responsible Attorney/Alternate ID (note that if you are printing summary pages for each client using the R or S selection, if you have clients with matters assigned to different attorneys then multiple summary pages may be printed for those clients, and only the last one will be accurate). If you have created a list of files to bill, then you have additional sorting options which are described in that section. If you must print your bills in some other sort order, you can use the list of files function as follows: Click on the **List of Files** button, select either list **1** or list **2**, click on **Generate List Automatically**, click on **Select Files for List** and then click **OK** without entering any selections. Then click **OK** again and click **Yes** to generate a new list.   You may have to wait a few seconds while the list is compiled. Then select the sorting option you want, as described in the list of files to bill section, and click **OK**. The screen will display all your active matters sorted in the order you specified. Click **Bill Selected List Now.** You can then generate the bills, which will be printed in the order they appear in the list... Note that the program will only print bills for matters that meet the billing criteria stated in the Selecting Who to Bill section, even though all matters will be included in the list of files.

Interval Billing Option - Unless you are using the interval billing feature be sure to set this option to **3**. If you set it to **1**, the program will *only* generate bills for matters where the Next Bill Date falls on or before the Ending Cutoff Date you are using for this bill. If you set it to **2**, in addition to printing the bills that would be printed if the setting were **1**, the program will also generate bills for matters which are not using the interval billing feature: i.e., where the **Billing Interval** and **Next Bill Date** have been left blank. Using option **3**, the program ignores the **Next Bill Dates** and will generate bills for all matters in the normal way.

Number of Copies - Defaults to 1, but you can enter 2 if you want to print a second copy of each bill.

Aging Days +/- - If the number of days since the previous bill has not been sufficient to move the balance forward from that bill from "current" into "over 30", for example, enter a number here sufficient

to cause that to happen. For example, if it has only been 29 days since the previous bill, enter 1 so that the program will treat the number of days since the previous bill as 30 for purposes of aging.

Suppress Interest - Check this box if you want to prevent the charging of interest on the bills you are about to generate, even if the instruction for the matter file(s) is to charge interest.

Use Double Sided Printing - Check this option if you have a printer that allows double sided printing.

Activate Widow/Orphan Protection - Check this box if you do not want the description for a charge to be divided up between two pages. If a description would spill over to the next page, the program will instead begin printing that charge on the following page. Not everyone will like this option as it could result in large blank spaces at the bottom of some pages.

Print Summary Pages First - If you have selected the formatting option that calls for printing a summary page for each client to accompany their bills (bill format option 250), check this option so that the summary pages are printed first. Otherwise, the summary page will be printed after the individual bills for each matter. This option also applies to the so-called Esmeralda format where the detail of the charges is printed as a separate attachment to the bill. If this option is not checked, then the detail is printed first, followed by the actual bill. You will definitely want to check this option if you are using the Esmeralda format, or if you are emailing your bills. If you are not printing summary pages with your bills (option 250 is set to N) then unchecking this option will speed up the generation of your bills.

Select Font - When printing prebills, bills, reminder statements or historical bills you can select the font style and size by clicking on the **Font** button. A drop down menu lists the various fonts you can select from. Below that you can specify the font size. The default is **11**, but you can change it to as small as **6** and as large as **19**. If you change the size, you may also want to adjust the margins and number of lines per page settings in option **9** of the bill format. For example, if you change to a smaller font then you will be able to fit more lines on each page of the bill.

File Option - This option allows you to create a separate PDF file for each client when generating bills using the Tussman PDF Writer as described in the next section below. Check this option if you want to generate your bills to PDF files so that you can review or email them yourself. If you are having the program email the bills automatically, it is not necessary to check this option.

Printing the Bills

As with any report in the Tussman program, you can send your bills directly to the printer by clicking the **Print** button, or you can generate them to a *file*, *preview* them on the screen first, or print them in *compressed print*.   You can also click the Edit button to view an editable version of the bill on the screen.

You can also generate the bills to a PDF file if you have installed the Tussman PDF Writer. To do this, click the **Print** button and select the Tussman PDF Writer from your list of printers. Click **Print**, then specify the file name and location where you want to save it. You can also configure the program so that the file is saved automatically to a specified folder by clicking on **Tools**, **Configure Tussman PDF Writer**. You can also generate a separate PDF file for each client by selecting the option to save the files automatically, then checking the option to create separate files for each bill by clicking on the **File Option** button on the **Generate New Bills** screen. If you want to create separate PDF files for each client, make sure you *uncheck* the options on the **Configure Tussman PDF Writer** screen to **open** or **email** the file after generation.

If your printer is configured to print on both sides of the page (doublesided printing), you must configure Tussman so that each bill begins on a new sheet. To do this, click on **Tools** and select **Doubleside Printing for Bills**, then click **Yes** to activate the function. Do not activate this function unless you are using doublesided printing or you will wind up printing blank pages between some of the bills.

Once the program has begun generating the bills, the **Please Wait** dialog displays a progress report. You can *cancel* at any time by clicking the **Cancel** button.

When the bills are finished, a dialog comes up indicating how many bills were generated. If you click **OK**, the bills which were just generated will be *saved* and added to your list of new bills. If you click the **Cancel** button on this dialog, the bills will *not* be saved and will not appear in your list of new bills, and it will be necessary to generate them again and save them if you want to be able to finalize them. Note that *saving* the bills is different from *finalizing*. *Saving* merely adds them to your list of new bills. Only bills that have been saved and are included in your list of new bills will be *finalized* when you perform the finalizing function. It is the finalizing function which carries forward the new balances and marks the activity as having been billed so that you can close out the billing cycle once your bills are in final form.

If you click the **Finalize** button at the bottom of that dialog, the program will finalize the bills you just generated. Normally you will *not* want to do this unless you are absolutely sure the bill or bills you just generated are in final form and can be finalized immediately. You may also want to wait to finalize if you want to email the bills, generate the bills in LEDES or other electronic format, or generate a billing summary or trust application report as these must be done prior to finalizing from the List New Bills screen. You can then finalize the bills from the List New Bills screen (click the Finalize button on the control panel at the left to bring up that screen).

The **Info** button which appears on that same dialog is a useful debugging tool. It displays information about the last bill that was generated, indicating the file number and status, whether a billing hold or threshold is in effect, and whether there is any current activity on the file. The **Info** button is most useful if you are attempting to generate a single bill and the program refuses to generate it. In that case, select the **Single Client or Matter** option, enter *both* the client and matter ID for the bill you want, and click either **Print** or **Print to File**..Then click on the **Info** button when the ending dialog comes up. This may disclose the reason the bill is not being printed. For example, if the status report does not show there is any activity on the file, then that is probably the reason why there is no bill.

The dialog that comes up when the bills are finished does not appear if you select the **Preview** option. In that case, the bills are automatically saved.

After generating and saving the bills by clicking **OK**, you can view a *list* of the bills by selecting **List New Bills** from the **Bills** menu. The list will include all bills you have generated but not yet finalized, not just the ones that you just printed. From this screen you can print a *billing summary report* listing the bills, print mailing *labels*, and perform other functions described in the section on Listing New Bills. You can *delete* all or selected bills from the list using the **Cancel** buttons in case you generated and saved the bills in error.

If for any reason the program is *interrupted* while generating bills, such as by a power failure or printer malfunction, you do not have to generate the entire set again. Instead, you can use the Range of Files option to print the bills beginning with the next client or matter following the last one that was printed in full. When selecting your range, simply leave the ending matter blank and it will continue printing to the last matter. In case this happens, however, be sure to check to make sure that *all* the bills have been saved and are included in your list of new bills.

Sometimes when generating bills a dialog that looks like this may pop up:

This is a precaution which alerts you to the fact that there is already a bill for the indicated matter in your list of new bills, and that bill was generated using different billing dates than the one you are now generating. This could reflect one of two possible situations:

1. ***You have forgotten to finalize your bills from the previous billing cycle***. If this is the case, you should click the **Cancel** button, check your list of new bills, and if necessary finalize them before generating the bills for the current cycle. ***You should not continue printing the new bills*** as the new bills will overwrite the bills already in the list, and then you will not be able to finalize the old ones without generating them again.

2. ***You are generating the same set of bills again but with different billing dates***. This could be either because you have made changes and need to reprint them, or because you want a second set of the same bills. In either case, however, it means you are using different billing dates than when you last printed them. This could be an oversight, or it could be deliberate. Before continuing, you should check to make sure which billing dates you want to use and, if necessary, click **Cancel**, correct the Billing Dates, and begin generating the bills again.

If you determine that you are using the correct billing dates, and want to ignore the warning, click either **Generate this Bill Anyway** or **Generate this Bill and no More Warnings Please!** Clicking the latter will suppress any further warning during this billing run. Clicking the first button will generate this bill but you may receive further warnings if additional bills are found where there is an existing new bill with a different date. If you click **Skip this Bill**, the program will not generate a bill for the indicated matter and will continue with the next bill.

16.2.1 Selecting Who to Bill

The **Generate New Statements** screen contains the above box from which you select who you want to bill. The double arrow to the left of the buttons points to the selection you have made, and the text below the box states what files you have selected.. To make or change your selection, simply click on the button you want and make your selection as described in detail below.

Billing Criteria

Regardless of which selection you make, the program will *not* generate a bill for a matter if

the matter is *closed* or marked for *deletion;*
the matter is on hold (unless you have set the Include Files on Hold option in the Generate Prebills screen to **X**);
the amount of unbilled charges is less than the billing threshold;
there are *no charges* to bill and there is no other account activity;.
you are using the interval billing feature and the matter is not due for billing

If there are *no charges* to bill for a matter as of the ending cutoff date which you are using on the bill, the program checks to see if there is any *other* reason to generate a bill, such as an unpaid balance forward or current payment, retainer or trust account activity. You can specify in what cases you want the program to generate a bill by selecting from the options listed in the Files with no Charges screen. For example, you can configure the program to generate bills *only* if there are new charges, or you can also include bills for matters with an unpaid balance due, etc.

Selecting Who to Bill

All Files - Click this button if you want to generate a bill for all matters which meet the criteria described above.

Single Client or Matter - Click this button to generate a bill for a single client or matter. To generate bills for all the matters for one *client*, enter the client ID only. To generate a bill for *one matter* only, enter the matter ID also. If you select all matters for a client, the program will only generate bills for those matters which meet the billing criteria described above. If you select a specific *matter*, the program will also generate a bill only if it meets those same criteria with one exception: if a matter is on *hold* and you ask the program to generate a bill for that specific matter, it will allow you to generate the bill after first asking if you are sure.

Selected Files - Click this button if you want to generate bills for a selected group of clients or matters;

for example, all matters for a specific originating or responsible attorney, etc. Fill in the selection criteria in the Select Clients and Matters screen and click **OK** to continue.

You can *combine* the **Selected Files** option with either the **Range of Files** or **Single Client** option. For example, if you select a **Range of Files** you can also *filter* that range using the **Selected Files** option. If you are billing all matters for a **Single Client**, you can also filter to only include matters for a specific responsible attorney, for example.

Range of Files - Click this button if you want to generate bills for a *range* of clients. Enter the *starting* client or matter that you want to begin printing with, then enter the *ending* client or matter. If you leave the starting client blank, it will begin with the first client. If you leave the ending one blank, it will go to the end of the list. This function is useful if, for example, your printer malfunctioned halfway through printing bills and you need to run the bills again starting from where the printer malfunctioned.

List of Files - Use this function to enter a *list* of clients or matters that you want to bill, described in detail in the section on Creating a List of Files to Bill.. Besides entering the list manually, you can also generate a list automatically based on various selection criteria.   Once the list is created, it can be sorted in a variety of ways and the bills will be printed in that order, giving you more flexibility than the normal **sort order** option.

16.2.2 Billing a List of Files

The **List of Files** option can be used when generating prebills, bills, reminder statements or historical statements to manually enter a list of clients or matters that you want to bill. Once you have created the list, you can have the program print them all in one run, instead of having to generate each bill individually. You can also generate the list automatically using various selection criteria. Once the list is created, it can be sorted in a variety of ways, and the bills will be printed in that order. You can create two separate lists and they can be saved or modified for future use.

After clicking the **List of Files** button on the **Generate Prebills**, **Generate New Bills, Generate Reminder Statements** or **Generate Historical Statements** screen, the **Create a List of Files to Bills** dialog shown below appears.
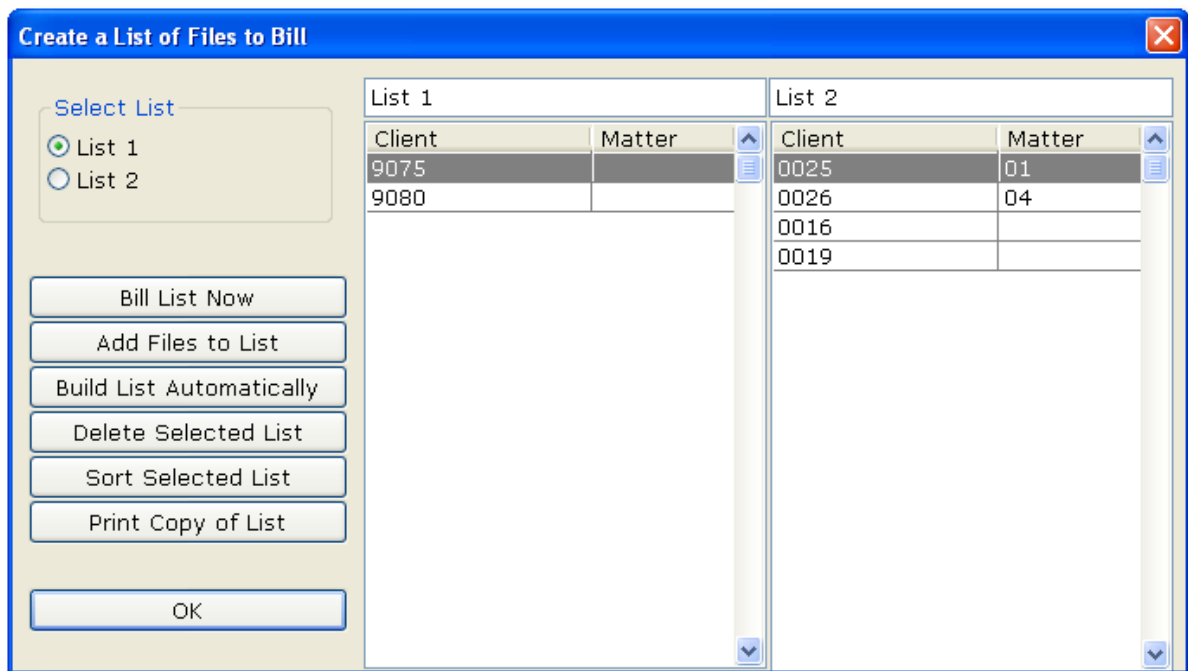
The right hand portion of the screen displays each of the two lists you can create. You can scroll through each list using the scroll bar on the right hand side. The first step in creating or using a list is selecting one of the two lists by clicking on the one you want in the **Select List** box. You can then perform any of the following functions by clicking on one of the buttons listed below:

Bill Selected List Now - After you have selected and created the list you want to use, click this button if you are ready to print the bills in that list. You will be returned to the **Generate Prebills** or **Generate New Bills** screen, and the double arrows will point to the **List of Bills** button indicating your selection. You can then proceed to generate the prebills.

Add Files to Selected List - Click this button if you want to manually add clients or matters to the selected list. If you enter just the client ID, the program will generate bills for all that client's matters. Click **OK** and that client or matter will be added to the list and the **Select Matter** dialog will clear for you to enter the next file you want to add. Click **Cancel** when you are done. You will have to scroll up to see all the files on the list. To *delete* any of the files in the list, double click on the one(s) you want to delete. The bills for these files will be printed in the order in which they appear in the list, which will correspond to the order in which you entered them. If you want the bills printed in a specific order, then click on the **Sort Selected List** button described below before continuing.

Build List Automatically - This function lets you specify certain selection criteria based on which the program automatically generates a list of files to bill. Click on this button and the following dialog appears from which you can create the list you want
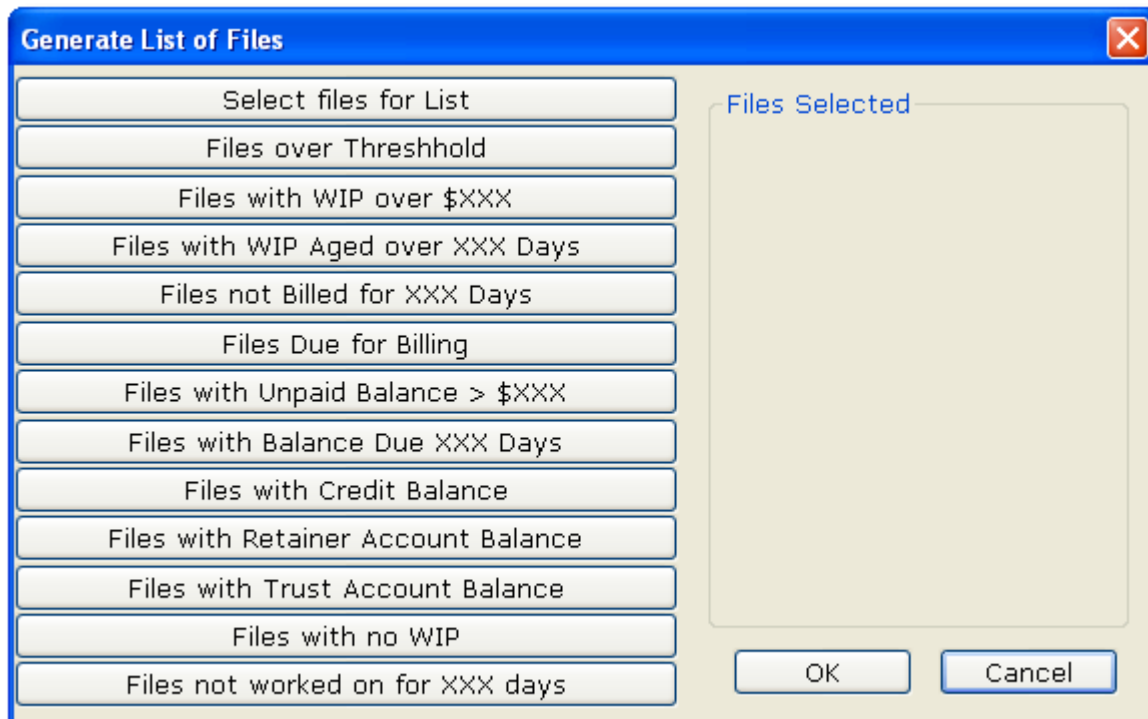
To create your list, click on one or more of the buttons shown above, as described below. If you make more than one selection, then the list will only include files that meet *all* of the criteria selected.   The **Files Selected** box to the right of the buttons shows you what selections you have made. When you have completed your selections, click **OK** to generate the list.   You will first be asked if you want to create a *new* list, or if you want to *add* to the existing list. Normally you will want to create a new list, unless you want the files already in the list to remain there.

If you want to create a list that includes files that meet *any* of two or more selected criteria, then after making each selection click **OK** to generate the list, indicating that you want to add to the existing list. The resulting list will then consist of all the files which match *any* of the criteria you selected.

Before displaying the list of files, the program will ask you to indicate how you want the list sorted, as described below under the **Sort Selected List** function.   After the list is displayed, you can *delete* individual files from the list by double clicking on the one(s) you want to delete. You can also *add* additional files to the list manually by clicking on **Add Files to Selected List**.

Although the primary purpose of this function is to create a list of files to bill, you can also use it as an *inquiry* function if, for example, you simply want to see a list of all the files which have unbilled charges in excess of a certain amount, or which are past due a certain number of days, etc After generating the list, instead of using it to print bills you can simply print a copy of the list itself by clicking on the **Print Copy of Selected List** button.

Following are the various selection criteria you can use in creating the list:

Select files for list - This button brings up the Select Clients and Matters dialog from which you can select a group of clients or matter to include in the list. If you leave all the selections *blank* and click **OK**, then the list will include all of your files. This is useful if you want to create a list so that you can print the bills in a special *sort order*, as described below.

Files over Threshold - Click here to create a list consisting only of files where the unbilled fees and

costs exceed the billing threshold, if any, specified in the billing instructions for that matter. You must first enter an ending cutoff date for fees and costs for purposes of calculating the totals; use the same ending cutoff dates you will be using on the bills. If you leave the cutoff dates blank, then the program will include all unbilled charges through the current date in calculating the total unbilled charges..

Files with WIP over $XXX - Click here to create a list consisting only of files where the total unbilled charges *exceed* a specified amount. A dialog will come up where you must enter the dollar amount, specify if you want to include fees only, costs only, or both when calculating the total unbilled charges, and enter the ending cutoff dates to be used when totalling the unbilled charges. For example, if you want to create a list of files where the total unbilled costs exceeds $100.00, enter 100.00 as the amount, click the Costs Only option, and enter the appropriate ending cutoff date. Leave the cutoff dates blank if you want to include all unbilled charges through the current date.

Files with WIP Aged over XXX Days - Click here to create a list consisting only of files which have unbilled charges dated more than a specified number of days from the current date. For example, for a list of files that have unbilled charges dating back more than 60 days, click here and enter 60 for the number of days.

Files not Billed for XXX Days - Click here to create a list consisting only of files which have not been billed for more than a specified number of days. You must enter the number of days, specify whether to count from the *posting* date, *statement* date, or *ending cutoff* date used on the last bill, and indicate whether or not to include files that have *never* been billed.

Files Due for Billing - Click here if you are using the interval billing option and want to create a list of files that are due for billing on or before the date you specify.

Files with Unpaid Balance > $XXX - Click here to create a list consisting only of files that have an unpaid balance due from prior billings greater than the amount you specify.

Files with Balance Due XXX Days - Click here to create a list consisting only of files that have an unpaid balance due from prior billings which has been outstanding more than a specified number of days. For example, to list files which are past due 90 days or more, click here and enter **90** for the **Number of Days**.   If you want to list files that are past due 90 days but only if they have a balance due greater than $1000.00, click here enter **90**, and also click on the **Files with Unpaid Balance > $XXX** button and enter **1000.00**.

Files with Credit Balance - Click here to create a list consisting of any file which has a credit balance.

Files with Retainer Account Balance - Click here to create a list consisting of any file which has a retainer account balance.

Files with Trust Account Balance - Click here to create a list consisting of any file which has a trust account balance.

Files with no WIP - Click here to create a list consisting only of files that currently have no unbilled charges.   This option is designed more as an *inquiry* function in case you want to monitor your files to see which ones have not generated any new charges since they were last billed..

Files not worked on for XXX Days - This option lets you generate a list of files where no work has been performed (i.e., no charges have been entered) for the past number of days that you specify.

Files Billed within last XXX Days - Only files that have been billed within the last number of days you specify will be included in the list. The program uses the bill statement date when making this calculation. This is one way to prevent files that are not currently active from being billed.

Delete Selected List - Click this button to delete *all* the files from the currently selected list. To delete a *single* file from the list, double click on that file and click **Yes** to confirm.

Sort Selected List - Click this button to *sort* the list after you have added all the files you want to bill. The bills in the list will be printed in the sort order you select. The **List Sorting Options** dialog appears below:
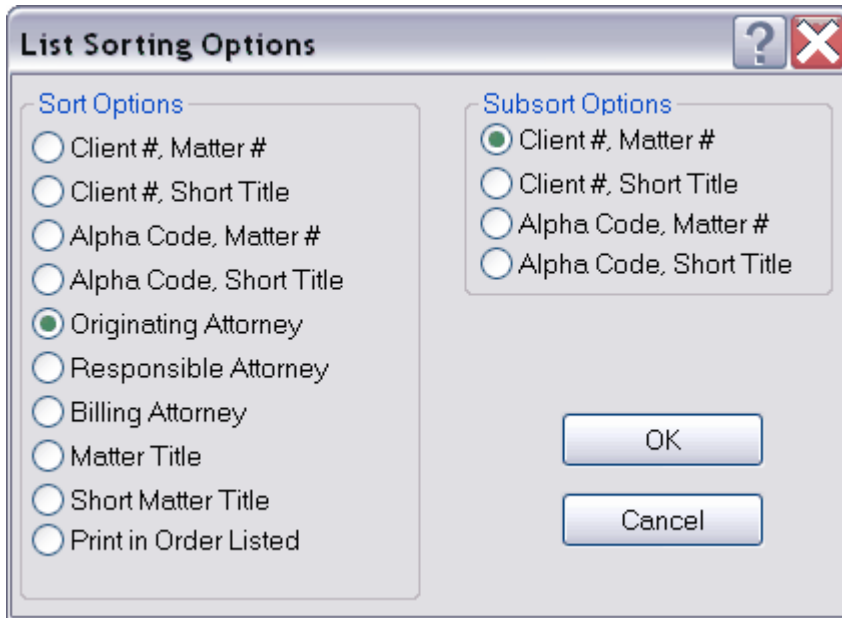
First select the primary **Sort Option** from the box on the left hand side. You can print the bills by:

Client and matter ID
client ID and Short Matter Title;
Client alternate ID and matter ID;
Client alternate ID and Short Matter Title;
Matter Title;
Short Matter Title

You can also print the bills by:

Originating Attorney
Responsible Attorney
Billing Attorney

If you select one of the above three options, then you must also select a **Subsort Option** from the list at the right. For example, if select **Originating Attorney** as your primary sort option, the program will print all the bills for each Originating Attorney together, and the bills for each Originating Attorney will be printed using the **Subsort Option** you select; i.e., by::

Client and matter ID:
client ID and Short Matter Title;
Client alternate ID and matter ID;
Client alternate ID and Short Matter Title

Finally, if you do not want to sort the list, but want to keep the files in the order they are already listed, select the **Print in Order Listed** option.

Caution! If you have clients with *multiple matters* and are generating <u>consolidated</u> bills or are printing a **summary page** for each client, then you should only sort the bills by **client ID** or by

alternate ID, as for those features to work correctly all the bills for each client must be printed together.

When sorting the list, the program automatically removes any *duplicates*, so that if a client or matter was added more than once to the list, it will appear only once in the final list.

Print Copy of Selected List - Click here to print a copy of the currently selected list showing the file ID, client name and matter title of each file in the list.

OK - If you click **OK**, the program simply *saves* the list or lists you have created for future use. If you want to actually print bills for the files in the selected list, click instead on the **Bill Selected List Now** button.

16.2.3   Files with no New Charges

The **Options for Files with no Charges** button appears on both the **Generate Prebills** and **Generate New Bills** screens. It brings up the list of options shown below which determine whether or not the program generates prebills or bills for files that have no current charges to bill, but where there is some other activity that might warrant generating a bill.

```
Options for Files with no New Charges                    [?][X]

  1 [ ] Include Files with no New Charges (Bill All Files)
  2 [✓] Include Files with a Balance Forward but no new Charges
  3 [✓] Include Files with a Balance Due but no New Charges
  4 [ ] Include Files that have only a Credit Balance
  5 [✓] Include Files that have only Retainer Account Activity
  6 [ ] Include Files that have only a Retainer Account Balance
  7 [✓] Include Files that have only Trust Account Activity
  8 [ ] Include Files that have only a Trust Account Balance
  9 [✓] Include Files that have only Payment or Credit Activity
 10 [✓] Include Collection Files

                        [   OK   ]
```

Check the options you want as follows:

Include Files with no New Charges (Bill All Files) - If you check this option, the program will generate a bill for *every* matter, regardless of whether there is any type of activity or not. This overrides all the other settings, and should normally be unchecked.

Include Files with a Balance Forward but no new Charges - Generates a bill if there is a balance forward from the last bill, even if the balance forward has been paid since the last bill was generated and nothing remains currently due; i.e., if the new bill would show a balance forward from the previous bill but the ending balance will be 0.00 after the application of the payments or credits.

Include Files with a Balance Due but no New Charges - Generates a bill if there is an outstanding balance due; i.e., if the bill will show an ending balance due which remains unpaid from prior billings.

Include Files that have only a Credit Balance - Generates a bill if there is a credit balance which

remains unused on the file.

Include Files that have only Retainer Account Activity - Generates a bill if there is any activity in the retainer account during the current period.

Include Files that have only a Retainer Account Balance - Generates a bill if there is a balance in the retainer account, even if there is no current activity in the account.

Include Files that have only Trust Account Activity - Generates a bill if there is any activity in the trust account during the current period.

Include Files that have only a Trust Account Balance - Generates a bill if there is a balance in the trust account, even if there is no current activity in the account

Include Files that have only Payment or Credit Activity - Generates a bill if there is any payment or credit activity during the current period; i.e., if the only activity that would show on the bill is the receipt of a payment or the giving of a credit.

Include Collection Files - Check this button to generate bills for files that are on collection status, provided they meet one of the other billing criteria checked above; for example, they have an unpaid balance due, etc. If this option is not checked, the program will not generate a bill for a matter that is on collection status.

16.2.4 Invoice Numbers

The program automatically assigns invoice numbers to each bill that is generated. There are two methods of assigning numbers:

1. You can configure the program to assign numbers sequentially on a global basis, so that each time a new bill is generated the next available number is assigned, regardless of which client the bill is being generated for. This way the same number will never be used more than once.

2. Alternatively, you can assign numbers sequentially for each client. Using this method the first bill for a client will be numbered 1, the next 2, and so forth. Note that if you are generating a consolidated bill for a client with multiple matters each consolidated bill, regardless of the number of matters, will only have one number assigned.

3. You can also assign numbers sequentially for each matter. Using this method the first bill for a client's matter will be numbered 1, the next 2, and so forth.

To select the method you want to use click on the **Invoice Numbering** button on the **Generate New Bills** screen. The following dialog appears:
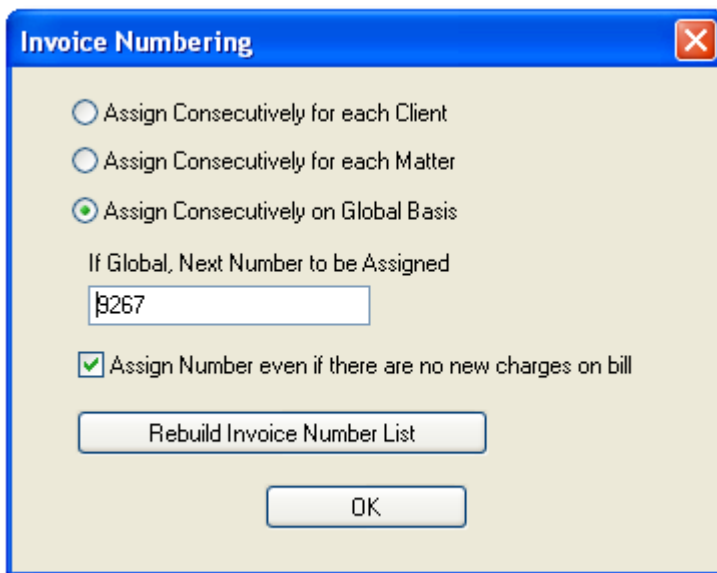
1. If you have selected the option to assign numbers on a global sequential basis you can specify the next number that you want the program to assign. For each subsequent bill that you generate the program will increment that number by 1. However, when generating a bill using this option, the program checks to see if that number has already been used and, if so, skips ahead to the next available number. Thus, if you enter in the **Next Invoice Number** space a number that has already been assigned to another bill, the program will not re-use that number and will skip ahead to the next available number.

If you are using option 1, to assign numbers sequentially for each *matter*, the program will begin with the number 1 for each matter and increase the number by 1 for each subsequent invoice for that matter. If you want to change the next invoice number that will be used for a specific matter, the only way to do that is to edit the number assigned to the last invoice that was finalized for that matter. You can do this by locating the record of the bill in the list of AR Transactions for that matter and editing the **Ref** space, which is where the invoice number appears. If you are just setting up the program and have not generated any bills yet, then you will have to record a Beginning Balance transaction (type **BB**) entering the last invoice number assigned to that matter in the **Ref** space. (Changing the invoice number after a bill has been finalized does not have any adverse effects). The next bill that is generated for that matter will be assigned a number one higher than the number you enter there.

Regardless of which of the 2 numbering methods you selected, if you have already generated but not yet finalized a bill for a matter, and that bill is included in your list of new bills, the program will use the same invoice number it used when it originally generated that bill; If you want to re-generate that bill with a different invoice number, first delete that bill from the list of new bills (by highlighting it and clicking the **Cancel One** button at the bottom of the list) before you regenerate it.

Also note that if you are generating bills for a client with multiple matters using the consolidated billing option, the program will use just one invoice number for the entire bill for that client; i.e., the bill for each matter will be assigned the same number. Otherwise separate invoice numbers will be assigned to the bills for each matter for that client.   To show the invoice number on the summary page set format option 33 to R. The invoice number will only print on the summary page if you are using the consolidating option, since otherwise there will be separate invoice numbers for each matter.   An exception is in the case of the Esmeralda format since in that case there is a separate summary page for each matter.

After you have finalized a bill, the invoice number appears in the **Reference** space of the AR transaction (type **B**) which is created when the bill is finalized. Thus, you can use the **Filter** button at

the bottom of your list of AR Transactions to search for an invoice by number. You can also search for an invoice by number by clicking on the **Inv #** button in the Enter AR Transactions screen. This is convenient if you are recording a payment from a client and know the invoice number but do not know the client or matter ID, but this function will work only if you are using the global option, as otherwise the same number could be assigned to multiple invoices.

2. You also have the option of assigning new numbers to each invoice that you generate, or to only assign an invoice number if the bill contains new charges. Some firms prefer not to assign a new invoice number if, for example, the bill only shows a balance forward from a previous month with no new charges.

3. The program maintains a *list* of invoice numbers that have been used which it checks when generating bills to see if a number is available if you are using the global option. The program automatically updates this list when bills are generated and finalized or unfinalized, but versions prior to Release 9.0 did not always maintain the list accurately. The **Rebuild Invoice Number List** button enables you to rebuilt the list of invoice numbers so that it includes only numbers that are actually being used. It should not normally be necessary to do this.

You have the option of whether or not to show the invoice number in the heading of each bill. Bill format options **33** and **34** control if and where the invoice number appears. To also show the invoice number on the Summary Page for each client, set option 33 to R.

16.2.5 Billing Dates

When generating prebills or bills it is extremely important to enter the correct dates in the **Billing Dates** box shown below:

The program remembers the last set of dates you used when generating bills, but you should always check them anyway to make sure they are correct. Using incorrect cutoff dates is one of the most common errors when generating bills, as activity dated after the ending cutoff dates will not appear on the bill.

Click on the **Change all dates to today** button if you want to change all the dates to today's date.

Following is an explanation of each date:

Posting Date - The posting date is the date assigned to the bill for internal reporting purposes. When each bill is finalized, the program creates an AR transaction (type **B**) which represents that bill. The

date assigned to that transaction is the same as the posting date you used when you generated the bill. Many of your reports (for example, the Billing Analysis report) summarize the total amount that you have *billed* during a specific period. These reports compile the billed totals from the billing records created when finalizing, rather than by adding up the individual fee and cost charges. Thus, for purposes of these reports charges billed on a particular bill will show as having been *billed* during the period which includes the **posting date** used for that bill, even though the individual charges themselves might have been dated during a prior period.

It is thus suggested that for the posting date you use the same date as the ***ending cutoff date***. For example, if you are generating December bills, which include all the charges incurred during the month of December, with an ending cutoff date of December 31, you should also use December 31 as the posting date. That way, your reports showing the amounts *billed* in December will correlate with the reports showing the amount of fee and cost charges *recorded* during the month. Otherwise, if you used a January posting date, for example, the fee and cost charges which you recorded in December would not show as having been billed until January.

Statement Date - The statement date is the date which is printed in the heading of a bill, much the same as you would date a letter or other correspondence. For example, if you are generating your December bills, but are not actually printing or sending them until January 10, you might want to use January 10 as the statement date.   Items 16 and 17 of the bill format options determine if and where the statement date are printed in the heading of your bills.

Beginning Cutoff Date - The beginning cutoff date should normally be left *blank* (i.e., enter **00/00/0000**). It is not necessary to specify a beginning cutoff date since charges that were billed on previous bills will not appear on a new bill as long as the previous bill was finalized. If you have not finalized the previous bill, and use the beginning cutoff date so that charges from the prior month do not appear on your new bill, then the balance forward on the new bill will be incorrect as it will not reflect the prior charges.   Thus, you should not use the beginning cutoff date as a way to avoid finalizing your bills.   The only case in which a beginning cutoff date is appropriate is if, for example, you have entered charges for several months and only want to bill the more recent charges, leaving the older charges in the unbilled charges file for future billing. For example, if you only want to bill charges for October, leaving September charges unbilled, enter October 1 as the beginning cutoff date.

Ending Cutoff Date - Enter the date that you want to bill through. For example, if you want all charges for the month of December to appear on this bill, enter December 31 as the ending cutoff date. Any charges dated after that date will not be affected and will be saved for the next billing. Thus, as long as you use a correct cutoff date when generating your bills, you can begin entering new charges for the following billing period even though your bills for the prior period have not yet been generated or finalized.   You can have the program show the ending cutoff date in the heading of your bills, as described in the explanation for bill format item **23**.   This ending cutoff date applies primarily to fee charges; you can enter a separate cutoff date for costs and payments, as described below, although the following dates all default to this ending cutoff date when you change it.

Date for Auto Payments - This is the date the program assigns to the AR transaction records (types **RD** and **P**) created by the program when funds are automatically applied from the retainer account against charges on a bill. It defaults to the ending cutoff date.

Cutoff Date for Costs - You can enter a separate cutoff date which applies only to cost charges. For example, if you want to bill fees dated through the end of the prior month, but want to bill all costs through the current date, enter the current date as the cutoff date for costs. Otherwise, this date defaults to the ending cutoff date described above.

Cutoff Date for Payments - This cutoff date applies not only to payments but also to retainer and trust account activity, and all other AR transactions (such as debits and credits) that appear in the payments and credits section on the bill. This date defaults to the ending cutoff date described above, but you can enter a separate date if, for example, you are billing charges through the end of the previous month but want the bill to reflect all payments received through the current date.

16.2.6 Printing the Bills

As with any report in the Tussman program, you can send your bills directly to the printer by clicking the **Print** button, or you can generate them to a *file*, *preview* them on the screen first, or print them in *compressed print*.

The program can automatically print your own **letterhead** for the first page of each bill, as described in the bill formatting section.

You can also generate the bills to a PDF file if you have installed the Tussman PDF Writer. To do this, click the **Print** button and select the Tussman PDF Writer from your list of printers. Click **Print**, then specify the file name and location where you want to save it. You can also configure the program so that the file is saved automatically to a specified folder by clicking on **Tools**, **Configure Tussman PDF Writer**. You can also generate a separate PDF file for each client by selecting the option to save the files automatically, then checking the option to create separate files for each bill by clicking on the **File Option** button on the **Generate New Bills** screen. If you want to create separate PDF files for each client, make sure you *uncheck* the options on the **Configure Tussman PDF Writer** screen to **open** or **email** the file after generation.

If your printer is configured to print on both sides of the page (doublesided printing), you must configure Tussman so that each bill begins on a new sheet. To do this, click on **Tools** and select **Doubleside Printing for Bills**, then click **Yes** to activate the function. Do not activate this function unless you are using doublesided printing or you will wind up printing blank pages between some of the bills.

Once the program has begun generating the bills, the **Please Wait** dialog displays a progress report. As each bill is generated it is added to your list of new bills. A separate finalizing procedure must then be performed after you have sent them out. It is the finalizing function which carries forward the new balances and marks the activity as having been billed so that you can close out the billing cycle once your bills are in final form.

The **Info** button which appears on that same dialog is a useful debugging tool. It displays information about the last bill that was generated, indicating the file ID and status, whether a billing hold or threshold is in effect, and whether there is any current activity on the file. The **Info** button is most useful if you are attempting to generate a single bill and the program refuses to generate it. In that case, select the **Single Client or Matter** option, enter *both* the client and matter ID for the bill you want, and click either **Print** or **Print to File**..Then click on the **Info** button when the ending dialog comes up. This may disclose the reason the bill is not being printed. For example, if the status report does not show there is any activity on the file, then that is probably the reason why there is no bill.

The dialog that comes up when the bills are finished does not appear if you select the **Preview** option.

After generating and saving the bills by clicking **OK**, you can view a *list* of the bills by selecting **List New Bills** from the **Bills** menu. The list will include all bills you have generated but not yet finalized, not just the ones that you just printed. From this screen you can print a *billing summary report* listing the bills, print mailing *labels*, and perform other functions described in the section on Listing New Bills. You can *delete* all or selected bills from the list using the **Cancel** buttons in case you generated and saved the bills in error.

If for any reason the program is *interrupted* while generating bills, such as by a power failure or printer malfunction, you do not have to generate the entire set again. Instead, you can use the Range of Files option to print the bills beginning with the next client or matter following the last one that was printed in full. When selecting your range, simply leave the ending matter blank and it will continue printing to the last matter. In case this happens, however, be sure to check to make sure that *all* the bills have been saved and are included in your list of new bills.

Sometimes when generating bills a dialog that looks like this may pop up:

This is a precaution which alerts you to the fact that there is already a bill for the indicated matter in your list of new bills, and that bill was generated using different billing dates than the one you are now generating. This could reflect one of two possible situations:

1. ***You have forgotten to finalize your bills from the previous billing cycle***. If this is the case, you should click the **Cancel** button, check your list of new bills, and if necessary finalize them before generating the bills for the current cycle. ***You should not continue printing the new bills*** as the new bills will overwrite the bills already in the list, and then you will not be able to finalize the old ones without generating them again.

2. ***You are generating the same set of bills again but with different billing dates***. This could be either because you have made changes and need to reprint them, or because you want a second set of the same bills. In either case, however, it means you are using different billing dates than when you last printed them. This could be an oversight, or it could be deliberate. Before continuing, you should check to make sure which billing dates you want to use and, if necessary, click **Cancel**, correct the Billing Dates, and begin generating the bills again.

If you determine that you are using the correct billing dates, and want to ignore the warning, click either **Generate this Bill Anyway** or **Generate this Bill and no More Warnings Please!** Clicking the latter will suppress any further warning during this billing run. Clicking the first button will generate this bill but you may receive further warnings if additional bills are found where there is an existing new bill with a different date. If you click **Skip this Bill**, the program will not generate a bill for the indicated matter and will continue with the next bill.

16.2.7 Printing Second Copies

When generating a bill for a specific matter, you can have the program automatically print a second copy using the Billing Address feature described in the New Matter section. Do this by checking the **Use this address to print second copy** box on the Billing Address screen. The second copy will be printed using the address you enter in that screen, unless you leave it blank in which case the second copy will use the client address. The second copy can also be printed using a different bill format by specifying the format you want to use in the space provided in the Billing Address screen. It will print using the format you specify here regardless of the "force use" setting.

16.2.8 Printing your own letterhead

To have the program print your own letterhead, you must first obtain a copy of your letterhead or the artwork for the letterhead in the form of a jpg file. The easiest way to do this is to scan a copy of your

letterhead to a jpg file. Most current printers will also perform scans, but you must be sure to save it to a jpg file. Once you have the file, simply save it in a folder somewhere on your computer. Alternatively, you can probably obtain a jpg file containing a copy of your letterhead from your graphics designer or printer. In that case, the file will probably just contain the artwork for the letterhead itself, and will not be a complete scan of the letterhead.

In either case, once you have saved the file in a location that is accessible to the program, click on Bills, Edit Bills Formats, select the format you are using and go to format option 11. Set the **Print Logo** option to **Y**, then click on the **Details** button. Enter the location and name of the jpg file in the first space. For example, if the file is named letterhead.jpg and is located in the tp9 folder on your C drive, enter C:\tp9\letterhead.jpg.   If the jpg file contains a scan of your complete letterhead, leave the **Row** and **Column** settings at 0, and ether 8.5 for the **Width**. If the jpg file just contains the artwork, you may have to play with the settings. First try entering 1.00 for the **Row** and **Column** settings (this creates a one inch margin at the top and left side), leaving the **Width** at 0.00. If you need larger margins at the top or left, increase the **Row** and **Column** settings respectively.

If you have separate artwork, or a separate letterhead page that you want to use for subsequent pages (for bills that are longer than one page), enter the name of that file in the second space, along with the coordinate settings as previously described. In either case, when printing bills the program will use the first file to print the first page of each bill. If you specified a file for subsequent pages it will use that; otherwise subsequent pages will be left blank.

If the program fails to print the letterhead even after you have set the **Print Logo** option to **Y** and entered the **Detail** information, check to make sure you entered the information in the same format you are using to print the bill. If that is correct, then probably the program is unable to locate the jpg file you specified. Check to make sure you entered the path and file name correctly.

If you are using more than one bill format, you will have to enter this information for each format you are using.

16.3   Bill Formats

You can design and save up to ten different bill formats. Each format consists of a set of options which control the level of detail and layout of the bill, as well as the wording of the headings and other text appearing on the bill. The different formats are numbered **1** through **0**. When you open a client or matter, you specify which format you want to use in the **Fee Agreement** screen. .   You can designate one of the formats as the default in the Default Fee Agreement screen, and that format will automatically be assigned to each new client when the file is opened. Some firms may use the same format for all of their bills, whereas others may require several different formats.   If you do use more than one format, you can still run all of your bills together, as when printing bills the program checks to see which format is assigned to each matter and uses that format. You also have the option of overriding the format assigned to each matter and using one specified format when you run your bills, as explained below.

To create or edit your bill formats, click **Bills** from the Main Menu and select **Edit Bill Formats** from the submenu, or click on the **Edit Bill Formats** button on the **Generate New Bills** screen. The **Edit Bill Formats** dialog shown below has ten buttons each representing one of your ten formats.

Edit Bill Formats

- 1 DETAILED FORMAT
- 2 PROBATE FORMAT
- 3 DETAILED WITH NO ATTY INITIALS
- 4 CLIENT SMITH FORMAT
- 5 CLIENT JONES FORMAT
- 6
- 7
- 8
- 9
- 0 CONSOLIATED BILL

Edit Format Titles

Default Format

Default Bill Format   1

Force Use of Default Format (Y/N)   N

OK

Click on one of the buttons to view or edit the set of options for that format. You can assign a *title* to each format, to make it easier for you to identify, by clicking on the **Edit Format Titles** button. Once you assign a title to a format that title will appear on the corresponding format button.

Below the set of ten format buttons is a box where you can designate a *default* bill format in case you want to override the format selections at the matter level (this is different. For example, if you want to print *all* of your bills using format **1**, regardless of which format has been specified in the **Fee Agreement** screen for each matter, enter **1** as the **Default Bill Format** and enter **Y** in the **Force Use of Default Format** space. If you do not enter **Y** in the **Force Use** space, the default format has no effect and the program will use the formats specified for each matter.

After clicking on one of the format buttons, the first of forty screens containing the options for that format is displayed. Each of the screens in addition to displaying some of the format options have the same set of buttons at the right hand side which assist in navigating the format screens. For example, the first of the formatting screens appears below:

Statement Format 1 - Screen 1 (General Formatting Options)

1. Print Line between each Section on Bill (YN) `Y`
2. Skip a Line Before and After Dividing Line (YN) `Y`
3. Generate a Current Charges Only Bill (YN) `N`
   R - Current charges only but include Retainer Acct
4. Convert All Text to Upper Case (YN) `H`
   H - Convert Headings only
5. Display of Negative Amounts `P`
   N - Use Minus Sign, for example: -100
   C - Add "CR" after amt, for example: 100.00CR
   P - Enclose in Parentheses, for example: (100.00)
   B - Enclose in Brackets, for example: [100.00]
6. Printer Tray for Page 1 (1-9)
   Page 2+
7. Underline Subtotals (YN) `N`
8. Double Space between Charges (YN) `Y`
   S - Double space fee charges only
9. Left Margin `6`   Right Margin `77`
   Lines per Page `55`
   Spaces Between Columns (1 or 2) `2`
   Starting space for total and subtotal headings (can leave blank for default)

Buttons: Menu, Go To, Copy From, Print, *Screen* Previous, Next, *Format* ◀ ▶, OK

The options are organized into groups corresponding to the different parts of the bill. For example, all of the options having to do with the manner in which fee charges are itemized and displayed on the bill are grouped into one section. Click on the **Menu** button at the right to see a list of these sections, and click on one of the buttons on the menu to take you directly to that set of format options. Following is a list of the groups of format options, each of which is described in a separate section of this manual:

General Formatting Options
Statement Heading Options
Balance Forward Section
Fee Section
Cost Section
Current Charges Subtotal
Payments and Credits Section
Interest Section
Statement Recap
Retainer Account Section
Trust Account Section
Statement Summary
Split Billing
Consolidated Billing

At the end of each of these sections is a brief *summary* of the formatting options for that section,

together with suggested settings to create a format that will be suitable for the majority of cases.

Click on the **Go To** button if you know the *number* of the bill format option you want to change. Enter the number and click **OK** and the screen containing that option will be displayed.

If you want to create a *new* format which is only slightly different from one of your *existing* formats, use the **Copy From** button to clone the existing format so that you can then change just the items that will be different. For example, if format **1** is your normal format, but one client asks you to make a slight change in the format of their bills, select one of the formats you are not currently using, clicking on that button to bring up the formatting options for the new format. Then click on the **Copy From** button, enter the number of the format you want to copy (in this example, format **1**), and all of the settings from that format will be copied into the current format. You can then make the needed modifications and enter that format number in the **Fee Agreement** screen for that client's matter(s).

After making changes to a screen of format options, when you click **OK** or one of the other buttons to go to another screen, the program will ask if you want the changes incorporated into all ten of the bill formats. If you click **Yes**, then the change you made will be applied to *all* of the formats, not just the current one. This would be appropriate if, for example, you are changing the return address in the heading of your bills because you moved your office.   Click **No** if you want the change only applied to the *current* format; for example, if you are creating a special format for a single client.

To go to the **next** or previous **screen** of options click the **Next** or **Previous** button. To go to the same screen for the next or previous format, click the ▶ or ◀ buttons. For example, if you are viewing screen 1 of format 8 and want to see screen 1 of format 7, click the left arrow button.

The **Print** button is not currently operational.

16.3.1 General Formatting Options

The first set of format options, items 1-9, are general ones that affect the entire bill, as follows:

1. Print Dividing Line Between each Section on Bill - Enter **Y** if you want to print a solid line dividing each section on the bill. This may make the bill easier to read, especially if you showing a lot of detail. The dividing lines separate the fee, cost, interest, payments and credits, trust account and retainer account sections on the bill, setting them off from each other so they are easier to read.. You can adjust the *thickness* of the line using the **Set Line Width** feature on the **Setup menu**. The normal setting for this option is **6**. To increase the thickness, enter a higher number. To decrease the thickness, enter a lower number.

2. Skip a Line Before and After Dividing Line - If you are printing dividing lines between the sections on the bill by setting option **1** above to **Y**, you can also choose whether or not to skip a line before and after the dividing line. This spaces out the bill and makes it more readable. If you want these extra lines, enter **Y**. If you want a more compact bill without the extra lines, enter **N**.

3. Generate a Current Charges Only Bill - Enter **Y** if you want to generate a bill which shows only the current fee and cost charges, omitting any reference to the balance forward, current payments and credits, retainer or trust activity. To omit the balance foward and payments and credit, but show any retainer or trust activity set the option to **R**. For a fuller explanation of the difference between a current charges only bill and a regular bill, see the Current Charges vs. Balance Forward section.

4. Convert Text to Upper Case - Enter **Y** if you want all text on the bill to be printed in upper case, regardless of how it was entered into the program. This includes both the section headings and other explanatory text as well as the descriptions for the charges. Enter **H** if you want only the headings and explanatory text converted to upper case, leaving the descriptions for the charges to appear exactly as they were typed into the program. Enter **N** if you want all the text on the bill to appear as it was entered

into the program.

5. Display of Negative Amounts - This option controls how the program prints negative amounts on the bill; i.e., amounts that are less than 0.00. This would occur if, for example, instead of owing money the client has a credit balance. Select from the following options:

    N - Print the amount with a minus sign; for example, **-100.00**
    C - Add "CR" following the amount; for example, **100.00CR**;
    P - Enclose the amount in parentheses; for example, **(100.00)**;
    B - Enclose the amount in brackets; for example, **[100.00]**

6. Printer Tray Options - If you are using a printer with multiple paper trays, you might want to insert letterhead in one tray and plain paper in another tray, so that when printing bills the first page is printed on letterhead and subsequent pages are printed on plain paper. To do this, enter in the first space the number of the tray that you want to draw the paper for page 1 from. In the second space enter the number of the tray you want to draw paper for subsequent pages. Trays are numbered from 1 to 9 and the numbers are assigned by your printer, so you must check your printer setup to determine how the trays are numbered. This feature may not work with all printers. If you are printing summary pages with your bills, the summary page will be printed using the paper for page 1. If you do not wish to use this feature, leave both these spaces blank.

7. Underline Subtotals - Enter **Y** if you want to *underline* for emphasis all of the subtotals on the bill, such as the total appearing at the end of the fee, cost, interest, and payments sections. This option is ignored if you are printing *dividing lines* between each section (option **1**), as the underlines and dividing line together would look confusing. Format option **178** controls whether or not the *ending balance* on the bill is underlined.

8. Double Space between Charges - Enter **Y** if you want to skip a line between each of the fee and cost charges on the bill, or **S** if you want to double space between fee charges only. Enter **N** to single space. If you enter **Y**, the program will also double space the payments and credits, trust, and retainer account sections on the bill.

9. Margins, lines per page and column spacing - Enter the column position where you want to set the left and right hand margins in the **Left Margin** and **Right Margin** spaces. In most cases, using a left margin setting of **6** and a right margin of **77** is recommended. If you will be printing the bills in *compressed* print, a right margin of **128** will probably work best. If you change the font type or size by clicking the **Font** button on the <u>Generate New Bills</u> screen, you may also need to adjust the margins after printing a sample bill to see how it prints with the current settings. When using a larger font size, you may need to decrease the right margin setting. When using a smaller font size, you can increase the right margin. The program automatically adjusts the layout of the bill to fit whatever margin settings you are using. Thus, when printing a bill using a smaller font and a larger right margin setting the width of the bill will automatically expand to fill the available space.

The **Lines per Page** setting determines how many lines the program prints on each page before going to a new page. The default setting is **55**. If you increase it, you may risk having lines spill over onto a second page without doing a proper form feed. However, if you are printing the bills in compressed print, or using a smaller font size, you may increase the number of lines accordingly. For example, using *compressed print* you should be able to increase the number of lines to **75**.

The **Spaces Between Columns** setting determines how many blank spaces are skipped between each column on the bill. For example, when itemizing fee charges on the bill the date, staff code, description, number of hours, rate, and dollar amount will normally all appear in separate columns. If you set this option to **1**, then the program will separate each column by one space. If you set it to **2**, the columns will be separated by 2 spaces, making it easier to read and more pleasing in appearance.. .

The **Starting Space for Total and Subtotal Headings** determines at what column the program

begins printing the text identifying each subtotal and total amount on the bill.   25 is the default setting for this option.

16.3.2 Bill Heading Options

This group of bill format options (**10-41**) controls the format and layout of the *heading* of the bill. The heading of the bill can include some or all of the following items:

Your firm's *return address*
The *client's name and address*
The statement *date*
Your *employer ID number*
An *introductory line* of text
The *client and matter ID*
The *matter title*
The *invoice number*
The name of the *responsible attorney*
The *balance due*

You can also have the program print your letterhead or a logo in the form of a bmp or jpg file so that you don't have to use actual letterhead. You can print one letterhead or logo for the first page of each bill, and a separate letterhead or logo, if desired, on subsequent pages.

If you do not print your letterhead or logo, your return address can be printed at the top of the bill, followed by the client's name and address. With most of the other items you have the option of printing them *below* the client name and address as part of a **Re** section, or they can be printed flush right *opposite* the client's name and address. You can also customize an introductory line of text printed at the beginning of the bill either above or below the **Re** section. So the client can quickly see what they owe, you can also show their new account balance in the heading, so they don't have to read through to the end of the bill to find it.

Note that format option **25** lets you select whether or not you want to print the section headings and total lines on the bill in bold.

The following set of options control which of the above items are included, their location in the heading, and the text that accompanies each item.

10. Beginning Line for Return Address - This setting determines which line the program begins printing your return address at the top of the bill. Enter **1** to start on the first printable line, or move it down by increasing the number.

11. Include Return Address - This option determines whether or not your return address is printed on the bill. If you are using your own printed letterhead, enter **N** to omit it. Otherwise, enter **C** to *center* the return address in the middle of the page, or **L** to print it flush with the *left margin*. If you are using window envelopes and want your return address to appear in the window, use the **L** setting and move the address up or down using option **10**, if necessary.   If you want the program to print your letterhead or logo, enter **N** for this option and complete the instructions described as follows:

Print Logo - To have the program print your own letterhead, you must first obtain a copy of your letterhead or the artwork for the letterhead in the form of a jpg file. The easiest way to do this is to scan a copy of your letterhead to a jpg file. Most current printers will also perform scans, but you must be sure to save it to a jpg file. Once you have the file, simply save it in a folder somewhere on your computer. Alternatively, you can probably obtain a jpg file containing a copy of your letterhead from your graphics designer or printer. In that case, the file will probably just contain the artwork for the letterhead itself, and will not be a complete scan of the letterhead. In either case, once you have saved the file in a location that is accessible to the program, set the **Print Logo** option to **Y**, then click on the **Details** button. Enter the location and name of the jpg file in the first space. For example, if the file is

named letterhead.jpg and is located in the tp9 folder on your C drive, enter C:\tp9\letterhead.jpg.   If the jpg file contains a scan of your complete letterhead, leave the **Row** and **Column** settings at 0, and ether 8.5 for the **Width**. If the jpg file just contains the artwork, you may have to play with the settings. First try entering 1.00 for the **Row** and **Column** settings (this creates a one inch margin at the top and left side), leaving the **Width** at 0.00. If you need larger margins at the top or left, increase the **Row** and **Column** settings respectively.

If you have separate artwork, or a separate letterhead page that you want to use for subsequent pages (for bills that are longer than one page), enter the name of that file in the second space, along with the coordinate settings as previously described. In either case, when printing bills the program will use the first file to print the first page of each bill. If you specified a file for subsequent pages it will use that; otherwise subsequent pages will be left blank.

If the program fails to print the letterhead even after you have set the **Print Logo** option to **Y** and entered the **Detail** information, check to make sure you entered the information in the same format you are using to print the bill. If that is correct, then probably the program is unable to locate the jpg file you specified. Check to make sure you entered the path and file name correctly.

12. Text for Return Address - Enter here your firm's name and address as you want it to appear in the heading of your bills. You can enter up to six lines. Type it in flush with the left margin. If you want it centered on the page, simply set option **10** to **C**, and the program will center it automatically.

13. Print Return Address in Bold - Enter **Y** to print your return address in bold, or **N** to print normally.

The first line of the client address will print in a larger font that subsequent lines.   To make it print in the same size as the subsequent lines type a pound sign (#) in the first space of the first line.   To also print the second line in the larger font, type a plus sign (+) in the first space of the second line.

14. Include Employer ID Number - To print your firm's employer ID number in the heading of the bill, enter **A** to print it immediately below your *return* address, **L** to print it at the left margin below the *client's* name and address, or **R** to print it at the right margin *opposite* the client's name and address.

15. Employer ID # Text - Enter here your firm's employer ID number as you want it to appear on the bill.

16. Line for Statement Date - Enter here the number of the line on which you want the Statement Date printed. It is not necessary to fill this in. If you select option **C** or **L** for item **17,** and want to move the date lower on the page, then you can enter the number of the line you want to print it on here. Using option **R** for item **17** it will always print immediately opposite the client's name.

17. Include Statement Date - This option determines the placement of the statement date on the bill. Enter **C** to print it below your return address. By default it will print on the second line following the return address. To move it lower, enter the number of the line you want to print it on in the space for option **16**. Enter **L** to print the date at the left margin, immediately above the client's name and address, or **R** to print at the right margin, opposite the client's name and address. Enter **N** to omit the statement date.

18. Client Address Placement - Enter in the first space the number of the *line* on which you want to begin printing the client's name and address. Decrease or Increase this number to move it up or down the page. You can normally leave this space blank as it will automatically position itself below the return address. In the second space you can indicate the width of the *left margin* for the client address. This is separate from the left margin for the bill itself which is entered in option **9**, allowing you to adjust the placement of the address so it can appear in a window envelope. For example, if the left margin in option **9** is set to **6**, and you want to indent the address by 5 more spaces, enter **11**. If you just want to print the client's name and address at the normal left margin, leave the **Left Margin** space blank.

Note that the address that is printed is normally the client address, but you can enter separate billing

address for each matter, or print an additional second address, as described in the section on New Matters.   To add an unlimited number of additional names and addresses to the bill, use the Related Names feature, creating for the matter a separate Related Name for each additional party, assigning to each the Type Code ADDR.

19. Omit Client Address - To *omit* the client address from the heading of the bill, enter **Y**. Enter **N** to *include* the client address.

20. Print Dividing Line after Client Address - This option allows you to print a single or double dividing line following the client address, separating it from the body of the bill. Enter **Y** to print a single line, **D** for a double line, or **N** to omit the line.

21. Beginning Line for Statement Heading - This determines the line on which the statement heading, described in option **22**, is printed. You can normally leave this blank as it will automatically position itself below the client's name and address. If you want to move it further down the page, then specify the line number in this space.

22. Include Statement Heading - The statement introduction consists of one or more lines of text which can be printed at the beginning of the bill. The introduction accompanies certain other information such as the file number, matter title, invoice number, etc., which make up the "Re" section in the heading of the bill printed below the client's name and address. If you enter **A**, the introduction will be printed as the *first* item in the **Re** section, *above* the file ID, matter title, and any other information that is being printed in that location (note that some of these items, such as the file ID, can alternatively be placed opposite the client's name and address). If you enter **B**, the introduction will be printed *below* the other **Re** information, setting it off by itself and making it a bit more prominent. Enter **N** to omit the introduction.

23. Text for Statement Heading - Enter here the text that you want to enter for the statement heading. If you leave it *blank*, the program will automatically print "Statement of Account for Professional Services through " followed by the ending cutoff date being used on that bill, unless you set option **22** to **N** so that the heading is omitted.

When entering the text for the heading, you can insert one or more of the following symbols as *macros*, so that when the heading is printed on the bill the symbol is replaced by the referenced information:

> ***** - **Beginning Cutoff Date**. Use the asterisk symbol to insert the **beginning cutoff date**. While normally a beginning cutoff date should not be used, if you have specified one that date will appear here. If you did *not* specify a beginning cutoff date when generating the bill, the program will insert the date following the ending cutoff date used on the previous bill for that matter (in other words, the first day of this billing cycle). If this is the first bill for the matter, the program will insert the date the matter was opened.

> **@ - Ending Cutoff Date**. Use the "at" symbol to insert the **ending cutoff date**.

> **# - Month of Bill**. Use the pound symbol to insert the month which corresponds to the ending cutoff date. For example, if you are using an ending cutoff date of 12/31/2004 for your bills, this symbol will translate to "December 2004".

> **! - Matter Title**. Use an exclamation mark to insert the first line of the matter title.

> **~2 - Matter Title Line 2** - Inserts second line of the matter title

> **~3 - Matter Title Line 3** - Inserts third line of the matter title

> **~4 - Matter Title Line 4** - Inserts fourth line of the matter title

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~5 - Matter Title Line 5 - Inserts fifth line of the matter title

^ - File ID. Use this symbol to insert the client and matter ID in the format specified in option **27**.

An example of a statement heading using some of the above symbols is:

Statement of Account for Legal Services Regarding ! for the Period * through @

When printed on the bill, the program will automatically wrap the line if it is too long for a single line. To *force* the program to begin a second line at a specific point, insert a greater than symbol (**>**) at the point where you want the new line to begin.

To print the statement heading in *bold*, type an **=** sign in the first space.

24. Center Heading or Print at Left Margin. Enter **C** to center the statement heading (i.e., the text entered in **23** above), or **L** to print it at the left margin.

25. Underline Statement Heading. Enter **Y** to print a dividing line following the **Re** section on the bill to separate it from the body of the bill. If you have already set option **1** to **Y**, the dividing line will appear anyway.

25a. **Printing Heading Line in Bold.** Enter **Y** in this space if you want to print the statement introduction in bold, **A** to also print the section headings on the bill in bold, or **S** to also print the total lines for each section in bold.   This is in addition to the option where you can print individual section headings in bold by typing an exclamation mark (!) in the first space of the text for that heading or, in the case of the statement introduction, an equals sign (=).

26. Include Client/matter ID - Enter **L** to print the client and matter ID at the left margin as part of the **Re** section, or **R** to print it at the right margin opposite the client's name and address. Enter **N** if you do not want the client/matter ID to appear.

27. Client/matter ID Format - If you are including the client/matter ID in the heading, this selection determines its format. Select from one of the following options:

       Z - Show the Client ID only;
       C - Show both the client ID and matter ID;
       M - Show the matter ID only;
       T - Show the short matter title only;
       D - Show the client ID and the short matter title
       A - Show the client alternate ID and matter ID;
       B - Show the client alternate ID and short matter title

The *delimiter* symbol which separates the client and matter ID can be specified by selecting **Charge File ID Delimiter** from the **Setup menu**. You can select any of the following symbols as the delimiter (the period or hyphen are most commonly used):

    .   ,   /   ;   :   _   -   +   @   #   *   &

28. Text Preceding Client/matter ID - Enter in this space the text that you want to appear on the bill identifying the client/matter ID; for example, "Our File Number:" If you want the this text along with the Client/matter ID to be printed in bold, type an exclamation mark (!) in the first space followed by the text.

29. Include Matter Title - Enter **L** to print the first line of the matter title as part of the **Re** section of the heading, either above or below the statement introduction depending on the setting for option **22.**

To print all five lines of the matter title, enter **Y**. To print all five lines, including as well the title associated with each line, enter **H**. The titles are the text which identify each line of the matter title, as it appears on the matter screen. These titles can be modified using the **Matter File Field Titles** function on the **Setup menu**. Note that you can add additional lines to the matter title using the **Notes** function on the matter screen, as described in the **New Matters** section, in which case these additional lines will also appear on the bill unless you are showing just the first line. You can prevent an individual line of the matter title from appearing on the bill by typing an asterisk (*) in the first space of that line. Note also that you can join the first two lines of the matter title together, if the entire title does not fit on one line, by typing a plus sign at the end of the first line and continuing the text on the next line. In that case, the first two lines will be combined together into a single line on the bill.

You can also print all the lines of the matter title at the right margin opposite the client name and address by entering **R** for this option. This is not normally recommended since if you use the full 40 characters allocated to both the name and address and matter title fields the entire text for both of these items may not fit on one line.

To print the first line of the Matter Title on the same line as the Client/matter ID, enter **M**. For this option to work item **26** must be set to **L**.

Enter **Z** to print the matter title lines at the right and print the Matter Notes in the Re section.

Enter **N** if you do not want the matter title to appear in the heading.

30. Underline Matter Title - Enter **Y** to *underline* all lines of the matter title, or **L** to underline the first line only. Enter **B** to print the first line in **bold**. Enter **N** if you do not want the title underlined or bolded.

31. Number of spaces to indent Matter Title - If you are including the matter title at the left margin, you can *indent* it from the left margin to make it stand out. Enter here the number of spaces, if any, that you want to indent it. If you are including other items in the **Re** section at the left margin, such as the File ID, Invoice Number, and Responsible Attorney, those items will also be indented so that the entire **Re** section forms a block of text.

32. Text Preceding Matter Title - Enter here the text that you want printed before the matter title. It is suggested you use the default "Re:" as the matter title, and other associated information such as the file ID, invoice number and responsible attorney, if included, make up the **Re** section of the heading.

33. Include Invoice Number - Although the program always assigns an **invoice number** to each bill, you do not have to show it on the bill. To print it at the left margin as part of the **Re** section, enter **L**. To print it at the right margin opposite the client name and address, enter **R**. Enter **N** to omit it.

34. Text Preceding Invoice Number - Enter here the text you want to print identifying the invoice number; for example, "Invoice Number:".

35. Include Responsible Attorney - Enter **Y** if you want to include the name of the responsible attorney assigned to the matter as part of the **Re** section. Enter **R** to print it at the right margin opposite the client address, or **S** to print it at the *end* of the bill. Enter **N** to omit this item.

36. Text Preceding Responsible Attorney - Enter here the text you want to print identifying the name of the responsible attorney.

37. Reprint Heading Below Perforation - If you are using special pre-printed forms for the first page of your bills which includes a perforation so the client can tear off the top portion and return it with their payment, you can configure the bill so that the **Re** section is printed a second time below the perforation to that the portion kept by the client shows the **Re** information. To do this, enter **Y** for this option. You may then have to print a test bill and then adjust the placement of the heading so that it matches the perforation by increasing or decreasing the line number specified in option **21.** This will

move the **Re** sections up or down on the page. This option works only if you also set option **22** to **B**.

If you set this option to S then the program will print the same heading that appears on subsequent pages (per format option 39) below the performation on the first page.

38. Beginning Line for Heading on Subsequent Pages - Enter here the line number where you want to begin printing for all pages after page 1 on each bill. Normally you should enter **1** or **2**, unless you need to increase the top margin because you are using a pre printed form.

39. Include in Heading on Subsequent Pages - If a bill goes more than one page, you can print a heading on each subsequent page showing any or all of the following items:

> The Statement Date
> The Statement Introduction
> The Client Name
> The Matter Title
> The File ID
> The Invoice Number

Select the items you want by entering **Y** in the box following each item. Enter **N** if you do not want an item.

40. Show Page Numbers in Letters or Numbers - The heading of each page of a bill following page 1 always shows the page number, in addition to the items selected in option **39**. The page number can be printed using numbers or letters. For example, to print in the format "Page 2", enter **N**. To print in the format "Page Two", enter **L**.

41. Show Balance Due in Heading - Enter **Y** if you want to show the **Balance Due** in the heading of the bill. It will appear at the right hand margin opposite the client's name and address printed in *bold* with the text entered in the **Text** space. This makes it easier for the client to see how much they need to pay instead of having to search to the end of the bill.

16.3.3 Balance Forward Section

If there is a balance forward from previous billings for a matter, bill format options **50-59** determine how that balance forward is shown on the bill.

The "***balance forward***" is defined as the account balance which is carried forward from the previous bill, and should match the balance due shown on the previous bill. You can show this balance forward, if any, on each bill, together with a detail of any payments or credits that have been received during the current billing period, adding the amount which remains ***unpaid*** to the balance due on the current bill. Alternatively, you can ***omit*** reference to the balance forward unless any portion of it remains ***unpaid***, or you can omit reference to the balance forward ***completely*** and just show the total of the current charges by generating a current charges only bill. The following options control how and when the balance forward is shown on the bill, and also control whether or not ***credit balances*** carried forward appear..

In addition to appearing separately on the bill, the balance forward also appears in the recap summary that can be printed at the end of each bill. Therefore, it is not necessary to show the balance forward separately if you are also printing the recap summary.

At the end of this section is a brief ***summary*** which restates the three major options that determine when the balance forward appears, and instructions for how to implement each option.

50. Show Balance Forward on Bill - Enter **Y** if you want to show the balance forward as a separate item on the client's bill. Enter **N** to omit it. If you ***omit*** the balance forward as a separate item, you can still show it in the Statement Recap at the end of the bill, and the amount of any unpaid balance

forward will be included in the **Balance Due** that appears at the end of the bill, unless you are generating a current charges only bill. If you are generating a current charges only bill, then the balance forward will *not* appear anywhere on the bill, regardless of the instructions you enter in this section, nor will it be included in the **Balance Due** at the end of the bill.

51. Location of Balance Forward - If you are including the balance forward as a separate item on the bill, enter **B** to show it as the *first* item in the main body of the bill following the heading, or **T** to show it *after* the detail of the current charges, before the payments and credits section. If you enter **S** then the balance forward will appear after the detail of the current charges, but with an additional line showing the subtotal of the balance forward and the current charges. Enter the text you want to appear with this total in the space provided.

52. Text Preceding Balance Forward - Enter here the text that you want to appear before showing the amount of the balance forward. You can insert the **@** symbol in the text as a macro which will be replaced by the *date* of the previous bill from which the balance is carried forward. For example, if the previous bill is dated 12/31/2004, and you enter as the text for this item "Balance Forward from @", then when the next bill is printed the balance forward will appear following the text "Balance Forward from 12/31/2004".

53. Omit Balance Forward if 0.00 - You can configure the bill to always show the balance forward, even if it is 0.00, or you can omit the balance forward as a separate item if it is 0.00 by entering **Y** for this item. If you enter **N**, then the balance forward item will always appear. For purposes of this option, the balance forward is defined as the *ending balance due* shown on the previous bill. Thus, even if the balance from the prior bill has since been paid, the new bill will still show the balance from the prior bill as the balance forward, and the payments and credits section will show the payment, thereby reducing it by the amount paid. The only exception to this is if you have entered a payment or credit which eliminated the balance forward, and entered **N** for the **Show on Next Bill** option when entering that payment or credit. In that case, the payment or credit is applied directly to the balance forward and the payment or credit will not appear on the new bill.

54. Omit Credit Balance Forward - If instead of owing money the client has a **credit balance** carried forward from the previous bill, you have the option of either showing or suppressing reference to the credit. If you enter **Y** for this option, the balance forward will appear as 0.00, and no reference to the credit will appear. If you enter **S**, the balance forward will show as 0.00, but immediately following the balance forward a separate line item will appear showing the amount of the credit balance. If you enter **N**, then the balance forward will show the amount of the credit balance in the format specified in option **5**, which controls the display of negative numbers
Regardless of which option you select, if there are new charges on the current bill the program will still apply the credit balance against those charges and will reduce the ending balance accordingly.

This option refers only to *unearmarked* credit balances--i.e., credit balances that are not earmarked to be applied only against fees, costs, tax or interest charges. Option **56** determines whether or not *earmarked* credit balances carried forward are shown on the bill.

55. Text Preceding Credit Balance Forward - If you set option **54** to **S**, so that a credit balance forward is shown as a separate line item from the balance forward, enter the text identifying the credit balance forward in this space.

56. Show Earmarked Credit Balance(s) Forward - If the client has one or more *earmarked* credit balances carried forward from the prior bill, the amounts can be shown as separate line items following the balance forward amount by setting this option to **Y**. If the client has more than one earmarked credit balance (i.e., one amount earmarked to be applied against fees and another earmarked to be applied to costs), each amount will be shown on a separate line. Earmarked credit balances will be applied against new charges of that type on the current bill regardless of whether or not you show the amount as a balance forward. Earmarked credit balances must be shown separately from the main balance forward as, for example, a client could have a balance forward owed on account of fees previously billed, but could also have an used cost credit. In a case such as that, it would be incorrect

to offset the cost credit against the fee balance to arrive at the client's balance forward.   Enter **N** if you want to omit reference to earmarked credits.

57. Text Preceding Earmarked Credit Balances Forward - Enter here the text which you want to use to identify an earmarked fee or cost credit balance forward. You cannot modify the wording for a "Tax Credit Carried Forward" or an "Interest Credit Carried Forward", which will appear with that exact wording..

58. Show Unpaid Balance Forward as Separate Line Item - The unpaid balance forward is defined as the balance forward from the previous bill less any current period payments and credits. In other words, it is the amount of the balance forward which remains unpaid after applying all the payments and credits received since the prior bill was generated. You can show this amount as a separate line item on the bill by entering **Y**. If so, it will appear following the payments and credits section on the bill. If there are no payments or credits during the current period, so that the payment and credit section is omitted, then the unpaid balance forward will also be omitted, as it will be the same amount as the balance forward, with one exception: if you are *omitting* the balance forward from the bill, by setting option **50** to **N**, but have set *this* option to **Y**, then the unpaid balance forward will appear *in place of* the balance forward, in the same location as specified in item **51**

To show the unpaid balance forward only if the amount is greater than 0.00, enter **S** instead of **Y**.. This option enables you to configure the program to *only* show the balance forward if any portion of it remains *unpaid*. To do this, set option **50** to **N** and set this option (**58**) to **S**. To further simplify the bill, you could also omit the payments and credits section completely (by setting option **140** to **X**), so that all that would appear on the bill, in addition to the current charges, would be the amount of any balance carried forward that remains unpaid.

59. Text Preceding Unpaid Balance Forward - Enter here the text you want to print on the line showing the unpaid balance forward.

Summary of Balance Forward Options

Following is a *summary* of the three main options with regard to showing the balance forward on the bill and instructions for how to configure the program to implement each one:

1. To always show the balance forward as a separate item on the bill, even if it is 0.00: Set option **50** to **Y** and **53** to **N**.

2. To show the balance forward only if it is greater than 0.00, even if its been paid and is no longer owing: Set option **50** to **Y** and **53** to **Y**.

3. To show the balance forward only if it hasn't been paid and is still outstanding: Set option **50** to **N** and **58** to **S**.

Placement of Balance Forward - To show the balance forward at the *beginning* of the bill, set option **51** to **B**. To show *after* the current charges, set **51** to **T**.

Credit Balances - If you want the balance forward to show if its a *credit balance*, set option **54** to **N** or **S**, To also show *earmarked* credit balances, set **56** to **Y**.

16.3.4 Fee Section

The fee section consists of format options **60** through **104**. These options primarily concern:

Whether or not fee charges are *itemized* (option **64**);
Whether or not charges are *combined* in various ways (options **64** and **65**);;
If itemized, what *detail* is shown for each charge (option **70**)
The *sort order* in which charges are listed (option **66**);

Whether a *summary* of charges is included at the end (options **83**-**90**).

Note that fee and cost charges are always listed in separate sections on the bill. The fee section appears first, followed by the cost section.   The fee section appears only if there are fee charges to report during the current billing period.

Following is a description of each of the fee section options. At the end of this section is a brief summary of the options with instructions for settings which will create a simple format suitable for the majority of cases.

60. Heading for Fee Section - Enter here the text for the heading you want to appear at the beginning of the fee section; for example: "Professional Services". Normally the heading is printed at the left margin. To *center* it, type a greater than symbol (**>**) in the first space followed immediately by the text. To *omit* the heading, type an asterisk (*****) in the first space.

61. Optional two line message to print at beginning of fee section - In addition to or in place of the heading, you can print an additional two line message at the beginning of the fee section. If the heading is also included, the message will appear immediately following the heading but before the itemization of the charges.

62. Column Headings - If you are itemizing the fee charges, you can print column headings to identify each item which appears; i.e., the *date*, *staff initials*, *description*, *hours*, *rate* and *amount*. Enter the text for each column heading in the space indicated.   The program will only print column headings for those items which you actually select for inclusion in format option **70**. You can also omit the column headings entirely by setting option **63** to **Y**. If the fee section goes beyond the first page, the column headings will be reprinted at the top of each subsequent page.

If you leave blank the column headings for the date, staff, and description, but enter heading(s) for the hours, rate and amount, then the text you entered for the fee section heading (item 60) will print on the same line as the column headings for the hours, rate and amount. Otherwise, the fee section heading will print first, followed by a blank line, followed by the column headings.

63. Omit Column Headings - Enter **Y** if you want to omit the column headings from the fee section.

64. Itemize Timeslips - Set this option to **Y** if you want to *itemize* the individual fee charges on the bill. To *combine* the text from all the fee charges into a single *narrative paragraph*, enter **D**. To *omit* the itemization, and just show the *total* of the new fee charges, enter **N**.

If you use one of the *sorting* options described in option **66** which group together charges for each staff member, etc., then this option determines whether charges for each *group* are itemized or combined together into narrative paragraphs. The sorting option will not work if this option is set to **N**; only the total of the fee charges will appear.

If you *omit* the itemization of the charges, you can manually enter a *paragraph* of text that will be printed in place of the itemization of the charges. To do this, enter a transaction type **B** (Billing Narrative) as described in the section on Other Transaction Types. This is useful if instead of showing the detail of the work that was performed you would rather compose a paragraph summarizing what was done and show that with the total amount of the charges. If you *itemize* the charges, you can still enter a Billing Narrative and it will appear in addition to and before the detail of the charges.

If you want to replace the itemization of the charges with a narrative paragraph, you can also do that by entering a transaction type **FOX**, which is one of the types of overriding flat fee charges. . This method also allows you to *adjust* the total amount of the fee charges simply by entering the amount that you want to bill as the amount of the **FOX** transaction. Other ways of adjusting the total amount of the fee charges are described in the section on Writing Down Fee Charges

f you choose to *itemize* the fee charges, you can then either list each one individually or *combine*

them in various ways. For example, all charges for the same date can be combined into a single line item. Option **65** lists the various combining options

65. Other Timeslip Combining Options - If you are itemizing fee charges (by setting option **64** to **Y**), you then have the option of listing each one individually or of combining them in any one of the following ways. Charges that are combined together appear as a single line item on the bill, with the text from the combined charges strung together into a narrative paragraph. The amount for that line will be the total from the combined charges:

> **A - Combine by Staff Member/Day** - Enter **A** to combine all charges recorded by each staff member for the same day into a single line item, so that each staff member has no more than one line item on the bill for each date.

> **B - Combine by Staff Member** - Enter **B** to combine *all* charges for each staff member into a single line item, so that there is only one line item for each staff member on the bill.

> **C - Combine by Staff Member Alias/Day** - If you are using **alias codes** for some of your staff members, then using this option all charges for each date will be combined by alias code. For example, if staff member **ABC** does not have an alias code, and staff members **XYZ** and **123** both are assigned alias code **ABC**, then the charges for all three staff members will be combined by date into a single line items.

> **D - Combine by Staff Member Alias** - Enter **D** to combine *all* charges by alias code, so that each alias code will have only a single line item on the bill reflecting all the charges entered for staff members with that alias code.

> **E - Combine by Staff Category/Day** - Enter **E** to combine all charges for staff members with the same **category code** into a single line item by date.

> **F - Combine by Staff Category** - Enter **F** to combine all charges for staff members with the same category code, so that each staff category has only a single line item on the bill. Alternatively, if you want to itemize the charges for *some* staff categories but combine them for others, you can do this using the **Itemize Charges** instruction assigned to each category in the **Staff Categories** file. For example, you might want to itemize charges for attorneys but just show a single line item reflecting work by paralegals.

> **G - Combine by Activity Code** - Enter **G** to combine all charges by **activity code**. If you choose this option, then all charges assigned the same activity code will appear as a single line item. Instead of stringing together the text from the individual charges, the description will be the text assigned to that activity code. .

> **H - Combine by Task Code** - Enter **H** to combine all charges by **task code** so that all charges assigned the same task code will appear as a single line item. Unlike with activity codes, the program will string together the text from the individual charges and use that for the description.

> **N** - Enter **N**, or leave item **65** *blank*, if you do *not* want to combine charges.

Instead of combining charges using one of the above methods, you can also combine individual charges together using the combine code which can be assigned to each individual charge, as described in the section on **Entering Fee Charges**. That method is more appropriate if you only want to combine selected charges together, but normally want to itemize them separately.

When combining charges, except when combining by activity code, the description for each combined charge consists of the text strung together from the individual charges. You have the option of including in parentheses following the text for each individual charge the date, staff initials, and amount of that individual charge, as determined by format option **77**.

Only charges of the *same transaction type* will be combined when using this option. Thus, for example, billable time (type **H**) transactions will *not* be combined with nonbillable time (type **N**).

Note that instead of using the *combining* option, in many cases it may be more appropriate to use the *sorting* option (item **66**) which will *group* charges of the same type together with the option of showing a subtotal for each group.

66. Timeslip Sorting Options - This option determines the *order* in which fee charges are listed on the bill. Listing by *date* by setting this option to **N** is the simplest way, but you can also select any of the following options:

> **N** - Sort by *Date*.
> **Y** - Sort by *Staff Member*
> **C** - Sort by *Staff Category*
> **A** - Sort by *Activity Code*
> **P** - Sort by *Task Code*

If you select any option other than **N** (sorting by date) then a *heading* will be printed at the beginning of each group of charges. For example, if sorting by staff member, at the beginning of the list of charges for each staff member will be printed a heading showing the name of that staff member. Charges within each group will be subsorted by date.

Charges for each sort group will either be *itemized* or *combined* together into a single narrative paragraph, depending on the setting you selected for option **64**.(the sorting option will only work if **64** is set to **Y** or **D**). If sorting by *staff category*, you can itemize charges for some categories and combine them for others using the **Itemize Timeslips** instruction assigned to each category in the **Staff Categories** file. Thus, for example, you could itemize charges for attorneys but combine them for paralegals.

You can combine this option with option **65** to *combine* charges within each sort category using one of the criteria specified in item **65**. For example, if you are *combining* charges by staff member/day, and also *sorting* by staff member, then in the itemization of charges for each staff member will appear no more than one line item summarizing the charges for each day.

When sorting by *staff member*, you can determine the **order** in which each staff member appears on the bill using the **sort code** which can be assigned to each **staff member**. For example, you may want the senior staff member's charges to appear first, in which case you would assign them the lowest sort code (for example, **AA** or **01**). If you do not assign sort codes, then staff members will be listed in order of their staff code. Note, however, that any charges for the Responsible Attorney for each matter will always be listed first if you have selected the option to sort by staff member.

Note that you can also change the sort order of charges with the same *date* using the **order code** which you can assign to each charge, as described in the section on **Entering Fee Charges**.

In two cases the program will sort the charges by date regardless of the setting for this option: (1) if you are generating a bill for a split fee file or (2) if you have entered a minimum retainer fee (FE) transaction which appears on the bill.

Note that the heading for each subtotal section will be italicized. If you prefer not to have the italics set option 66 to **Z**. However, that will only work if you are subtotalling by Staff Member.

67. Show Subtotals for Each Sort Category - Enter **Y** if you want a subtotal to appear following the itemization of charges for each sort category specified in item **66**, if you are sorting charges by any method other than by date.

68. Omit Timeslips for Flat Fee and Contingent Matters - If you set this option to **Y** the detail of

individual charges (types **H**, **N** or **A**) will be omitted on matters with a **fee agreement** of flat fee (**F**) or contingent fee (**C**). The amounts of those charges will *not* be included in the total on the bill; only flat fee charges (type **F**) will appear on the bill and be included in the total. Using this option is not recommended, as on your productivity reports the amounts of any billable time charges will appear as if they have been written off. It is better to enter a transaction type **FOX** to accomplish this same result without causing the amounts to appear as if they were written off...

69. Omit Nonbillable and Administrative Time - Enter **Y** to omit both administrative time (type **A**) and nonbillable time (type **N**) from the bill. Or, enter **A** to suppress administrative time only, or **B** to omit nonbillable time only. Use this option if you enter nonbillable and/or administrative time only for your own records, and do not want it to appear on your client's bills. Alternatively, you can suppress *individual* time records from the bill by setting the **Status** option for those charges to **Suppress**, as described in the section on Entering Fee Charges. Enter **N** to *include* nonbillable and administrative time on your bills.

70. Items to Include for Each Timeslip - This option determines which items appear for each fee charge that is itemized on the bill. You can select from any or all of the following items:

> **Date** - Enter **Y** to include the date of the charge. To omit the date if it is the same as the previous charge shown on the bill (thereby listing each date only once, and leaving a blank space instead of printing the same date again), enter **D**;

> **Staff Code** - Enter **Y** to include the staff code for each charge, or **F** to show the full staff member *name*. If showing the name, the column showing just the initials will be omitted and the full name of the staff member who performed each service will appear on a separate line following the description of that charge. If you have assigned alias codes to your staff members, the alias code will appear instead of their actual code. If you want their actual code to appear instead of the alias code, set this option to **C**.

> **Activity Code** - Enter **Y** to show the activity code for each charge.

> **Task Code** - Enter **Y** to show the task code for each charge.

> **Hours** - Enter **Y** to show the number of hours for each charge.

> **Rate** - Enter **Y** to show the hourly rate for each charge

> **Amount** - Enter **Y** to show the dollar amount of each charge, or enter **H** to *omit* the dollar amount for *hourly* charges, but *include* the dollar amount for **flat fee** charges.

> **Descripton** - Enter **N** to omit the description for each charge. It is unlikely you would want to do this. Alternatively, you can omit the   text from *individual* charges by typing an asterisk (*) in the description space for that charge at the beginning of the text you do not   want to print.

To the extent possible the program will not allow widow and orphan descriptions--i.e., it will attempt to print each description on one page. If it will not fit in the space remaining on the current page, it will begin it on the following page, unless you uncheck the Widow/Orphan protection option on the main Generate Bills screen.

To *omit* an item listed above, leave the space blank or enter **N**. If you omit one of the items, the the space for printing the description will automatically expand to fill the column space that would otherwise be used by that item.

The *format* and *placement* on the bill of each of the items that you select from the above list is determined by format items **71** through **82**, described below.

71. Date Format - The date for each charge can appear in one of the following formats. Select by

entering the number corresponding to your choice::

1 - 01/17/05
2 - Tuesday, January 17, 2005
3 - January 17, 2005

If you select option **1**, the date will appear in a separate column at the left margin. If you select **2** or **3**, the date will appear on a separate line immediately above the charge; in this case, set the **Date** option in item **70** to **D** so each date is printed only once, and each date appears as a *heading* followed by all the charges for that date.

72. Placement of Staff Member Code - Enter one of the following selections which determine the location of the staff member code:

L - Print in a separate column to the *left* of the description
R - Print in a separate column to the *right* of the description
P - Print in *parentheses* at the end of the description

If you have set the **Staff Code** option in item **70** to **F**, then the staff code will not appear and instead the full name of the staff member will be printed on a separate line following the description for each charge.

If you have assigned *alias codes* to any of your staff members, then the alias code will appear in place of the staff code for those staff members, unless you enter **C** for the Staff Code option in item 70.

73. Placement of Task Code - The task code can appear in one of the following places:

L - In a separate *column* to the *left* of the description. If you are also including the *date* in a separate column, the task code will appear *under* the date, instead of in a column by itself. If the date is not appearing in a separate column, either because you are omitting it or because you set option **71** to **2** or **3**, the task code will appear in its own column..

T - At the *beginning* of the description;

P - In *parentheses* immediately *following* the description.

74. Placement of Activity Code - The options for placement of the activity code for each charge are the same as those for the task code - enter **L**, **T** or **P** as described above. If you include *both* the task code and the activity code, the task code will be listed first, followed by the activity code.

75. Placement of Hour Amount - The hour amount for each charge can appear either in a separate column to the *left* of the description (enter **L**), to the *right* of the description (enter **R**), or in *parentheses* immediately following the description (enter **P**).   If you are also including the *rate* for each charge, it will always appear immediately following the hour amount.

76. Move Hour Amount Flush with Right Margin if Omitting Dollar Amounts - If you are including the hour amounts for each charge, but not showing the dollar amounts, set this option to **Y** if you want to move the hour amount to the right margin so that it prints in the space normally occupied by the dollar amount. This frees up more space for the description and avoids leaving an empty column at the right hand side of the page. For this option to work correctly you should also set option **75** to **R**.

77. If combining Timeslips, show in Parentheses after Description - If you are *combining* charges, either by setting option **64** to **D** or using one of the combining options in item **65**, so that the description from the combined charges is strung together into a single paragraph, you can include in the paragraph following the description for each individual charge enclosed in parentheses any or all of the following information from each individual charge: the *date*, *staff code*, *hours*, *rate*, *activity code*

and *task code*. Enter **Y** after each of the items that you want to include, if any.. Enter **N** or leave blank those items you do not want.

78. Omit Dollar Amounts if 0.00 - To leave the dollar amount space *blank* if the dollar amount of a charge is **0.00**, enter **Y**.

79. Text to Appear in Parentheses following description for Nonbillable Time - Enter in this space optional text that will be printed following the description for each Nonbillable or Administrative Time charge (transaction types **N** or **A**) which appears on the bill. For example, if you want to highlight the fact that nonbillable time is not being charged for, enter the text "NO CHARGE" and that will appear following the description for each nonbillable charge.: This is particularly useful if you are not showing the dollar amounts for each charge on the bill, as in that case the client would not otherwise be able to distinguish billable from nonbillable time. To omit this text, simply leave this space blank.

81. Format for Dollar Amount for Nonbillable Time - When printing nonbillable or administrative time (types **N** and **A**) on the bill, you can show the dollar amount for these charges in any of the following formats by entering the letter indicated:

> **A** - Show as "0.00"
> **M** - Show as "No Charge"
> **N** - Show as "N/C"
> **D** - Show the actual dollar amount followed by the letters "N/C"

If you select the **D** option shown above, the program will print the actual dollar value of the nonbillable time, followed by the notation "N/C" indicating that it is not being charged. This way, you can show the client the dollar value of the work you have performed, even though they are not being charged for it. To do this, you must configure the program so that when you enter nonbillable time the program assigns the transaction a dollar value using the rate schedule assigned to that matter. To do this, select **Data Entry Options** from the **Setup menu** and set option **10**, **Assign Dollar Value to Nonbillable Time**, to **Y**. Otherwise, when recording nonbillable time the program will not assign a dollar value and thus the amount on the bill will appear as 0.00.

82. Format for Fees not Charged Because Covered by Minimum Retainer - If you have billed the client a minimum retainer fee charge (transaction type **FE**), the program will not charge the client for hourly charges until the amount of the hourly charges has exceeded the amount of the minimum fee. Until such time as the credit from the minimum fee is used up, hourly charges can appear on the bill in one of two ways. Select the option you want be entering the letter indicated for this option:

> **Y** - Show the dollar amount for each individual charge with an *adjustment* at the end reducing the total fees by the amount that is covered by the minimum fee

> **N** - Show the dollar amount for each charge as *0.00* until the minimum fee credit has been used up.

83. Summarize Fees at End - A summary can be printed at the end of the fee section showing the total charges broken down either by *staff member* or by *billing rate*. Enter **A** to summarize by *staff member*, or R to summarize by *rate*. Leave blank or enter **N** to *omit* the summary. When summarizing by *staff member*, if a staff member has billed time at more than one rate, a separate line item will appear showing the number of hours for that staff member at each rate. If summarizing by *rate*, the summary will consist of separate line items showing the total hours billed at each rate; for example, if time on the bill is charged using two different rates, there will be two line items in the summary showing the total hours at each rate. If nonbillable time, administrative time, or flat fee charges also appear on the bill, a total of those charges will also appear as separate line items (although nonbillable and administrative time can be *omitted* from the summary by setting option **87** to **Y**). Items **84** though **89**, control the level of detail and format of the summary. You can also include separate summaries by task and activity code using option **90**. The summaries can appear regardless of whether or not you have chosen to itemize charges on the bill. Thus, for example, it you are not

itemizing charges (by setting option **64** to **N**), you could design the fee section so that all that appears is a summary of the total hours worked by each staff member.

The staff summary will normally show the hours and amounts in columns which are indented from the right margin. If you would prefer to print the summary in a wider format where the amounts are flush with the right margin, enter **K** as your selection for item 83.

If you are sorting charges by *category* of staff member (by setting option **66** to **C**), then a separate summary will appear at the end of the charges for each category. In all other cases a single summary will appear at the end of the fee section.

84. Format for Staff Member ID in Summary - If you are summarizing fees by staff member, you can identify each staff member in the summary by their staff *code* only (enter **C**), by their *name* only (enter **N**) or by *both* their staff code and name (enter **Y**).

85. Include Staff Member Category in Summary - Enter **Y** if in addition to showing the staff code and/or name to identify each staff member in the summary, you want to show the staff member's **category**. For example, if staff member Perry Mason (PM) is assigned a category code of P (for Partner), then in the summary he would appear as "Perry Mason, Partner", if item **84** is set to **N** and this option is set to **Y**.

86. Items to be included in Summary - For each line item appearing in the summary, in addition to the staff member information specified in item **84** and **85** you can show any one of the following combination of items by entering the letter indicated:

> **R** - Show the billing *rate* only
> **H** - Show the number of *hours* only
> **A** - Show the dollar *amount* only
> **N** - Show the *hours* and *amount*
> **B** - Show the *hours* and *rate*
> **Y** - Show the *hours*, *rate* and *amount*

If you are summarizing by *rate*, it is recommended that you select either the **B** or **Y** option.

87. Include Nonbillable Time in Summary - Enter **Y** if you want to include nonbillable and administrative time in the summary. If so, it will appear as a separate line item for each staff member, or as a single addition line item if summarizing by rate. Enter **N** to omit this time from the summary.

88. Heading for Fee Summary - To print a heading at the beginning of the fee summary (such as "summary of Professional Services") type the text in this space. To omit a heading, leave it blank. the heading will normally be printed at the left margin. To *center* it, type a greater than symbol (**>**) in the first space, followed immediately by the text.

89. Text for Total of Flat Fee Charges in Summary - If there are any flat fee charges included on the bill, those will appear in the summary as a separate line item for each staff member, or as a single additional line item if summarizing by rate. Enter here the text you want to use to identify these flat fee charges in the summary. This text will appear in place of the hours and rate which show for the hourly charges. Note that if you are not including the *dollar* total as part of the summary, flat fee charges will not appear.

90. Include Summary by Activity and/or Task Code - This option enables you to print a summary at the end of the fee section which totals the charges by task code and/or activity code. To include a summary by *task code* only, enter **T**. To include a summary by *activity code* only, enter **A**. To include *both* summaries, enter **Y**. Each summary will include a separate line item showing the code, code description, total hours and amount for each task or activity code appearing on the bill. To omit these summaries, enter **N**.

This option does not work if you are sorting charges by staff category (by setting option **66** to **C**). In all other cases these summaries will appear at the end of the fee section. If the summary by staff member or rate is also included, that summary will appear first, followed by the summary by task code, followed by the summary by activity code.

91. Omit Total Hour Amount - At the end of the fee section, a line can be printed showing the total amount of the fee charges. Unless the total line is omitted (by setting option 93 to Y), you can include on the total line the total number of hours on the bill, in addition to the dollar total. To *include* the total hours, set this option to **N**. To *omit* the total hours, enter **Y**. To show the total hours, but only include *billable* time in the total, enter **H**.

92. Text for Fee Total - Enter here the text you want to appear on the line showing the total of the fee charges; for example, "Total Professional Fees".

93. Omit Fee Total - Enter **Y** if you want to *omit* the line at the end of the fee section showing the total amount of the fees. Normally these totals appear aligned with the columns for the hours and amounts of the individual transactions listed on the bill. If you including subtotals by staff member (see item 83) you can instead have the totals aligned below the totals shown in that section by setting this option to **K**.

94. Default Description for Writedowns - This item is not currently in use.

95. Text for Total Fees After Writedowns - This item is not currently in use.

96. Text for Total After Adjusting for Overriding Flat Fee Charge - If you have adjusted the total amount of the fees on the bill using an <u>overriding flat fee charge</u> (transaction type **FO**), and you have entered a *description* with the **FO** charge, that description will appear along with the amount of the adjustment following the line showing the total fees. Below that a separate line will show the adjusted total of the fees being billed. Enter here the text you want to appear on that line; for example, "Total Fees After Adjustment". If you did not enter a description for the **FO** charge, then the fee total is adjusted directly, and the amount of the adjustment will not show as a separate line item.

97. Explanation for Adjustment to Fees Covered by Minimum Retainer - If the total amount of fees on the bill is being reduced because the client has a credit from a <u>minimum retainer fee</u> (transaction type **FE**), then the amount of the reduction will show as a separate line item following the fee total. This separate line item will only appear if format option **82** is set to **Y**. Otherwise, the individual charges will be adjusted directly, and there will not be a need for an adjustment at the end. Enter here the text you want to appear on that line; for example, "Reduction for fees covered by retainer".

98. Text for Total After Deducting Amount Covered by Minimum Retainer - If the fee section includes a line item showing a reduction due to a credit from a minimum retainer fee (as described in option **97** above), then a second line will also appear showing the adjusted total of the fee charges after deducting the credit. Enter here the text you want to appear on that line; for example, "Total Additional Fees".

99. Explanation for Reduction in Fees Because Maximum Fee Exceeded - If you have set a <u>ceiling on fees</u> for a matter, and the total amount of the fee charges on the bill causes the ceiling to be exceeded, then a separate line item will appear at the end of the bill reducing the fee total by the amount in excess of the ceiling. Enter here the text you want to appear on the line showing the adjustment; for example, "Adjustment for fees in excess of agreed maximum".

100. Text for Total Fees After Reduction for Exceeding Maximum Fee - If the bill shows a reduction to the total fees because the ceiling was exceeded, as described in item **99** above, a second line will appear showing the adjusted total of the fee charges after deducting the amount in excess of the ceiling. Enter here the text you want to appear on that line; for example, "Total Fees After Adjustment".

101. Explanation of Percentage Discount - If you are giving the client a percentage discount on their fee charges, a separate line will appear following the fee total showing the amount of the discount. Enter here the text you want to appear on that line. You can insert in the text the **@** symbol as a macro, which will be replaced by the percentage amount of the discount, as entered in the billing instructions for that matter, when the bill is printed; for example, if you are giving a 10 percent discount, and you enter here "Courtesy Discount of @ percent", on the bill that text will appear as "Courtesy Discount of 10.00 percent" followed by the dollar amount of the discount.

102. Text for Total Fees After Deducting Percentage Discount - If the bill shows a reduction to the total fees because of a percentage discount, as described in item 101 above, a second line will appear showing the adjusted total of the fee charges after deducting the discount. Enter here the text you want to appear on that line; for example, "Total Fees After Discount".

103. Explanation for Sales Tax or Markup - If you are adding sales tax or a percentage markup to the fee charges, a separate line will appear showing the amount of the tax or markup. Enter here the text you want to appear on that line. You can insert the **@** symbol in the text as a macro which will be replaced on the bill with the percentage amount of the tax or markup. For example, if you enter "Sales tax at @ percent", and you are charging tax of 7 percent per the instructions in the matter file, that text will appear on the bill as "Sales tax at 7.00 percent" followed by the dollar amount of the tax.   This line item can appear either in the *fee* section or in the *cost* section of the bill by setting the **Add to Fees** option in the **Billing Options** screen for each matter to **Y** or **C** respectively.

104. Text for Total Fees After Adding Tax or Markup - If you are adding tax or a percentage markup to the fees, and the markup is appearing in the fee section, as described in **103** above, then a separate line will appear following the amount of the markup showing the total of the fees including the markup. Enter here the text you want to appear on that line; for example, "Total Fess Including Tax".

105. Omit Dollar Amounts if FO is on Bill - If you set this option to Y then when a transaction type FO (overriding flat fee) has been entered on a bill the dollar amounts of the individual charges will not appear.

Summary of Fee Section Options

Following is a brief review of the main options that affect the format of the fee section, with instructions for settings that will create a format suitable for the vast majority of cases:

1. To *itemize* the fee charges on the bill, set option **64** to **Y**;   Then set **65** and **66** to **N** so that charges are not *combined* and so that they are *sorted* in date order;

2. Item **70** determines the *detail* which is shown for each charge. To include the **date**, *staff code*, *hours* and *amount* enter **Y** after each of those items in that option;   Then set **71** to **1**, 72 to **L**, and **75** to **R**. This determines the layout of the information for each charge.

3. Set item **83** to **A** if you want to include a *summary* of the fee charges by staff member. Then set **84** to **Y**, **85** to **N**, and **86** to **Y**, which determines the detail for the summary.   Set **90** to **N**, **91** to **N** and **93** to **N** to omit the summary to task and activity code, and to show a *total* line which shows both the total hours and amount being billed.

16.3.5 Cost Section

The cost section consists of format options **110** through **123**. It controls the level of detail and appearance of the section on the bill which lists the cost charges. Fees and costs are always listed in a separate section on the bill. Fees appear first, followed by the cost section. The cost section appears only if there are new cost charges during the current billing period.

Following the explanation of each cost section option is a brief summary:with instructions for settings which will create a simple format suitable for the majority of cases.

110. Begin Costs on New Page. Enter **Y** if you want the cost section to begin on a separate page. Otherwise, the cost section will appear immediately following the fee section..

111. Heading for Cost Section. Enter here the text you want to print as a heading for the cost section. It will print at the left margin. To center it, type a greater than symbol (**>**) in the first space, followed by the text; for example, ">Costs and Disbursements". To omit the heading, leave the space blank or type an asterisk (*****) in the first space.

112. Include Column Headings for Costs. Enter **Y** to print column headings for the cost section. The headings used will be the same as those entered for item **62** in the fee section. In the cost section, only the headings for the **Date**, **Description** and **Amount** will appear..

113. Itemize Costs. To *itemize* each cost charge individually, enter **Y**. To *combine* all costs with the same cost code into a single line item, enter **S**. To omit the itemization completely, and just show the *total* of all the costs without any detail, enter **N**.

Only charges that have been assigned a cost code will be combined when using the combining option. All other charges will be itemized. If there are *some* cost codes where you want to *itemize* each charge and others where you want to *combine* them, set this option to **S**. Then, for each cost code that you want *itemized*, enter **N** in the **Combine Charges on Bill** space for that cost code in the cost code file. Charges for all other cost codes will be combined.. This method is useful if, for example, you want to combine all photocopy and postage charges into single line items, but want to itemize court filing fees and other costs.

When combining costs, the *description* for the combined charge will be the text that is assigned to that cost code.   If you want the description to include the number of *units* billed, you must first assign a **unit amount** to the cost code in the cost code file, and then insert the **#** symbol as a macro within the body of the description for that cost code where you want the number of units inserted*;* for example, "Photocopy charges: # copies at .30 per copy". When printed on the bill, the program will then insert the number of units in place of the **#** symbol..

114. Omit Dates. To omit the date for each cost charge, enter **Y**. Enter **N** to include the dates, or **S** to omit the dates only for combined costs when item **113** is set to **S**.

115. Omit Duplicate Dates. If you are showing dates, enter **Y** if you only want to show the date the first time it appears (i.e., if more than one charge appears with the same date, the date will appear only with the first charge for that date). To always show the date regardless, enter **N**.

116. Omit Check Number. If you want to include with each cost the check number or other reference you entered in the **Reference** space when recording the cost, enter **N**. It will appear in parentheses following the description. To omit the reference, enter **Y**.

117. Include Task Code. To include the task code for each cost in a separate column to the right of the date, enter **Y**. To omit the task code, enter **N**.

118. Include Cost Code. To include the cost code for each charge in a separate column to the right of the date and task code, enter **Y**. To omit, enter **N**.

119. Indent Cost Amounts from Right Margin. Normally the amount of each cost charge is printed in a column at the right margin. To *indent* the amount column for the individual amounts, so that only the *total* of the costs appears in the right column, enter **Y**.

120. Omit Nonbillable Costs - Enter **Y** to omit nonbillable costs (type **CN**) from the bill. If included on

the bill by setting this option to N, the amounts for nonbillable costs will appear in the same format as the amounts for nonbillable time as determined by format option **81**.

121. Text for Cost Total - Enter here the text you want to print on the line showing the total of the cost section.

122. Omit Cost Total - Enter **Y** to *omit* the total of the costs, showing just the individual amounts.

123. Omit Cost Section - Enter **Y** to omit the entire cost section from the bill. This selection is designed for the situation where you are generating a consolidated bill for clients with multiple matters, and instead of itemizing the costs for each matter separately, you want to show all the costs for that client in a single section on the summary page for that client. To show the cost detail on the summary page for each client, enter **Y** after **Cost Detail** in format option **258**.

124. Sort by Cost Code - Set this option to **C** if you want costs to be sorted by Cost Code. A heading showing the description for the cost code will be printed at the beginning of each listing. If you also want to show subtotals for each cost code set format option 67 to Y.

The Program will not sort by cost code if you are generating a bill for a split bill file, regardless of this setting, unless you set option 280 (format for split bills) to 3.

Summary of Cost Section Options

Costs can be *itemized* or *combined* by cost code. To itemize, set option **113** to **Y**. To summarize by cost code, set **113** to **S**. Items **114-118** determine whether or not you include the date, check number, task code and activity code for each cost. You can also sort the costs by cost code, with option subtotals, by setting item **124** to **C**.

16.3.6 Current Charges Subtotal

Following the fee, cost and interest sections on the bill you can print a separate line item which shows the *total* of the *current charges* (the sum of the fees, costs, tax and interest being charged on the current bill).   This total can also appear in the recap summary at the end of the bill, so it is not absolutely necessary to include this, but most firms prefer to have it. You *must* include it, however, if you are generating a current charges only bill, in which case the current charges subtotal is the last item appearing on the bill, and will therefore represent the amount that the client is requested to pay.

Format options **130** through **132** determine whether or not, and in what format, this subtotal section appears, as follows:

130. Text Preceding Total of New Charges - Enter here the text you want printed on the line that shows the subtotal of new charges (i.e, to sum of the fees, costs, tax and interest billed on the current bill); for example, "Total New Charges". To *omit* the current charges subtotal, type an asterisk (*****) in the first space.

131. Show Application of Payments and Credits to New Charges - Enter **Y** if following the subtotal of the new charges you want to print a separate line item showing the application of any credit balances carried forward or current period payments and credits against the new charges. For example, if the client has new charges of $1,000.00, and has made an advance payment of $500.00 intended to be applied against those charges, the amount of that payment will appear with the text "Less Payments and Credits". on the line following the new charges total. If the advance payment was in the sum of $1500.00 (i.e., greater than the total of the new charges), this line would only show the amount of $1,000.00; i.e., that portion of the payment or credit which is being applied against the new charges.   On the next line will appear a separate amount showing the *unpaid balance* of the new charges, with the text entered in item **132**.

It is *not* advised that you use this option *unless* you are generating a <u>current charges only</u> bill, in which case the detail of the payments and credits, and the recap summary appearing at the end of the bill are omitted, and the current charges subtotal is the last item appearing on the bill. In that case you will probably want to adjust the total so it reflects the actual unpaid balance due, rather than just the total of the new charges.

You may also want to use this option if you are printing the payments and credit section at the *beginning* of the bill, immediately following the balance forward, by setting format option **140** to **B** or **C**. In that case, the payments and credits section will only reflect the application of credit balances and current period payments and credits against the *balance forward*, so it may be necessary to include this item so that the application of those payments and credits against the *current* period charges is explained. In general, however, it is recommended that you not print the payments and credit section at the beginning, as it tends to complicate the bill.

132. Text Preceding Unpaid Balance of New Charges - Enter here the text you want to appear on the line showing the unpaid balance of the new charges, as described in item **131** above; for example, "Unpaid Balance of New Charges". If you are generating a <u>current charges only</u> bill, you may want to say "Current Balance Due", since this will be the last item appearing on the bill.

Summary of Current Charges Subtotal Options

It is recommended that you *include* the current charges subtotal, especially if you are generating a current charges only bill. This total will appear automatically unless you type an asterisk (*) in the first space of item **130**. It is also recommended that you set item **131** to **N**, unless you are generating a current charges only bill, in which case it should be set to **Y**.

16.3.7 Payments and Credits Section

The payments and credits section on the bill lists all the AR transactions entered since the previous bill that are dated on or before the <u>ending cutoff date</u> that you are using for payments. This includes:

Payments (transaction type **P**)
Credits (transaction type **Q**)
Debits (transaction type **D**)
Refunds (transaction type **DA**)
Reversing transactions created when you reverse a payment or credit (transaction type **DR**)

If the client has an earmarked credit balance carried forward from prior bills, the payments and credits section will also show the application of those credits against any current charges on the bill. Also appearing will be payments generated automatically by the program when applying funds from the retainer account against charges on the bill.

The payments and credits section will appear only if there is any of the above activity during the current billing period. Otherwise, the section will be omitted. However, there is an option where you can have each bill show the entire history of payments and credits instead of just the current period activity. To activate this option set format option 143 to A.

Format options **140** through **149** control the format and level of detail of the payments and credits section. Following the description of each item below is a brief summary of the format options and suggested settings that will be suitable in the majority of cases.

Note that regardless of the options you select below, the payments and credit section will *not* appear on the bill if you are generating a <u>current charges only</u> bill. Also, in addition to or in place of printing the payments and credits section on each individual bill, you can include a payments and credits section on a client's <u>summary page</u>, showing a detail of the payment and credit activity for *all* that client's matters. (To include the payments and credits section on a client's summary page, enter **Y** after **Payment and Credit Detail** in format option **258**. If included on the summary page, the following

options will determine its format).

140. Placement of Payments and Credits Section - The location of the payments and credits section on the bill is determined by entering the letter indicated:

B - Before Detail of New Charges. It will appear before the fee and cost sections, and after the balance forward, if the balance forward is also appearing at the beginning of the bill.

E - After Detail of New Charges. It will appear following the fee, cost and interest sections, and after the current charges subtotal and balance forward, if the balance forward is also appearing following the new charges.

X - Omit Payments and Credits Section. Select this option if you do not want the payments and credits section to appear on the bill. However, even if the section is omitted, the total of the payments and credits will appear in the recap at the end of the bill, and the balance due appearing at the end will still reflect the application of the payments and credits. Using this option is appropriate if you do not want to itemize the payments on the bill, but are content to just show the total in the recap at the end, or if you are generating a consolidated bill and want the payments and credits to appear only on the summary page for the client.

C - Combine with Balance Forward Section. If you select this option, the balance forward and payments and credits will be combined into a *single section* appearing at the beginning of the bill. The section will show first the balance carried forward, followed by an itemization of the payments and credits, followed by the remaining unpaid balance forward, if any. For this option to work, you must also set format option **50** to **Y**. In most cases, this presents a simplified and more compact recap of the balance forward and payment and credit activity, but it can be confusing if your clients frequently make *advance* payments, or if you are automatically applying *retainer* funds against the bill, since the application of advances and retainer funds will only appear in the payments and credits section if it is printed *after* the detail of the new charges. You can show the application of advances or retainer funds in the current charges subtotal section, by setting option **131** to **Y**, but this creates a more confusing bill than if all the payment and credit activity is listed in one place, as it is when it is printed *following* the current charges, using option **E**.

141. Omit Payments and Credits if Unpaid Balance Forward is 0.00 - If you enter **Y** for this option, the payments and credits section will be *omitted* if the client has paid their balance forward in full. Enter **N** and the payments and credits section will always appear whenever there is any current payment or credit activity to report, regardless of whether or not there is an unpaid balance forward.

142. Heading for Payments and Credits Section - Enter here the text you want to print as the heading for the payments and credits section; for example, "Payments and Credits". Normally the heading will be printed at the left margin. To *center* it, type a greater than symbol (**>**) in the first space, followed immediately by the text. To *omit* the heading, type an asterisk in the first space.

143. Itemize Payments and Credits - Enter **Y** if you want all the current period transactions to be itemized. To omit the detail and show only the transaction total, enter **N**. If itemized, the program will print the date, description and amount for each transaction. If you are itemizing, and amounts are being automatically applied from the retainer account against the bill, format option **214** determines whether those applications appear as a single line item in the payments and credits section, or whether the amounts applied to fees, costs, tax and interest each appear separately.

If you set this option to **A**, then each bill will show a complete itemized history of all payment and credit activity. Thus, each bill will show every payment made to date, instead of the normal format where only the payments and credits for the current billing period appear. If you activate this option, both the retainer and trust account sections will also show the complete history of activity.

144. Omit Check Number - Enter **N** if you also want to *include* the *check number*, as entered in the

Reference space when you record AR transactions). If included, it will appear in parentheses following the description for each transaction. Enter **Y** if you want to *omit* the check numbers.

145. Default Description for Payments - Enter here the text you want to appear as the default description for those payments where you have left the description space blank when entering them; for example, "Payment Received - Thank You"..

146. Format for Payment and Credit Amounts - This option determines how the *amount* for each transaction in the payments and credits section is displayed, as follows:

      N - Display with a minus sign; for example, -100.00
      P - Display without minus sign; for example, 100.00
      C - Display with the letters "CR" or "DB" following; for example, 100.00CR for a payment, or
             100.00DB for a debit.

147. Indent Payment and Credit Amounts - Normally the amount of each transaction is printed in a column at the right margin. To indent the column showing the individual amounts, so that only the grand total appears at the right margin, enter **Y**.

148. Text for Payment and Credit Total - Enter here the text you want to print on the line showing the total of the payments and credits section; for example, "Total Payments and Credits".

149. Omit Total of Payments and Credits - Enter **Y** if you want to *omit* the total line at the end of the payments and credits section.

Summary of Payments and Credits Section Options

Payments and credits, and other AR transactions, can be itemized on the bill by setting option **143** to **Y**. In most cases, it is suggested that you place the payments and credits section following the detail of the current charges by setting option **140** to **E**. It is also recommended to set **141** to **N**. Option **149** should be set to **N**. Remember that the payments and credits section will *not* appear if you are generating a current charges only bill by setting format option **3** to **Y**.

16.3.8 Interest Section

The interest section appears on the bill only if you are charging interest on the matter and interest charges are being added to the current bill on account of a past due balance forward. If printed, the interest section appears following the fee and cost sections, and before the subtotal of new charges. The interest section will be included if you are generating a current charges only bill since these are additional new charges. However, you can omit the interest charges from a current charges only bill by typing a pound sign (#) in the first space of the heading for the interest charges section (bill format item 160).

Options **160** through **164** control the format and detail of the section showing the interest charges, as follows:

160. Text Explaining Interest Charges - Enter here the text you want to appear as the heading for the interest section; for example "Late Charges".   The heading will be printed at the left margin. To *center* it, type a greater than symbol (**>**) in the first space. To *omit* the heading, type an asterisk (*) in the first space. If you leave items **161-163** *blank*, then the interest section will consist of just one line with the text entered here followed by the amount of interest being charged. Items **161-163** allow you to show more detail including the amount of the past due balance, the percentage rate, and the days in the billing cycle, as described below.

161. Text for Amount Interest is Charged On - This is the primary line which appears in the interest section and displays both the amount of the *past due balance* on which interest is being charged,

followed by the *interest* amount. Enter here the text you want to appear on that line before both amounts are printed; for example, "Late Charge on Past Due Balance of".   If you enter that text, and, for example, a client is being charged $15.00 interest on a past due balance of $1,000.00, this line in the interest section will read "Late Charge on Past Due Balance of $1,000.00 $15.00.".   The first part, showing the amount of the past due balance, will be printed at the left margin and the interest amount will be printed flush with the right margin.

If you are using method 5 to calculate interest, then this line on the bill will instead show the average daily past due balance on which interest has been calculated.   In this case the program will not use the text from line 161, but instead will use the text from 160 followed by the amount.

Note that in some cases the amount on which interest is being charged may not match the amount of the unpaid balance forward. This would be true in one of the following cases, depending on the settings in the <u>billing instructions</u> for each matter::

1. You are not charging *compound* interest, in which case interest will be charged only on the amount of past due *fees* and *costs*. If a portion of the client's past due balance consists of interest charged on previous bills, the program will calculate interest on that portion only if you are charging compound interest. There is also a separate billing instruction which determines whether or not interest is charged on past due *tax*.

2. You have given the client a certain number of *grace days* within which to pay their bill, and not all of the balance due has been owing longer than the number of grace days.

3. You are using method 5, in which case the amount on which interest is charged is the average daily past due balance during the billing period.

162. Text for Percentage Rate - If you want a separate line to appear in the interest section showing the percentage rate at which interest is being calculated, enter the text that you want to appear on that line here; for example, "Percentage Rate:"   The program will automatically insert the percentage rate following this text on the bill, as determined by the <u>billing instructions</u> for that matter.   If you do not want this line to appear, simply leave this space blank. This line will also be omitted if you are charging a fixed dollar amount as the late fee (using <u>interest method</u> **4**), instead of calculating interest using a percentage rate.

163. Text for Days in Billing Cycle - If you want a separate line to appear in the interest section showing the number of days in the billing cycle (i.e., the number of days since the previous bill), enter the text you want to appear on that line here; for example, "Days in Billing Cycle:". When printed on the bill, the program will automatically insert the number of days following the text. To *omit* this line, leave this space blank. The program will also omit this line if you are charging interest using <u>interest method</u> **3** or **4**, in which case the number of days in the billing cycle is not relevant.

The number of days in the billing cycle is calculated by the program as follows: When using interest method **1**, the program counts the number of days from the *statement date* used on the previous bill to the statement date used on the current bill. When using method **2**, the program counts the days from the **ending cutoff date** on the previous bill to the ending cutoff date on the current bill.   When using method 5, the program will use the ending cutoff date from the previous bill as the start date and the ending cutoff date on the current bill as the end date. However, note that if using method 5 you can set a different start date in the Billing Options screen for a specific matter, in which case the program will use that start date.

 If on the current bill the number of days in the billing cycle appears as an unusually large number, it means one of two things:

1. You have not generated and finalized a bill for that matter for a long time, or

2. You entered the statement date or ending cutoff date incorrectly on the prior bill or on the current

bill.

3.   You are using method 5 and have set a beginning date in the Billing Options screen for that matter which is prior to the date of the previous bill.

To see the statement date and ending cutoff date that were used on the last bill generated for a matter, go to the account status screen for that matter. The dates will appear on the **Last Billed** line in the bottom portion of the screen.   The dates you are using on the *current* bill appear on the Generate New Bills screen.

164. Interest Disclosure Statement - If you have set up the billing instructions for a matter so that interest will be charged on past due amounts, then you have the option of printing a *message* at the *end* of the bill disclosing the fact that interest will be charged if the bill is not paid on time. Enter here the text that you want to appear for that message; for example, "Late Fee will be Charged on Past Due Amounts at the Rate of # Percent".   Use the pound sign (#) as a macro, as indicated in the example, which will be replaced by either the interest *rate* (when using interest method **1**, **2** or **3**) or the dollar *amount* of the late fee (when using interest method **4**). To *omit* the message, simply leave this space blank.

16.3.9 Statement Recap

At the end of the bill, in addition to showing the **Balance Due** you can print a section which summarizes the activity on the bill, showing the balance forward, total current charges, payments and credits, and the balance due. You can also include ageing detail, case-to-date totals, and messages of various types.   Options **170-200,** described below, determine which items are included, the section detail and layout, and the wording of the various messages.

If you are generating a current charges only bill, the recap summary will be omitted, as will the line showing the balance due (the ending balance will instead be the unpaid total of the current charges). The ageing detail will also be omitted, but, if selected, the cumulative totals and the various messages (except for the past due reminders) *will* appear..

If you do not want any of the messages described later in this section to appear on the bill, enter the word "OMIT" in the first line of the Terms message (item 189).   You may want to do this if you are printing a cover sheet for each client and want the messages instead to appear at the end of the cover sheet.   In that case, be sure to enter Y for Messages in format option 258.

At the end of this section is a brief summary of the options with suggested settings for a format which will be suitable in the majority of cases.

170. Include Recap Summary at End of Bill - In addition to showing the balance due at the end of the bill, which is the result of adding the unpaid new charges to the unpaid balance forward, you can include a recap summary which can be printed in one of three formats, as follows:

1. Enter **D** to print a *detailed* summary which includes the following items (the number in parentheses following each item indicates which bill format option contains the text which is used to describe that line item)::

       Balance Forward from prior bill (**174**)
       Less Payments and Credits applied against Balance Forward (**142**)
       Unpaid Balance Forward (**58**)
       Current Fees (**60**)
       Current Costs (**111**)
       Current Tax, if any (**103**)
       Current Interest, if any (**160**)

Total Current Charges (**174**)
Less Payments and Credits, if any, applied to current charges (**142**)
Balance Due (**177**)

2. Enter **Y** to include a **simplified** summary which shows only the four following items, with the text taken from the bill format option indicated in parentheses::

Balance Forward (**174**)
Plus New Charges (**174**)
Less Payments and Credits (**174**)
Balance Due (**177**)

3. Enter **E** to print the summary in an "Evergreen" format, designed for when you require the client to maintain a minimum balance in their retainer account and want the bill to clearly show how the retainer is applied and how much they need to pay in order to maintain the minimum balance. An example of this is shown below:

Enter **N** to *omit* the summary and show just the Balance Due with the text from option **177**.

171. Print Balance Due Before Recap Summary - Enter **Y** if, in addition to showing the Balance Due at the *end* of the recap summary, you also want to print the balance due on a separate line *before* the recap summary.   If you include this line, it will appear with the text entered in format option **177**.

172. Center Recap Summary - Enter **Y** to *center* the recap summary on the page. The dollar amounts will still appear flush with the right margin, but the text identifying each amount will be printed flush right with the center of the page, making it easier to read. The heading of the recap section will also be centered.   Enter **Y** if you want the text for each item to be printed at the left margin.

173. Heading for Recap Summary - Enter here the text you want to print as the heading for the recap summary; for example, "Summary of Account".. It will normally be printed at the left margin, unless you are centering the entire summary, by setting option **172** to **Y**. If you are not centering the entire

section, you can center just the heading by typing a greater than symbol (**>**) in the first space, followed by the text. To omit the heading entirely, type an asterisk (*****) in the first space.

174. Text preceding items in Recap - Enter here the text you want printed to identify the Balance Forward, Total New Charges, and Payments and Credits in the recap. Note that if you are printing the detailed recap, the program will instead use the text from **142** for the payments and credits line.

175. If Total Balance Due is a Credit Show as 0.00 - If the ending balance on the bill is a *credit balance*, you have the option of showing the balance due amount as 0.00, or of showing the actual amount of the credit balance. For example, if the client has charges of $5,000.00 on the bill, and has paid $6,000.00, their ending balance will be a credit in the amount of $1,000.00. Using this option, you can show the ending balance as $0.00 (set this option to **Y**), or as a credit in the amount of $1,000.00 (set this option to **N**), displayed in the format selected in format option **5.** Regardless of which option you select, you can still show a credit balance in a separate message at the end of the bill using option **191** described below..

The effect of this selection on the *recap summary* will be different depending on whether you are printing the *detailed* recap (setting **170** to **D**) or the *simplified* recap (setting **170** to **Y**), as follows:

1. Using the *simplified* recap, if you set this option to **N**, the payments and credits total in the recap will equal the *total* amount of the current period payments and credits or, in the above example, $6,000.00, and the ending balance will show the credit. If you set this option to **Y**, the payments and credits total will equal only the amount actually *applied* against the balance forward and current charges or, in the above example, $5,000.00, and the ending balance will show as 0.00. Thus, regardless of whether the ending balance shows as 0.00 or as a credit, the math will be consistent.

2. Using the *detailed* recap, the payment and credit amounts shown in the recap will *always* total only the amounts *actually applied* against the balance forward and the new charges. Thus, in the above example the total of the payments and credits shown in the recap will always be $5,000.00, regardless of which setting you select for this option. Thus, if you set this option to **N**, the ending balance (which will show the credit) will not match the sum of the unpaid balance forward and unpaid current charges, which in this example would come out to 0.00. To avoid this confusion it is suggested that when using the detailed recap you set this option to **Y**, so that when the ending balance is a credit it always shows as 0.00 and the math is consistent.

176. Text Preceding Total Balance Due if Balance is a Credit - If the ending balance on the bill is a *credit balance*, and you set option **175** to **N** so that the credit balance is printed as the balance due, you can enter here a separate description that will be printed on the balance due line only when the amount shown is a credit; for example "You have a credit in the amount of:". This will appear *in place of* the normal text for the balance due which is entered in item **177**.

177. Text Preceding Total Balance Due - Enter here the text that you want to print on the line showing the Balance Due; for example "Balance Due - Please Pay this Amount". If you are including a recap summary, this will be the last line of the recap. Otherwise, it will appear by itself at the end of the bill. If you set option **171** to **Y**, so that the Balance Due also prints *before* the recap, this text will be used for that line item as well. However, if you type an asterisk anywhere in the body of the text, only the portion preceding the asterisk will be used as the text for that line, while the full text (omitting the asterisk) will appear at the *end* of the recap. For example, if you enter "Balance Due * - Please Pay this Amount", then only the text "Balance Due" will appear *before* the recap, while "Balance Due - Please Pay this Amount" will appear at the *end* of the recap.

If you type a > sign in the first space of this item it will indent the text 10 spaces from the left margin. This is not done automatically as if you have entered a long description it might overwrite the amount.

178. Underline New Balance - If you want to underline the Balance Due for emphasis, enter **S** for a *single* underline or **D** for a *double* underline. The underlines will be omitted if you are printing dividing lines between each section on the bill (setting option **1** to **Y**).

179. Print New Balance in Bold - Enter **Y** if you want to print the entire line showing the Balance Due in bold for emphasis.

This line will appear shaded on the bill for emphasis. If you do not want the line to be shaded, set this option to Z. If set to Z, the new balance will still appear in bold.   If you want to eliminate both shading and bold, enter X.

180. Text Preceding Installment Payment Amount - If you have set up an <u>installment payment plan</u> for a client, following the Balance Due the program will print the installment payment information. This will include the *amount* of next installment which is due, accompanied by the text entered in this space; for example, "Installment Amount".   Note that the program will bill a new installment amount only if the number of days specified in the installment payment setup have passed since the last installment amount was billed   Following this line will appear the amount of any *unpaid* past installments (with the text entered in item **181**), current period *costs* (if those are being added to each installment, as specified in the installment payment setup) with the text from item **111**, followed by the new *minimum due* amount, with the text entered in item **182**, as described below.

181. Text Preceding Amount of Past Due Installments - If the client has not paid any of their previously billed installment payments, the unpaid balance of those amounts will appear on a separate line with the description entered here; for example, 'Plus Past Due Amount".

182 Text Preceding Minimum Due Amount - The last line of the installment payment section will show the new Minimum Due which the client is required to pay; i.e. the sum of their current installment payment, any past due payments, and current period costs, if they are required to pay those as incurred. The new Minimum Due amount appears with the text entered here; for example, "Minimum Amount Now Due"   This amount will be different than their total new balance. If their total new balance does not exceed the new minimum due amount, then the installment payment section will be *omitted* and they will be required to pay just the new balance due.

183. Include Ageing Information - You can include following the balance due a breakdown of the balance showing ageing information and also showing what portion is fees, costs, tax and interest. Enter **Y** to include a *detailed* summary which gives separate ageing detail for fees, costs tax and interest. Enter **S** to include a simple *one line* summary which gives the ageing detail for the entire balance, without the breakdown by category of charge. The ageing information will automatically be *omitted* if the client does not have a balance due, or if you set this option to **N**.

184. Omit Ageing if Nothing is past due - Enter Y if you do not want the aging detail to print if nothing is past due.

185.   Buckets for Ageing - The ageing breakdown will five columns, showing the current amount followed by the three ageing "buckets" specified here, followed by the total balance due. Enter here the three ageing buckets, indicating the number of days past due, that you want to show; for example, 30, 60 and 90. Always enter them in ascending order; for example, 30 must always appear before 60 and 90, etc. As *a* for the ageing columns, the program will simply add the word "Over" to each of the numbers entered here; for example, "Over 30", "Over 60", etc.

Sources of Ageing Confusion

If you are puzzled because amounts still appear in the *current* column which were billed on the previous bill, the probable reason is that the prior bill was dated less than 30 days prior to the date used on the current bill, and those amounts have thus not yet tripped over to the next column.   In this case you can force the current amounts over to the next aging bucket using the Aging Days +/- option on the Generate New Bills screen. For example, if it has only been 29 days since the previous bill, enter 1 in the the Aging Days +/- space and the program will add 1 day to make it 30 days for purposes of the aging section.

Another common source of confusion is when clients make **partial payments**. If, for example, you

have set the program's payment application order option so that *all* outstanding *costs* are paid before *any fees* are paid, and the client has more than one bill outstanding, a payment may be applied in such a way that costs from a more recent bill are paid, leaving fees from an older bill outstanding. In that case the ageing section will show fees past due from an old bill, even though the client may actually have paid that bill.

Another source of confusion is if a client pays the exact amount of a recent bill, leaving an older bill still unpaid. In that case, the program may apply the payment against the older bill first. If the older bill was more than the more recent bill, the ageing detail will show the more recent amount still owing, and it will be in the exact amount of the payment that was made, leaving the impression that the payment was not applied, even though it was actually applied against the older bill.

186. Text for Ageing Categories - If you are printing a detailed ageing section, showing a breakdown of the balance by fees, costs, tax and interest, enter here the text you want to identify each line of the ageing section; for example, "Fees", "Costs", "Tax", "Interest", and "Total". If you are printing just the simplified one line ageing, that line will appear with the wording in the **Total** space.

187. Include Cumulative Totals - Enter **Y** to include a section showing case-to-date totals. The section will include a separate line item showing the total to date, including the activity on the current bill, for each category listed in item **188**. This will include the total fees, costs, tax and interest billed to date, each on a separate line. To *combine* all four of those items into a single line item, enter **T** for this option and enter the text you want to appear for that line item in the **Fees** space in item **188**.. To *omit* any of the line items shown in **188**, simply leave the text space blank for that item. You can also combine the *payments* and *credits* into a single line item by typing the word "combine" into the **Credits** space and entering the text you want for the combined line item in the **Payments** space.

188. Text Preceding Cumulative Totals - Enter for each item that you want included in the summary of case-to-date cumulative totals the text you want to appear identifying that line item; for example, if you want to show the total hours billed to date, enter "Hours to Date" in the **Hours** space.. To *omit* an item, simply leave the text space blank and that item will not be included. Certain of the items can be *combined* into a single line item, as described above in the explanation for item **187**.

The hours-to-date amount will include only *billable* hours (type **H**).

189. Message Stating Payment Terms - To add a one line message following the above information stating the payment terms, enter the text here; for example, "Statements are due and payable upon receipt". This message will appear only on bills where the client has a balance due. The message will normally print at the left margin. To *center* it, type a **>** symbol in the first space.

Alternatively, you can use this line to print a total of the dollar value of nonbillable and/or administrative time appearing on the bill. To do this, type an exclamation mark (!) in the first space, followed by the text you want, using the # sign as a macro indicating where you want the program to insert the amount. For example, enter "!Additional work valued at # has been performed at no charge". This message will appear following the total of the new charges, but only if nonbillable or administrative time has appeared on the bill, and only if you have configured the program to assign dollar amounts to nonbillable and admin time by setting option **7** in the **Data Entry Options** screen on the **Setup** menu to **Y**.

If you enter the word "OMIT" at the beginning of this line then this message and the following messages will not appear on the individual statements. This is useful if you are printing a cover sheet and want them instead to appear there. In that case, be sure to enter Y for Messages in bill format option 258.

190. Message if no Payment is Due - To add a one line message which is printed only on bills where no payment is due, enter the text here; for example, "Your Account is paid in full--no payment required." The message will normally print at the left margin. To *center* it, type a **>** symbol in the first

space.

191. Message if Client has a Credit Balance - To add a one line message which is printed only on bills where the client has a credit balance, enter the text here. This message only appears if the credit balance is an *unearmarked* credit; i.e., is not earmarked to be applied only against fees, costs, tax or interest. Separate messages can be entered for if the client has an unused fee or cost credit (items **193** and **194**). Use the @ symbol in the body of the text at the place where you want the program to insert the *dollar* amount of the credit. To translate the dollar amount of the credit into the number of unused *hours*, use the **&** symbol. The program will calculate the number of unused hours using the billing rate for the *responsible attorney* assigned to the matter.

For example, to show the amount of the credit in *dollars*, you could enter "You have a credit in the amount of $@". To show the amount of the credit in *hours*, you could enter "You have a credit of & hours". The message will normally print at the left margin. To *center* it, type a **>** symbol in the first space.

192. Message if client has an Unused Minimum Fee Credit - If the client has an used credit resulting from the billing of a minimum retainer fee (type **FE**), you can print a message showing the amount of the unused credit by entering the text here. As with option **191**, you can show the amount of the credit in either *dollars* or *hours* using the **@** and **&** symbols respectively. For example, to show the amount of the credit in *dollars*, you could enter "Unused Balance of Minimum Fee: $@". To show it in *hours*, you could enter "Unused Balance of Minimum Fee: & hours". The message will normally print at the left margin. To **center** it, type a **>** symbol in the first space.

193. Message if Client has an Unused Fee Credit - If the client has an used earmarked fee credit, you can print a message showing the amount of the unused credit by entering the text here. As with option **191**, you can show the amount of the credit in either *dollars* or *hours* using the **@** and **&** symbols respectively. For example, to show the amount of the credit in *dollars*, you could enter "Unused Fee Credit: $@". To show it in *hours*, you could enter "Unused Fee Credit: & hours". The message will normally print at the left margin. To **center** it, type a **>** symbol in the first space.

194. Message if Client has an Unused Cost Credit - If the client has an used earmarked cost credit, you can print a message showing the amount of the unused credit by entering the text here. Enter the @ symbol as a macro at the point where you want the dollar amount of the credit inserted; for example, "Unused Cost Credit: $@". The message will normally print at the left margin. To **center** it, type a **>** symbol in the first space.

195. Reminder Message if Past Due 30 Days - You can print one of two reminder messages if there is a past due balance from a prior bill,   This first message prints if there is a balance which is past due 30 days but is not yet past due 60 days. For example, enter "Please Note: Your Account is Past Due 30 Days". To omit the message, leave it blank or set option **197** to **Y**.

196. Reminder Message if Past Due 60 Days - This second reminder message prints if any portion of the balance due has been outstanding 60 or more days. For example, enter "Please Note: Your Account is Seriously Past Due". To omit the message, leave it blank or set option **197** to **Y**.

197. Omit Past Due Reminders - To *omit* past due reminders from the bill, enter **Y**. To omit past due reminders if the client has made a *payment* in *any* amount since the previous bill, even if only a partial payment, enter **P**. Otherwise, the past due reminders entered in items **195** and **196** will be printed on the bill if there is a balance owing **30** or **60** days respectively, unless you leave **195** and **196** blank.

198. Include Matter Notes at End of Bill - Enter **Y** if you want to print the notes from the matter file at the end of the bill.

199. Prompt Payment Discount Text - If you are giving the client a prompt payment discount, you

can print three additional lines with the text entered here. The first line shows the amount of the discount. The second line shows the balance due after taking the discount, and the third line shows the balance due not including the discount. Within the body of the text for each line, you can insert one of more of the following symbols as macros which will be replaced with the item indicated:

    @ - Discount percent
    # - Number of days within which payment must be made
    ^ - Last day to take discount
    * - Dollar amount of the discount
    ! - Net balance due after taking discount

For example, on the first line you could say "Prompt Payment Discount of @ percent if paid by ^". The program will automatically add the amount of the discount. The second line could say "Balance Due After Discount" and the third line could say "Balance Due Without Discount".

200. Show Date and Amount of Last Payment - If you want to add a line showing the date and amount of the client's last payment for this matter, whether or not that payment was made during the current billing period, enter **Y**.

Summary of Statement Recap Options

In most cases, it is helpful to include a **recap** at the end of the bill summarizing the current activity. To do this, it is recommended you set option **170** to **Y**. You may also want to print the new balance in **bold** by setting option **179** to **Y**. Options **171**, **172** and **175** should normally be set to **N**. It is usually unnecessary to include **ageing** information or cumulative **case-to-date totals**, so set options **183** and **187** to **N**.   Also set **198** and **200** to **N**, unless you specifically need those items. You may want to review the various **messages** (items **189-197** and **199**) that can be printed at the end of the bill to see if you want to include any of them. All of them will be **omitted** if left **blank**.

In addition to the various **messages** described above, you can also add a message of virtually unlimited length to each bill using the <u>Bill Messages</u> function, and you can add messages to *individual* bills by entering a <u>billing message</u> transaction (type **M**).

16.3.10 Retainer Account Section

A separate section on the bill details the current activity, if any, in the client's retainer account, showing the beginning balance in the account, itemizing retainer receipts and disbursements, including amounts applied automatically against charges on the bill, and showing the ending account balance. Normally only activity for the current billing period will appear, but if you want each bill to show a cumulative history then set format option 143 to A.

Format options **210** through **220** control the location of that section on the bill and various other options, as follows:

210. Placement of Retainer Section - The retainer account section can appear immediately *before* the recap summary and balance due (enter **1**), immediately *after* the recap summary and balance due (enter **2**), or on a *separate page* following the recap summary and balance due (enter **3**). To *omit* the retainer account section, enter **4**.

211. Heading for Retainer Section - Enter here the text you want to appear as the heading for the retainer account section; for example, "Retainer Account". The heading will normally be printed at the left margin. To *center* it, type a greater than symbol (**>**) in the first space followed immediately by the text.

212. Text Preceding Beginning Retainer Account Balance - The first line item in the retainer

account section is the account balance carried forward from the previous bill. Enter here the text you want to identify that amount; for example, "Retainer Balance Carried Forward".

213. Show Retainer Account Balance Even if no Activity on Current Bill - If there is *no activity* in the retainer account during the current period (i.e., there are no receipts or disbursements to report), you can *omit* the retainer account section by entering **N**. If you want to include the section as long as there is a *balance* in the account, even if there is no activity, enter **Y**. To *always* include the retainer account section, even if the balance is 0.00 and there is no activity to report, enter **A**.

214. Detail Automatic Transfers from Retainer Account - If you have instructed the program to automatically apply funds from the retainer account against charges on the client's bill, those deductions from the account will show in the retainer account section. The program generates separate transaction records for the amounts applied against fees, costs, tax and interest. Enter **Y** to list each of these applications *separately*. To simply show the *total* amount applied as a single line item (i.e., combining the amounts applied to fees, costs, tax and interest into one line item), enter **N**. Note: If you want to itemzine the automatic transfers in the retainer account section but only show them as a single line item in the Payments and Credits Section, leave item 214 blank.

Note that automatic applications from the retainer account also show up in the payments and credits section of the bill. This setting also determines whether amounts applied to fees, costs, tax and interest appear as separate line items in that section, or whether they appear as a single combined line item.

215. Text for Automatic Transfers from Retainer Account (if itemized) - If you are *itemizing* automatic applications of funds from the retainer account (by setting option **214** to **Y**), enter here the text you want identifying each type of transfer. In the **Fees** space enter the text that will describe a transfer from the retainer account to pay fee charges; for example, "Applied From Retainer to Fee Charges". Enter similar descriptions in the **Costs**, **Interest** and **Tax** spaces. The text entered here will also be used to describe the line items which appear in the payments and credits section reflecting automatic applications from the retainer account.

216. Text for Automatic Transfers from Retainer Account if not Itemized - If you are showing automatic transfers from the retainer account as a single line item (by setting option **214** to **N**), enter here the text you want to appear on that line; for example, "Applied from Retainer Account". The text entered here will also be used to describe the line item appearing in the payments and credit section reflecting automatic applications from the retainer account.

217. Text for Ending Retainer Account Balance - Enter here the text you want to appear at the end of the retainer account section showing the ending account balance; for example, "New Retainer Account Balance"

218. Retainer Account Replenishment Message - If you have instructed the program to request the client to remit additional funds if the balance in the retainer account falls below a specified minimum amount, enter here the message you want to print at the end of the retainer account section requesting the client to replenish the account. You can insert in the body of the text the **#** symbol as a macro which will be replaced by the *amount* which must be remitted, and the **@** symbol as a macro which will be replaced by the *minimum balance* required in the account, as specified in the billing instructions for that matter; for example "Please remit an addition $# to restore your retainer account to the required minimum balance of $@".

219. Include Replenishment Amount in Balance Due on Bill - Enter **Y** if you want the replenishment amount to be included in the total balance due shown on the bill, set option 219 to Y. If you set 219 to **N**, the replenishment amount will show only in the message at the end of the retainer account section which is entered in item **218** above.   The total due on the summary page will also include the replenishment amount provided you format the summary page to include the Retainer Account Detail (check that item in format option 258).

Alternatively, you can print a Statement Recap in the "Evergreen" format so that the replenishment amount is clearly shown in the recap summary and included in the total balance due. To do this, set option **170** to **E**.

220. Text for Total Balance Due Including Replenishment Amount - Enter here the text you want to print following the retainer account section showing the total balance due, including the required replenishment amount; for example, "Balance Due Including Retainer Replenishment". This line will be printed only if the client is required to remit a replenishment amount.

Summary of Retainer Account Section Options

If you will be using the program's retainer account features, you will want to include a separate section on the client's bill showing the activity in the retainer account. To do this, it is recommended that you set format option **210** to **2**, to print the section at the end of the bill, *213* to **Y** so that the bill shows the balance in the retainer account even if there is no current activity, and **214** to **Y** so that automatic applications from the retainer account are itemized on the bill.

If you are requiring the client to maintain a minimum balance in their retainer account, set option **170** to **E** if you want the Statement Recap to be printed in the "Evergreen" format which clearly shows the client how the retainer was applied and how much additional funds they need to remit.

16.3.11 Trust Account Section

A separate section on the bill details the current activity, if any, in the client's trust account, showing the beginning balance in the account, itemizing trust receipts and disbursements, and showing the ending account balance. Since the program does not automatically apply trust funds against the client's bill, the only activity appearing in the trust account section will be receipts and disbursements (transaction types **TR** and T**D**) that have been entered manually. Normally only activity for the current billing period will appear, but if you want each bill to show a cumulative history then set format option **143** to **A**.

Format options **221** through **225** control the location of that section on the bill and various other options, as follows:

221. Placement of Trust Account Section - The trust account section can appear immediately *before* the recap summary and balance due (enter **1**), immediately *after* the recap summary and balance due (enter **2**), or on a *separate page* following the recap summary and balance due (enter **3**). To *omit* the trust account section, enter **4**. If both the retainer account and trust account sections are being included in the same location, the retainer account section will appear first, followed by the trust account section.

222. Heading for Trust Account Section - Enter here the text you want to appear as the heading for the trust account section; for example, "Trust Account". The heading will normally be printed at the left margin. To *center* it, type a greater than symbol (**>**) in the first space followed immediately by the text.

223. Text for Beginning Trust Balance - The first line item in the trust account section is the account balance carried forward from the previous bill. Enter here the text you want to identify that amount; for example, "Trust Balance Carried Forward".

224. Show Trust Balance Even if no Activity on Current Bill - If there is *no activity* in the trust account during the current period (i.e., there are no receipts or disbursements to report), you can *omit* the trust account section by entering **N**. If you want to include the section as long as there is a *balance* in the account, even if there is no activity, enter **Y**. To *always* include the trust account section, even if the balance is 0.00 and there is no activity to report, enter **A**.

225. Text for Ending Trust Account Balance - Enter here the text you want to appear at the end of the trust account section showing the ending account balance; for example, "New Trust Account Balance"

Summary of Trust Account Section Options

If you are recording the receipt and disbursement of trust funds for your clients, you will want to include a section on the bill showing the trust activity and balance. It is recommended that you set option **221** to **2** to print that section at the end of the bill, and set **224** to **Y** so that the bill shows the balance in the trust account even if there is no current activity.

16.3.12 Summary Pages

The summary page is an optional *cover sheet* that can be printed for each *client* or *matter* which is designed to give the client a quick overview of their account activity. It is especially useful for clients with more than one matter, as it summarizes the activity from each of their individual matters, giving them grand totals of their current activity and showing their total balance due. It can also be used as a remittance advice which the client returns with their payment. If generated for each *matter*, the summary page looks exactly like a regular bill, except that the detail of the fee and cost charges is printed as a separate attachment.

If you are generating a <u>consolidated bill</u> for each client, so that the program does not generate completely separate bills for each matter, you have the option of printing the summary page at the ***end*** of the consolidated bill, instead of printing it as a cover sheet. This feature is described in the section on <u>consolidated billing</u>.

Summary pages are normally printed after the individual bills, but you can have them printed first by checking that option on the Generate New Bills screen.

Format options **250** through **270** control under what conditions these summaries are printed, and their format and level of detail as follows:

250. Statement Summary Option - To generate a summary page for ***every client***, even if they have only one matter, enter **A**. To generate a summary page only for clients with ***multiple matters***, enter **M**. To generate a summary for each ***matter***, enter **C** (this summary page is different from the summary page printed for each *client*. To print a summary page for each *matter* in the same format as is normally printed for the *client*, enter **Z**).

The summary page consists of the ***heading***, which can include your return address, the client's name and address, and other information as determined by options **252** through **257**. This enables you to use the summary page as the top page, or cover sheet, following which you can attach the individual bills for each matter. The summary page can also include a section listing each matter for which a bill was generated, giving totals of the activity for each and showing grand totals at the end. The format and layout of this section is determined by options **259** through **268**. In addition to the matter summary, you can select additional items to add to the summary page from the list in option **258**.

The following sections of this topic describe the options for formatting the ***heading***, selecting the items to include in the ***body*** of the summary page, and formatting the ***matter summary*** section of the summary page which is generated for a ***client***.. The summary page which can be generated for each ***matter*** is described separately in the next to last section of this topic. The final section gives a recap of the summary page options with suggested format settings.

Summary Page Heading

The options described in this section determine the format of the heading of the summary page which is generated if you set format option **250** to **A** or **M**, so that a summary page is generated for each ***client***.

252. Print Return Address on Summary - To print your firm's return address, as entered in format option **12**, at the top of the summary page, enter **C** to center it, or **L** to print it at the left margin. To *omit* your return address, enter **N**. You can move the return address up or down on the page by changing the beginning line number in option **10**. To print the return address in *bold*, set option **13** to **Y**.

253. Omit Client Address from Summary - Enter **Y** to *omit* the client's address from the summary page. Normally, you will want to *include* the client's address by setting this option to **N**. The address used on the summary page will always be the address appearing in the *client* screen, regardless of whether or not there are separate billing addresses assigned to the individual matters for that client.. You can change the settings in format option **18** to change the position of the client's address on the summary page.

If you want to include additional addresses on the summary page, go to any one of that client's matters and add a Related Name for that matter using the Type Code ADDC.   The name and address you enter for that Related Name will be printed following the client name and address.

254. Include Statement Date in Heading - To include the statement date in the heading, enter **C** to center it below the return address, or **R** to print it at the right margin opposite the client's address. Enter **N** to omit the statement date.

255. Include client ID in Heading - To include the client ID in the heading, enter **Y**. It will print flush with the right margin opposite the client's address. Enter **N** to *omit* the client ID.

256. Center Summary Heading - You can print a two line heading at the beginning of the summary page, using the text entered in item **257**. To center the heading, enter **Y**. To print it at the left margin, enter **N**.

257. Heading - Enter here the text for a heading of up to two lines which can be printed on the summary page; for example, "Summary of Account". It will be printed immediately following the client's address. You can insert the **@** symbol as a macro which will be replaced by the ending cutoff date used on this set of bills, or the **#** symbol which will be replaced by the month corresponding to the ending cutoff date. For example, if the ending cutoff date is 12/31/2004, the **#** symbol will be replaced with "December 2004".

If you want the invoice number to print on the Summary Page, set format option **33** to **R** and note the rules regarding assigning invoice numbers where the client has multiple matters. Specifically, if you are generating bills for a client with multiple matters using the consolidated billing option, the program will use just one invoice number for the entire bill for that client; i.e., the bill for each matter will be assigned the same number. Otherwise separate invoice numbers will be assigned to the bills for each matter for that client.   If you have not selected the option to consolidate, then the invoice number will not print on the summary page as there will be a different invoice number for each matter. An exception is if you are using the Esmeralda format summary page, in which case there will be a separate summary page for each matter and therefore the consolidation option is not relevant.

Items Included on Summary Page

This section describes the items which can be included on the summary page, in addition to the matter summary, which is described in the following section. Note that the matter summary is designed so that it can provide a complete recap of all the activity for each client's matters (except for retainer and trust account activity), so it may not be necessary to include most of the items described below, unless you want to simplify the individual bills for each matter so that they primarily just show the detail of the new charges, and the balance forward, payments and credits, and trust and retainer activity is listed only on the summary page.

258. Items to Include in Summary - Following the heading, you can select any of the following items to appear on the summary page:

Balance Forward - The combined balance forward from all the client's matters, in the format determined by the options in the balance forward section'

Payment and Credit Detail - The detail of all payments and credits received from this client. If an individual payment has been applied against multiple matters, that payment will appear as a single line item in this section. The format and wording is determined by the format options in the payments and credits section.

Payment and Credit Total - If instead of itemizing the payments and credits from each client you want the summary page to show just the total payments and credits received, select this option and enter **N** for the **Payment and Credit Detail** option. If you are showing the **Payment and Credit Detail**, you do not also need this option as the total will automatically appear at the end of the detail section. The text for this line item will be taken from format option **148**.

Unpaid Balance Forward - Adds a line item showing the total unpaid balance forward for the client; i.e., the balance forward less payment and credits, with the text entered in option **58**.

Fee Total - Adds a line item showing the sum of all the fee charges billed on each of that client's matters using the text entered in item **262**.

Cost Total - Adds a line item showing the sum of all the cost charges billed on each of that client's matters using the text entered in item **263**;

Cost Detail - Adds a section detailing all the cost charges from all of that client's matters. Normally, costs are detailed on the bill for each individual matter. It is thus redundant to show them again on the summary page. However, if you would prefer to *consolidate* all the cost charges from all the client's matters into a single section on the summary page, select this option and then *omit* the cost section from the bill for each individual matter by setting format option **123** to **Y**. The format of this consolidated cost detail is determined by the settings in the cost section of the formatting options..For example, you can consolidate costs with the same cost code into a single line item, or itemize each charge individually, as determined by option **113**. If you are including the cost detail on the summary page, you do not also need to include the **Cost Total**, as the total will automatically appear at the end of the detail section.

Interest Detail - Includes detail showing the total interest charges billed on all that client's matters, including an explanation in the format determined by the settings in the interest section. If you are including this section, you do not also need to select the **Interest Total** option. The only way to omit the interest section from the bills for the individual matters is by generating a current charges only bill; i.e. by setting format option **3** to **Y**.

Interest Total - Adds a line item showing the total interest charges billed on all that client's matters, with the text entered in item **265**, but omitting the detailed explanation. You do not need to select this option if you are showing the **Interest Detail**;

Tax Total - Adds a line item showing the total tax charges billed on all that client's matters, with the text entered in item **264;**

Total New Charges - Adds a line item showing the total of all the new charges billed on each of that client's matters, with the text entered in item **266;**

Total New Balance - Adds a line item at the end of the summary page showing the total new balance owed, which is the sum of the balances from the individual matters, with the text from item **268;**

Ageing - Adds a section showing ageing detail for the client's total new balance for the client, in the format determined by options **183** through **186**. You can omit the ageing detail from the individual bills for each matter by setting format option **183** to **N**, in which case the ageing will appear on the summary page in the detailed format, as if you had set option **183** to **Y**.

Retainer Account Detail - Adds a section detailing all of the retainer account activity from all the client's matters. The format options in the retainer account section determine the detail and layout of this section. If showing the detail on the summary page, you will probably want to omit the detail section from the bills for the individual matters by setting format option **210**

to **4** or by generating current charges only bills.. .If including this section, you do not also need to include the **Retainer Account Balance**

Retainer Account Balance - Adds a separate line item showing the client's ending retainer account balance, representing the sum of the balances from the individual matters, with the text entered in item **217**. You do not need to include this item if you are also including the **Retainer Account Detail**;

Trust Account Detail - Adds a section detailing all of the trust account activity from all the client's matters. The format options in the trust account section determine the detail and layout of this section. If showing the detail on the summary page, you will probably want to omit the detail section from the bills for the individual matters by setting format option **221** to **4** or by generating current charges only bills.. .If including this section, you do not also need to include the **Trust Account Balance**

Trust Account Balance - Adds a separate line item showing the client's ending trust account balance, representing the sum of the balances from the individual matters, with the text entered in item **225**. You do not need to include this item if you are also including the **Trust Account Detail**;

Messages - Adds the messages (transaction type **M**) entered on any of the client's matters to the end of the summary page, as well as the global billing message, if any. These messages will also appear at the end of each of the bills for the individual matters, unless you are generating a consolidated bill, in which case they will only appear on the summary page. You can also omit the messages from the individual statements by typing the word "OMIT" at the beginning of the Terms message line (format option 189).

Matter Detail Format Options

259. Detail Option - This setting determines the level of detail of the matter summary. Enter **1** to include a list of the matters for which bills were generated, showing totals from each matter. To *omit* the list of matters, but show a line item with the *grand totals* from all the matters billed, enter **2**. To omit the matter summary section completely, enter **3**.   The totals shown for each matter, and on the grand total line, consist of the column items selected from format option **267**.

260. Text for Heading of Detail Section - Enter here the text you want to print as the heading for the matter detail section; for example, "Summary of Activity by Matter".

261. Include for Each Matter Listed in Detail Section - When listing each matter in the matter detail section, you can identify each matter by printing any or all of the items listed; i.e. the matter ID, short matter title, and the matter title.   Enter **Y** after the ones you want. If you want to double space between each matter in the list, enter **Y** after that option.

262-266. These items do not affect the matter detail section, but are used both as the text to explain some of the line items in the body of the summary page which can be selected from item **258**; i.e. the total fees, total costs, total tax, total interest, and grand total of new charges being billed.   They are also used as the text to describe those items if you are generating a summary page for each *matter*, as described below.

267. Columns for Detail Section - This option lists the different items that can be shown for each matter in the matter detail section. Each item selected is listed in a separate column, and you can select up to a maximum of *six* items by entering **Y** after each one that you want. Each of these items will represent the cumulative total from all of that client's matters being billed: Whichever column items you select, the grand total line will give the totals for those same items.

> Balance Forward
> Payments and Credits
> Unpaid Balance Forward
> Hours Billed
> Fees Billed

Costs Billed
Interest Billed
Tax Billed
Total New Charges (to omit interest from this total, enter F, or to show only the unpaid portion of
the new charges enter U)
New Balance Due
Minimum Payment Due

To the right of each selection is a space where you can type in the text you want printed as the heading for each column. Below the list of items is a space where you can also type in the heading you want printed above the column showing the matter ID and/or title at the left margin.

In addition to the column items listed above, you can also add an additional column at the right hand margin which contains just a blank underlined space. If you are using the summary page as a remittance advice, the client can write in each space how much they are paying and what portion of their payment they want applied to each matter. Enter an appropriate heading for that space, such as "To Be Applied".

You can also specify the column heading you want to appear for the column showing the matter ID.

You can use the matter detail section to show a summary of the *account balance* activity for each matter; for example, by showing the balance forward, total new charges, payments and credits, and the new balance due, in which case it would be superfluous to show those same items separately on the summary page by selecting them from **258**.   Or, you can use the matter detail section to show just a summary of the *new charges*; for example, the hours billed, fees, billed, costs billed, and the total new charges. In the latter case, you can show the cumulative account balance activity (i.e. balance forward, payments and credits, and new balance due) as separate items on the summary page by selecting them from **258**, or you can omit them entirely if you prefer to generate a current charges only bill.

268. Text Preceding Total New Balance - Enter here the text you want to appear on the grand total line which is printed at the end of the matter detail section; for example, "Total Balance Due" or "Grand Totals".

If the client is on an *installment payment* plan, and their total minimum due amount is less than their total new balance, a separate line will be printed following the total new balance showing their new minimum due amount, with the text from option **182**.

269. Apply Credit Balance from one Matter to Offset Balance Due from others in Calculating Total New Balance on Summary - If you are showing the **New Balance Due** as one of the column items in the matter summary, and one matter has a credit balance while another matter has a balance due, you have the option of offsetting a credit balance from one matter against a balance due from another matter, so that the total new balance will be the net amount. To do this, enter **Y** for this option. Otherwise, the total balance due will be just the total of all the matters with a balance due, disregarding those matters that have a credit balance. If you select this option, the program will not actually **apply** a credit balance on one matter against balances due from other matters. See the section on transferring balances for instructions on how to apply a credit from one matter against a balance due on another.

270. Message Printed at end of Summary - You can enter up to three lines of text as a message which is printed at the end of each summary page. This message will appear regardless of whether or not you are including the matter *detail section.*

Summary Page for Each Matter

If you are generating a summary page for each *matter*, by setting option **250** to **C**, the format will differ from the summary page generated for a *client* (by setting option **250** to **A** or **M**). Also known as the

Esmeralda format (named after the customer who suggested this feature), the matter summary page is intended as a cover sheet or summary of the account activity with the detail of the fees and costs attached separately. The options for this summary page are as follows:

1. The **heading** of the summary page is exactly the same as it would be for a regular bill generated for that matter, using the bill heading options (items **10** through **41**) which you have selected;

2. The **body** of the summary page includes separate line items showing the total **fees** and **costs** being billed. Enter the text you want to appear on the fee total line in option **262**; for example, "Legal Fees per the attached itemization". Enter the text you want to appear on the **cost** total line in option **263**; for example, "Disbursements per the attached itemization". The combined total of the new charges will then appear with the wording entered in item **266**.   If you only want to show a single line with the total of both fees and costs, then enter an asterisk (*) in the first space of line 263.

3. The rest of the summary page will look exactly like a **regular bill** which would be generated for that matter; i.e. it will include the balance forward, payments and credits, retainer and trust activity, statement recap, and any of the other features you can include with the detail and layout you have selected for those items. The only difference will be that the fee and cost detail sections will be replaced by single line items showing just the total.

4. Printed beginning on a separate page will be a detailed **itemization** of the fee and cost charges for that matter, with the level of detail and layout determined by the format selections you have made for those sections.

The summary page for a matter is designed to present a simplified bill which shows a recap of the client's account activity, with the detail of the charges printed as a separate attachment which they can refer to if necessary.

To print the summary page first with the detail of charges following be sure to check the **Print Summary Pages First** option on the Generate New Bills screen.

You cannot print both a summary page for each **matter** and a summary page for the **client**.

Note that if you have chosen the option to consolidate the activity for all a client's matters into a single bill, that selection overrides the Esmeralda option and the program will instead generate a summary page for the client showing all their matters.

Summary of Summary Page Options

The most common use of the summary page is as a **cover sheet** for clients with multiple matters. To create a simple summary page for these clients, set option **250** to **M**. For the **heading** of the summary page, set option **252** to **C**, **253** to **N**, and **254** to **R**. Do **not** select **any** of the options from **258**, unless you decide you want to add them after printing a sample summary page. Set option **259** to **1** to print a detailed matter summary. From option **267**, select the Balance Forward, Payments and Credits, Total New Charges, and New Balance Due.

16.3.13 Remittance Advice

The Remittance Advice, a sample of which appears below, is a variant of the Summary Page described in the preceeding section

Law Office of Perry Mason
77 Sunset Strip
Hollywood, CA 90222

April 12, 2016

MR JOHN JOHNSON
1235 Johnson way
Johnsonville, CA 99999

REMITTANCE ADVICE - PLEASE RETURN WITH PAYMENT

Enclosed in invoice 103573, which covers services through 04/12/2016. This invoice, dated 04/12/2016, is for $42,365.60. Your total balance reflects past charges, retainer replenishment, payments, and other credits. Prompt payment of your total balances is appreciated.

Billing Summary

Total for Services Rendered	16,665.00
Total expenses	0.00
Total interest and finance charges	58.50
Total new charges	16,723.50
Balance forward from 01/11/16 bill	23,250.27
Total Payments and Credits	-11.00
Retainer Replenishment Due	2,402.83
TOTAL BALANCE DUE	$ 42,365.60

I Am Now Paying: _____ with my (check one) Visa___ MC___Amex___Other___
Credit Card # _____Exp Date_____CVC Code_____
Check # _____ Authorized Signature _____

Thank you for the opportunity to be of service!

The remittance advice can be printed for each client. If a client has more than one matter, the totals will reflect the combined totals from all
their matters.

To activate this feature set format option 250 to A. Then set format option 259 to 4.

Under option 259 are two buttons which allow you to enter 2 messages, one to appear at the beginning of the advice and the second to appear at the end, as shown in the sample above. In the sample above, the ending message includes the spaces for filling in the clients payment information.   The beginning message can have information such as the invoice date and amount inserted by using macros in the body of the text, as follows:

@ - ending cutoff date
# - Invoice number

% - Statement date
$ - Invoice Amount

The heading for the Advice (the line that reads "Remittance Advice - Please Return with your Payment" in the sample) should be entered in format option 257. The second heading ("Billing Summary") in the sample above should be entered in format option 260.

The body of the advice can include the following information. (select these items from the list of column items in bill format option 267):

Balance Forward
Payments and Credits
Hours Billed
Fees Billed
Costs Billed
Interest Billed
Tax Billed
Total New Charges
New Balance Due
Minimum Payment Due

In addition, if the client has a retainer replenishment amount due that will appear automatically.

If you have created additional messages to appear on your bills and you want those messages to also appear on the Remittance Advice, enter Y for the Messages option in bill format option 258.

16.3.14 Split Bill Options

The split billing options (**280** through **290**) determine how fee and cost charges appear on a bill which is part of a split billing arrangement, as described in the section on split billing.

280. Format for Split Bills - Select one of the following three options, which affect only bills that are part of a split billing arrangement.

1 - Adjust Amount of Each Charge to Show that Party's Share. Using this option, charges that are being split appear on the bill with their hour and dollar amounts adjusted to reflect only that party's share of the total. For example, if a charge of 1 hour billed at $300.00 has been entered on the master file, and the share assigned to this matter is 50 percent, then the charge will appear on this bill as .5 hours with an amount of $150.00. Charges that are being shared and charges that are being billed to this matter only will appear in separate sections on the bill. Shared charges will be listed first, with a subtotal, followed by nonshared charges. The headings and text for the subtotals of each section are entered in options **281** through **290**.

2 - Show Total Amount of Each Charge with Adjustment at End. Using this option, split charges will appear on each bill showing the *total* amount of the charge (before splitting), with a separate line item following the subtotal of shared charges adjusting the total to reflect the party's share. The text for these separate line items is entered in **289** and **290**, described below. In the above example, the individual charge will appear on the bill as 1 hour at $300.00, but at the end of the shared fee section an adjustment will appear reducing the total by 50 percent to reflect that party's share. As with option **1**, shared and nonshared charges will each appear in separate sections, with headings and subtotals using the text from items **281** through **290**.

3 - List Charges with no Reference to Splitting. Using this option, shared and non shared

charges are not segregated on the bill, and the amounts of the individual shared charges are adjusted to reflect that party's share of the total. There are no separate subtotals for shared and nonshared charges. This option should always be selected if you are generating a duplicate bill, where you simply want to create a bill for an additional party or parties showing the same charges as the master bill.

The following items contain the text which is printed as the headings and subtotal lines for the shared and nonshared fee and cost sections on the bill, if you have selected either option **1** or **2** above. In the text for the headings and subtotals of the shared fee and cost sections, you can use the **@** symbol as a macro which will be replaced by that party's percent of the total; as indicated in the examples in **289** and **290** below.

281. Shared Fee Heading - Enter here the heading to be printed at the beginning of the section listing shared fee charges; for example: "Shared Fees". If you leave this space blank no heading will appear.

282. Shared Fee Total - Enter here the text to be printed on the line showing the subtotal of shared fees; for example; "Total of Shared Fees".

283. Non-Shared Fee Heading.- Enter here the text to be printed at the beginning of the section listed nonshared fees; for example, "Non Shared Fees". If you leave this space blank no heading will appear.

284. Non-Shared Fee Total - Enter here the text to be printed on the line showing the subtotal of nonshared fees; for example, "Total of Non Shared Fees". If you leave this space blank, no subtotal will appear for this section..

285. Shared Cost Heading - Enter here the heading for the section listing shared costs; for example, "Shared Costs". If you leave this space blank, no heading will appear.

286. Shared Cost Total - Enter here the text to be printed on the line showing the subtotal of shared costs; for example "Subtotal of Shared Costs".

287. Non-Shared Cost Heading - Enter here the heading for the section listing non-shared costs; for example, "Non Shared Costs". If you leave this space blank, no heading will appear.

288. Non-Shared Cost Total - Enter here the text to be printed on the line showing the subtotal of non-shared costs; for example, "Subtotal of Non Shared Costs".

289. Shared Fee Portion - If you set option **280** to **2**, so that a separate line item appears at the end of the shared fee section adjusting the total to reflect that party's percentage share, enter here the text to appear on that line; for example, "Your Share of Fees (@ percent)".

290. Shared Cost Portion - If you set option **280** to **2**, so that a separate line item appears at the end of the shared cost section adjusting the total to reflect that party's percentage share, enter here the text to appear on that line; for example "Your Share of Costs (@ percent)".

Summary of Split Billing Options

For most split billing arrangements, it is recommended that you set option **280** to **2**, as this presents a clearer and more detailed explanation of the charges on the bill by separating shared from nonshared charges and showing both the total amount and that party's share of the total.

16.3.15 Consolidated Billing

Normally, the program generates a completely separate bill for each *matter*. As shown in the Summary Page section, you can also print a separate page for each client which summarizes the activity from all of their matters. However, it is also possible to generate a *consolidated bill* for each

client. In a consolidated bill, the activity for each matter is still detailed separately, but instead of printing separate bills the detail for each matter is printed continuously, without duplicating the complete bill heading for each matter. The summary page can also be printed, either as a separate page which functions as a cover sheet, or as a summary at the end of the bill.   In addition, instead of showing the balance forward, payments and credits, and retainer and trust activity for each matter, you can consolidate that information on the summary page so that the section showing the activity for each matter lists only the new charges for that matter. This produces a simpler and more compact bill for clients who have more than one matter.

For some clients you may want to produce completely separate bills for each matter, and for others you may prefer to generate a consolidated bill.   For those clients who wish a consolidated bill, you can create a separate bill format which you then assign to all the matters for that client.

Format options **300** and **301** control the use of a consolidated bill format, as follows:

300. Consolidate Matters for each Client into One Bill - Set this option to **N** if you want to create completely *separate* bills for each matter. If you want to create a *consolidated* bill, enter one of the following selections:

> **Y** - Enter **Y** to generate a consolidated bill where the detail for all the matters for each client is printed *continuously*. The first page of the bill will show the complete bill heading, with your return address, the client name and address, and any other items you have selected. Following that the detail of the activity for the first matter will be printed. Immediately following that will appear the detail for the second matter, followed by any additional matters for that client.   A dividing line will be printed separating each matter.

> **P** - This produces a consolidated bill similar to that described above, except that the detail for each matter (after the first matter) will begin on a new page. The complete heading will still appear only on the first page. This makes the bill somewhat easier to read.

301. Print Statement Summary on Separate Page - Enter **Y** to print the summary page on a *separate* page, or **N** to print it at the *end* of the consolidated bill. This option only works if you set option **300** to **Y**. Otherwise, the summary page will be printed on a separate page. In either case, to print the summary page you must also set option **250** to **A**.   If you are printing the summary page at the *end* of the bill (by setting this option to **N**), then you will probably want to eliminate the return address and client address from the heading of the summary page by setting format options **252** to **N** and **253** to **Y**.

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Additional Consolidated Bill Options

When generating a consolidated bill, you may also want to eliminate the detail showing the balance forward, payments and credits, and retainer and trust activity for each individual matter. To do this, simply set format option **3** to **Y**, to generate a current charges only bill.   The section showing the detail for each individual matter will then be limited to an itemization of the current fee and cost charges for that matter. You can then show consolidated balance forward, payment and credit, and retainer and trust activity on the *summary page* by selecting the appropriate summary page options.   The balance forward, payments and credits, total new charges, and new balance due for each matter can be shown in the form of a table by setting format option **259** to **1**, and then entering **Y** after each of those items in the list in **267**.   Or, if you want to show more detail, such as an *itemization* of the payments and credits, you can enter **Y** after Payment and Credit Detail in the list of items in **258**. To show consolidated retainer and trust account activity, you must select those items in **258,** as they cannot be included in the table. Note that the items listed in **258** print *in addition to* the items which appear in the table which are selected from **267**.

If you want to generate a current charges only bill, and only show the total of the *current charges* on

the summary page with no reference to the balance forward or payment and credit activity, then you can set option **259** to **1** and from the list of items in **267** select only from those items which total the current charges; i.e., Hours Billed, Fees Billed, Costs Billed, Tax Billed and Total New Charges.   Do not select any of the items in **258**.

You can also omit the detail of the *cost* charges from the section detailing the activity for each matter by setting format option **123** to **Y**.   You can then show consolidated cost detail on the summary page by entering **Y** after Cost Detail in item **258**.

When generating a consolidated bill, it is a good idea not to show heading items related to the individual matters to the *right* of the client address, because then they would appear only in the heading for the first matter.   Thus, items **26**, **29** and **35** (which determine the location of the file ID, matter title, and responsible attorney) should *not* be set to **R**.   Also set format option **22** to **A**, so that the bill heading line appears only once at the beginning of the bill.

If you are generating a consolidated bill, the program will use the same *invoice number* to identify the entire bill; i.e., the bill for each matter will be assigned the same invoice number (normally, a separate invoice number is assigned to the bill for each matter).   Thus, if you are showing the invoice number in the heading, it need only appear once at the beginning of the bill.   To do this, set option **33** to **R**.   Because a single invoice number is used for the entire bill when generating a consolidated bill, this makes it easier to review the client's account history.   To see a consolidated account history for a client, go to the Account Status screen for the client, click on **More Detail**, and select **Ledger Card Summary.**   Each consolidated bill will appear as a single line item on that report, no matter how many matters were included on the bill.   When recording payments for clients with multiple matters, if you enter them as client level payments, those also will show as single line items on that report, instead of itemizing the amount applied to each matter separately.   This is one of the major advantages of generating consolidated bills.

Generating a consolidated bill is not recommended if you use separate *billing addresses* for some of the matters for a client, as in a consolidated bill you can only have one address.   If you still want to generate consolidated bills, in that case you should create separate client files for each billing address.

16.3.16 Current Charges vs. Balance Forward

When formatting your bills, you have the option of including or omitting certain sections which are printed in addition to the sections showing the new fee and cost charges.   For example, you can include or omit the balance forward, payments and credits, and retainer and trust activity.   For some clients, you may want to show just the new charges, with no reference to the balance forward and payment and credit activity.   This can be accomplished by generating a "current charges only" bill, which is done by setting bill format option **3** to **Y**.   This will cause everything besides just the fee and cost sections to be omitted from the bill, without having to go though and omit each individual item. The ending balance shown on a current charges only bill will be just the total of the current charges, even if they have an outstanding balance owing from a prior bill.

To generate a current charges only bill, but including any retainer or trust account activity, set option **3** to **R**.

If you are charging interest on past due balances, then the interest charge will also appear on a current charges only bill.   To omit the interest charges from a current charges only bill, type a pound sign (#) in the first space of the heading for the interest section (bill format item 160).   If you omit them, the interest charges will still be added to the account balance, however.

16.4   Bill Messages

To add a message of any length to your bills, select **Edit Bill Messages** from the **Bills** menu, or click on the **Edit Bill Messages** button on the **Generate New Bills** screen to bring up the following screen:

You can enter up to ten separate messages, numbered **1** through **0**, by clicking on one of the ten buttons on the **Edit Bill Messages** screen. Each message is associated with the bill format of the same number. For example, message **1** is only printed on bills where the format being used is format **1**. However, if you want the same message to appear on *every* bill, enter the number of that message in the **Default Bill Message** space at the bottom of the **Edit Bill Messages** screen and enter **Y** in the **Force Use of Default Message** space. That message will then be printed on *all* bills, regardless of which bill format is being used. If you want to use *different* messages for each bill format, enter **N** in the **Force Use of Default Message** space.

To always begin the message on a new page, type a > symbol in the first space of the first line. To print the message in the form of a letter, type >> at the beginning of the first line. In that case, the message will be printed as the body of a letter, following the return address, date and client address which will be printed in the same format as the heading for a regular bill.

To print the message in bold, type an ^ symbol in the first space, followed by the text of the message. To print in italic, type an | symbol. If you have entered a > symbol to begin the message on a new page, then type the ^ and/or > symbols right after that.

You can also bold or underline an individual line in the message by typing the following characters in the first space of that line:

<1 - bold
<2 - underline
<3 - bold and underline

In addition to printing these messages, you can also enter a message to be printed on a ***single bill*** by entering a <u>bill message</u> transaction (type **M**).

If you are generating a <u>consolidated bill</u>, both the global bill message and all individual messages entered for each client will not appear at the end of each bill. Instead, they will all be printed at the end of the summary page, but to do this you must enter **Y** in the **Messages** space in format option **258**.

You can also prevent the message from printing on the individual bills by typing the word "OMIT" in the first line of the Terms message (item 189).

If you have entered a message but do not want it to appear on your bills, type an asterisk (*) in the first space of the message and it will not appear. This way you do not have to delete it. When you want to start using the message again, simply remove the asterisk.

If you have entered a message but it does not appear on your bills, it is possible that you have inadvertently typed an asterisk at the beginning.

16.5   Adding a Letter to the Bills

You can print a letter following each bill, as described in the section on <u>Bill Messages</u>. That feature will print a letter after each bill with your return address, the date, and the client address in the same format as a regular bill, followed by whatever text you enter in the Bill Message you are using. If you want to print the letter for all your clients enter the message as one of your Bill Messages, typing a >> symbol at the beginning of the first line followed by the text you want to print as the body of the letter. Make sure you specify that you want to use that Message as your Default Message, and that you want to force the program to use that message.

16.6   Listing New Bills

Whenever you generate a new bill, the program keeps a temporary record of that bill in a list which shows all the bills that have been generated but not yet finalized. When you are ready to <u>finalize</u> your bills, only the bills that appear in this list will be finalized. Therefore, it is always a good idea to review the list before you finalize your bills to make sure that all the bills were properly generated and stored in the list. From this list, you can generate various reports, ***edit*** or ***reprint*** any of the bills on the list, send them as ***emails***, print mailing ***labels***, and ***finalize*** them individually or as a group, as described in this section.

To view and finalize your list of new bills click the   button on the Control Panel at the left, or select **Finalize Bills** from the **Bills** menu.

The screen shown below shows a sample list of bills that have been generated, showing the file ID, date, invoice number, and the balance forward, total new charges, payments and credits, and ending balance due from each bill. It also displays the amount applied against the bill from the retainer account and the retainer replenishment amount due, if any.

The first column with the letter **T** at the left is normally blank but will contain a red check mark if you have *tagged* that bill as described later in this section.

The next column with the letter **M** will have an icon that looks like a partially opened letter if that bill has been successfully emailed using the Tussman Program email function.

The third column with the letter **R** as the heading indicates if funds have been applied from the client's retainer account against the bill, as indicated by a green dot. You can see the amount of the application by scrollling the screen to the left using the right arrow button on the keyboard. You can print a list of the retainer applications by clicking the **Retainer Applications** button. No further action is required with regard to the retainer applications. Upon finalizing the program automatically generates the AR transactions to reflect the transfers.

The **status** column with the heading of **S** is normally blank. A green **X** indicates the bill is on **hold**, as described below. A red dot means that the bill cannot be finalized unless you re-generate it. This could be caused by a number of factors, but the main cause is if you attempted to finalize the bill after *changes* were made to the charges appearing on that bill, and you did not re-generate the bill after the changes were made. For example, suppose you generate a bill in which there are fee charges of $1000.00, and you then edit one of the charges so that the total amount is increased to $1200.00. Unless you then re-generate the bill, the record of that bill in the list of new bills will still show the amount at $1000.00, and if that bill were to be finalized the figures would not match the actual amount of the charges. In addition, you probably meant to generate an updated bill anyway to send to the client. To prevent you from forgetting to re-generate a bill after making such changes, the program will not finalize it until it is re-generated. It is also possible that a red dot will appear in the status column if the program was interrupted while the bill was being generated, or if, for example, more than one overriding flat fee charge has been entered on the same matter. When you finalize your bills, at the end of the procedure the program gives you an *exception list* showing any bills that could not be finalized and stating the reason. Those bills will remain in your list of new bills, and you must then re-

generate them before they can be finalized.

Note that the column displaying the client and matter ID can also display the client name and matter title. To include or omit these, click on Setup, Client and Matter Options, Include Client Name/Matter Title in Browses.

The buttons at the top of the screen can be used to perform the following functions:

New Bill - This brings up the Generate New Bills screen from which you can generate a new bill for any of all of your clients.

Find - If your list is very long, you can click **Find** and enter the client/matter ID to quickly locate a bill in the list.

Tag - This function enables you to *tag* one or more bills so that you can then email, finalize, or perform any of the other actions described in this section on just those bills. You can tag an individual bill by double clicking on it, or by clicking the **Tag** button and selecting **Tag/Untag Highlighted Bill**.   Tagged bills are displayed with a red checkmark in the first column on the list. To tag a group of selected files, select the option to **Tag Selected Files**. This enables you, for example, to tag all the bills for a specific responsible attorney if you want to then reprint, cancel, or finalize just that attorney's bills. To do that, once you have tagged the bills you want, you then select the function you want (for example, click the **Email** or **Finalize** button) and then select the option to perform that function on tagged files only.   You can remove tags by simply double clicking on a bill that is already tagged, or by using the appropriate function on the **Tag** menu.

Reprint - Click this button to re-generate one or more of the bills on the list. A following submenu will pop up:

Reprint Bill(s)

| Reprint Highlighted Bill |
| Reprint All Bills for Highlighted Client |
| Reprint Tagged Bills |
| Reprint Summary Page for Highlighted Client |
| Reprint All Bills on List |
| Reprint Bills that are NOT Tagged |
| Reprint Bills that were NOT Emailed |
| Cancel |

From this menu you can select whether or not you want to generate only the bill which is currently highlighted on the list, all the bills for the currently highlighted client (meaning the client whose bill is currently highlighted on the list), all bills that have been tagged (indicated by a checkmark in the first column of the list), bills that have NOT been tagged, bills that have NOT been emailed, or all the bills on the list.

The bills will be generated using the same billing dates used when the bill appearing in the list was generated. If any changes have been made to the bill since it was last generated (for example, charges were added or edited), those changes will be reflected on the new bill, and the record in the list will be updated to reflect the changes. Of course, you can also re-generate a bill in the list by going directly to the Generate New Bills screen and generating it as if you were doing it for the first time. Either way,

the record for that bill in the list of new bills will be updated to reflect the changes, if any.

Note that when regenerating a bill the program will always use the same invoice number that was originally assigned. If you want to use a different invoice number you must first cancel that bill (by clicking the Cancel button), and then generate it again from the Generate New Bills screen.

The option to Reprint Bills that were NOT emailed is useful if only some of your client's bills are being emailed.   In that case, you can first generate all the bills from the Generate New Bills screen, selecting the Preview option so they are not printed out. Then go to this screen and email the bills using the Email function. Bills that are successfully emailed will then have a partially opened envelope icon appearing in the M column on the list. You can then print the bills that were not emailed by clicking the **Print Bills that were NOT Emailed** button.

The final option on the submenu is to reprint only the summary page for the highlighted client. This is convenient if you have a client with multiple matters and want to reprint the summary page without having to reprint all of that client's individual bills.

After selecting the option you want you can choose whether the bill(s) are printed, generated to a file, or previewed on the screen.

If you want to use the Edit function (Release 11 only) to edit a bill on the list you must go to the Generate New Bills screen, select the file you want and click the Edit button.

Hold - Click this button to place a hold on the bill which is currently highlighted on the list. This prevents that one bill from being finalized. This is useful if you are ready to finalize most of your bills, but there are a few which require additional changes and you want to wait before they are finalized. Highlight that bill on the list and click the **Hold** button again to remove a hold. Bills that are on hold have a green letter **X** appearing in the **Status** column on the list.

This type of hold is different from the hold which is placed in the billing instructions for the matter, as it only prevents the bill from being *finalized*, not from being generated in the first place.

Cancel - Click this button to remove some or all of the bills from the list. Use this function if, for example,you generated a bill by mistake, or if for some reason you have decided not to send the bill to the client. This does *not* delete or affect any of the *activity* which appeared on the bill. It only removes the bill from the list so that it will not be finalized unless you generate it again so it is added back to the list.

Once you click the **Cancel** button a submenu pops up from which you can select whether to cancel just the highlighted bill, all bills for the highlighted client (meaning the client whose bill is currently highlighted on the list), all the tagged bills, or all bills on the list.

Note that it is not necessary to cancel a bill if you simply want to generate the bill again (for example, after making changes to charges on the bill), since when you re-generate a bill the program automatically updates the record already in the list, rather than adding a second record.

Labels - Click this button to print *mailing labels* for the bills in the list. To print these labels, it is recommended that you use Avery 5161 laser labels, which are 20 labels to a page. Labels can be printed in order of client ID or by client alternate ID. You can also generate a label for each matter, or just one label for each client. The beginning line number for Avery 5161 labels should be set to **3**, and the lines between labels setting should be **1**.

Billing Summary - This is a useful report in the same format as the list itself, but showing some additional detail, including the client name and matter title, and a breakdown of the current charges between fees, costs and interest. It can be sorted by client ID or client alternate ID. It is a good idea to generate this report before finalizing your bills so that you have a record of the bills that were generated. If you forget to generate the Billing Summary Report before you finalize, it can be

generated *after* they are finalized by selecting Billing Summary Reports from the **Bills** menu.

Retainer Applications - This report lists each bill where funds were applied automatically from a client's retainer account against charges on the bill. This is a useful report as it provides a total of the amount which was applied from the retainer account, so that you can know how much to disburse from the account. This report should be run before you finalize your bills, but if you forget it can be run after the bills were finalized by selecting Billing Summary Reports from the **Bills** menu.

Special Reports - This button brings up a menu listing custom reports which have been designed for specific Tussman Program customers, and for generating bills in the special formats required by LEDES, Tymetrix, and other electronic billing formats.

Email - Use this function to email one or more of the bills in the list. This feature is described in detail in the section on Emailing Bills.

Attachments - This feature allows you to attach additional files to a clients bill when emailing the bill. Highlight the bill you want to add additional attachments to, click the Attachments button, and enter a list of one or more files that you want to attach, being sure to include the full path and file name. Separate each file with a semicolon.   Click the folder button at the bottom of the screen to find the files and have them automatically added to the list.

Edit - Highlight any bill on the list and click the Edit button to edit that bill;

Finalize   - Click this button when you are ready to finalize one or more of the bills in the list. You can then choose whether to finalize just the highlighted bills, all the bills for the client whose bill is currently highlighted, just the tagged bills, or all the bills in the list. Please refer to the section on finalizing for details on this function.

16.7   Editing Bills

Release 11 of the program features a new Bill Editing function that allows you to edit all the transactions on the bill as well as all the formatting features from a single screen.   This feature is described in detail here.

If you are using versions prior to Release 11 you can edit the bill as described here.

16.7.1   Edit Bill Screen

Release 11 of the program features a new Bill Edit function that allows you to edit all the transactions and formatting features of the bill from a single screen.

To access the Bill Edit function go to the **Generate New Bills** screen by clicking the **Bill** button on the Control Panel at the left. Select the client or matter you want by clicking the **Single File** button, then click the **Edit** button at the right below the Preview button. You can also access the Edit function by clicking the **Finalize** button on the Control Panel which brings up the list of bills you have generated but not yet finalized.   You can then edit any bill on the list by highlighting it and clicking the **Edit** button at the top right.

You can only use the Edit function to edit a single bill, or all the bills for one client.   Once you have make your selection a screen similar to the one shown below will appear:

Items in red are instructions or links to edit the indicated information. Items in black are actual information that appears on the bill. If you click on an item in black it brings up the screen where you can edit that information. For example, if you click on any line in the return address portion that begins "Law Office of Perry Mason" it brings up the screen where you enter your firm name and address as you want it to appear in the heading of the bill (Note that the exact format item number is displayed in far right column of each line). If you click on a charge, such as a fee or cost transaction, a payment, or a trust or retainer transaction, it will bring up that specific transaction for editing.

After making changes to the transactions or formatting information, to update the information on the screen you must click the **Refresh** button at the top. It is not necessary to click **Refresh** for the changes to be saved, however. If you want to view an actual copy of the bill, click the **Preview** button at the top.

Note that in some cases information may appear differently on the actual bill. For example, if you have selected an option to combine charges on the bill, or sort them other than by date, the charges will nonetheless be itemized and listed by date on the edit screen to make it easier to edit them. You can click the **Preview Bill** button to see how the charges will actually be formatted on the bill. Also, certain formatting features may not appear on the edit screen, although you will find a link to edit them; for example, the optional summary of fees by staff or the summary pages that can be printed for each client.

You can also use the Bill Edit function from the Prebill screen in the same way as described above.

16.7.2 Legacy Bill Editing

After you have generated a bill, you can make any changes you want to that bill, either *editing* or *deleting* the existing charges and AR transactions on the bill, writing down any of the charges, or

adding <u>new charges</u> or <u>AR transactions</u>. You can also make changes in any of the <u>billing options</u>, such as adding a percentage discount, applying retainer funds automatically against the bill, etc, or you can make changes in the <u>bill format</u>. After any changes are made, especially if they affect the *amount* of the bill, you *must* generate that bill again, just as if you were generating it for the first time, so that the final copy reflects the changes you made. Only *after* making all changes and generating a final copy should you <u>finalize </u>the bill.

It is very easy to display lists of the <u>charges</u> and <u>AR transactions</u> on a bill so that you can edit them by

clicking the   and   buttons respectively on the Tool Bar at the top.

Or, go to the Master Ledger for that matter by clicking the   button, which enables you to view and edit both charges and AR transactions together.

After you have *finalized* a bill, to make changes to a bill you will first have to <u>unfinalize</u> it, make the changes you want, generate the bill again, and then finalize the revised copy.   However, some changes, such as changes to the text of the <u>charges</u> on the bill, or changes in the <u>bill format</u>, can be made *without* unfinalizing the bill. For example, if the original bill did not itemize the individual fee charges, and you now want to generate an itemized bill, you can simply make the appropriate changes to the <u>bill format</u> and use the <u>reprint finalized bills</u> function to reprint that bill in the new format without having to unfinalize it. Or, if you want to change the text for some of the charges on a finalized bill the easiest way to do that is go to the <u>Master Ledger</u> for that matter, find the charges you want to edit and make the changes, then reprint the finalized bill.

If the bill you want to change is not the most recent bill, you have to unfinalize all the subsequent bills one at a time (by using the Unfinalize Last Bill for One Matter function) until you have unfinalized the one you want.   Then make the changes you want and generate that bill again. You will then have to generate and finalize each subsequent bill in sequence in order to make things current.   Alternatively, there is a much easier way to make a change to an old bill.   You can use the **Unfinalize All Bills for One Matter** function, make the changes you want, and then use the **<u>Refinalize Bills</u>** function, which automatically generates and finalizes all the bills for that matter up through the most recent one, using the same dates and invoice numbers as the original bills. Make sure you read the instructions for the <u>Refinalize Bills</u> function before doing this, however.

16.8   Billing Summary Reports

The **Billing Summary** report should be generated and reviewed each month *after* you have generated your bills but **before** they are <u>finalized</u>. The report lists each bill that was generated showing the totals from each bill. It provides a useful record of your billings for each month, and it is important to review it to make sure that all of your bills are listed, because only bills listed on the report will be finalized when you finalize your bills. .

To generate the report, click the **Billing Summary Reports** button on the <u>New Bills Awaiting Finalization</u> screen, then select the sort order you want (client ID or alternate ID).

You can also generate this same report by clicking on Bills from the Main Menu and selecting **Billing Summary Reports** from the submenu, then picking **Current Billing Summary Report**.   From this screen you can also generate the report if you forgot to generate the report before you finalized your bills. In that case, pick the **Billing Summary Report for Finalized Bills** option. You must then specify the date range in the box below. Since the record of each bill is saved with the *posting date* that is used when you generated the bill, to duplicate the Current report you must specify a date range that will include all the relevant bills. For example, if you just finalized a set of bills that all used a

posting date of March 31, 2005, then specify a date range that includes that date but would not include bills that were generated using other posting dates.

16.9   Retainer Application Reports

The **Retainer Application Report** report should be generated and reviewed each month **after** you have generated your bills but **before** they are finalized. The report lists each bill where funds were automatically applied from a client's retainer account to pay their balance due. Using this, you can easily determine how much needs to be transferred from your retainer account to your general account. .

You can also generate this report by clicking on the **Retainer Applications** button at the top of the New Bills screen. You can also generate this same report by clicking on Bills from the Main Menu and selecting Billing Summary Reports from the submenu, then picking the **Current Retainer Application Report** option.   From this screen you can also generate the report if you forgot to generate the report before you finalized your bills. In that case, pick the **Retainer Application Report for Finalized Bills** option. You must then specify the date range in the box below. Since the record of each bill is saved with the **posting date** that is used when you generated the bill, to duplicate the Current report you must specify a date range that will include all the relevant bills. For example, if you just finalized a set of bills that all used a posting date of March 31, 2005, then specify a date range that includes that date but would not include bills that were generated using other posting dates.
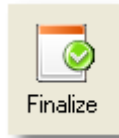
16.10   Finalizing Bills

Finalizing your bills is always the **last** step in the billing cycle. It is done only **after** you have printed and sent out your bills in final form. The finalizing procedure marks all the charges that appeared on the bills as having been billed, adds the amount billed to the client's account balance, and carries forward the new balance due so that it appears as the balance forward on the following bill. It also creates a record of the bill which appears as part of the client's account history. While you do not have to finalize your bills immediately after they have been printed, it is important not to forget to finalize them before you generate your bills for the following billing period. Otherwise, the next set of bills will include activity from both billing periods, as the activity from the previous bill will not have been marked as billed. If you attempt to generate bills for a new cycle without having finalized from the previous cycle, the program will warn you that there are unfinalized bills still on file. Do not ignore this message without investigating to see if you have forgotten to finalize the previous set of bills. If you go ahead and generate a new set of bills without having finalized the previous set, you will then have to generate the previous set of bills again and finalize them, before you can generate a correct set of current bills. See the end of this section for special instructions on what to do if you mistakenly generate bills for a new billing cycle without having finalized the bills from the previous period.

When you generate a bill, it is added to a list which the program maintains of all bills that have been generated but not yet finalized. Before finalizing, it is a good idea to review the list to make sure all the bills that you generated are listed, because when you finalize only bills that are included in the list are finalized. In other words, if you forget to generate a bill for an individual matter, and then go ahead and finalize your bills, no bill for that matter will be finalized and any unbilled charges for that matter will be saved and will appear on the next bill that you generate. A bill will also not be saved and finalized if you generated it, but then clicked the **Cancel** button on the dialog that comes up when bills are finished printing.

You can **reprint** bills in the list by clicking the **Reprint** button and selecting the option you want. You can print the highlighted bill, all bills for the highlighted client, all tagged bills (tag them either individually by doubleclicking on each one or by using the Tag button at the top), or all bills in the list. You can also just print a bill which appears in the list in the normal way using the **Generate New Bills** function.

When you are ready to finalize, you can finalize *all* the bills in the list, all tagged bills, or you can finalize them *one at a time*. If there are some bills in your list of new bills that you do not want to finalize, either because you are still working on them, or because you decided not to send them, you can either *cancel* them or put the bill on *hold* by highlighting that bill on your list of bills and clicking on either the **Hold** or **Cancel** buttons, as described in the List New Bills section. In either case, this does not delete or affect the activity that appeared on the bill; it simply prevents the bill from being finalized. When you are ready to finalize it, highlight the bill and click the **Hold** button again to remove the hold.
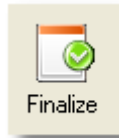
To finalize bills, click the   button on the Control Panel at the left, or click **Bills** from the Main Menu and select **Finalize Bills** from the submenu. This brings up the list of bills that have been generated but not yet finalized. Click the **Finalize** button at the top and select the option you want. You can finalize all bills in the list, all bills for the client whose bill is highlighted on the list, all tagged bills, or just the currently highlighted bill.   Refer to the List New Bills section for instructions on how to use the tagging function.

Before performing the finalization, the following dialog appears:

The **Batch Code** refers to the Batch Code which will be assigned to the AR transactions that are generated when the bill is finalized. An AR transaction (type **B**) is created for each bill that is finalized, and it will be assigned the Batch Code which is entered here. It is possible later to reprint all bills by batch, or to view or print a *list* of all bills in a batch using either the Browsing AR Transactions function or the AR Journal Reports function. When finalizing, the program may also generate other additional AR transactions if the client has a retainer account balance which is being applied against the client's balance due.   When applying a retainer account balance, the program will generate transactions types **RD** and **P**. These transaction will also be assigned this Batch Code.   The Batch Code shown here has no relation to the Batch Code assigned to the *charges* which appear on the bills. These additional type **RD** and **P** transactions that are generated when finalizing will be assigned GL distributions. If you are interfacing with our General Ledger, you should thus post the batch containing these transactions to the General Ledger after you have finished finalizing. The billing records themselves (type **B**) do not contain GL distributions and do not need to be posted to the GL, as the GL works on a cash basis and the finalizing of a bill by itself does not generate GL distributions.

If for any reason the program is *interrupted* during the finalization process, you must immediately reindex the data files before doing anything else. Then, simply finalize again, and the program will resume where it left off in the process.

When the program finishes finalizing, if any of the bills could not be finalized the program will display an *exceptions* list showing which bills, if any, could not be finalized.   The most common reason why a bill cannot be finalized is if you made changes to charges appearing on the bill after it was originally generated, but you forgot to print it again so that the changes were incorporated into the bill.   Bills that

are listed as exceptions must be generated again before they can be finalized.   You can do this by going to the New Bills screen, regenerating each bill that is listed as an exception (as indicated by the letter **E** in the **Status** column) by highlighting it on the list and clicking the **Reprint** button, and then highlighting it again and clicking the **Finalize One** button.

You can view a list of *finalized* bills by clicking **Bills** from the Main Menu at the top and selecting **Browse Finalized Bills** from the submenu.

After a bill is finalized, you can unfinalize it if necessary so that revisions can be made, or you can reprint an exact copy at any time.

If You Forget to Finalize

If you forget to finalize your bills before you generate the bills for the next billing cycle, then the new bills will have activity from both the current period and the previous period. To correct this, you must re-generate and finalize the bills from the prior period. Do *not* try to correct this by simply using a beginning cutoff date to eliminate from the new bills the charges from the previous period, as those charges will then still remain in the unbilled charges file and the client's account balance will not be correct.

This procedure is only necessary if you have generated the actual *bills* for the new billing cycle. If you have only generated *prebills*, you will not have to re-generate the previous set of bills, as they should still appear in your list of new bills. To verify this, click the **Bill** icon on the Control Panel. If the bills listed there all show the date from the previous billing cycle, you can then simply finalize them in the normal way and then generate your prebills or bills for the current billing cycle.   If, however, you have already generated your current *bills*, or if the bills from the previous cycle do not appear in the list of new bills, you will have to::

1. Go to the **Generate New Bills** screen and change the Billing Dates to the same dates you used when you generated the bills for the previous billing cycle.

2. Generate those bills, either by printing them or using the preview or print to file function. It is a good idea to review them to make sure they match exactly the actual bills that were sent out.

3. Go to the list of new bills and verify that the bills you just generated all appear there showing the correct posting date from the previous billing cycle. If any bills appear with the posting date from the *new* billing cycle, delete those from the list by highlighting each one and clicking the **Cancel** button. This ensures that you do not mistakenly finalize any of the bills from the new billing cycle by mistake.

4. Finalize the bills.

5. You can now generate your new bills in the normal way, after first changing the billing dates back to the correct dates for the current billing cycle..

16.11 Unfinalizing Bills

After a bill has been finalized, it is possible to *unfinalize* it if you need to make changes or corrections. Some changes to a bill can be made without finalizing, such as editing the text of the charges, as described in the section on Editing Billed Charges. You can then reprint that bill using the Reprint Finalized Bills function and it will reflect those changes. You can also make changes in the bill format, and when you reprint the bill it will print using the new format. However, more major changes which involve adding or eliminating charges, or editing the amount of the bill, require that you first *unfinalize* the bill.

There are three ways you can unfinalize bills, as follows:

1. ***You can unfinalize the most recent bill that was finalized for all or selected matters***. This

method should be used if you need to make changes to the last bill or bills that were finalized; for example, if you finalized the bills using an incorrect cutoff date and needed to redo them all, or needed to make a correction on one client's bill. Once you have unfinalized the bill or bills you want, you can then make changes and generate and finalize the bill(s) again in the normal fashion. If you need to change a bill from an earlier period, you can perform the unfinalize function multiple times; each time you perform the function it will unfinalize the most recent finalized bill going backward in time.

2. ***You can unfinalize any bill, regardless of when it was generated.*** This feature is available only in Release 11 of the program. To do this, simply locate the record of the bill, for example: by going to the Master Ledger for that matter. Remember that bills appear in red on the Master Ledger and are assigned the Type code B. Make sure you have located the correct bill, then click the **Reverse** button at the right hand side of the edit screen. You can then make any changes you want, regenerate that bill, and then finalize it when you are done.   If you make changes resulting in a different ending balance on the bill, then if you reprint subsequent bills that have already been finalized the balance forward will show incorrectly, as it will reflect the original balance forward that appeared when that bill was finalized.   However, any new bills that you generate will reflect the correct balance. To avoid this, if necessary, you can use method 3 described below, or unfinalize each bill backwards in time until you reach the one you want, as described in 1 above.

3. ***You can unfinalize all the bills for one selected matter***, in which case all the bills for that matter are unfinalized and all the activity is restored to unbilled status. If you did this in versions of the program prior to Release 11, after making your changes you would then have to manually generate and finalize each bill in succession from the oldest to the newest in order to incorporate your changes and restore the matter to current status. If there was a long history for that matter this could involve a bit of work.   However, in Release 11 after unfinalizing all the bills you can then perform the Refinalize function which automatically regenerates and finalizes all the bills for that matter, incorporating any changes you made but using the same billing dates and invoice numbers as the original bills.

By way of ***caution***, it is recommended that you unfinalize (especially using the Unfinalize All Bills option) only when absolutely necessary to make changes in prior bills. For example, if you need to delete a charge that was billed in a prior bill, rather than redoing all the bills you can simply give them a credit by entering a transaction type Q that will appear on the next bill. Or, lets say you need to generate a bill for the court of all work performed to date, but at a different rate than was originally billed. Instead of unfinalizing all the bills, assigning the new rate and refinalizing the bills you could use the Copy Charges function to copy all the charges to a new matter, assign the new rate to that matter and recalculate the charges, then generate a bill for that new matter.

Note that when you unfinalize, if you are using the option to post automatically to the GL the program will reverse all the GL postings that were generated by those bills, unless the postings are for a year that has been closed. If you are not posting automatically then you will need to repost any batches where the GL postings may have changed.

These procedures are described in detail as follows:

Bills can be unfinalized for an individual matter, or for groups of matters, as described below. When you unfinalize, the program always unfinalizes the most ***recent*** bill. Thus, if you want to make changes to a bill that was generated several billing cycles before, you must individually unfinalize each bill in sequence going back to the bill that you want to change. Alternatively, you can unfinalize ***all*** the bills for a specified matter. If you unfinalize all of the bills, or if you unfinalize back several billing periods, you will then have to not only re-generate and finalize the bill that you want to change, but you will also have to re-generate and finalize each subsequent bill individually in order to restore the account to its current status. Because of the work involved in doing this, and the possibility that the bills may come out differently from when they were originally generated due to a variety of factors, it is not recommended that you unfinalize back past the previous bill unless it is absolutely necessary.   Note however that with Release 11 if you unfinalize all the bills for a matter you can use the Refinalize function to restore the matter to current status.

The unfinalizing process does not ***delete*** any of the activity that appeared on the bill which you

unfinalize, but simply restores those charges to the unbilled charges file and removes the AR transactions generated when the bill was finalized.

When a bill is unfinalized, it does *not* go back into your list of new bills. After a bill is unfinalized, the client's account is restored to the same status as before that bill was generated, just as if that bill was never generated. Before the bill can be finalized again it must be re-generated as if you were doing it for the first time.

Warning! Do *not* unfinalize a bill if the charges which appeared on that bill have been purged or archived. If they have been archived, you can restore them from the archive file first, and then unfinalize the bill.

To unfinalize, click Bills from the Main Menu at the top and select **Unfinalize Bills** from the submenu, then select one of the following options from the submenu:

Unfinalize Last Bill for One Matter - This will unfinalize the most recent bill for one matter. Select the matter and the dialog shown below will
appear, showing you the matter ID and the date of the bill that is going to be unfinalized. In this example, the date of that bill is July 25, 2004. The **Posting Date** and **Batch** are the date and batch code that will be assigned to the reversing AR transactions that will be created when the bill is unfinalized, as described above. By default, the program assigns the same posting date as the date of the bill that is being unfinalized. The batch defaults to the current date, and this batch should be posted to the GL as it may contain GL distributions resulting from the reversal of the applications of payments against that bill. After checking the information on this dialog, click **OK** and the bill will be unfinalized..
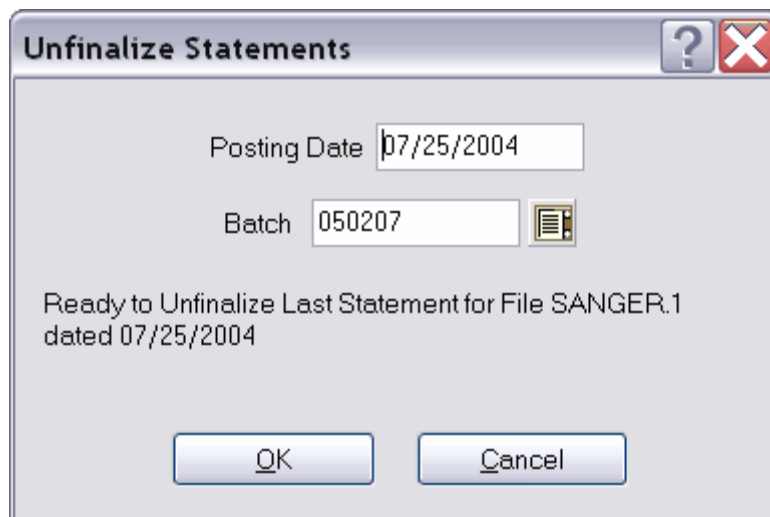
The above function will only unfinalize the last bill for one *matter*. If you want to unfinalize the last bill for all of one *client's* matters, use the option to unfinalize all bills for selected matters described below. As described earlier, if you need to unfinalize a bill that was generated previous to the most recent billing cycle, you can perform this function multiple times and each time it will unfinalize the most recent bill that remains finalized.

Unfinalize All Bills for One Matter - This selection will unfinalize all the bills for one matter. After selecting the matter and confirming that you want to do this, the same dialog shown above appears, but indicating that you are about to unfinalize *all* the bills for the selected matter. After clicking **OK** and confirming again, you will be asked if you want to make a *backup* before continuing. If you click **Yes**, the program will create a backup file which will be listed in the automatic backups screen. This is done as a precaution in case you perform this function by mistake. After completing the unfinalizing, all the bills for the selected matter will be unfinalized and all charges will be restored to the unbilled charges

file. You can then make whatever changes you need to make, but as described earlier you will then have to *re-generate* and *finalize* each individual bill in succession in order to restore the account to its current status, or you can use the Refinalize function (Release 11 only) which will do that automatically. Alternatively, after unfinalizing all the bills you could simply generate a single cumulative bill, using as the date the date of the last bill which was finalized, and finalize that bill to bring the account back to current status. Then, of course, you would no longer have the detailed history of each individual bill on file

Unfinalize Last Bill for All Matters - This selection will unfinalize the most recent bill for *all* of your matters.. It is not recommended that you do this unless it is absolutely necessary; for example, if you generated your bills and finalized them by mistake before they were in final form, or if you made a mistake on all the bills which needs to be corrected. After making this selecting, the dialog shown appears:

In the first space, you must enter a date *prior* to the date of the bills you want to unfinalize, but *later* than the date of the *previous* set of bills. For example, if you want to unfinalize your last set of bills, and those bills were dated December 31, 2004, you should enter December 30, 2004 as the date. This way, only bills dated *after* December 30, 2004, will be unfinalized. If in this example you were to enter a date of November 29, 2004, for most matters this would not make a difference as this function will only unfinalize the most *recent* bill dated after that date, and in most cases that would be the December 31 bill. However, if you have matters where a November 30, 2004 bill was their most recent bill, either because the file was closed or because they had no activity in December, then using a date of November 29 would cause that bill to be unfinalized also.

In the second space, indicate whether the date you entered in the first space refers to the **statement date** or the ending **cutoff date** which was used on your prior bills. In the above example, if December 31, 2004 was the ending cutoff date on the prior bills, enter **C**. This normally makes no difference except that if the *statement date* used on those bills was January 3, 2005, and you entered a date of January 2, 2005, and entered **C** in the space below, no bills would be unfinalized since January 2 would be later than the ending cutoff date of December 31.

You can optionally enter a **Batch Code** in the third space so that regardless of what date you entered

above, only bills that were finalized using the batch code you enter will be unfinalized.   It is normally not necessary to enter the batch code unless you finalized more than one set of bills using the same date and you only want to unfinalize one set.

The **Posting Date** and **Batch Code** for the reversing transactions should be entered as described earlier in this section.

After clicking **OK** and confirming that you want to do this, you will be asked if you want to make a backup first, as described earlier in this section. After that the program will unfinalize the bills, indicating when it is finished and stating how many were unfinalized.

In some cases, inexperienced program users may have mistakenly generated and finalized the same set of bills more than once. In that case, in may be necessary to perform this function more than once in order to unfinalize all the bills for the same billing cycle. For example, if someone generated the December 31 bills, finalized them by mistake, and then generated a second set of December 31 bills, and then finalized that set of bills, you will have two sets of December 31 bills. If you unfinalize, the first time you unfinalize it will only unfinalize the *second* set of December 31 bills. Those bills will probably show nothing on them except the balance carried forward from the first set of bills, which will show the actual activity for the month. To unfinalize the *first* set, it will be necessary to perform this function a second time. There is no harm in performing this function more than once, as long as you enter the same date in the first space each time, since the program will only unfinalize bills dated after that date. If you think there are still finalized bills dated after that date, you can simply unfinalize again until it tells you that 0 statements were unfinalized at the end of the procedure. That means there are no more bills left to unfinalize dated after the specified date.

If you need to unfinalize all the bills going back more than one billing cycle, then you will also need to perform this function more than once. In that case, you can simply put in a date prior to the date of the bills you want to unfinalize, and then repeat this function until it says that 0 statements were unfinalized at the end of the procedure. That will tell you that all the bills dated after that date have been unfinalized. However, it is not advised that you unfinalize back beyond the most recent set of bills unless it is absolutely necessary.

Unfinalize Last Bill for Selected Matters - Use this function to unfinalize the most recent bills for all of a single **client's** matters, or for a selected **group** of clients.   The Select Clients and Matters dialog lets you select which client or clients you want. To select a single client, enter the client ID in the **client ID** space. Or, for example, to unfinalize the bills for one responsible attorney, enter the responsible attorney code. Click **OK** after making your selections and the same dialog shown last above appears. Fill in that information and continue the procedure as described above.

16.12 Refinalizing Bills

The Refinalizing Bills function enables you to regenerate and finalize all the bills for an individual matter after they have been unfinalized using the Unfinalize All Bills function.   This feature is only available in Release 11 of the program.

To perform this function, select **Bills** from the Main Menu, **Unfinalize Bills** from the submenu, then **Refinalize Bills** from that submenu. Specify the matter you want and then continue as indicated. If you are posting automatically to the General Ledger, any GL postings created by each bill will be automatically posted to the GL unless the bill is for a year that has been closed.   If not posting automatically you will have to repost any batches or months that might be affected.

If you want to print the bills you just regenerated, after the procedure has finished click on **Bills**, **Reprint Finalized Bills**, **Reprint Bills for One Client or Matter** and select the client and matter.   The screen will then display a list of the bills. Click **Select All** at the bottom then click **Print**.

Caution: It is recommended that you use the **Unfinalize All Bills** and **Refinalize** functions only if

absolutely necessary to make changes in prior bills. This is because in some cases the bills that are refinalized may be different from the original bills.   For example, lets say that at some point during the billing history for this matter you changed the interest rate that you were charging on past due amounts.   If you unfnalize and refinalize all the bills for this matter when the bills are refinalized they will all be generated using the current interest rate. However, if you have not changed your interest rate, tax or markup rate, or fee discount percent during the course of the billing for this matter you should not have a problem. A change in billing rates will not be a problem as these changes are reflected in the time charges themselves which are not changed when you unfinalize or refinalize.

16.13 Reprinting Bills

An exact copy of any bill that has been finalized can be printed at any time.   To select which bill or bills you want to reprint, click Bills from the Main Menu at the top, select **Reprint Finalized Bills** from the submenu, then choose from the following options:

Reprint Bills for One Client or Matter - Select this option if you want to reprint one or more bills for a specific client or matter. After selecting the client or matter, the dialog shown below appears, listing each finalized bill for that client or matter. The list shows the posting date of each bill, the invoice number, matter ID, and dollar amount of the bill.   From this list. select the specific bill or bills you want to reprint either by double clicking on each one or by highlighting each one and clicking the **Select One** button. After you have selected a bill, the word "Yes" will appear in the **Reprint?** column. To de-select a bill, highlight it and click **Select One** again. Or, to reprint *all* the listed bills, click **Select Al**l.   If you want to reprint all the bills for a client for a specific *month*, enter the month and year in the **Month** space at the bottom. The list will then display only the bills for that month, which you can then select by clicking **Select One** or **Select Al**l. This is a useful tool if a client has many matters and a long billing history, and you want to reprint all their bills for a specific month without having to scroll through the entire list searching for the ones you want.

LEDES - Click the LEDES button at the bottom to generate the bill in the LEDES format.

After selecting the bills you want from the list, click the **Print** button to generate them.

Reprint a Batch of Bills - Use this function to reprint copies of an entire *batch* of bills. The batch code assigned to each bill is the batch code you enter when you finalize your bills. This is a useful tool if you want to reprint copies of all bills that were generated during a specific billing cycle, provided that all the bills generated during that billing cycle were finalized together or were assigned the same batch code when they were finalized. For example, if you sent out and finalized your bills, but forgot to make printed copies of them for your own records, you do not have to unfinalize them to do this. Instead, use this function to reprint that batch of bills. To determine what batch code was assigned to a group of bills, select **AR Transactions** from the **File** menu, then click on the **Bills** button at the bottom of the screen. This will give you a list of all your finalized bills, which you can scroll through to find the bills you want to reprint. The batch code assigned to each bill appears in the **Batch** column of the browse screen. Once you know the batch code, go back and select the **Reprint a Batch of Bills** function and enter that batch code.

Reprint Unpaid Bills for One File - This option allows you to reprint all the bills for a specific client or matter that remains unpaid, either in full or in part. After selecting the client or matter, the program asks for a number of days past due. If you enter **30**, for example, the program will only reprint unpaid bills with a posting date that is 30 days or more prior to the current date. You must enter a number greater than 0 in order to continue, so if you want to reprint *all* outstanding bills, regardless of date, enter **1**.

Reprint Unpaid Bills for Selected Files - Select this option and the Select Clients and Matters screen appears from which you can select a group of files for which you want to reprint unpaid bills. Click **OK** after making your selections, then enter the number of days past due that a bill must be in order to reprint it. You must enter a number greater than 0.

Reprint Unpaid Bills for All Files - This function prints copies of all unpaid bills. Enter the number of days past due, as described above, and every unpaid bill that has been outstanding at least that number of days will be reprinted.

Reprinting Bills Individually

You can also reprint an individual bill by locating the billing record (AR transaction type **B**) either by browsing your AR transactions or on the Master Ledger for a matter and clicking on the **Reprint** button that appears on the Editing AR Transaction screen.

16.14 Reminder Statements

Reminder Statements are a special type of bill that can be sent to clients who have unpaid balances due. Unlike a regular bill, reminder statements do not bill for any new charges, but only show unpaid amounts from previous bills. You can generate a single reminder statement for each client showing the outstanding balances from all that client's matters, or you can generate separate reminder statements for each matter.

It is not necessary to use reminder statements at all, as your regular bills will normally show the amount of any unpaid balance forward, and will add that to the total due, even if there are no new charges to bill. A regular bill will print for a client with an unpaid balance as long as you are not generating a current charges only bill, and as long as you have set the options for files with no new charges to generate bills for clients with an unpaid balance due   However, if you prefer to use reminder statements to bill clients for past due balances, click Bills from the Main Menu and select **Reminder Statements** from the submenu. The following screen appears:

Files Selected - You can select who you want to generate reminder statements for in the same way as selecting who to bill; i.e., you can generate them for all files, for a single file, selected files, for a range

of files, or for a list of files. Note that if you want to select a specific *matter* or group of matters, you must select the option described below to **Generate by Matter**, since if you are generating statements by client only then you can only select specific clients.

Reminder Statement Format - Click this button to choose from a variety of format options shown on the screen below:

1. Format to Use for Return Address and Heading - The heading of the reminder statement in printed in the same format as a regular bill, and can include your return address, the date of the bill, the client's name and address, file ID, etc. Rather than format the heading of the reminder statement separately, simply enter the number of one of your regular bill formats (**1-0**) and the program will use that format for the heading. If you leave this space *blank*, the program will use the settings in the bill format which is assigned to each client.

2. Introductory Message - Enter here an introductory message of any length which will be printed at the beginning of the reminder statement; for example, "Your account is past due for the following amounts:".

3. Detail Balance Due By - This selection determines the *level of detail* shown on the reminder statement. To show just the *total* balance due for the client, enter **C**. Or, you can show a breakdown of the balance due as follows:

        A - Show the balance due from each *matter*;
        B - Show the balance due by *matter* and *invoice*;

D - Show the balance due by *invoice*;
E - Show the balance due by *statement date*
F - Show the balance due by *statement date* and *invoice*.

Note that options **A** and **B** apply only if you are generating a single Reminder Statement for each Client. If you are generating separate reminder statements for each matter, select **D**, **E** or **F**.

4. Show Fee, Cost, Interest and Tax Balances - Enter **Y** if you also want to show a breakdown of the balance between fees, costs, tax and interest. Enter **N** to just show the total.

5. Show Ageing Detail - You can also include a section at the end showing an aged breakdown of the balance due similar to that which can be printed on a regular bill using bill format options **183**-**186**. Enter **A** to show a detailed breakdown by fees, costs, tax and interest, or **B** to show a one line aged breakdown of the total balance due only. The program will use the three ageing "buckets" and the text for the headings which are specified in regular options **185** and **186** from the same bill format which is being used for the reminder statement heading. Enter **N** to omit the ageing section.

6. Ending Message - You can enter a message of any length to be printed at the end of the reminder statement; for example, "Thank you for your prompt attention to this matter".

Minimum Amount Due - If you enter an amount in this space, the program will only generate a reminder statement for clients whose total balance is at least this amount. For example, if you only want to print reminder statements for clients who owe at least $100.00, enter 100.00. If you leave it at 0.00, a reminder statement will be printed for anyone with a balance due regardless of amount.

Minimum Days Due - If you enter a number of days in this space, the program will only generate a reminder statement for clients whose balance has been outstanding for at least that number of days. For example, to only print reminder statement for clients who have had a balance outstanding for 30 days, enter 30.

Minimum Days Since Last Reminder - If you enter a number of days in this space, the program will only generate a reminder statement for a client if it has been at least that number of days since the previous reminder statement or bill was generated. The program makes a note of the date that each reminder statement is generated, and displays that date (if any) on the account status screen for each client.

Reminder Statement Date - Enter here the date you want to print in the heading of the reminder statement.

Update Client Records - Enter **Y** if you want to update your client records to show the above date as the date of the last reminder statement. This date will then appear on the account status screen as the date of the client's last reminder statement. If you enter **N**, the program will not record this date as the date of the last reminder statement. It is necessary to enter **Y** if you are using the feature where you specify the number of **Minimum Days Since Last Reminder** described above.

Generate by Client or Matter - Select which option you want. If you select the "by Client" option the program will generate a single Reminder Statement for each client showing the balance due from all that client's matters. Select "by Matter" if you prefer a separate reminder statement for each matter.

Sort Order - Enter **N** to print the reminder statements by client ID, or **A** to print by client alternate ID.

Include Clients on Hold - Check this box if you want to include clients who are on hold.

Font - As with regular bills, you can select a specific font and font size for your reminder statements.

There is no finalizing or other procedure which is necessary after generating reminder statements. You can generate reminder statements as often as you want, or not at all, and it will have no affect on generating your regular bills or on maintaining your client account balances.

16.15 Historical Bills

A historical statement is a *cumulative* bill that shows all or selected activity that has previously been billed on a matter. It prints in the same format as a regular bill. Only charges that have already been billed will appear on a historical bill; *unbilled charges* do *not* appear. (If you want a report that shows everything, both billed and unbilled, use the Master Ledger). The historical bill can also show all the payment and credit, retainer and trust activity to date (regardless of whether or not that activity has appeared on a bill). You can specify a beginning and ending *cutoff date*, in which case the *charges* shown will only be those dated between those dates.

You can select what types of transactions you want to show on the historical bill by clicking the **Select Items to Include** button. To include everything, pick the All Transactions option. Otherwise, you can select options to show just Fees and Costs (Charges Only), Fees Only or Costs Only, Payments and Credits only, Retainer only, or Trust only.

The historical bill will print in the same format as a regular bill. If you want to make changes in the format for a historical bill, you can either make the changes to the bill format, generate the bill, and then change the settings back, or you can create a special bill format which is used only when you generate historical bills. Once you have created the special format, to use it when you generate historical bills click on **Edit Bill Formats** from the **Generate Historical Statements** screen and enter the number of that format in the **Default Bill Format** space, making sure the **Force Use of Default Format** space is set to **Y**. Then generate the bill and when finished change those settings back to the way they were.

To generate a historical statement, click Bills from the Main Menu at the top and select **Historical Bills** from the menu. The screen shown below appears:

Files Selected - You can select which file or file you want to generate historical bills for in the same way as you would when generating a regular bill.

Edit Bill Format - The historical bill prints in the same format as a regular bill, so if you want to make changes in the format before printing the historical bill click on this button.

Edit Bill Messages - The historical bill will print the same messages at the end which will print on a regular bill. If you want to add or delete a message, click on this button. If you do not want a message to print, instead of deleting it you can simply type an asterisk in the first space of the message.

Select items to Include - This feature allows you to generate a historical bill that includes only certain items (for example, just fees or just costs). You can select from the menu shown below:
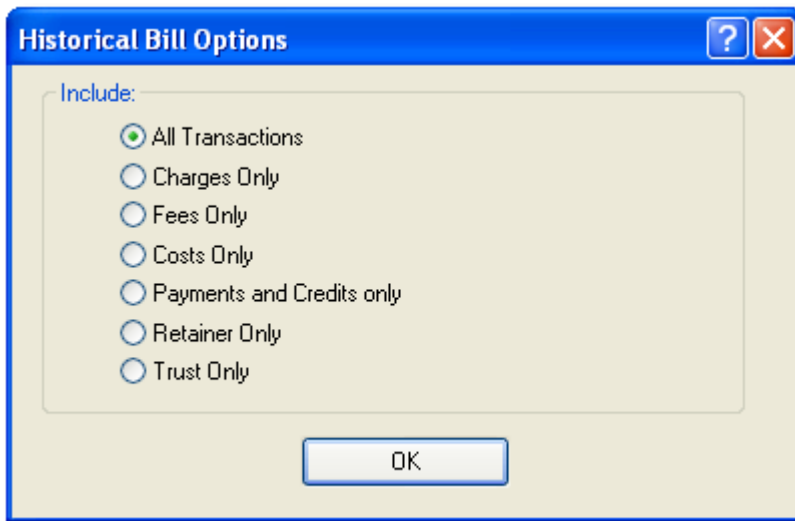
Heading - You can enter here up to two lines of text that will be printed in the heading of the historical bill, in place of the heading that appears on regular bills (i.e., the one that is entered in bill format option **23**. You can use the same set of macros in the body of the text that can be used with the regular bill heading.

Billing Dates - For historical bills, the posting date is irrelevant. The statement date is the date that is printed in the heading. If you enter a beginning cutoff date, only charges dated after that date will appear. You can also use the ending cutoff date if you want changes only dated on or before a specific date to appear. Otherwise, set the ending cutoff date to today's date, or a date that is no earlier than the ending cutoff date used on the last bill.

Sort Order - Enter **N** to print in order of client ID, **A** in order of client alternate ID.

Select Font - As with regular bills, you can select a font and font size by clicking on this button.

Other than choosing the options above, no special procedures are necessary to prepare or finalize a historical bill. You can generate one as often as you like and it will have no affect on the client's account balance. If you print a historical bill and charges do not appear, it is possible that the bill or bills on which those charges appeared were unfinalized, or that the charges were archived or purged. Also make sure you have set the beginning and ending cutoff dates correctly. If charges still do not appear, try reindexing the data files.

16.16 Client Statements

This feature generates a bill ine form of a "statement" showing a summary of bills, payments, credits and debits posted to the account during the period you select, but omitting the detail of the individual charges from each bill.

To generate a statement click on Bills from the Main Menu and select Client Statements. The following screen appears:

Files Selected - You can select which file or file you want to generate client statements in the same way as you would when generating a regular bill.

Heading - Enter here the text you want printed as the heading for the statement, in place of the heading that appears on regular bills.

Billing Dates - For statements, the posting date is irrelevant. The statement date is the date that is printed in the heading. If you enter a beginning cutoff date, only activity dated after that date will appear. You can also use the ending cutoff date if you want activity only dated on or before a specific date to appear. Otherwise, set the ending cutoff date to today's date.

Sort Order - Enter **N** to print in order of client ID, **A** in order of client alternate ID.

Select Font - As with regular bills, you can select a font and font size by clicking on this button.

16.17 Emailing Bills

In order to email your bills, you must first generate the bills in the normal manner (either by printing or previewing them), then go to the **New Bills Awaiting Finalization** screen by clicking on the
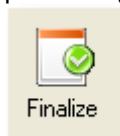
button on the Control Panel. You can then email bills on this list either individually or as a group, as described below. When you email a bill the program actually generates a copy of the bill to a pdf file, attaches it to an email, and sends it to the address you have specified, provided you have

followed the steps described below.

Step 1. *Enter client email addresses*.

To enter your email addresses, go to each client screen and type in the address in the **Email** space which appears directly above the **Date Opened** space. Alternatively, you can enter the email address in the **Contact** space (the last line of the client address). When sending emails the program will look first in the **Email** space, but if it does not find what looks like a valid email address there it will then look in the **Contact** space. If you enter an email address in both spaces, or if you can fit more than one email in the email space, the program will send the bill to both emails. If you want to enter an email address for a client but don't want to email their bills, type an asterisk (*) in the first space of the field where you typed the address.

When sending emails the program will normally use the email address entered in the client screen. If you need to send bills for certain matters to a different email address, enter that address in the last line of the Matter Title (**Line 5**) in the matter screen for those matters, but you must type a pound sign (#) in the first space before entering the email address. In order to use this feature you must check the **Separate Email for each Matter** box in the **Email Setup** screen as described in Step 3 below.

Step 2. *Install and Configure PDF Writer.*

To use the email feature, you must install the Tussman PDF writer so that the program has the ability to generate bills to a PDF file. If you have not already installed it, click on this link and follow the instructions.   If you have previously installed an older version of the PDF writer, it may be necessary to uninstall the older version by clicking on **Tools**, Tussman PDF Writer, **Uninstall Tussman PDF Writer** before installing the newer version.

After installing the PDF writer you must configure it for emailing bills by selecting **Configure Tussman PDF Writer** from the Tussman PDF Writer option on the **Tools** menu, as follows:

First, you *must* check the **Use default folder location** option and enter the name of the folder where you want to save the PDF files that are created when you generate bills in the **Location** space. Make sure that the folder you specify is a folder that you have already created. If you do not check this option *and* enter the name of the folder, then after each bill is generated the program will prompt you for the location where you want to save it, which will be extremely irritating if you are generating multiple bills.

You must also check the **Use Print Job Name to Save PDF File** box and *uncheck* the **View PDF after saving** and **Email PDF after saving** boxes (this may not make sense but this is because we are not using the PDF writer functions to email the file).

Shown below is the Tussman PDF writer preferences screen with the correct settings described above:
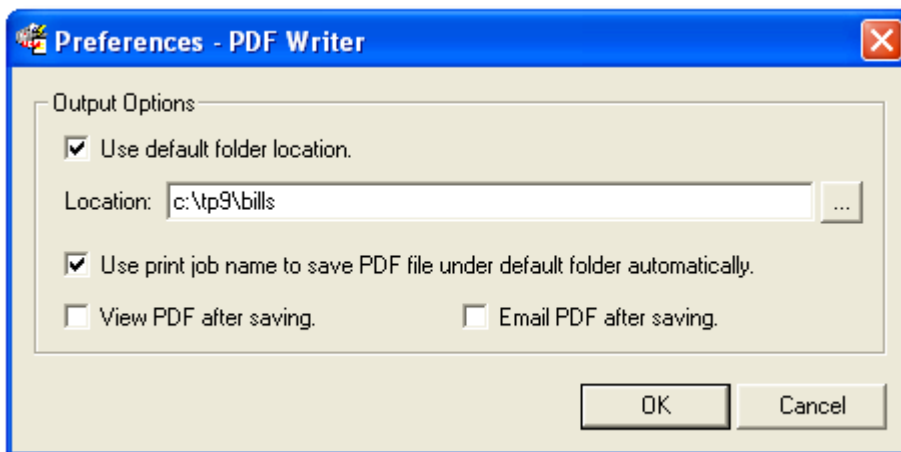
In the example above, the bills will be saved in the c:\tp9\bills folder, but you can specify any folder you want. However, the same folder must also be specified in the **Email Setup** screen as described below.

Step 3. *Configure Email Setup Screen.*

Next, you must enter the setup information for the emailing function. To do this, click on the **Finalize** icon on the Control Panel at the left. Then click the **Email** button in the upper right corner and select **Email Setup** from the menu that comes up. The setup screen shown below will then appear:

Before you begin, note that the Tussman email function will not work with all email servers. There are two types of mail servers, SMTP/POP and IMAP. In most cases you will probably be using SMTP. Tussman should work with most SMTP servers provided you know the correct SMTP server address and port, as described below.   If you cannot get it to work with your SMTP server, make sure you have entered the correct port number and that you have rights on the network to access the port you have specified. You may have to consult your IT person to get the correct server address and port. If you still can't get it to work, then you can always create a gmail or aol email account and use that, as described below. Tussman willl not work with IMAP servers.

Complete the Setup information as follows:

Your Email Address - Enter here the address of the email account you want to use to send the emails.

Password - Enter here the password for your email account. The program will remember the password although it will not appear in the space for privacy reasons.

Reply to Address - If desired, you can enter a different email address here in case you want any replies to emails that are sent to go to an address that is different from the address shown in the **Your Email Address** space above. If you leave this space blank, replies will go to the **Your Email Address**.

Sender Name - Enter here your firm name. This name will appear as the sender to the

recipient of your emails.

CC to - If you want a copy of each email that is sent to be sent to a second address, enter that address here. Normally you would enter your firm email address here so that you can receive a copy of each email that is sent. The copy will also include the attached PDF file containing a copy of the bill.

SMTP Server - Enter here the address of your email server. For example, AOL is smtp.aol.com; GMAIL is smtp.gmail.com. Click the list icon at the right for a list of supported servers that you can select from, and the program will automatically insert the proper setting for the server selected. Currently, the list includes only AOL and GMAIL. If you are using another email server you will have to determine and enter the server name and port yourself. A list of some email servers with their SMTP server names and port settings appears below:

http://www.c3sd.com/email_servers_ports.php

Port - Each SMTP server also comes with a Port address. AOL is 587, Gmail is 465, etc.

Authorization Required - Most SMTP servers require authorization, so if in doubt check this option.

ISSL - Check this box if you are using GMAIL or another email server that uses SSL. AOL does not use SSL so leave this box unchecked when using an AOL address.

PDF Driver Name - Enter **Tussman PDF**. It is possible that other PDF drivers may work, but they would have to be configurable so that file that are generated are saved automatically using the print job title as the file name. We have not yet identified any other free PDF drivers that have this ability

PDF File Folder - Enter here the name of the folder where you want the program to save the PDF files that are generated. **It *must* be the same folder that you entered in the Tussman PDF Writer Preferences screen as described above.** If you leave both spaces blank, the files will be saved in the same folder where the Tussman Program is installed.

Separate Email for Each Matter - Check this box only if you want to send a separate email for each *matter* to clients that have multiple matters. Otherwise, if you leave this unchecked, each client will get one email with contains a single PDF file containing all the bills for that client's matters, including the summary page, if applicable.

If some of the bills for certain clients are going to separate email addresses, then you will have to check this box. You can enter a separate email address for each matter, if necessary, as described in Step 1 above. If you do check this box, then the program will not generate a summary page for each client's matters, regardless of the bill format settings for that feature (unless you are using the Esmeralda format). Checking this box will also override the bill format option to consolidate bills for multiple matters into a single bill.

Note that if you are emailing bills with a summary page you should check the option to **Print Summary Pages First** which appears on the **Generate New Bills** screen (click **Bill** in the Bills cluster on the Control Panel).

Delete PDF file after mailing - If you check this box, then after each bill is mailed the PDF file that was created for that bill will be deleted from your hard drive. If you want to save copies of all the bills that are mailed, then do not check this box.

Step 4.   Selecting Bills for Emailing

To email bills, you must first generate the bills you want to email in the normal way. You do not actually have to print them (they can be Previewed to the screen instead), but it is a good idea to carefully review them to make sure they are correct before you send them as emails.
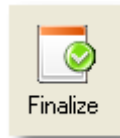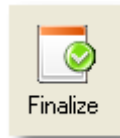

After they have been generated, click on the   button on the Control Panel. This screen will display a list of the bills you have generated but not yet finalized. You can email all or selected bills that appear on the list by clicking on the **Email** button at the top of the screen and selecting one of the following options from the menu that appears:

If you first want to see which clients will be receiving emails, select the **Tag Bills for Clients with Email Addresses** option on the **Email** menu and the program will flag each bill where the client has an email address on file (unless it has been preceeded by an asterisk). Tagged bills are indicated by a red check mark in the first column of the list. You can modify the list by untagging a bill if you don't want an email sent (to untag a tagged bill, simply click on it). To send an email to a bill that is not tagged, go to the client and make sure they have a valid email address, then go back to the list and manually tag that bill by clicking on it. Once all the bills that you want to send are tagged, use the **Email Tagged Bills** option on the **Email** menu described below.

When you are ready to email the bills, select the option you want from the menu as follows:

Email Highlighted Bill - Emails a copy of the bill that is currently highlighted on the list;

Email All Bills for Highlighted Client - Emails all bills which appear on the list for the client whose bill is currently highlighted. The program will combine all that client's bills into a single email unless you have checked the option in the **Email Setup** screen to send a separate email for each matter.

Email Tagged Bills - Emails only bills that have been tagged. You can tag bills in the list by clicking on them, or by clicking the Tag button at the top of the list which enables you to tag all or selected bills (for example, you can use the Tag button to select only bills for a specific responsible attorney, etc). Or, as described above, use the **Tag Bills for Clients with Email Addresses** function to create a list of bills that you want to email.

Remember that regardless of which option you select, the program will only attempt to email bills to clients whose bill or bills appear in the list of New Bills Awaiting Finalization and who have been assigned what appears to be a valid email address, as described in Step 1.

Step 5. Email Attachments

You can attach a document or documents either to a single bill or to all bills by clicking the **Attachments** button at the top of the New Bills Awaiting Finalization screen. If you want to attach a document to a single bill, first highlight that bill on the list before clicking the **Attachments** button.   In the top portion of the screen you can then enter the document(s) that you want to attach to the individual bill that you highlighted.   Enter the path and name of each document you want to attach, separating each with a semicolon. Or, click the Folder button at the right side of the screen to locate the files you want to include.   In the bottom portion of the screen you can also enter document(s) that you want to attach to all bills that are sent.   Enter those as described above.   If you only want the global attachment to be attached to the current bills, be sure to delete those document(s) from the list after you send the bills; otherwise they will be sent again the next time you email bills.   Attachments to an individual bill will only be sent with the current bill.

Step 6. Emailing the Bills

The image below shows the screen that comes up when you select the option to email the highlighted bill. The program inserts the client's email address, and you can enter a Subject and Message for the email in the spaces provided. The program remembers the Subject and Message so you do not have to reenter it each time.   You can change the email address if necessary. Click the **Setup** button at the bottom if you need to review any of the setup options, as described earlier in this section. Then click **SEND** when you are ready to send the email.

If you are running the program on a cloud server, it is possible that after you click Send a Print dialog will pop up. In this case select the Tussman PDF option from the list of printers (do not choose the one, if any, that has the word "redirected" after it as that is the one installed on your local computer and it will not work for this purpose).

After you clicked the **SEND** button, wait until you receive confirmation that the email has been sent successfully. The **New Bills Awaiting Finalization** screen will display the email icon (the open envelope) in the column with the heading **M** for each bill that has been successfully emailed, as appears in the screen below for client 0024.
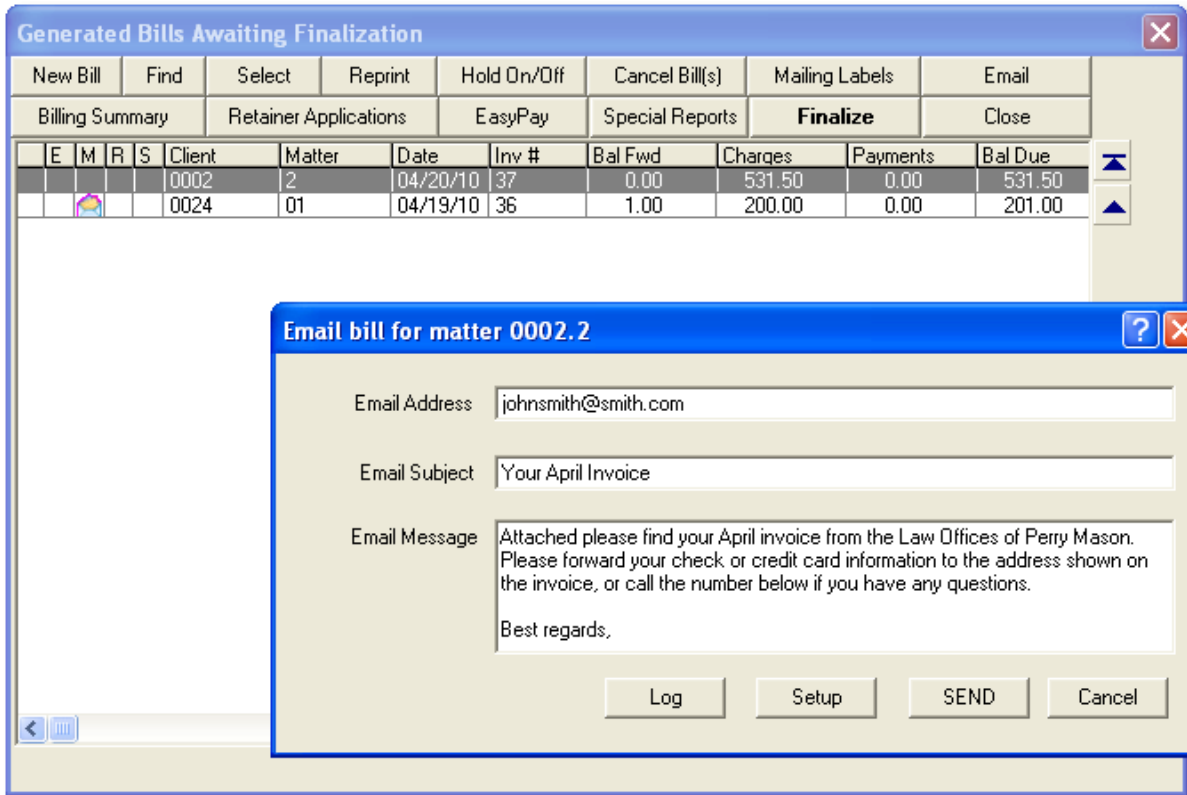
If you have selected the option to email *tagged bills*, or to email *all bills*, the same dialog shown above will pop up prior to sending, but it will not display or allow you to enter the email address as the address will be different for each client. The program will automatically locate the correct address for each client.

If one or more of the bills that you have selected to email has already been emailed (as indicated by the icon appearing in the **M** column), the program will first pop up with a question asking if you want to *resend* those bills that have already been sent. Answer yes or no, as appropriate.

Please note that when you click the **SEND** button as described above the program automatically generates the selected bill(s) in the form of PDF file(s), attaches each file to an email and sends it to the client.   You do not have to generate the PDF files yourself (although you can generate a bill to a PDF file for other purposes if desired, as described elsewhere in this manual).   Each file is assigned a name consisting of the client ID, followed by the matter ID (if the email is just for one matter), followed by the statement date of the bill and the letters INV.PDF; for example, 0024.01_041910INV.PDF. These files are stored in the folder you specified in the setup screens as described above. Note that *if the folder names you entered in each of those two spaces do not match exactly, the program will not be able to find and send the files and you will get an error message stating that the file cannot be found.*

Also note that if you have made any changes to the bill (for example, editing or deleting charges that appeared on the bill) after it was generated but before you email it, the bill that is

emailed will reflect the changes.

Email Log

If you are emailing more than one bill (i.e, if you selected any option other than emailing the highlighted bill), when finished the program will display a list of the emails that have been sent. You can print this list, if desired, by clicking the printer icon at the bottom.   You can view a comprehensive list of sent emails at any time by selecting the **Email Log** option from the menu that appears when you click the **Email** button on the **New Bills Awaiting Finalization** screen. From the Email Log screen you can also *resend* an individual email at any time by highlighting the one you want and clicking the **Resend** button at the bottom, as long as you have not checked the setup option to delete the PDF files after each email has been sent.   If you doubleclick on any email on the list, a dialog will display the full subject and text of the email message.

You can view an Email Log for an individual client by going to the client screen, clicking on the email icon button to the right of the Email space, and then clicking on the **Log** button at the bottom of the send dialog that comes up.

Sending an Email to a Client

You can also use the email function to send an email message to a client by bringing up the client's record and clicking on the email icon button to the right of the Email space. Enter a subject and message and click the **SEND** button. These emails will also appear on the email log. Since you can change the email address when preparing the email, you can actually use this function to send an email to anyone by just clicking on the email button on any client's screen.

You can also send bulk emails to all or selected clients.

16.18 Electronic Billing

The Tussman Program can generate bills in a variety of special formats that may be required by some of your clients. These bills are submitted electronically, either by email or by uploading to a website, and are read by a computer program that analizes each bill prior to approving it for payment. These clients usually require you to use the Uniform Task-Based Management System set of task codes, activity and cost codes, which can be automatically imported into Tussman as described in the sections on Task Codes, Activity Codes and Cost Codes. Tussman currently supports the following formats.

> LEDES (1998B format)
> Tymetrix
> LItigation Advisor

Legalgard
PALS-FM

If you are required to submit the bills in a different format, or are not sure which format to use, please contact us:

16.18.1 LEDES

The **LEDES 1998B** format is the most widely used method of submitting bills in electronic format. Generating bills in this format using The Tussman Program is very easy. To do this, you must first purchase a code from us that enables you to access this function in the program. Once you have purchased the code, you can generate bills in LEDES format as follows:

1. You must first make sure you have correctly entered your list of **Staff Members**. LEDES usually requires that the *name* of each staff member be entered with the last name first, followed by a comma, followed by the first name. Thus, the name of staff member John Smith must be entered in your Staff Member file as Smith, John.   You must also assign a **category code** to each staff member. These codes must be one of the accepted LEDES codes: **PT** for Partner, **AS** for Associate, **LA** for Legal Assistant, or **OT** for Other Timekeeper.   You must assign one of these codes as the **Category Code** to each **Staff Member**, and these Category Codes must be entered, with their description as shown above, in the Tussman Staff Categories file.

2. When setting up your **matters** for each LEDES client, you must always enter in the same space in each matter screen the **Client Matter ID** which was assigned by your client to that matter. This is *not* the same as the matter ID which is used in Tussman, but could be a claim number or other identifying reference assigned by your client to the matter. You can enter this ID in either the **Short Matter Title** space, or any of the five lines of the **Matter Title,** but if it is entered in any of the lines of the Matter Title it must always be the same line. In the unsual case where your client does not assign a Client Matter ID, you can omit this information.

3. When entering fee and cost *charges*, you must enter for each charge that is being billed to a LEDES client the correct **Task Code** and the correct **Activity** or **Cost Code** from the UTBMS (Uniform Task-Based Management System) list of codes. The uniform code sets can be imported automatically into Tussman as described in the sections on Task Codes, Activity Codes, and Cost Codes. You can configure the program to *require* a task code when entering charges for a specific matter by going to that matter, clicking on the **Z** button and entering **Y**. The program will then give you the option of applying that setting to all matters for that client. Or, you can require entry of a task code for *all* matters by setting option **6** in the Data Entry Options screen to **R**. In either case, for the task code space to be operative in the data entry screen when entering new charges, option **6** must *not* be set to **N**.

If you want to include nonbillable time in the LEDES bill, you must configure the program to assign a dollar amount to the nonbillable time (click on **Setup**, **Data Entry Options**, and set item **7** to **Y**). That way in the LEDES bill those entries will show the billing rate and hour amount, but that amount will also show as an adjustment to that line item, thereby reducing the billed amount to 0.00. Otherwise the rate and amount will just show as 0.00 with no adjustment and the invoice will not be accepted.

4. Before generating an electronic bill in the LEDES format, you must first generate it in the normal way you generate bills using Tussman, so that the record of that bill appears in your list of new bills. Do *not* finalize the bill at this point. Instead, click the Bills icon on the Control Panel and verify that the bill or bills that you want to generate in the LEDES format appear in the list.

5. After verifying that the bill or bills you want to generate in LEDES format appear on the list, click on the **Special Reports** button at the top of the list and select **LEDES** from the menu. The following dialog will appear:

Fill in the information as follows:

Law Firm ID - Enter here you firm's Federal Taxpayer ID number. This is required or the submission will be rejected.

Inv Start Date and End Date - Enter the beginning and ending dates of the billing period for this invoice. This information is required.

Optional Prefix for Invoice Number - The program will automatically insert the invoice number into the LEDES bill. If you want to add a prefix of some sort to the invoice number, enter it here. Alternatively, you can add the Matter ID as a prefix by entering the # symbol in this space. If you want a dash separating the Matter ID and the invoice number entre # followed by a hyphen, #-.

Invoice Description - Enter an optional description for this invoice. This is not required. If you type a pound sign (#) in this space, the program will automatically use the first line of the matter title as the invoice description. If you check the Liberty Mutual Format box, the program will automatically insert the text from the Matter Notes for each matter.

Client ID - Enter the client ID of the client you are generating a bill or bills for, or leave this space blank to use the Tussman Program client ID. Normally this space should be left blank.

Location of Client Matter ID - The Client Matter ID is the identifying number or reference assigned by your *client* to each matter, as described in 2 above. Select the location of this information from the drop down menu. You can also specify that you want this information left blank, but that would be unusual as normally this information is required, unless your client did not assign an ID to each matter. *Failure to properly enter the Client Matter ID, and complete this item to indicate where it is found, is the most common reason for rejection of a LEDES submission.*

Password - Enter here the password you received to access this function.

Path for Files - Enter here an optional path to a separate folder where you want the files containing the LEDES bills to be saved. For example, to create them in a folder called LEDES on drive C, enter C:\LEDES. The folder name may be no more than eight characters and the folder must already exist. If you leave this space blank, the files will be created in the Tussman folder.   This path is used only when you select the **Generate for all Tagged Bills** option, described below.

Generate for all Tagged Bills - If you check this box, the program will generate LEDES bills for all the matters that you have tagged in your list of new bills (tagged bills will have a check mark in the first column of the list. You can tag a bill by just clicking on it, or click the **Tag** button at the top for other tagging options). A separate file will be created containing each bill. Each file will be assigned a name consisting of the client ID followed by an underscore character followed by the matter ID. The file extensions will consist of the month and year that the bill is generated in the format MMY. Thus, a bill for client ANDERSON and matter 001 generated in December 2004 will be named ANDERSON_001.124

6. After completing the above information, click **OK** to continue. Unless you checked the **Generate All Bills** option, you will next be asked to enter the client and matter ID of the file that you want to generate a LEDES bill for. The program will automatically insert the client and matter ID of the bill that is highlighted on the **List New Bills** screen, but you can change it if necessary. To generate a bill for a single *matter*, enter both the client and matter IDs. To generate a single LEDES bill which includes all the matters for a single *client*, enter just the client ID, leaving the matter blank.

7. Unless you selected the **Generate All Bills** option, a standard Windows dialog will appear where you can specify the *file name* and *location* where you want the LEDES bill saved.   The file name will default to client ID followed by an underscore followed by the matter ID, with an extension consisting of the month and year that the bill is generated in the format MMY. The folder will default to the Tussman Program folder. You can change the file name and folder if desired.

8. After generating the LEDES bill, a file containing the LEDES bill will appear in the folder you specified in **7** above or, if you selected the **Generate All Bills** option, the files will appear in the folder specified in the **Path for Files** space. You can then attach these files to an email for submission to your LEDES bill processor, or you can upload them to a website per instructions from your client.

Note that if a LEDES submission is rejected, the most common reason is failure to specify where the Client Matter ID is located. The Client Matter ID is the ID assigned by the carrier and must be entered by you somewhere in the matter screen, as described in the setup instructions above. Note that when filling out the matter profile on the website for the LEDES processor, you will also have to enter what they call the "Law Firm Matter ID". This is the ID you assigned to the matter and consists just of the matter ID itself, not including the client ID or any other information.

9. After generating the LEDES bill, and receiving confirmation that it has been accepted by your client, you can then finalize the bill or bills in the normal way.

If for some reason you need to re-generate a LEDES bill *after* it has been finalized, you can do this using the **Reprint Finalized Bills** function. To do this click Bills from the Main Menu, select **Reprint Finalized Bills**, then select the option to **Reprint Bills for One Client or Matter**, enter the Client and matter IDs and click **OK**. Highlight the bill you want to regenerate and click the **Select One** button. Then click the **LEDES** button at the bottom and the LEDES screen will appear. Continue as described

starting in step 5 above. You can use this procedure if, for example, your LEDES bill is rejected because you failed to assign codes to each of the charges. Simply locate the billed charges (go to the account status screen for that client or matter and click on **Browse Billed Charges**), make the changes you need, and then regenerate the LEDES bill as described beginning in step 4 above. Note that if you need to delete or add charges, or change the dollar amounts, you will have to unfinalize the bill and generate it again as if you were doing it for the first time).

16.18.2 Tymetrix

Tymetrix is a firm that processes billling invoices either in its own format or in LEDES format. If you are required to submit electronic invoices to Tymetrix, you must determine first if they are to be in the LEDES format, or in the proprietary Tymetrix format. This section describes the procedures for preparing bills in the **Tymetrix** format.

Before preparing bills in the Tymetrix format, certain information about each case must be entered in the *matter screen* for each matter as follows:

1. The **Plaintiff's name** must be entered in the *first* line of the Matter Title;
2. The **Defendant's name** must be entered in the *second* line of the Matter Title;
3. The **Claim Number** or case number assigned by your client must be entered in the *third* line of the Matter Title. This should normally be an eleven character number.
4. The name of the **Insured** should be entered in the *fourth* line of the Matter Title;
5.   The name of the **Plaintiff's Attorney** or Firm must be entered in the *fifth* line of the Matter Title
6. The name of the **Contact Person** who receives the bill must be entered in the *first* line of the **Billing Address** for each matter (click on the l **Address** button in the matter screen);
7. The **Street Address** where the bill is to be sent must be entered on the *second* line of the **Billing Address**;
8. The **City, State and Zip Code** where the bill is to be sent must be entered on the *third* line of the **Billing Address**;
9. The code for the staff member in your firm who is the **Responsible Attorney** for the case must be entered in the **Responsible Atty** space in the matter screen. You must add each staff member who will be listed as a responsible attorney to your list of responsible attorney codes, with their full name as the description, by clicking on **Productivity Codes** from the **Codes** menu and selecting Responsible Attorney Codes;
10. The **Date** the case was opened at your firm must appear in the **Date Opened** space in the matter screen;
11. If the next bill is to be a *Final* billing, enter the code **FIN** in the Department code space in the matter screen. To do this, you must add the code **FIN** to your list of **Department Codes** (click on **Productivity Codes** from the **Codes** menu, then click on **Department Codes**). If the Department Code space does not contain the code **FIN**, the program assumes the next bill is to be an *Interim* billing;

In addition to the above matter information, you must also assign to each Staff Member a Category Code, making sure that these Category Codes are added to your list of Category Codes with the appropriate description for each category. You must create the following separate categories. The codes can be of your choice, but the description for each category must read as follows:

> **Partner**
> **Associate**
> **Paralegal**
> **Other Counsel**
> **Other Staff**

In your list of Staff Categories, you must also specify which of those categories consist of persons who are *not* actual attorneys by adding an asterisk at the end of the description for that category. For

example, the description for the Paralegal category should read "Paralegal*".

When entering *charges* for files that are to be billed in the Tymetrix format, you must assign both a **Task Code** and an **Activity** or **Cost Code** from the Uniform Task-Based Managment System set of codes. These codes can be imported into Tussman automatically as described in the sections on Task Codes, Activity Codes, and Cost Codes.   You can configure the program to *require* a task code when entering charges for a specific matter by going to that matter, clicking on the **Z** button and entering **Y**. Or, you can require entry of a task code for *all* matters by setting option **6** in the Data Entry Options screen to **R**. In either case, for the task code space to be operative in the data entry screen when entering new charges, option **6** must *not* be set to **N**.

The *cost code* which you use when entering *copy* charges (code **E101**) must be assigned a *unit charge* that does not exceed $.10 per copy, as described in the section on Cost Codes. When recording copy charges for matters billed using Tymetrix, be sure to use that cost code and always specify the number of copies in the Units space.

Before generating an electronic bill in the Tymetrix format, you must first generate it in the normal way you generate bills using Tussman, so that the record of that bill appears in your list of new bills. Do

not finalize the bill at this point. Instead, to generate the Tymetrix bill, click the   button on the Control Panel and verify that the bill or bills that you want to generate in the Tymetrix format appear in the list.

After verifying that the bill or bills you want to generate in Tymetrix format appear on the list, click on the **Special Reports** button at the top of the list and select **Tymetrix** from the menu. The following dialog will appear:

TYMETRIX Format

Law Firm Tax ID #	94-999999
Law Firm Name	Law Firm Name
Law Firm Address	Law Firm Address
Law Firm City	City
State	CA
Zip	ZIP
Law Firm Telephone	555 5555
Fax	666 66666
Client's Name	Laidlaws
Location of Insured Name	Matter Title Line 4

Client Number   TYMETRIX

Matter Number
(leave blank for all)

OR

Matter
Location

OR leave blank to include all bills in list of unfinalized statements

Invoice Start Date   01/01/2005   Invoice End Date   02/28/2005

Directory where file is to be created   c:\tymetrix

(if other than Tussman directory)

Password

OK   Cancel

Fill in the information in the above screen as follows:

Law Firm Tax ID Number - You must include the dash as shown in the above example;

Law Firm Name - Enter the name of your firm;

Law Firm Address - Enter the street address of your firm;

Law Firm City - Enter the city where your firm is located;

State - Enter the state where your firm is located;

Zip - Enter the zip code where your firm is located;

Law Firm Telephone - Enter your firm's telephone number;

Law Firm Tax - Enter your firm's fax number;

Client's Name - Enter the name of your client for whom you are submitting the Tymetrix bill (note that the name of the *contact person* at your client is entered in the matter screen as described in item **6** above);

Location of Insured Name - Select from the drop down menu the location in each matter screen where the name of the insured can be found. This must be consistent in each matter screen for which you are generating Tymetrix bills.   Normally this should be entered in Line 4 of the Matter Title, since that line is not used for other purposes;

client ID - To generate Tymetrix bills for ***all*** of the matters in your list of new bills, leave this space ***blank***, and also leave the matter ID and Matter Location blank. Otherwise, enter the Tussman Program client ID to generate bills for that ***client*** only, leaving the client ID and Matter Location blank. The program will then generate bills for all matters for that client which appear in the list of new bills.

matter ID - To generate a Tymetrix bill for a single ***matter***, enter the Tussman Program matter ID in addition to the client ID as described above, and leave the Matter Location space blank. To generate the bill, a bill for that matter must appear in the list of new bills.

Matter Location - Instead of entering a client and matter ID as described above, you can generate Tymetrix bills for ***several*** different clients by assigning all matters for those clients the same **Location** code (the **Location** code is one of the Productivity Codes that can be assigned to each matter). To generate bills for those clients, leave the client ID and matter ID space blank and enter just that Location Code in the Matter Location space. The program will then generate Tymetrix bills for all matters appearing in the list of new bills which are assigned that Location Code, regardless of what client ID is assigned to those matters.

Invoice Start Date - Enter the beginning date of the time period for this billing cycle;

Invoice End Date - Enter the ending date of the time period for this billing cycle;

Directory Where File is to be Created - Enter an optional path to a folder where you want the files containing the Tymetrix files to be saved. If you leave this space blank, the files will be saved in the Tussman Program folder. To save them in a different folder, enter the drive and folder name. For example, to save them in a folder named Tymetrix on your C drive, enter C:\TYMETRIX. The folder name must be no more than eight characters, and the folder must already exist.

Password - Enter the password you received from Tussman Programs for access to this function;

Click **OK** to generate the Tymetrix bills. A dialog will then appear displaying the name of the ***file*** that will be created containing the bill. The file name is in a special format required by Tymetrix, so do not change the name unless you know what you are doing. The name should not be more than eight characters plus a three character extension. Regardless of how many matters you are generating bills for, all the information will be included in a single file with that name, which will be found in the Tussman folder or in the folder which you specified in the **Directory** space as described above. After the file has been saved, you can then submit it to Tymetrix by attaching the file to an email or uploading it to their website following the instructions you received from Tymetrix.

After generating the Tymetrix bill, and receiving confirmation that it has been accepted by your client, you can then finalize the bill or bills in the normal way. There is no way to generate a Tymetrix bill if the bill has already been finalized (unless you unfinalize that bill), so do not finalize your Tymetrix bills until you are sure they have been accepted.

16.18.3 Litigation Advisor

Tussman can generate electronic bills in the format required by the LitigationAdvisor system as described in this section. To use this function, you must first purchase a code from us. Then proceed as follows:

1. For each ***matter*** that you will be billing using the LitigationAdvisor format, you must enter certain information in specific spaces in the matter screen, as follows:

Matter Name - Enter the case name in the *first* line of the Matter Title;

Claim Number - Enter the claim number assigned by your client in the *second* line fo the Matter Title

Claim Representative - Enter the Claim Representative's name, number or code as specified by your client in line *three* of the Matter Title;
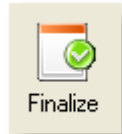
Matter ID Number - Enter the Matter ID Number assigned by the LitigationAdvisor system in line *four* of the Matter Title. This does not have to be entered for the INITIAL invoice.;

Additional information must be entered if you are submitting bills for **Nationwide** or **Chubb**, as described in separate sections at the end of this topic.

2 When entering *charges* for files that are to be billed in the LitigationAdvisor format, you must assign both a **Task Code** and an **Activity** or **Cost Code** from the Uniform Task-Based Managment System set of codes. These codes can be imported into Tussman automatically as described in the sections on Task Codes, Activity Codes, and Cost Codes. You can configure the program to *require* a task code when entering charges for a specific matter by going to that matter, clicking on the **Z** button and entering **Y**. Or, you can require entry of a task code for *all* matters by setting option **6** in the Data Entry Options screen to **R**. In either case, for the task code space to be operative in the data entry screen when entering new charges, option **6** must *not* be set to **N**.

3. Before generating an electronic bill in the LitigationAdvisor format, you must first generate it in the normal way you generate bills using Tussman, so that the record of that bill appears in your list of new bills. Do *not* finalize the bill at this point. Instead, to generate the LitigationAdvisor bill, click
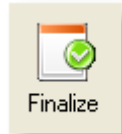
the button on the Control Panel and verify that the bill or bills that you want to generate in the LitigationAdvisor format appear in the list.

After verifying that the bill or bills you want to generate in LitigationAdvisor format appear on the list, click on the **Special Reports** button at the top of the list and select **LitigationAdvisor** from the menu. The following dialog will appear:

Division - Enter the name of the insurance company (your client) that you are billing;

Division Office - Enter the insurance company office location (i.e., the city and state);

Law Firm Name - Enter the name of your firm;

Law Firm Office - Enter the location of your office (i.e., the city and state);

Law Firm Tax ID - Enter your firm's federal tax ID number;

Invoice Sequence - Select from the drop down menu the invoice sequence; either INITIAL (for the first bill), INTERIM (subsequent bills), FINAL (the final bill), FIRST/FINAL, or SUPPLEMENTAL.(used when a previous bill was marked FINAL or FIRST/FINAL);

Location of Matter ID Number - Select from the drop down menu the location where in each matter screen you have entered the Matter ID Number which was assigned by your client. Normally this will appear in **Matter Title Line 4**, as described in **1** above, so select this option;

Extended Header Information - If you are submitted bills for **Nationwide** or **Chubb**, select that option and note the special instructions for those carriers at the end of this section. Otherwise, select **None**.

Password - Enter here the password you were given by the Tussman Program to access this function;

Directory - Enter an optional path to a folder where you want the files containing the LitigationAdvisor files to be saved. If you leave this space blank, the files will be saved in the Tussman Program folder. To save them in a different folder, enter the drive and folder name. For example, to save them in a folder named Litad on your C drive, enter C:\LITAD. Folder names should not be more than eight characters..

Generate for All Matters in List - If you check this box, the program will generate a LitigationAdvisor bill for *all* the matters in your list of new bills. Normally this option should *not* be checked. If not checked, the program will only generate a bill for the matter that is highlighted on the list.

4. Click **OK** to generate the bill. Unless you selected the option to generate bills for all matters in the list, the program will ask you to confirm the client and matter you selected. You can select a different one but that file must appear in your list of new bills.   If you leave the matter space blank, the program will generate bills for all matters for that client.

5. The program will then ask you to *name* the file that will be saved containing the LitigationAdvisor bill, unless you are generating bills for more than one matter, in which case the program will generate a separate file for each matter and will assign each file a name consisting of the first four characters of the client ID followed by the first four characters of the matter ID, with an extension consisting of the month and the last digit of the year.   Do not assign a name of more than eight characters plus a three character extension; for example, BILL.TXT, and do not add a drive or path designation. The file will be saved in the folder you specified in the **Directory** space described in **3** above.

6. After generating the LitigationAdvior bills, a file or files containing the bills will appear in the folder you specified in **3** above. You can then attach these files to an email for submission to your LitigationAdvisor bill processor, or you can upload them to a website per instructions from your client.

7. After generating the LitigationAdvisor bill, and receiving confirmation that it has been accepted by your client, you can then finalize the bill or bills in the normal way. There is no way to generate a LitigationAdvisor bill if the bill has already been finalized (unless you unfinalize that bill), so do not finalize your LitigationAdvisor client bills until you are sure they have been accepted.

Additional Instructions for Nationwide Clients

If you are submitting LitigationAdvisor bills for Nationwide, in addition to following the above instructions you must enter additional information about each matter in the matter screen. That information, described below, must be typed into the **Notes** are of each matter (by clicking on the **Notes** button). You must begin typing the information in the first space of the **Notes** area, and each item of information described below, including the last item, must be followed by a semicolon ("**;**"). The information you must enter is as follows:

> **Claim Rep Name** - The name, number or code assigned to your Claim Representative by the carrier, with last name first followed by first name and middle initial;
> **Date of Loss** - The date of loss in the format MM/DD/YY;
> **Line of Business** - A two character code selected from a chart provided in the LitigationAdvisor instructions you received from your carrier
> **Coverage Code** - A code selected from a chart provided in the instructions from your carrier;
> **Policyholder's Name** - The name of the primary insured with last name first, followed by first name and middle initial;
> **Claimant Name** - The name of the person who suffered loss (plaintiff name), with last name first followed by first name and middle initital
> **Claimant ID** - The Claimant ID assigned by Nationwide;
> **Suit Type** - A three letter code describing the area of law selected from a list provided by Nationwide.
> **State** - If you are also required to specify the state where the litigation was filed, add that as the last item.

An example of how the above information might look when typed into the Notes space is as follows:

Jones,John;12/30/01;C3;COLL;Smith,John;Anderson,Bill;N/A1;CCL;CA;

In addition to the above information, you must also enter the *staff code* of the person in your firm responsible for the case in the **Responsible Attorney** space in the matter screen.

Additional Instructions for Chubb Clients

If you are submitting LitigationAdvisor bills for Chubb, in addition to following the above instructions you must enter additional information about each matter in the matter screen. That information, described below, must be typed into the **Notes** are of each matter (by clicking on the **Notes** button). You must begin typing the information in the first space of the **Notes** area, and each item of information described below, including the last item, must be followed by a semicolon ("**;**"). The information you must enter consists of Invoice Header items 15-25, as described in detail in the LitigationAdvisor instructions you received from your carrier, as follows:

Date of Loss/Claims-Made Date - In format MM/DD/YY;
Occurrence ID - Enter 100%
Line of Business - From a chart supplied by the carrier;
Insured Name The name of your insured with last name first followed by first name and middle initial;
Claimant's Name - Last name first;
Date Suit Petition Filed/Hearing - Format MM/DD/YY;
Jurisdiction Type - F for Federal or S for State;
Jurisdiction State- The two character state abbreviation;
Jurisdiction County/District
Opposing Law Firm
Shared Percentage - Enter 100

16.18.4 Legalgard

The procedures for generating an electronic bill in the Legalgaad format are very similar to those for generating a Legalgard bill. You must first obtain a code from us giving you access to this function. Generate a Legalgard bill as follows:

1. For each *matter* that you will be billing using the Legalgard format, you must enter certain information in specific spaces in the matter screen, as follows:

Matter Name - Enter the case name in the *first* line of the Matter Title;
Claim Number - Enter the claim number assigned by your client in the *second* line fo the Matter Title
Claim Adjuster - Enter the Claim Representative's name, number or code as specified by your client in line *three* of the Matter Title;
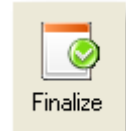
Additional information must be entered in the **Notes** area of the matter screen by clicking on the **Notes** button. You must begin typing the information in the first space of the **Notes** area, and each item of information described below, including the last item, must be followed by a semicolon ("**;**"). The
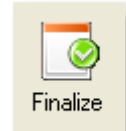
information you must enter is as follows:

Date of Loss - In format MM/DD/YY
Insured's Name
Claimant's Name
Date Suite Petition Filed - in format MM/DD/YY
Jurisdiction Code - F for Federal, S for State
Loss Type Code - from list provided by your carrier
Opposing Counsel Name
Opposing Law Firm Name

2 When entering *charges* for files that are to be billed in the Legalgard format, you must assign both a **Task Code** and an **Activity** or **Cost Code** from the Uniform Task-Based Managment System set of codes. These codes can be imported into Tussman automatically as described in the sections on Task Codes, Activity Codes, and Cost Codes. You can configure the program to *require* a task code when entering charges for a specific matter by going to that matter, clicking on the **Z** button and entering **Y**. Or, you can require entry of a task code for *all* matters by setting option **6** in the Data Entry Options screen to **R**. In either case, for the task code space to be operative in the data entry screen when entering new charges, option **6** must *not* be set to **N**.

3. Before generating an electronic bill in the Legalgard format, you must first generate it in the normal way you generate bills using Tussman, so that the record of that bill appears in your list of new bills.

Do *not* finalize the bill at this point. Instead, to generate the Legalgard bill, click the   button on the Control Panel and verify that the bill or bills that you want to generate in the Legalgard format appear in the list.

After verifying that the bill or bills you want to generate in Legalgard format appear on the list, click on the **Special Reports** button at the top of the list and select **Legalgard** from the menu. The following dialog will appear:

Legalgard Invoices

Division (Client) Name	name
Division Office	office
Law Firm Name	firm
Law Firm Office	law firm
Law Firm Tax ID	tax id
Invoice Sequence	INTERIM

Location of Matter ID Number

Short Matter Title

Extended Header Information
- ● Nationwide
- ○ Chubb
- ○
- ○ None

Password

Directory c:\legal

☐ Generate for All Matters in List

[OK]   [Cancel]

Division - Enter the name of the insurance company (your client) that you are billing;

Division Office - Enter the insurance company office location (i.e., the city and state);

Law Firm Name - Enter the name of your firm;

Law Firm Office - Enter the location of your office (i.e., the city and state);

Law Firm Tax ID - Not required for Legalgard bills;

Invoice Sequence - Not required for Legalgard bills;

Location of Matter ID Number - Not required for Legalgard bills;

Extended Header Information - Select the **Nationwide** option;

Password - Enter here the password you were given by the Tussman Program to access this function;

Directory - Enter an optional path to a folder where you want the files containing the Legalgard files to be saved. If you leave this space blank, the files will be saved in the Tussman Program folder. To save them in a different folder, enter the drive and folder name. For example, to save them in a folder named Legal on your C drive, enter C:\LEGAL Folder names should not be more than eight

characters, and that folder must already exist...

Generate for All Matters in List - If you check this box, the program will generate a Legalgard bill for *all* the matters in your list of new bills. Normally this option should *not* be checked. If not checked, the program will only generate a bill for the matter that is highlighted on the list.
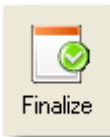
4. Click **OK** to generate the bill. Unless you selected the option to generate bills for all matters in the list, the program will ask you to confirm the client and matter you selected. You can select a different one but that file must appear in your list of new bills.   If you leave the matter space blank, the program will generate bills for all matters for that client.

5. The program will then ask you to *name* the file that will be saved containing the Legalgard bill, unless you are generating bills for more than one matter, in which case the program will generate a separate file for each matter and will assign each file a name consisting of the first four characters of the client ID followed by the first four characters of the matter ID, with an extension consisting of the month and the last digit of the year.   Do not assign a name of more than eight characters plus a three character extension; for example, BILL.TXT, and do not add a drive or path designation. The file will be saved in the folder you specified in the **Directory** space described in **3** above.

6. After generating the LitigationAdvior bills, a file or files containing the bills will appear in the folder you specified in **3** above. You can then attach these files to an email for submission to your Legalgard bill processor, or you can upload them to a website per instructions from your client.

7. After generating the Legalgard bill, and receiving confirmation that it has been accepted by your client, you can then finalize the bill or bills in the normal way. There is no way to generate a Legalgard bill if the bill has already been finalized (unless you unfinalize that bill), so do not finalize your Legalgard client bills until you are sure they have been accepted.

16.18.5 PALS-FM

Tussman can generate electronic bills in the format required by the PALS-FM system as described in this section. To use this function, you must first purchase a code from us. Then proceed as follows:

1. When entering *charges* for files that are to be billed in the PALS-FM format, you must assign both a **Task Code** and an **Activity** or **Cost Code** from the Uniform Task-Based Managment System set of codes. These codes can be imported into Tussman automatically as described in the sections on Task Codes, Activity Codes, and Cost Codes.   You can configure the program to *require* a task code when entering charges for a specific matter by going to that matter, clicking on the **Z** button and entering **Y**. Or, you can require entry of a task code for *all* matters by setting option **6** in the Data Entry Options screen to **R**. In either case, for the task code space to be operative in the data entry screen when entering new charges, option **6** must *not* be set to **N**.

2.   You must assign to each staff member in your Staff Member file a **category code.**. These codes must be one of the accepted PALS-FM codes: **PT** for Partner, **AS** for Associate, **OC** for Of Counsel, **LA** for Legal Assistant, or **OT** for Other Timekeeper.   You must assign one of these codes as the **Category Code** to each **Staff Member**, and these Category Codes must be entered, with their description as shown above, in the Tussman Staff Categories file.

3. Before generating an electronic bill in the PALS-FM format, you must first generate it in the normal way you generate bills using Tussman, so that the record of that bill appears in your list of new bills.
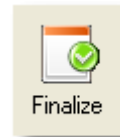
Do *not* finalize the bill at this point. Instead, to generate the PALS-FM bill, click the   button on the Control Panel and verify that the bill or bills that you want to generate in the PALS-FM format appear in the list.

After verifying that the bill or bills you want to generate in PALS-FM format appear on the list, click on the **Special Reports** button at the top of the list and select **PALS-FM** from the menu. The following dialog will appear:

Inv. Start Date - Enter the beginning date of the billing cycle;

End Date - Enter the ending date of the billing cycle;

Bill Description Enter an optional description of the bill

Password - Enter the password you received from Tussman for access to this function;

Path for Files - Enter an optional path to a folder where you want the files containing the PALS-FM files to be saved. If you leave this space blank, the files will be saved in the Tussman Program folder. To save them in a different folder, enter the drive and folder name. For example, to save them in a folder named Pals on your C drive, enter C:\PALS. Folder names should not be more than eight characters.. The folder must already exist for this to work.

Generate all files - If you check this box, the program will generate a PALS-FM bill for *all* the matters in your list of new bills. Normally this option should *not* be checked. If not checked, the program will only generate a bill for the matter that is highlighted on the list.

4. Click **OK** to generate the bill. Unless you selected the option to generate bills for all matters in the list, the program will ask you to confirm the client and matter you selected. You can select a different

one but that file must appear in your list of new bills.   If you leave the matter space blank, the program will generate bills for all matters for that client.

5. The program will then ask you to *name* the file that will be saved containing the PALS-FM bill, unless you are generating bills for more than one matter, in which case the program will generate a separate file for each matter and will assign each file a name consisting of the first four characters of the client ID followed by the first four characters of the matter ID, with an extension consisting of the month and the last digit of the year.   Do not assign a name of more than eight characters plus a three character extension; for example, BILL.TXT, and do not add a drive or path designation. The file will be saved in the folder you specified in the **Directory** space described in **3** above.

6. After generating the bills, a file or files containing the bills will appear in the folder you specified in **3** above. You can then attach these files to an email for submission to your PALS-FM bill processor, or you can upload them to a website per instructions from your client.

7. After generating the PALS-FM bill, and receiving confirmation that it has been accepted by your client, you can then finalize the bill or bills in the normal way. There is no way to generate a PALS-FM bill if the bill has already been finalized (unless you unfinalize that bill), so do not finalize your PALS-FM client bills until you are sure they have been accepted.

Additional Instructions for Nationwide Clients

If you are submitting LitigationAdvisor bills for Nationwide, in addition to following the above instructions you must enter additional information about each matter in the matter screen. That information, described below, must be typed into the **Notes** are of each matter (by clicking on the **Notes** button). You must begin typing the information in the first space of the **Notes** area, and each item of information described below, including the last item, must be followed by a semicolon ("**;**"). The information you must enter is as follows:

> **Claim Rep Name** - The name, number or code assigned to your Claim Representative by the carrier, with last name first followed by first name and middle initial;
> **Date of Loss** - The date of loss in the format MM/DD/YY;
> **Line of Business** - A two character code selected from a chart provided in the LitigationAdvisor instructions you received from your carrier
> **Coverage Code** - A code selected from a chart provided in the instructions from your carrier;
> **Policyholder's Name** - The name of the primary insured with last name first, followed by first name and middle initial;
> **Claimant Name** - The name of the person who suffered loss (plaintiff name), with last name first followed by first name and middle initital
> **Claimant ID** - The Claimant ID assigned by Nationwide;
> **Suit Type** - A three letter code describing the area of law selected from a list provided by Nationwide.

An example of how the above information might look when typed into the Notes space is as follows:

> Jones,John;12/30/01;C3;COLL;Smith,John;Anderson,Bill;N/A1;CCL;

In addition to the above information, you must also enter the *staff code* of the person in your firm responsible for the case in the **Responsible Attorney** space in the matter screen.

Additional Instructions for Chubb Clients

If you are submitting LitigationAdvisor bills for Chubb, in addition to following the above instructions you must enter additional information about each matter in the matter screen. That information, described below, must be typed into the **Notes** are of each matter (by clicking on the **Notes** button). You must begin typing the information in the first space of the **Notes** area, and each item of information

described below, including the last item, must be followed by a semicolon ("**;**"). The information you must enter consists of Invoice Header items 15-25, as described in detail in the LitigationAdvisor instructions you received from your carrier, as follows:

> **Date of Loss/Claims-Made Date** - In format MM/DD/YY;
> **Occurrence ID** - Enter 100%
> **Line of Business** - From a chart supplied by the carrier;
> **Insured Name** The name of your insured with last name first followed by first name and middle initial;
> **Claimant's Name** - Last name first;
> **Date Suit Petition Filed/Hearing** - Format MM/DD/YY;
> **Jurisdiction Type** - F for Federal or S for State;
> **Jurisdiction State**- The two character state abbreviation;
> **Jurisdiction County/District**
> **Opposing Law Firm**
> **Shared Percentage** - Enter 100

16.18.6 CCIC

In order to generate bills in the CCIC format, you must first make sure you have entered your Tax ID Number into the program by clicking on **Setup**, **Change Firm Name**, and entering it in the space provided.

1. You must also make sure you have correctly entered your list of **Staff Members** and you must assign one of the following **category codes** to each staff member:

> **P** = Partner
> **A** = Associate
> **PA** = Paralegal (this will be expanded to read PARA in the CCIC submission)

Click on **Setup**, **Staff Membe**rs, and click on each staff member to assign the category codes.

2. When setting up your **matters** for each CCIC, you must always enter in **Line 2** of the Matter Title the claim number as you want it to appear in the CCIC submission.

3. When entering fee charges, make sure you assign the correct staff code and that each staff member has been assigned a category code as described in 1 above. You do not need to enter a Task or Activity Code. When entering costs make sure you enter one of the following Cost Codes:
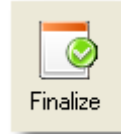
> **C** = Copies
> **CR** = Court Reporter
> **F** = Fax
> **FF** = Filing Fees
> **MED** = Medical Records
> **OT** = Other

You must make sure you have added the codes listed above to your list of Cost Codes. Click on

Setup, **Cost Codes**, to do this.

4. Before generating an electronic bill in the CCIC format, you must first generate it in the normal way you generate bills using Tussman, so that the record of that bill appears in your list of new bills. Do
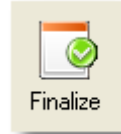
not finalize the bill at this point. Instead, cllick the   button on the Control Panel and verify that the bill or bills that you want to generate in the CCIC format appear in the list.

5. Highlight the bill that you want to generate in the CCIC format and click on the **Special Reports** button at the top of the list and select **CCIC** from the menu.   The program will display the file you selected. If you have multiple matters for that client and want them all included in a single submission, blank out the matter space so that just the client ID appears.

7. A standard Windows dialog will appear where you can specify the *file name* and *location* where you want the CCIC bill saved.   Select the folder where you want the file saved and then make up a name for the file in the space provided.

8. After generating the CCIC bill, a file containing the bill will appear in the folder you specified in **7** above. You can then attach the file to an email for submission or you can upload them to a website per instructions from your client.

9. After generating the CCIC bill, and receiving confirmation that it has been accepted by your client, you can then finalize the bill or bills in the normal way.

17   Reports

The **Reports** menu (click **Reports** from the Main Menu at the top) lists a variety of management reports which can provide useful information for your firm. These reports, described in detail in the following sections, include the following:

WIP Summary Report
Accounts Receivable Report
Receivable Analysis
Trust, Retainer and Credit Balances Report
File History and Status Report
Periodic Activity Summary
Productivity Reports
Billing Analysis Report
Income Analysis Report
Staff Earnings Analysis Report
Realization Analysis Report
Budget Analysis Report

In addition, there is a Custom Report function where you can select what information you want from a list of items.

There are many other reports described elsewhere, including:

Client and Matter Lists
Lists of Charges, both billed and unbilled

Time at a Glance Reports
Cash Receipts Journals and other lists of AR Transactions
Billing Summary Reports
Retainer Application Reports
Audit Trail Reports
Lists of all of your code files

17.1   WIP Summary

The WIP Summary report shows you totals of all unbilled charges, including both fees and costs. Totals can be compiled by client and matter, by date, by batch, or by staff member. This report is useful if, for example, you want to review a list of all your files showing the total unbilled fees and costs for each one, without having to generate actual prebills or more detailed lists itemizing all the charges. If you prefer to see an itemized detail of unbilled charges, use the List Charges function instead.

This report normally shows the outstanding WIP balances as of the current date. If you want to determine the balance of outstanding WIP as of a prior date, enter that date in the Show Totals as of Prior Date space in the lower left of the dialog.

The report can be generated in two formats. In one, it shows in separate columns the number of unbilled *hours*, the dollar amount of the unbilled *fees*, the unbilled *costs*, and the *total* of fees and costs. In the other format, it shows an ageing breakdown of the total unbilled charges (fees and costs). If you are doing the report as of a prior date it prints in a single format showing the fees, costs, and total for each matter.

To generate a WIP Summary report, select **WIP Summary** from the **Reports** menu and select the report options from the screen shown below:

Total By - Select whether you want to total the charges by Client and Matter, Date, Batch, or Timekeeper (Staff Member).

Files Included - You can include charges for all files, or you can generate the report for a single client,

matter, or group of <u>selected files</u>

Date Range - Leave the dates blank to include all unbilled charges, or specify a date range to include only charges dated within that range. For example, if you only want to list unbilled charges for the month of December, enter December 1 as the beginning date and December 31 as the ending date.

Show Totals as of Prior Date - Enter here a date if you want the report to show the WIP totals as of that date. Leave it blank to show the balances as of the current date.

Options - Select the following report options:

> **Detail or Total Only** - Enter **D** to show the total for each category, or **T** to show the grand total only. This should always be set to **D**, unless for some reason you just want to see a quick total of the unbilled charges on file, without breaking it down by client and matter, date, batch or staff member..

> **Fees and Costs Separate** - This option is not currently operational. Regardless of what you enter here, the report will show fee and cost totals in separate columns, unless you select the option to include ageing.

> **Include Ageing** - Enter **Y** if you want to show ageing detail. The report will then break down the total unbilled charges into three separate ageing buckets. Unbilled charges are aged by counting the number of days between the date the service was rendered and the current date. For example, if you recorded a charge dated June1 and you run the report on July 1, that charge would appear in the over 30 column. If you choose to include the ageing detail, then the totals shown on the report will include both fees and costs; you cannot both show fees and costs in separate columns and include the ageing information at the same time.

> **Ageing Columns** - Enter here the number of days for the three ageing columns, from left to right in ascending order; for example, **30**, **60** and **90**.

> **Subtotal by Matter** - If you are totalling the report by client/matter, enter **Y** if you want to show subtotals for each matter, or **N** if you want to show just the total for each client.

> **Line Spacing** - Enter **1**, **2** or **3** depending on how many lines you want to skip between each line item on the report.

> **Include Charges on Hold** - Enter **Y** to include charges that are on hold in the totals, **N** to omit charges on hold, and **X** to include only charges on hold. A charge is considered on hold if there is a <u>hold</u> in the billing instructions for that matter, or if the transaction itself is on hold.

> **Include Nonbillable/Admin Time** - Enter **Y** to include nonbillable and administrative time in the **Hours** total. The **Hours** column only appears if you are not showing an ageing breakdown.

> **Show Date of Oldest Charge for Each Matter** - For each matter it shows the date of the oldest unbilled charge.

> **Staff Code** - Enter a single staff code if you want the report to only include charges for that staff member.

17.2 Accounts Receivable

The Accounts Receivable report shows the total amount your firm is owed by all or selected clients. There are many options which determine the level of detail shown in the report, such as whether or not it shows just the total amount owed for each client or matter, or whether it is broken down by category of charge, by staff member or cost category, or by invoice. You can also include an ageing breakdown showing how far past due each client or matter is. Normally the report shows your outstanding receivables as of the current date, reflecting all payments and credits recorded through the current date, but it is also possible to run the report as of a specified prior date. However, if you want balances as of a prior date is is recommended instead that you use the Receivable Analysis Report.

The Accounts Receivable Report will *only* list files that have a *balance due*. It will *not* show files that have a *credit balance*. To generate a report showing credit balances, use the Trust, Retainer and Credit Balances Report. Or, to generate a single report that shows *both* files with a balance due and those with credit balances, use the Custom Reports function or the Periodic Activity Summary Report.

To generate an Accounts Receivable Report, select **Accounts Receivable** from the **Reports** menu and select the options you want from the screen shown below:

Type of Report - Select the type of report as follows:

Client Totals Only - Shows the balance due for each client only, with no breakdown by matter;

Matter Totals Only - Shows the balance due for each matter, with no subtotal for each client;

Client and Matter Totals - Shows the balance due for each matter, with a subtotal for each client;

Balances by Invoice - Generates the report in a completely different format, showing the balance due from each outstanding invoice, sorted by invoice number, showing for each invoice

the number, date, file ID, client name, and balance due. This is the only information which will appear for each invoice, regardless of the selections you make in the **Options** section. Shown below is an example of part of an Accounts Receivable Report generated in this format:

02/09/2005		Accounts Receivable Report		Page 1
Inv #	Date	File	Client	Balance
1146	10/25/00	WALTER.1	John Andrew Walter	234.02
1246	12/25/00	WALTER.1	John Andrew Walter	175.80
1268	02/26/01	WALTER.1	John Andrew Walter	112.79
1314	03/28/01	WALTER.1	John Andrew Walter	112.79
1371	04/25/01	WALTER.1	John Andrew Walter	636.68
1420	05/30/01	WALTER.1	John Andrew Walter	296.81
1486	06/25/01	WALTER.1	John Andrew Walter	1967.79
1546	11/25/01	WALTER.1	John Andrew Walter	2080.78

Files Included - You can print the report for all files, for a single client or matter, or for selected files.

Options - Select from the following options which determine the level of detail of the report. Some examples appear at the end of this section:

Include Ageing - Enter **Y** to show in separate columns ageing detail, indicating what portion of the balance for each file is past due the number of days specified in the three ageing buckets below.

Buckets - Enter the number of days for the three ageing columns, starting at the left in ascending order; for example, 30, 60 and 90.

Show Fee, Cost Interest and Tax Balances - Enter Y to show a breakdown for each file of the balance due for each file between fees, costs, tax and interest. If you are not including the ageing detail, this breakdown will appear in separate columns. If you are including the ageing detail, a separate line item will appear for each client or matter showing the their total fee, cost, interest and tax balance.

Show Balances by Invoice - Enter **Y** to show a breakdown of the balance due for each file by invoice.

Show Balance by Staff Member and Cost Category - Enter **Y** to show a breakdown of the balance due for each file by staff member and cost category.

Include Files with No Balance - Enter **Y** if you want to include all of your clients and matters in the report, even if they have no balance due. Enter **N** to just list clients and matters with a balance due.

Include Administrative Files - Enter Y to include matters where the fee arrangement is set to Administrative. Since Administrative files are usually set up for internal purposes, and not for regular clients, this should normally be set to N.

Include Collection Files - Enter **Y** to include files that are on **collection** status, **N** to omit them, or **X** to list *only* files that are on collection status.. Collection status indicates that no further charges can be recorded on a file, but that it remains open because there is still an outstanding balance due. To check or change the collection status of a file, locate that matter. The file status is shown in the upper right hand corner, above the Change File Status button, which you can click to change the file status.

Include Files on Hold - Enter **Y** to include files that are on hold, **N** to omit them, or **X** to list *only* files that are on hold.

Include Closed Files - Enter **Y** to include closed files, **N** to omit them, or **X** to list *only* closed files.

List Files Past Due ___ Days - To list only clients or matters which are past due a specified number of days, enter the number of days here. For example, if you want the report to show only clients who are past due at least 30 days, enter 30. If you select this option, you should also select the option to include the ageing detail, and one of the ageing buckets should correspond to the number of days you enter here.

List Only if Balance Over $____ - To include only clients or matters with a balance due over a certain amount, enter the amount here. For example, if you only want to include clients who owe at least $1000.00, enter 1000.00.

List only if no pmt for _____ days - To only include files where no payment has been made for a specified number of days, enter the number of days here.

Show Minimum Due Amount - This feature is not currently operational.

Show Last Payment - Enter **Y** to show for each client the date and amount of their most recent payment. This information will appear only if you select **Client and Matter Totals** as the **Type of Report.**

Include Phone Numbers - Enter **Y** to show each client's phone numbers,.or **A** to add the client's address as well. This information appears only if you select **Client and Matter Totals** as the **Type of Report**.

Show Date Billed through - Enter **Y** to show for each matter the ending cutoff date used on the most recent bill. This date appears following the matter ID or title, or, if you are generating a **Client Totals Only** report, following the client ID or name.

Include Client Name - Enter **Y** to include the full client name. The full client name will appear anyway if you are generating a **Client and Matter Totals** report, and will not appear regardless of this setting on a **Matter Totals Only** report. This option thus affects just the **Client Totals Only** report.

Include Matter Title - Enter **Y** to include the matter title for each matter on the Matter Totals Only or Client and Matter Totals report, or **A** to include the full 5 lines of the matter title.

Show Credit Balances - Enter Y to show the amount of any credit balance carried on each file. This information will appear following
the client name or matter title depending on the type of report. Enter P to show only credit balances created by payment (type P) transactions, not including credits from type Q transactions.

Show Retainer Balances - Enter Y to show the amount of any retainer account balance carried on each file.

Sort Order - You can sort the report by *client ID*, client *alternate ID*, or by *responsible attorney*. If you select the responsible attorney option, the report will list the matters for each responsible attorney separately beginning each one on a separate page. This is useful if you want to be able to give each responsible attorney a list of their matters with outstanding balances. The responsible attorney sort works only when running the **Matter Totals Only** or **Client and Matter Totals** report.

Report Date - This date defaults to today's date and should not be changed unless you specifically want to run the report to show your receivables as of a prior date. If you do select a prior date, the report will be accurate only if you enter **N** for the options to **Show Balances by Invoice** and to **Show Balance by Staff Member and Cost Category**.

Report Samples

The samples shown below were all generating using the **Client and Matter Totals** option as the **Type of Report**. For a *simpler* report, in which all the information for each client or matter is listed on a single line, select either the **Client Totals Only** or **Matter Totals Only** report, and select *either* the **Show Aging** or **Show Fee, Cost Int and Tax Balances** option. Or, to print just one column showing the total balance due, set both those options to **N**. The following examples show more detailed information.

Below is a report showing just the breakdown between Fees, Costs, Interest and Tax for each matter. To do this, set **Show Fee, Cost, Int and Tax Balances** to **Y** and set **Show Aging** to **N**, **Show Balances by Invoice** to **N**, and **Show Balance by Staff Member and Cost Category** to **N**.

02/09/2005	Accounts Receivable Report				Page 1
File	Fees	Costs	Interest	Tax	Total
10506-APPLEMAN William Appleman					
01-LEASE.	9840.00	210.00	0.00	0.00	10050.00
	--------------	--------------	--------------	--------------	--------------
Client 10506 Total	9840.00	210.00	0.00	0.00	10050.00

Below is the same report but instead of showing the breakdown between category of charge it shows an ageing breakdown. To do this, set **Show Ageing** to **Y** and set the other options to **N**.

02/09/2005	Accounts Receivable Report				Page 1
File	Current	Over 30	Over 60	Over 90	Total
10506-APPLEMAN William Appleman					
01-LEASE.	0.00	1270.00		8780.00	10050.00
	--------------	--------------	--------------	--------------	--------------
Client 10506 Total	0.00	1270.00		8780.00	10050.00

Below is the same report in which *both* the breakdown between fees, costs, tax and interest and the ageing detail. Set **Show Ageing** and **Show Fee, Cost, Int and Tax Balances** to **Y** and the other options to **N**.

02/09/2005		Accounts Receivable Report				Page 1
File		Current	Over 30	Over 60	Over 90	Total
10506-APPLEMAN William Appleman						
01-LEASE.	FEES	0.00	1270.00		8570.00	9840.00
	COST	0.00			210.00	210.00
		--------------	--------------	--------------	--------------	--------------
Matter 01 Total		0.00	1270.00		8780.00	10050.00
		--------------	--------------	--------------	--------------	--------------
Client 10506 Total		0.00	1270.00		8780.00	10050.00

Below is the same report shown above, but adding the **Show Balance by Invoice** option, and omitting the **Ageing** detail. Note that each line shows the date of the invoice, the invoice number, and the amount owed for fees, costs, interest and tax.

02/09/2005		Accounts Receivable Report				Page 1
File	Inv Date/#	Fees	Costs	Interest	Tax	Total
10506-APPLEMAN William Appleman						
01-LEASE.						
03/31/04	4047	4480.00	0.00	0.00	0.00	4480.00
04/30/04	4048	2040.00	210.00	0.00	0.00	2250.00
05/31/04	4115	960.00	0.00	0.00	0.00	960.00
06/30/04	4195	800.00	0.00	0.00	0.00	800.00
07/31/04	4272	290.00	0.00	0.00	0.00	290.00
01/08/05	4396	1270.00	0.00	0.00	0.00	1270.00
		--------------	--------------	--------------	--------------	--------------
Matter 01 Total		9840.00	210.00	0.00	0.00	10050.00
		--------------	--------------	--------------	--------------	--------------
Client 10506 Total		9840.00	210.00	0.00	0.00	10050.00

The following example is identical to the one above but adding the **Balance by Staff Member and Cost Category**: Each invoice is listed, showing the date and invoice number, followed by a listing showing either the staff code or cost code and the balance for each. The total column shows the total for each invoice. The asterisks in the staff/cost code column for the second to last item indicate that a cost was billed which was not assigned a cost code.

```
02/09/2005                          Accounts Receivable Report                          Page 1

File      Inv Date/#                   Fees        Costs       Interest        Tax        Total

10506-APPLEMAN   William Appleman
 01-LEASE.
    03/31/04      4047      MNS       2666.24
                            HRC       1813.76                                             4480.00

    04/30/04      4048      MNS       2040.00                                             2040.00
                            MS                     210.00                                  210.00

    05/31/04      4115      MNS        960.00                                              960.00

    06/30/04      4195      MNS        800.00                                              800.00

    07/31/04      4272      MNS        290.00                                              290.00

    01/08/05      4396      ****        70.00
                            LCH       1200.00                                             1270.00
                                    -----------  -----------  -----------  -----------  -----------
              Matter 01 Total         9840.00      210.00        0.00         0.00       10050.00
                                    -----------  -----------  -----------  -----------  -----------
              Client 10506 Total      9840.00      210.00        0.00         0.00       10050.00
```

The sample shown below is the most detailed option in which all four detail settings are set to **Y**. In addition to showing the ageing, it lists each invoice and for each invoice shows a breakdown by staff member and cost category, giving a subtotal for each invoice if there are amounts outstanding for more than one staff member and cost category.

```
02/09/2005                          Accounts Receivable Report                          Page 1

File      Inv Date/#                 Current      Over 30      Over 60      Over 90       Total

10506-APPLEMAN   William Appleman
 01-LEASE.
    03/31/04      4047    F  MNS                                            2666.24
                          F  HRC                                            1813.76      4480.00
    04/30/04      4048    F  MNS                                            2040.00      2040.00
                          C  MS                                             210.00        210.00
                                                                          -----------  -----------
              Inv Total                                                     2250.00      2250.00

    05/31/04      4115    F  MNS                                            960.00        960.00
    06/30/04      4195    F  MNS                                            800.00        800.00
    07/31/04      4272    F  MNS                                            290.00        290.00
    01/08/05      4396    F  ****                  70.00
                          F  LCH                  1200.00                                1270.00
                                    -----------  -----------  -----------  -----------  -----------
              Matter 01 Total          0.00       1270.00        0.00       8780.00     10050.00
                                    -----------  -----------  -----------  -----------  -----------
              Client 10506 Total       0.00       1270.00        0.00       8780.00     10050.00
```

17.3   Receivable Analysis

The Receivable Analysis Report shows for each client and matter a list of each outstanding invoice showing the original amount billed and the remaining unpaid balance as of the report date. The report can be run for any date selected. Check whether you want the amounts shown to include Fees, Costs, Interest and/or Tax, as shown below.
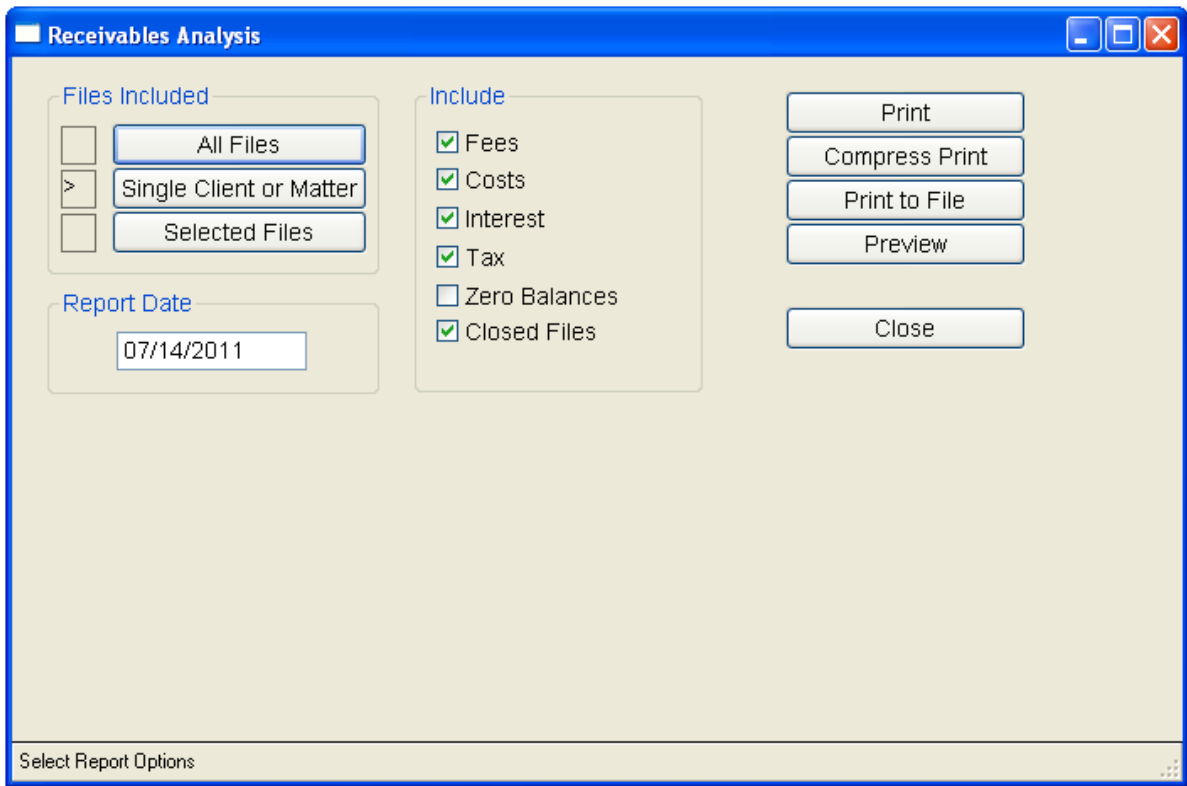
A sample report appears below showing that client Paul Drake was billed $1600 on July 14 and that as of that date $600 of that amount is still outstanding.

17.4 Trust, Retainer and Credit Balances

The **Trust, Retainer and Credit Balances** report can be used to list the balances in your client retainer and trust accounts, as well as any credit balances and balances from unused retainer fees. The trust and retainer balances reports can also show a detail of the activity in each account for a specified period. This is probably the best report if you want to review the current balances and recent activity in each of your retainer and/or trust accounts. Select this report from the **Reports** menu and the following screen appears:

Select from the following report options:

Type of Report - There are five different types of report that can be generated:

Trust Account Balances - This report shows just the balance in the trust account for each client or matter. With this report, you also have the option of including a transaction detail showing a history of the activity in the account, as described below.

Retainer Account Balances - This report shows just the balance in the retainer account for each client or matter. With this report, you also have the option of including a transaction detail showing a history of the activity in the account, as described below. Note that if a client has a client level retainer account balance or activity, that will be shown listed under the client's first matter, with the notation of "Client" after each transaction. There is also an option to have the totals reflect any currently pending automatic transfers on bills that have not yet been finalized.

Credit Balances - This report shows just the amount of any unused credit balances for each client or matter. The report will show in separate columns the amount of any credit balances which are *earmarked* to be applied against fees,costs, tax or interest only, and the amount of any *unearmarked* credit balances. Note that if a client has a client level credit balance that will be shown listed under the client's first matter.

Unused Minimum Retainer Fees - This report shows just the amount of any unused credits

from the billing of a <u>minimum retainer fee</u> (transaction type **FE**).

All of the Above - This report shows all of the above items. However, instead of showing a breakdown of earmarked and nonearmarked credit balances as appears in the **Credit Balances Report**, the total of unused credit balances of all types appears in a single column.

Subtotal Option - The report can show just the total for each client, totals for each matter, or totals for each matter with subtotals for each client.

Files Included - You can generate the report for all files, a single client or matter, or for <u>selected files</u>.

Options - Select from the following additional options:

Include Files with No Balance - Enter **Y** to include files that have no balance. This should normally be set to N as otherwise the report will list every client or matter, whether or not they have a balance to report.

Include Administrative Files - Enter **Y** to include files where the <u>fee arrangement</u> is set to **A** for **Administrative**.

Include Collection Files - Enter **Y** to include files where the <u>file status</u> is **Collection**, **N** to omit them, or **X** to include *only* files on collection status.

Include Files on Hold - Enter **Y** to include files on <u>hold</u>, **N** to omit them, or **X** to include *only* files on hold.

Include Closed Files - Enter **Y** to include <u>closed</u> files, **N** to omit them, or **X** to include *only* closed files.

Show Credits from Payments only - If you enter **Y**, the reports which show credit balances will only include credit balances resulting from the entering of *payments* (transaction type **P**), and will *not* include credit balances resulting from the entering of a *credit* transaction (type **Q**). Enter **N** to show credit balances resulting from both types of transactions.

Include Pending Auto Transfers - If you enter **Y** then the balances shown for the retainer accounts will also reflect any pending automatic transfers which appear on bills that have not yet been finalized. Those pending transfers will also appear in the detail of activity for the retainer account if you have chosen that option.

Detail - Enter **Y** in the **Include Transaction Detail** space when generating a **Trust Account Balances** or **Retainer Account Balances** report if you want the report to include a detail of the transactions (types **TR** and **TD** or **RR** and **RD**) posted to each account. If you leave the date range blank, the detail will include all transactions. If you enter a *date range*, only transactions dated within that date range will appear. For example, if you want to generate a report showing your current trust account balances, and also including all of the activity in each account for the past month, enter **Y** in the **Include Transaction Detail** space and enter the dates corresponding to the period you want.

Sort Order - Select whether to print the report by client ID, by client alternate ID, or by Responsible Attorney.

Report Date - The report date defaults to the current date, but if you want to show balances as of a previous date, enter that date here.

Other Options - Enter Y to show the date each matter was opened.

17.5 File History and Status

The **File History and Status** report produces the same information in the same format as appears on the Account Status screen for each client or matter. Thus, it provides cumulative totals showing the amount billed, paid and credited to date with the current aged balance, a summary of any unbilled charges, and additional detail listing any credit balances and the balances in the retainer or trust account. Select this option from the Reports menu and the following screen appears:

Files Included - You can generate the report for all files, a single client or matter, or for selected files. Note that you can also print this same report for a single client or matter by going to the Account Status screen for that client or matter and clicking on the [printer] button at the bottom of the screen.

Options - Select from the following options:

By Client or Matter - Enter **M** if you want to print separate totals for each *matter*, or **C** to print totals for each *client* only. If you print totals for each matter, there is no option to print grand totals for each client, nor does the report print grand totals at the end.

Sort By ID or Alternate ID - Enter **N** to print in order of client ID, or **A** by client alternate ID.

Include Additional Detail - Enter **Y** to include in addition to the cumulative totals, current account balance, ageing detail, and work in progress summary the list of additional information which normally appears at the bottom of the account status screen for each client or matter, as listed in the Account Inquiry section. That information includes credit balances and the current balances in the retainer and trust account.

Include Files with No Balance or WIP - Enter **Y** if you want to include files with no current balance or unbilled charges. Otherwise, only files with current balances or unbilled charges will

be included, even if they have a billing and payment history, a credit balance, or a balance in their retainer or trust account.

Regular or Compressed Print - Enter **R** to print regular size, or **C** for compressed print.

List Files on Hold Only - Enter **Y** to list *only* files that are on hold. Otherwise, files on hold will be included along with your other files.

17.6   Periodic Activity Summary

An extremely powerful report, the Periodic Activity Summary lets you select a beginning and ending date, and then shows the beginning balances for that date, a summary of the activity occuring during the period selected, and the ending balances. It can effectively combine into one report three what previously required five separate reports:

1. **Accounts Receivable**, to show your outstanding balances;
2. **Trust, Retainer and Credit Balances**, to show credit balances and the balances in the client trust and retainer accounts;
3. **WIP Summary** report, to show the totals of your unbilled charges;
4. **Billing Analysis**, to show the totals that were billed during a specified period; and
5. **Income Analysis**, to show the income received during a specified period.

It also adds the extra dimension of showing both beginning and ending balances for the period selected, something that no report previously could do.

The report can show a separate summary for each client, for each matter, or it can show just the totals for the entire firm. If you have selected the Periodic Activity Report option from the Account Status screen for a client or matter, the screen will already reflect that selection. The start and end dates

default to the previous month but you can change them to any range you want (not just one month). Check the items you want included.   By default the report always shows the total balance due and a separate column showing any credit balances. Separate columns showing Retainer and Trust account balances and activity will appear only if you check those options. You can also include a column showing WIP balances and a summary of new charges added during that period.

Additional options (not shown above) allow you to show a breakdown for each bill and/or payment between fees, costs, tax and interest.

The sample below shows a file where there was no beginning balance, but during the period fees of $2000 were entered, $1600 was billed, and $1000 was paid, leaving a balance due of $600 and a balance of unbilled WIP of $400.

	Bal Due	Cr Bal	WIP
07/14/2011 Periodic Activity Summary from 07/01/2011 to 07/31/2011 Page 1			
Client DRAKE,PAUL- Mr. Paul Drake			
01-Drake v. Street			
Beginning Balance	0.00	0.00	0.00
Fees Added			2000.00
Fees Billed	1600.00		
Paid	-1000.00		
Ending Balance	600.00	0.00	400.00

Below is a more complicated version to illustrate some additional features of the report, as described below:

	Bal Due	Cr Bal	WIP
07/18/2011 Periodic Activity Summary from 07/01/2011 to 07/30/2011 Page 1			
Client GRUNGE-			
1-Grunge v. Metal			
Beginning Balance	0.00	-1000.00	1100.00
Fees Added			1001.00
Costs Added			101.00
Fees Billed	1800.90		-1800.90
Costs Billed	201.00		-201.00
Writeoff/Adj			-200.10
Cr Bal Applied	-1000.00	1000.00	
Paid	-2000.00		
Advance	998.10	-998.10	
Ending Balance	0.00	-998.10	0.00

On the beginning balance line, we see that prior to the beginning date of 7/1/11 the client had made an initial payment of $1,000 and had incurred charges of $1,100.00, none of which had been billed yet. During the month of July, we see that addition charges of $1,001 in fees and $101 in costs were incurred as shown on the "Fees Added" and "Costs Added" lines. Then we see that the sum of $1800.90 in fees and $201.00 in costs were billed, and those figures are also deducted from the WIP column. However, on the bill the client was given a percentage discount of ten percent totalling $201.00 on fees, so the total of the WIP billed does not match the amount of WIP in the WIP column. To balance this out we see on the line following the billed amounts Writeoff/Adj line which equals the sum of any writeoffs or adjustments to WIP appearing on the bill, such as from a percentage discount,

the use of FO or FE transactions, etc. On the next line titled "Cr Bal Applied" we see that the previous month's payment has been applied against the bill. This line shows the amount of any credit balance carried forward which is applied to bills during the report period. On the next line is the amount of actual payments made during the month; in this case the client paid an additional $2000. The following "Advance" line shows that during the report period the client actually paid more than they owed, and the difference, in this case $998.10, is deducted from the Bal Due column and added to the Cr. Bal column, thereby balancing out the account. At the end of the report period we see that the client has a zero balance, has an unused credit balance of $998.10, and there is no unbilled WIP.

17.7   Productivity Reports

The **Productivity Report** function lets you create reports which provide useful management information. You can include up to twelve columns of information, selected from 80 different statistical categories described in the **Column Items** section below. The report can be totalled and subtotalled in many different ways.   There are several pre-defined reports, or you can create a **User Defined** report or generate just a **One Time Report**. In addition to printing the report it can be exported to a CSV file which can then be opened in Excel by clicking the **CSV File Export** button after selecting the report options described below.

After selecting **Productivity** from the **Reports** menu, the following screen appears:

Select from the options shown above as follows:

Report Type - There are seven different *predefined* reports you can select from:

> **Hours Worked** - This report shows the total number of hours worked during the period of time you select. Also shown is the number of hours written off, and the breakdown between billable hours (type **H**), nonbillable hours (type **N**) and administrative hours (type **A**). The final column shows how many of those hours, if any, have not yet been billed.

> **Billable Hours and Value** - This two column report shows the total number of billable hours

(type **H**) worked during the period of time you select and the billable value of that time; i.e., the original dollar value less any writedowns..

Fees Billed - This two column report shows the number of hours and dollar amount actually billed during the period you select. These figures will not necessairly match the **Billable Hours and Value** report. The totals on that report are calculated by adding the number of hours and dollar value of time *worked* during the period specified, whereas this report shows the number of hours and dollar amount *billed* during the same period.   For purposes of this report, time is considered billed when it appears on a bill with a *posting date* falling within the date range specified. For example, if an attorney works 3 hours on a matter on January 30, and that time is billed on a bill generated with a posting date of February 5, for purposes of the **Billable Hours and Value** report it will be included in a report generated for the month of January, but for purposes of the **Fees Billed** report it will appear on a report generated for the month of February. Thus, because time worked during one month may not actually appear on a bill with a posting date falling within that same month, you should not expect the totals on these two reports to match.   Theoretically, if you bill out *all* of the time worked during each month on bills using a posting date falling within the same month, then the totals would match. For this to work, when generating bills you should always use a posting date of the last day of the month.

Writedowns - Shows the number of hours and dollar amount of fees written off during the period of time you select. The dollar amount of the writeoffs appears in two columns. The first column shows writeoffs performed *prior* to finalizing the bill, which can be done in several ways as described in the section on <u>writing off fees</u>. The second column shows writeoffs performed *after* a bill is finalized by entering a <u>credit transaction</u> (type **Q**) and specifying that you want to record the credit as a writedown.

Productivity Analysis - This report which shows the billable hours *worked*, the billable *value* of that time, the amount of fees *billed*, and the amount of fees *collected* during the period of time you specify. You should not expect these totals to match since, as explained earlier, the hours worked represents the number of hours actually *worked* during the month, the amount billed represents the number of hours *billed* on bills with a *posting date* falling within the same period, and the fees *collected* represents the amount of payments received during the same period that are applied against fees previously billed. Since time can be worked in one month, billed out in the following month, and paid for in the month after that, the figures in each column may be completely different.

Detailed Productivity Analysis - This is a more detailed report than the productivity analysis, consisting of twelve columns of information including the following items:

> Hours Worked (total of all hours worked during period)
> Hours Written Off
> Billable Hours
> Other Hours (Nonbillable and Administrative)
> Original Amount (dollar value of billable time before writedowns)
> Written Off (dollar amount of any writedowns made before finalizing bills)
> Billable Amount (dollar value of billable time after writedowns)
> Hours Billed (number of hours billed during same period)
> Amount Billed (dollar amount billed during same period)
> Average Rate (total amount billed divided by hours billed)
> Amount Collected (payment recorded during same period which were applied to fees)
> Written Off After Billing (fees written off after billing by recording a credit transaction)

Cost Analysis - This report shows the following figures for the period specified: When generating this report, you must select **Activity/Cost Code** as your **Total By** option.

> Total Costs Recorded
> Amount Billed (of the total costs recorded, the portion that has been billed)

Amount in WIP (of the total costs recorded, the amount that has not yet been billed)
Costs Billed (costs billed on bills with posting date falling within this period)
Costs Collected (payments received which are applied against costs)
Costs Written Off (cost balances written off by recording a credit transaction)

User Defined Reports - If one of the above reports does not suit your needs, you can create a User Defined report which the program will remember. Click on the **User Defined Reports** button and the following screen appears:
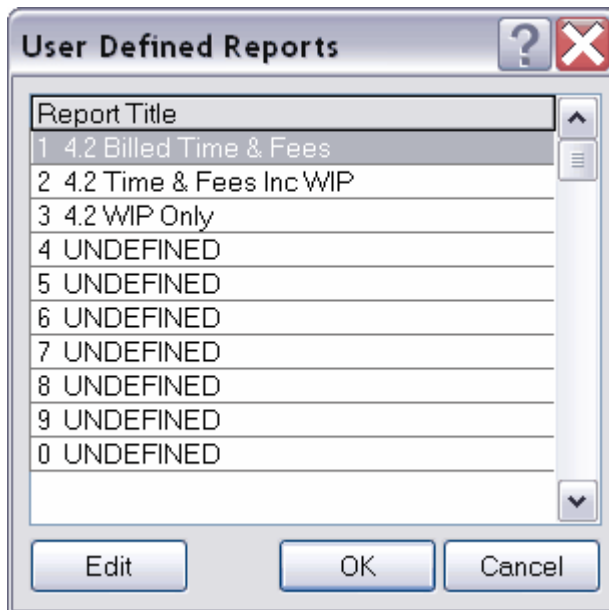
This screen lists ten different reports which you can create. The first three reports listed are legacy reports which are carried over from older versions of the Tussman Program. To *generate* any one of the ten reports, highlight it and click **OK**, then select the rest of the options from the main screen as described below. To create a *new* report, highlight one of the reports which are identified as **UNDEFINED** and click on the **Edit** button. To edit an *existing* report, highlight that report and click **Edit**. The following screen appears:

User Defined Reports

Report Title: My Special Report

Columns

	No	Description
1	1	TOTAL HOURS WORKED
2	2	HOURS WRITTEN OFF
3	3	BILLED HOURS
4	4	HOURS IN WIP
5	5	NONBILLABLE HOURS
6	6	ADMINISTRATIVE HOURS
7	7	FLAT FEES - BILLED
8	8	FLAT FEE - UNBILLED
9	9	HOURS ON HOLD
10	10	ORIGINAL AMOUNT
11	11	STANDARD VALUE
12	12	AMOUNT WRITTEN OFF
	13	BILLABLE AMOUNT
	14	BILLED AMOUNT
	15	AMOUNT IN WIP
	16	AMOUNT ON HOLD

OK

In the **Report Title** space you can give the report a name which will be listed on the **User Defined Reports** menu so you can remember it.

Column Items

In the **Columns** spaces at the left, enter numbers corresponding to the items listed on the menu at the right. The report can have up to twelve columns. The items you can select from are described as follows:

> **1 - Total Hours Worked**. The total number of hours of all types worked during the report period.
> **2 - Hours Written Off**. Of the total hours worked, the number of hours written off.
> **3 - Billed Hours.** Of the billable hours worked, the number of hours that have been billed
> **4 - Hours in WIP**. Of the billable hours worked, the number of hours that have not yet been billed.
> **5 - Nonbillable Hours**. Of the total hours worked, the number that were nonbillable (type N)
> **6 - Administrative Hours**. Of the total hours worked, the number that were administrative (type A)
> **7 - Flat Fees - Billed**. The dollar amount of flat fee charges recorded during the period that have been billed.
> **8 - Flat Fees -Unbilled**. The dollar amount of flat fee charges recorded during the period that have not yet been billed.
> **9 - Hours on Hold**. Of the total hours worked, the number of hours that are on hold.
> **10 - Original Amount**. The original dollar value of the billable hours worked during the period.
> **11 - Standard Value**. The dollar value of billable hours worked during the period calculated using the rates now in effect.
> **12 - Amount Written Off**. The dollar value of billable time worked during the period which was

written off before being billed.

13 - Billable Amount. The dollar value of time worked during the period after deducting amounts written off.

14 - Billed Amount. The portion of the billable amount that has been billed.

15.- Amount in WIP. The portion of the billable amount that has not yet been billed.

16 - Amount on Hold. The portion of the billable amount still in WIP that is on hold.

17 - Hours Billed. The number of hours billed on bills with a posting date falling within the report period.

18 - Amount Billed. Dollar amount of fees billed on bills with a posting date falling within the report period.

19 - Amount Collected. That portion of payments recorded during the report period which were applied to pay fees.

20 - Written Off (Q's). The amount of fees written off by recording credit transactions dated within the report period.

21 - Average Rate. Item 18 divided by item 17. If including this item, you must also include 17 and 18..

22 - Budgeted Hours. This feature is not currently supported.

23 - Percent of Budget Achieved. This feature is not currently supported.

24 - Realized v. Billed Amount. Item 19 divided by item 18. If including this item, you must also include items 18 and 19.

25 - Realized v Original Amount. Item 19 divided by item 10. If including this item, you must also include items 10 and 19.

26 - Realized v. Standard Value. Item 19 divided by item 11. If including this item, you must also include items 11 and 19.

27 - Billable Hour Total. The totall number of billable hours worked during the report period (the sum of items 3 and 4)

28 - Other Hours. The total nonbillable and administrative hours worked during the report period (the sum of 5 and 6)

29 - Contingent Fee Hours. The number of hours worked on contingent fee matters during the report period.

30 - Flat Fee Hours. The number of hours worked on flat fee matters during the report period.

31 - Soft Costs Recorded. The dollar amount of soft costs recorded during the report period.

32 - Hard Costs Recorded. The dollar amount of hard costs recorded during the report period

33 - Total Costs Recorded. The sum of 31 and 32.

34 - Nonbillable Costs. The dollar amount of nonbillable costs (type CN) recorded during the report period.

35 - Soft Costs - Billed. That portion of the soft costs recorded (item 31) that has been billed.

36 - Hard Costs - Billed. That portion of the hard costs recorded (item 32) that has been billed.

37.- Total Costs - Billed. That portion of the total costs recorded (item 33) that has been billed.

38 - Soft Costs in WIP. That portion of the soft costs recorded (item 31) that has not yet been billed.

39 - Hard Costs in WIP. That portion fo the hard costs recorded (item 32) that has not yet been billed.

40 - Total Costs in WIP. That portion of the total costs recorded (item 33) ttha has not yet been billed.

41 - Soft Costs Billed. The amount of soft costs billed on bills with a posting date falling within the report period.

42 - Hard Costs Billed. The amount of hard costs billed on bills with a posting date falling within the report period.

43 - Total Costs Billed. The sum of 41 and 42.

44 - Soft Costs Collected. That portion of payments received during the report period applied to pay soft costs.

45 - Hard Costs Collected. That portion of payments received during the report period applied to pay hard costs.

46 - Total Costs Collected. The sum of 44 and 45.

47 - Soft Costs Written Off. The amount of soft costs written off by recording a credit dated

within the report period.

48 - Hard Costs Written Off. The amount of hard costs written off by recording a credit dated within the report period

49 - Total Costs Written Off. The sum of 47 and 48.

50 - Soft Costs on Hold. That portion of the unbilled soft costs (item 38) that is on hold.

51 - Hard Costs on Hold. That portion of the unbilled hard costs (item 39) that is on hold.

52 - Total Costs on Hold. The sum of 50 and 51.

53 - Interest Billed. The amount of interest charged on bills dated within the report period.

54 - Interest Collected. That portion of payments received during the report period appled to pay interest.

55 - Interest Written Off. The amount of interest written off by recording a credit dated within the report period.

56 - Tax Billed. The amount of tax or markup charged on bills dated within the report period.

57 - Tax Collected. That portion of payments received during the report period applied to pay tax or markup.

58 - Tax Written Off. The amount of tax or markup written off by recording a credit dated within the report period.

59 - Total Billed. The total charges of all types billed on bills with a posting date falling within the report period.

60 - Total Collected. That portion of payments received during the report period applied to fees, costs, tax and interest.

61 - Total Written Off. The total of all charges written off by recording a credit dated within the report period

62 - Total Hours for Responsible Attorney - Hours worked by the responsible attorney on each matter during the report period..In other words, hours are included in this amount only if they were hours worked by a staff member who was also the responsible attorney for the matter on which the work was performed.

63 - Total Hours to Date. The total hours worked to date without regard to the report period.

64 - Category 1 Hours. The total hours worked.which are assigned an <u>activity code</u> from category 1.

65 - Category 2 Hours.   The total hours worked which are assigned an <u>activity code</u> from category 2.

66 - Pro Bono Hours. The total hours recorded on matters where the Free Arrangment is Pro Bono.

67 - Value of Nonbillable Time. The dollar value of nonbillable time and nonbillable flat fee charges that have been recorded

68 - Nonbillable Flat Fees - The dollar value of any Nonbillable Flat Fee transactions (type FN) that have been entered

69 - Value of Admin Time - The dollar value of any Administrative time (type A) that has been entered.

70 - Total Current WIP - The dollar value of all fees currently in WIP (unbilled),

71 - Total Current AR - The total dollar value of all outstanding unpaid bills as of today,

72 - Total Current AR 30 - The dollar value of outstanding bills past due 30 days as of today,

73 - Total Current AR 60 - The dollar value of outstanding bills past due 60 days as of today,

74 - Total Current AR 90 - The dollar value of outstanding bills past due 90 days as of today;

75 - Total Flat Fees - The total amount of flat fee charges (transaction type F) recorded (7+8)

76 - Average Total Hours per Day - The average number of total hours worked per day during the period (not counting weekends),

77 - Average Billable Hours per Day - The average number of billable hours worked per day during the period,

78 - Average Dollars/Day Worked - The average dollars per day generated (dollar value of billable time) during the period,

79 - Average Dollars/Day Billed - The average dollars billed per day during the period,

80 - Average Dollars/Day Recd - The average dollars per day collected during the period.

After making your selections, click **OK** to save the report, then click **OK** again to return to the main

screen where you can select the rest of the report options as described below.

It is important to remember when generating productivity reports that you cannot expect all of the figures to match because some of them are measured in different ways. For example, some of the items, such as the **Hours Worked** (1) and **Billable Amount** (13), are calculated based on the *transaction date* of the individual charges. Thus, if time is recorded with a transaction date of January 30, it will appear as **Hours Worked** in January. Other items, such as the **Hours Billed** (17) and **Amount Billed** (18) are based on the *posting date* used on the bill on which those charges appeared. Thus, if that charge dated January 30 is billed on a bill generated with a posting date of February 3, that charge will appear as **Hours Billed** in February. Still other amounts are based on the date of the *payment*.or *credit transaction*. Thus, if that January 30 charge which is billed in February is paid by a payment dated March 3, that amount will appear as an **Amount Collected** (item 19) in March.

One Time Report - If you do not want to use one of the pre-defined reports, and do not want to create another **User Defined Report**, click the **One Time Report** button to select the column items you want to include. This function works exactly like the **User Defined Report** function described above, except that the program does not remember the report for future use. The column items you can select from are the same as those listed above.

Single Item Spreadsheet - Select this option, then select one of the 80 statistical items, specify a date range of 12 months duration, and the program will generate a spreadsheet showing the monthly totals for that one statiscal item.

Files Included - You can generate the report for all files, a single client or matter, or for selected files.

Total By - Figures on the report can be totalled by any of the following:

> Staff Member
> Staff Category
> Staff Member Alias
> Month
> Day
> Client
> Matter
> Any of your ten categories of Productivity Codes
> Fee Arrangement (Hourly, Flat Fee, Contingent Fee, Administrative, Nonbillable and Pro Bono)
> Task Code
> Activity/Cost Code
> Transaction Location

Subtotal By - You can omit subtotals on the report, and just total the figures using the **Total By** selection, or you can select an additional **Subtotal By** method. For example, if you are totalling by **Staff Member** or by **Client**, you can then subtotal by **Day**, so that in addition to showing totals for each staff member or client, a breakdown will appear showing the totals by day. Or, if you want to see the total hours worked by each staff member by matter, you can total by staff member and subtotal by client or matter. You can subtotal by any of the same **Total By** methods listed above. Note that if you choose to **Total By** staff member, for example, do not also choose to **Subtotal By** that same method, as that would be redundant. If you just want to see totals by staff member, for example, with no subtotals, then select **Omit Subtotals** for your **Subtotal By** option.

Staff Members - Using these options, you can generate the report for *all* staff members, active staff members only, a *single* staff member, or a *list* of staff members. To generate the report for a single staff member, check that option and enter the staff code in the space provided. To generate the report for a *list* of staff members, check that option and type their initials in the space provided, separating each one with a comma.; for example: PM,FLB,DAT

To **exclude** a staff member from the report click on the **List of Staff Members** option and in the space for the list type a pound sign (#) followed by the code for the staff member you want excluded.

New Page for Staff Member - If you are generating a report for *all* staff members or for a *list* of staff members, and you set this option to **Y**, then the figures for each staff member will begin on a new page, in effect generating a separate report for each staff member. This option only works if you are totalling the report by staff member and have selected a subtotal option other than the No Subtotals option.

Date Range - Enter the range of dates you want covered by the report. If you leave the dates blank, the report will include all data in the system. The **MTD** and **YTD** buttons are quick ways of inserting the dates for a month to date or year to date report. The **All** button blanks out the dates if you want to include all dates.

When generating the report, note that a legend will appear at the end explaining each of the column items on the report.

Report Title - You can enter a custom heading to print at the top of the report if you like.

17.8   Billing Analysis

The **Billing Analysis** report provides totals showing how much you have *billed* during the report period. Select this item from the **Reports** menu and the following screen appears:

Select from the following options:

Total By - You can total your billings by client, matter, or by any ten of the productivity code cateogries which can be assigned to each of your clients and matters; for example, by originating attorney, responsible attorney, matter type, etc. You can also total by Location Code, Task Code, or

Activity/Cost code.

Files Included - You can generate the report for all files, for a single client or matter, or for selected files.

Date Range - Enter the date range you want, or leave the dates blank for cumulative totals to date. The **MTD** and **YTD** buttons insert the correct dates for a month-to-date or year-to-date report, while the **All** button blanks out the dates.

Options - Select from the following additional options:

> **Show in Separate Columns** - The report will show the total amount billed in one column, but you can also add separate columns showing the amount of fees, costs, tax and interest billed by entering **Y** after each of those items. To configure the report so there is just one Total column which includes only the fees billed, enter an **X** in the Fees space.

> **Include Debit Transactions** - Enter **Y** to include the amount of any debit transactions (type **D**) entered for the report period.

> **Include Beginning Balances** - Enter **Y** to include the amount of any beginning balance transactions (type **BB**) entered for the report period.

> **Include Year to Date Total** - Enter **Y** to add a separate column showing the year to date total for the year in which the report period falls. For example, if your report period is for the month of July only, the year to date totals will be the totals for that year through July.

> **Include Percent of Total** - Enter **Y** to add a separate column showing for each amount the percent it is of the total report amount. If you are including **Year to Date Totals**, there will also be a separate column showing percentages for the year to date totals.

> **Sort By Category or Amount** - Enter **C** to sort the report by category (for example, if you are totalling by client, the report will be sorted by client ID) or **A** by dollar amount (for example, if totalling by client the report will list the client who was billed the most first).

> **Include Client/Matter subtotals** - Enter C or M to show under each category a breakdown by Client or Matter

This report is calculated by adding the total amount of charges *billed* on bills that were generated using a *posting date* which falls within the report period.   Thus, the totals will not necessarily match the total of charges that were *recorded* during the same period. For example, if a staff member works 3 hours on a matter on January 30, and that charge appears on a bill with a posting date of February 3, for purposes of this report that amount will appear in a February report. The total of the fees billed on this report should match the totals on the **Fees Billed** report that can be generated using the Productivity Report function.

This report provides only *summary totals* of your billings for the period selected. To see an *itemization* of the individual bills, generate a **Billing Journal** report using the AR Journals function or the **Billing Ledger** report found on the Reports menu..

17.9   Income Analysis

The **Income Analysis** report provides totals showing how much you have *collected* during the report period. It adds the payments receivbed during the report period, showing how much was applied to

fees, costs, tax, interest, and what portion was recorded as an advance. Select this item from the
Reports menu and the following screen appears:

Select from the following options:

Total By - You can total your billings by client, matter or by any ten of the productivity code cateogries
which can be assigned to each of your clients and matters; for example, by originating attorney,
responsible attorney, matter type, etc. You can also total by Location, Task or Activity/Cost code.

Files Included - You can generate the report for all files, for a single client or matter, or for
selected files.

Date Range - Enter the date range you want, or leave the dates blank for cumulative totals to date.
The **MTD** and **YTD** buttons insert the correct dates for a month-to-date or year-to-date report, while the
All button blanks out the dates.

Options - Select from the following additional options:

   Show in Separate Columns - The report will show the total amount collected in one column,
   but you can also add separate columns showing the amount of fees, costs, tax and interest
   collected by entering **Y** after each of those items. To configure the report so there is just one
   Total column which includes only the fees collected, enter an **X** in the Fees space.

   Show Amounts Recorded as Advance - Enter Y to also include a separate column showing
   that portion of any payments received during the report period that were recorded as an
   advance. The sum of this column, plus the fees, costs, tax and interest columns, will equal the
   total column.

   Include Year to Date Total - Enter **Y** to add a separate column showing the year to date total
   for the year in which the report period falls. For example, if your report period is for the month of
   July only, the year to date totals will be the totals for that year through July.

Include Percent of Total - Enter **Y** to add a separate column showing for each amount the percent it is of the total report amount. If you are including **Year to Date Totals**, there will also be a separate column showing percentages for the year to date totals.

Sort By Category or Amount - Enter **C** to sort the report by category (for example, if you are totalling by client, the report will be sorted by client ID) or **A** by dollar amount (for example, if totalling by client the report will list the client from whom you collected the most first).

Include Client/Matter Subtotals - Enter C or M to include under each category a breakdown by client or matter.

Allocate Full Amount of Earmarked Payments - If you enter Y for this option the program will allocate the full amount of payments recorded as PF, PC, PI or PT to the appropriate category (fees, costs, interest or tax), even if the payment has not yet been fully applied to a finalized bill and is being carried as a credit balance in the program.

This report is calculated by adding the total amount of *payments received* during the report period. Thus, the totals will not necessarily match the total of charges that were *billed* during the same period, since charges can be billed in one month and the payment might not be received until a later month.. The total of the *fees* collected on this report should match the totals in the **Amount Collected** column on the **Productivity Analysis Reports** which can be generated using the Productivity Report function, and it should also match the total on your Staff Earnings Analysis report.

The figures shown in the **Advance** column on the report can cause some confusion. If, for example, a payment is received in July, and a portion of that payment was recorded as an advance, that amount will appear in the **Advance** column. If later in the *same* month that amount is applied against fees on a bill, then that amount will no longer appear in the **Advance** column but will appear in the **Fees** column. However, if the amount of the advance is not applied against a bill until a *later* month, that amount will *always* show in the **Advance** column on the *July* report.. If, for example, a bill is generated in *August* and that advance is applied against fees on that bill, then on the *August* report the **Advance** column will show that amount as a *negative* figure, and the **Fees** column will show that same amount as a *positive* figure. The net effect on the report is 0.00, since the funds are only being transferred from one category (advances) to another (fees). Thus, the *total* in the **Advance** column for any period will be the net amount of payments received which were initially *recorded* as an advance during that period, less the amount of advances (regardless of when they were initially recorded) that were *applied* during that period.

Note also that if you include only *some* of the columns (for example, you leave off the column showing **Advances**), then the sum of the individual columns may not equal the amount in the **Total** column, which will always be the grand total of payments received during the report period..

This report provides only *summary totals* of your collections for the period selected. To see an *itemization* of the individual payments, generate a **Cash Receipts Journal** report using the AR Journals function.

17.10 Staff Earnings Analysis

The **Staff Earnings Analysis** report distributes your fee income by staff member, allocating each payment received using the formula you choose, as described below. After selecting this report from the **Reports** menu, the following screen appears:

Allocate Income By - This option determines how the program allocates your fee income for purposes of this report. Select from one of the following choices:

Working Staff - Each payment is allocated according to how much each staff member billed. For example, assume two staff members worked on a matter and one billed $400.00 and the second billed $600.00, and the client then makes a payment in the full amount of $1,000.00. Using this method, $400.00 of that payment would be allocated to the first staff member and $600.00 to the second. If the client had only made a *partial payment*, then the payment would be divided between the two staff members pro rata; i.e., 40 percent to the first staff member and 60 percent to the second. When making this allocation, the program only takes into account the amount of fees *currently outstanding*. For example, if *another* staff member had billed time on a previous month's bill, and those charges had already been paid, then that staff member would not be credited with any of the payment described in our example above, since he or she would already have received credit for that amount.   If charges are outstanding from more than one bill, then a partial payment will be applied against the outstanding charges depending on the payment priority option you have selected. For example, if you are applyiing payments against the oldest *invoice* first, then a partial payment would be applied to outstanding charges from an older invoice before it would be applied against *any* charges from a newer invoice. If you are applying payments by *category* of charge, then all outstanding fees will be lumped together and a partial payment would be applied pro rata against unpaid amounts billed by all staff members, regardless of when they were billed. If, when entering a payment, you override the default payment application and specify that the payment is to be applied against a specific invoice, or against a specify staff member's charges, then this report will reflect that payment application. In other words, if you generate this report by **Working Staff**, the staff allocations will be the same as would show if you are generating a Cash Receipts Journal for the same period of time in which you show the distribution detail for each transaction.   The allocations would also be the same as would show on a Productivity Report totalled by staff member in which the **Amount Collected** (item **19**) appears as one of the column items, such as on.the **Productivity Analysis** report.

Matter Formula - Using this option, the allocation will be the same as using the **working staff** method, except that a *percentage* of each payment will be first allocated to the *originating*, *responsible* and *billing* attorneys for each matter in the percentage amount, if any, specified in the Payment Split screen for that matter (To enter the payment split instructions, go to the matter and click on the Payment Split button). The rest of the payment will then be allocated pro rata to the working staff who actually billed the fees in the same way as described above. Thus, if on some matters you want the originating attorney to receive credit for 10 percent of all fees collected, for those matters enter 10.00 in the **Originating Attorney** space in the **Payment Split** screen, and then generate this report using this option.

You do not need to enter payment splits for every matter. If you do not enter payment split instructions for a matter, then when running the report by Matter Formula the program will use the Global Formula, if any (see next paragraph) and if none has been entered it will allocate by Working Staff.

If you want to allocate the *same* percentages for *all* your matters it is not necessary to enter the percentages in each matter, as you can simply generate this report using the **Global Formula** option described next.

Global Formula - Using this option, the program will allocate a specified percentage of each payment to the originating, responsible and billing attorneys for each matter using the percentages, if any, entered in the spaces below when you generate the report.The rest of each payment will then be allocated pr rata to the working staff who actually billed the fees in the same way as described in the Working Staff formula described above. Thus, for example, if you always want the originating attorney to receive credit for 10 percent of all fees collected, enter 10.00 in the **Originating Atty Percent** space after selecting the **Global Formula** option. The percentages entered in these spaces are ignored unless you select the **Global Formula** option.

If you select either the **Matter Formula** or **Global Formula** option, the report will show in separate columns the amount that each staff member is being credited with in each capacity. In other words, there will be a separate column showing how much each staff member is being credited with as the *originating* attorney, *responsible* attorney, and *billing* attorney. The final column will show how much they are being credited with as the *working* attorney; i.e. as the result of having billed actual fee charges.

Files Included - You can generate the report for all files, for a single client or matter, or for selected files.

Date Range - Enter the date range you want, or leave the dates blank for cumulative totals to date. The **MTD** and **YTD** buttons insert the correct dates for a month-to-date or year-to-date report, while the **All** button blanks out the dates.

Options - Select from the following additional options:

Include Year to Date Total - Enter **Y** to show in a separate column the total for the current year to date.

Percent of Total - Enter **Y** to show for each amount the percent it is of the report total.

Sort by Category or Amount - Enter **C** to sort the report by staff member, or **A** to sort by amount, showing the staff member with the highest amount collected first. The option to sort by amount will only work if you are not including subtotals.

Subtotal by Client or Matter - To show for each staff member a breakdown of their total amount collected by *client*, enter **C**. To show a further breakdown by *matter*, enter **M**. To *omit* subtotals and just show the total amount collected for each staff member, enter **N**.

Flat and Contingent Fee Payments - This option determines how the program allocates payments recorded on flat and contingent fee matters. On those matters, depending on how you have billed them, you might not have entered actual billable time for each staff member, but may have only entered a single flat fee charge. In that case, the entire amount collected will be allocated to the staff member who was assigned to the flat fee charge. If, however, you have kept track of the time spent by each staff member working on that matter, and recorded it as either billable (H), nonbillable (N) or administrative (A) time, then using this option you can have the program allocate the amount collected pro rata based on how much each staff member worked on that matter. In making this calculation, the program counts the total of all time recorded on the matter from the inception (but only time that has been billed; i.e, has appeared on bills that have been finalized.), and allocates the payment or payments accordingly. If you do *not* want to use this feature, select the first option, **Show As Allocated by Program.** If you *do* want to use this feature, select one of the two options described below:

> **Allocate by Hours Worked** - Using this option, the fees collected are allocated pro rata to each staff member based solely on how many hours each staff member worked on the matter.

> **Allocate by Value of Hours Worked** - Using this option, the fees collected are allocated pro rata to each staff member based on the dollar value of the hours they worked on the matter. Thus, if one staff member normally bills at a higher rate than another, the one at the higher rate will receive a higher allocation even if they both worked the same number of hours. For this option to work, you must enter the number of the Rate Schedule that you want to use in determining the value of the time worked in the Fee Agreement screen for each flat or contingent fee matter.

> **Use this Method for Hourly cases also** - If you have selected one of the two options above, check this box if you want that method of allocating receipts to be used for Hourly cases in addition to Flat and Contingent Fee cases.

Note that the totals shown on this report only reflect that portion of payments received which are applied against *fee* charges. Thus, if a payment in the amount of $1,000.00 is received, and $200.00 of that payment is applied to costs and $800.00 to fees, only the $800.00 applied to fees will be reflected in this report. Amounts recorded as an *advance* will also not be included, although advance *applications* will be included. Thus, if that $1,000.00 were received in June and recorded initially as an *advance*, it would not appear at all in the June report. If in July that advance is *applied* against a bill that is generated and finalized in that month, then that amount will appear in the July report as that is when the fees are deemed to have been earned.

17.11 Realization Analysis

The **Realization Analysis** report lists each bill generated during the date range of the report, showing the *amount* of the bill, the amount that has been *paid* or *written off*, and the remaining unpaid *balance due*. It also indicates the *percentage* of the amount *billed* that has been *paid*; i.e. the percent that has been *realized*. You can use this report as an alternative to the Accounts Receivable Report, as it will list for each client and matter their outstanding invoices. After selecting this report from the **Reports** menu, the following screen appears:
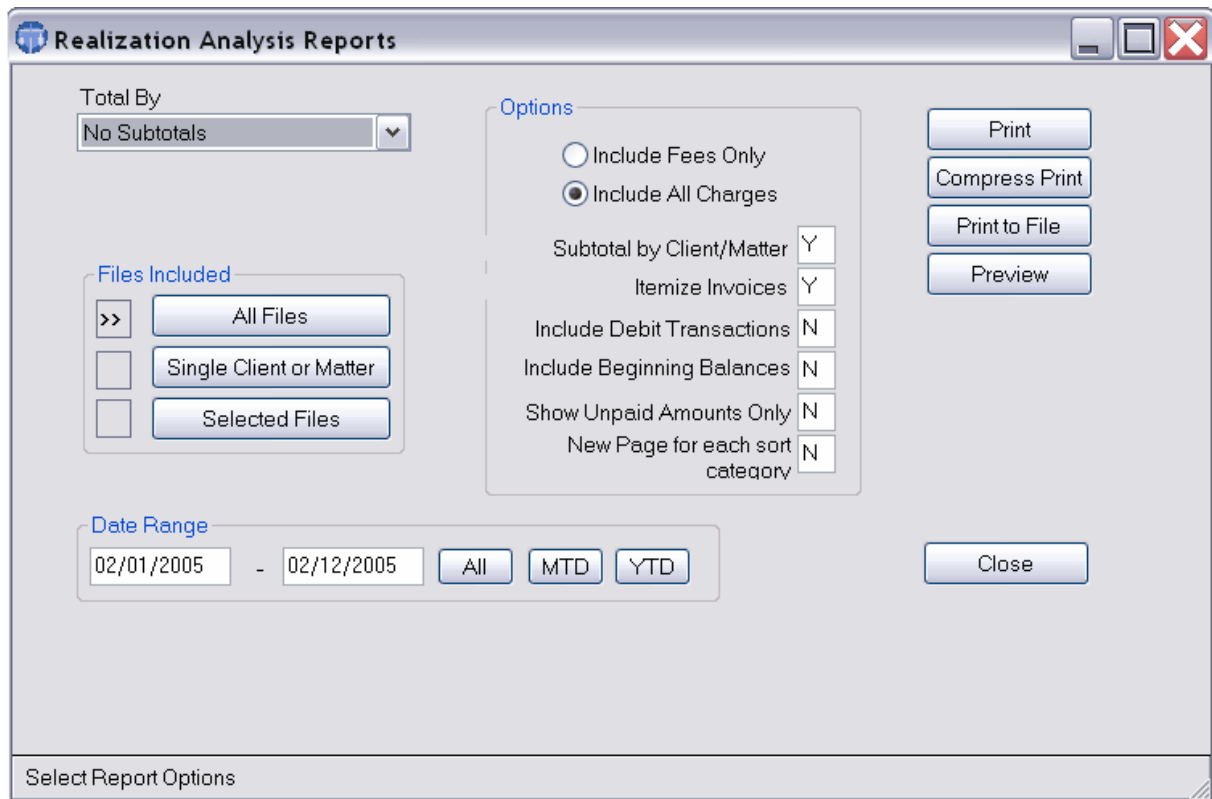
Select from the report options as follows:

Total By - Normally, the report will list the invoices by client and matter. However, you can also itemize the invoices *separately* by originating attorney, responsible attorney, billing attorney, or any of the seven other productivity code categories which can be assigned to each client and matter. For example, if you want to list the outstanding invoices for each responsible attorney separately, select that as your **Total By** option. Otherwise, if you want them all listed together by client and matter, select the **No Subtotals** option.

Files Included - You can generate the report for all files, for a selected client or matter, or for selected files..

Date Range - Enter the date range you want, or leave the dates blank to list all invoices in the system. The **MTD** and **YTD** buttons insert the correct dates for a month-to-date or year-to-date report, while the **All** button blanks out the dates.

Options - Select from the following additional report options:

    Include Fees Only - The figures shown on the report will only reflect the *fees* billed, paid, written off and outstanding.

    Include All Charges - The figures shown will reflect the total of *all* charges including fees, costs, tax and interest.

    Subtotal By Client and Matter - This option has no affect as the report will always itemize and subtotal invoices by client and matter.

    Itemize Invoices - This option has no affect as the report always lists each invoice separately.

Include Debit Transactions - Enter **Y** to include debit transactions (type **D**) in addition to actual bills.

Include Beginning Balances - Enter **Y** to include beginning balance transactions (type **BB**) in addition to actual bills.

Show Unpaid Amounts Only - If you enter **Y**, the report will only list invoices where a portion of the charges billed remains *unpaid*. Enter **N** to include *all* invoices dated during the period selected, whether or not there is a balance still outstanding.

New Page for each Sort Category - If you selected a **Total By** option other than **No Subtotals**, enter **Y** here if you want to begin the list of invoices for each **Total By** category on a new page. For example, if you are Totalling By responsible attorney, and want to generate separate lists of the outstanding invoices for each responsible attorney, enter **Y** here. Otherise, the report will be printed continuously.

Remember that the invoices listed on the report will only include bills that were generated with a *posting date* falling within the date range you select.

17.12 Budget Analysis

The Budget Analysis Report is helpful if you are using the Program's budgeting feature, where you can assign to each matter file a budget amount.

Select from the options shown below:
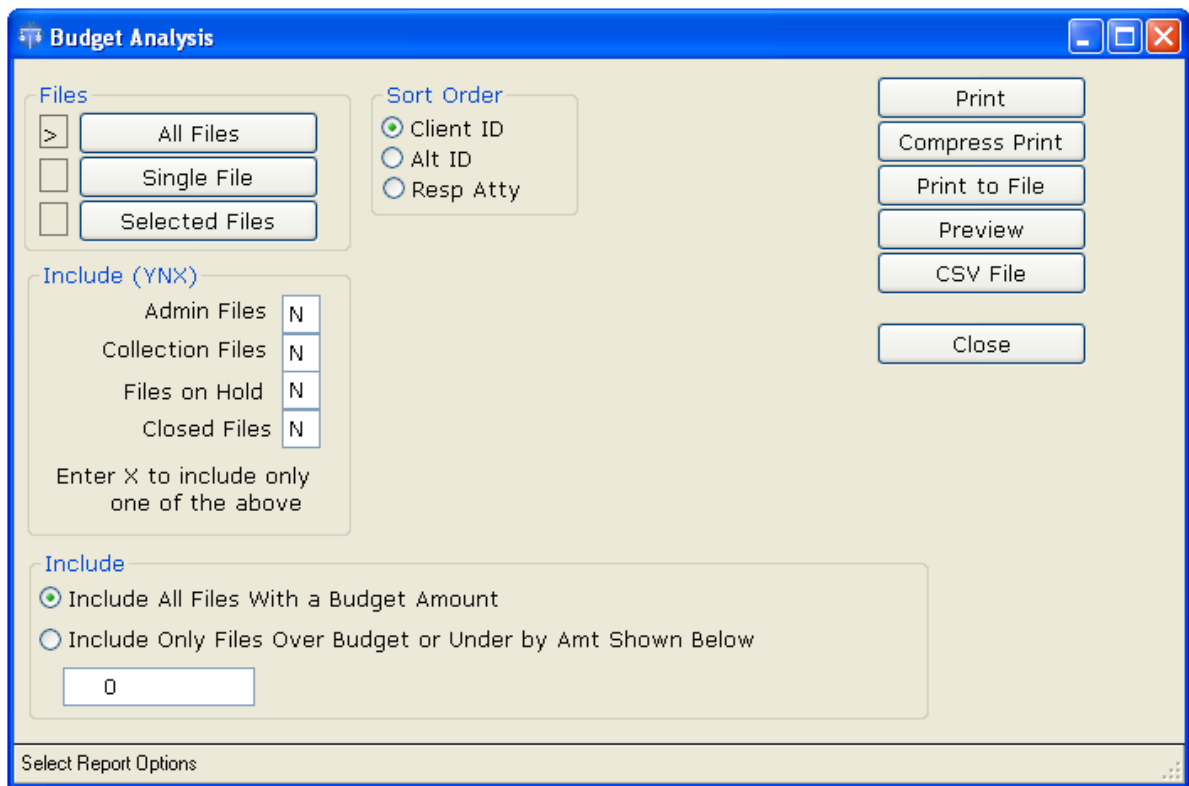
Under the Include section, you have the option to include all files where you have assigned a budget amount, or only those files that are either over budget or approaching budget. For example, if you want to include all files that are over budget or within $500 of their budgeted total, check the second option and enter the amount of 500 in the space provided.

A sample report appears below showing for each matter the budgeted amount, fees billed to date, fees in WIP, the total of billed and WIP fees, and the amount by which the total is over or under budget.

10/19/13	Law Offices of Perry Mason Tussman				Page 1
	Budget Analysis Report				
Matter	Budgeted	Billed	WIP	Total Fees	Over+/Under-
1000.1 General	1000.00	1.00	800.00	801.00	-199.00
1000.55	55555.00	0.00	100000.00	100000.00	44445.00

17.13 Custom Reports

The **Custom Report** function lets you create a report which shows for each client or matter selected figures which show various aspects of their current account status. This makes it possible to generate a report showing information which otherwise might require generating more than one report. For example, you can generate a report showing for each client or matter the current account balance, the total of their unbilled charges, and the total of any current retainer, trust or credit balances .Normally, this would require generating three separate reports: a WIP Summary, Accounts Recievable, and Trust, Retainer and Credit Balances report. Although the File History and Status Report would also show all those figures, this report provides just the selected information you want in a much more compact format.

In addition to printing or previewing the report, you can generate the report to a CSV file by clicking the **CSV Export** button (not shown below).

Select this report from the **Reports** menu and the following screen appears:

Select from the following report options:

Show - You can show totals for each *client* only, for each *matter*, or for each *matter* with *subtotals* for each *client*.

Files - You can generate the report for all files, a single client or matter, or for selected files.

Include - Enter **Y** after each of the items listed if you want to include in the report:

> Files With no Balance
> Administrative Files
> Collection Files
> Files on Hold
> Closed Files

Column Items - You can select up to twelve column items to include on the report for each client or matter from the following list:

> **Balance Forward from Last Bill** - The ending balance shown on the last finalized bill.
> **Current Payments thru ___** - Payments and credits that have been recorded since the last bill through the date you enter
> **Unpaid Balance Forward** - The Balance Forward from the Last Bill less the amount of Current Payments
> **Work in Progress through ___** - The amount of unbilled charges dated through the date you

enter.
New Balance Including WIP - The Unpaid Balance Forward plus the unbilled Work in Progress.
Total Billed to Date - The total amount billed to date.
Total Paid to Date - The total amount of payments and credit recorded to date.
Minimum Due - The minimum due amount from the last bill, if the client is on an installment payment plan.
Unpaid Minimum Due - The Minimum Due less current payments
Retainer Account Balance - The current balance in the retainer account.
Trust Account Balance - The current balance in the trust account.
Amount of Last Payment - The amount of the most recent payment received.
Date of Last Payment - The date of the most recent payment received.
Billed Through - The ending cutoff date used on the last bill that was finalized.
Past Due __ Days - The amount of the Unpaid Balance Forward which is past due the number of days you enter.
Date of Last Fee Activity - The most recent date on which work was performed for the client or matter.
Current Account Balance - The current Balance Due for each client or matter, not including any unbilled charges. This figure will be the same as would appear on an Accounts Receivable Report generated for the current date and reflects the current balance due from all outstanding invoices after deducting all payments and credits recorded to date.
Unused Credit Balance - The amount of any unused credit balances for each client or matter. This figure will be the same as the credit balances figure which would appear on a Trust, Retainer and Credit Balances report generated for the current date..
Last Statement Date - The most recent Statement Date used on a finalized bill.
Retainer Replenishment Due - The amount the client needs to remit to bring their retainer account up to the required minimum

Note that to include any of the date items listed above, you must generate the report that shows either the Matter Totals or the Client and Matter Totals.

Caution - Note that if you select the Unpaid Balance Forward that figure may differ from the client's actual current balance if, for example, you have posted Debit transactions to the account since the last bill.   To show the accurate current balance include the Current Account Balance on the report.

Sort Order - You can generate the report by client ID, by client *alternate ID*, orr by *responsible attorney*, in which case the files for each responsble attorney will be listed in client ID order.

Files with no WIP Report

Click the small button with the letter **C** to generate a report showing a list of files that have had no WIP recorded for a specified number of days. This report is useful to determine which files have not had any recent activity. After clicking the C button, enter the number of days you want to specify, then click Preview or Print.

17.14 Files with No WIP

To generate a report listing files that have not had any recent WIP recorded select **Custom Reports** from the **Reports** menu, then click the small button with the letter **C**. Enter the number of days you want to specify and then click Print or Preview to generate the report. The report will only list files where no WIP has been recorded for the past number of days which you specified.

17.15 Charges

Use this report to generate detailed lists of all charges in the system, as described in detail here.

17.16 Staff Timesheets

This report lists all time and fee charges, both billed and/or unbilled, for each staff member for a selected date range, sorted either by date or client/matter, with optional subtotals by date or client/matter. This report is described in more detail in the section on Listing Charges.

17.17 Fee Ledger

The Fee Ledger report, found in the Transaction Detail section of the Reports menu, lists all the fee charges for all or selected files for the selected date range, showing for each charge the original amount and, if the charge has been billed, the date, invoice and amount billed, the amount paid, and the remaining unpaid amount.

Select the options from the screen below, then either print or preview the report, an example of which is shown below.

```
08/10/2015                              Fee Ledger from 08/01/2015 thru 08/10/2015                                      Page 1

S   Date      T  Client      Matter   Atty  Code  Hours    Amount   Inv Date  Inv #   Amt Billed    Paid    Credit   Balance  Description
B   08/01/15  H  BILLGO      01       PM          1.00     100.00   08/01/15  10213   100.00                         100.00   draft
                                                                                                                             interrogatories to
                                                                                                                             Donald Trump etc

    08/08/15  H  MASON,PERRY 01       DAT          1.00     400.00                                                   400.00   Review facts of case
    08/08/15  H  MASON,PERRY 01       DAT          1.00     400.00                                                   400.00   draft initial
                                                                                                                             complaint
    08/08/15  H  MASON,PERRY 01       DAT          1.00     400.00                                                   400.00   consult with Paul
                                                                                                                             Drake, investigator

    TOTAL                                          4.00     1300.00                   100.00        0.00    0.00     1300.00
```

17.18 Cost Ledger
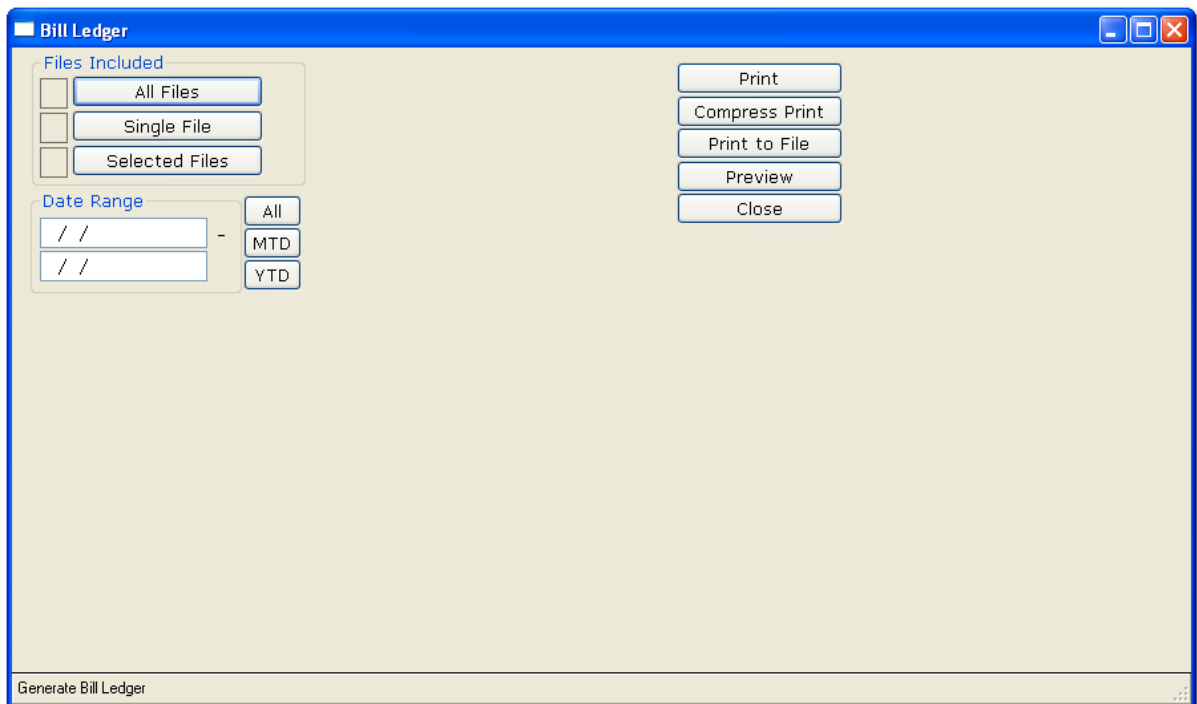
The Costs Ledger report, similar to the Fee Ledger, itemizes all cost charges for the file(s) and date range you select.   It is found in the Transaction Detail section of the Reports menu.   Select the options you want from the screen shown below, then generate the report. It shows for each cost the original amount, the date, invoice number, and amount billed, the amount paid and the remaining unpaid balance.

17.19 Billing Ledger

The Billing Ledger report, found in the Transactions section of the Reports menu, lists each bill for the file(s) and date range you select, showing for each the amount billed broken down between fees, costs, tax and interest and listing each payment or credit that was applied against that bill, showing the payment or credit date and amount.

An example appears below

Bill Ledger from 08/01/2015 thru 08/10/2015

Date	Client	Matter	Resp	Inv #	Fees	Costs	Interest	Total	Payment Date	Amt	Cr/WO	Balance
08/01/15	BILLGO	01	DAT	10213	100.00	1.00	0.00	101.00				101.00
08/01/15	ESENSIEN	01		10218	200.00	0.00	0.00	200.00	05/27/15	1.00		99.00
									08/10/15	100.00		
										----------	----------	
									Total	101.00	0.00	
TOTAL					300.00	1.00	0.00	301.00		101.00	0.00	200.00

17.20 Daily Cash Receipts

The Daily Cash Receipts report is designed to provide a detail of all incoming funds received by the firm, including both Payments (recorded as transaction type P), retainer receipts (type RR) and trust receipts (type TR).   The objective is to show only actual cash received, and to not include transactions recorded in the program which are actually just transfers of funds from one category to another. For example, funds recorded as a Retainer Receipt (type RR) are normally later applied against a client's bill resulting in the program creating P transactions applying the funds against the client's bill. However, these P transactions do not actually reflect new funds received. Therefore, for purposes of this report only the original RR should appear.

The format of the report is to itemize each day's receipts for the period selected, with separate columns for payments (type P), retainer receipts (RR) and trust receipts (TR) and subtotals for each day. Select the period and other options from the screen shown below. You can run the report to include all or selected clients.
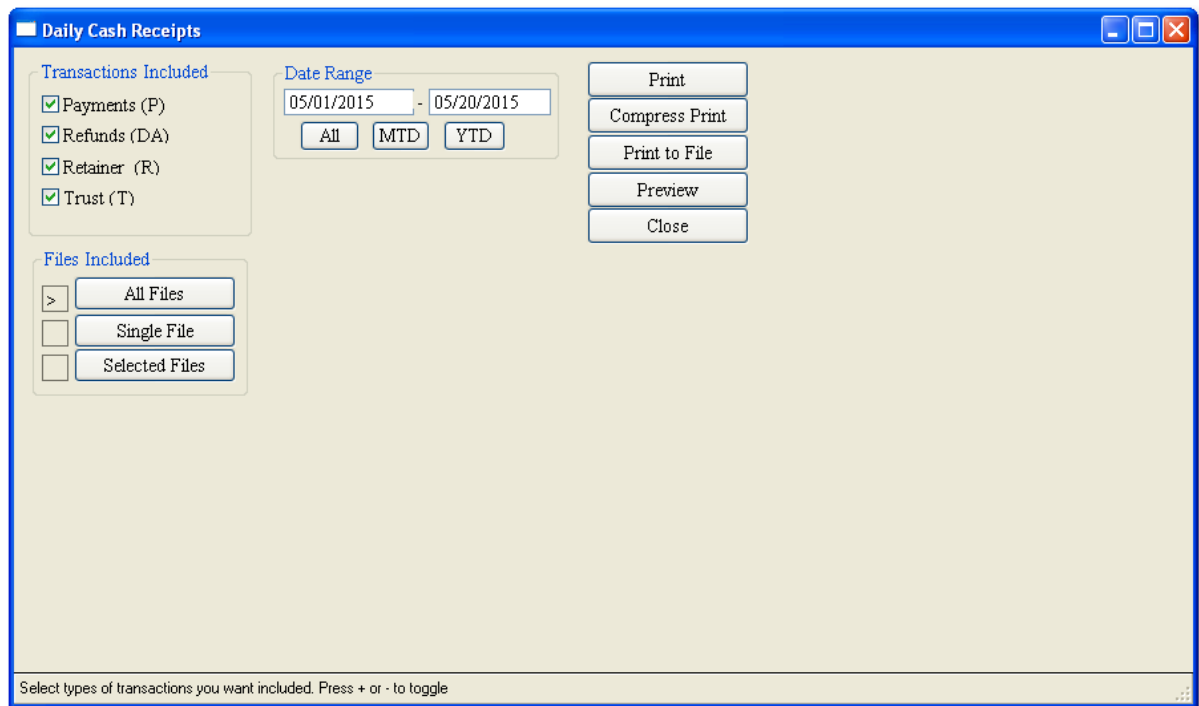
In determining which transactions to include on the report, so that it only shows new cash receipts, the program must deal with the following situations:

1. **Payments that are recorded as client level cash receipts** (type P where an asterisk is assigned as the matter ID, so that the program will automatically apply the payment to multiple matters). In that case, separate P transactions are recorded for each application of funds to an individual matter. These matter level P transactions are omitted for purposes of the report, and only the original client level payment will appear.

2. **Client level retainer receipts** (type RR where an asterisk is assigned as the matter ID, so that the program will automatically apply the retainer funds against all the matters for that client). In this case, the separate RR transactions recorded when an application of these funds is made to an individual matter are not reflected on the report. Only the original client level RR will appear.

3. **Advance Applications -** If you have configured the program so that it records separate Advance Application (type A) transactions when a credit balance is applied against a bill, these A transactions are not included on the report. Only the original P transaction that gave rise to the credit balance will appear.

4. **Automatic Transfers from Retainer Account** - If you have configured the program to automatically apply funds from a client's retainer account against their bill, the program will create a P transaction for each application of funds. These P transactions, created when bills are finalized, are not included on the report; only the original RR giving rise to the retainer balance will appear.

5. **Manual Transfers from Retainer Account** - This situation arises when you make a manual application of funds from a client's retainer account to pay their bill, either by recording a type RDP transaction, or by entering separate RD and P transactions in the same amount. In this case, the payment transaction (type P) that is recorded will not appear; only the original RR transaction will appear on the report. However, note that if you enter the RD and P transactions separately, instead of as a combined RDP transaction, the P transaction will be omitted from the report only if it was entered as the next transaction after the RD. If it was entered out of sequence and shows on the report, you can omit it from the report by going to edit the P transaction and checking the "Internal account transfer" box.

6. **Refunds** - If you check the option to include refunds (transaction type DA) on the report, those will appear in the Payments column as a negative amount. If you are not including refunds then the full original payment amount will be reflected on the report, not reduced by the DA.

7. **Transfer of Credit Balance from one Matter to Another** - A credit balance is normally transferred from one matter to another by recording a DA on the matter with the credit balance and a P on the matter you are transferring it to. If the program encounters a DA transaction accompanied by a P transaction in the same amount on the same date, it will not include the P transaction unless you have configured the report to include Refund transactions, in which case the P will simply offset the DA. As with manual transfers from the retainer account, if the P is not entered as the next transaction in sequence after the DA, to omit it from the report you will have to go to edit the P transaction and check the "Internal account transfer" box.

8. **Reversed and Deleted Payments** - Payments that are reversed (by clicking the Reverse button on the Edit AR Transaction screen) will not be included on the report, nor will payments that have been deleted.

9. **Reversed and Deleted Retainer and Trust Receipts** - Retainer or Trust Receipts that have been reversed (by clicking the **Reverse** button on the Edit AR Transaction screen) will not be included on the report, nor will payments that have been deleted. Note that prior to Release 11 it was not possible to reverse a retainer or trust receipt; instead, it was advised that you enter an offsetting RD or TD transaction in the same amount. RR and TR transactions that have been reversed in this way will still appear on the report, as there is no reliable way for the program to identify which ones have been reversed. To omit them from the report, go to edit the RR or TR transaction and check the "Internal account transfer" box.

10. **Reversed Retainer or Trust Disbursements** - Prior to Release 11 the only way to "reverse" a disbursement from the retainer or trust account (transaction type RD or TD) was to record an offsetting RR or TR transaction. These RR and TR transactions will be included on the report as there is no reliable way for the program to determine which RR or TR's were intended as reversing transactions. However, you can force the program to omit them by locating the transaction and checking the "Internal account transfer" box. To avoid having to do this, it is now possible to reverse an RD or TD transaction by locating the transction using the Edit AR Transactions function and clicking the **Reverse** button. This will create a reversing RR or TR transaction, but it will be marked as such and will not be included on the report.

11. **Transfer of Retainer or Trust Balance from one Matter to Another** - Moving a retainer or trust balance from one matter to another requires entering an RD or TD on the matter with the balance and an RR or TR on the matter you want to transfer it to. To prevent these RR and TR transactions from showing on the report check the "Internal account transfer" box when entering them.

17.21 AR Journals

These reports generate detail of all AR transactions in the program, as described in more detail here.

18 Tools

The **Tools** menu lists a variety of program maintenance functions which are described as follows:

> Reindex Data Files
> Backup/Restore Data
> Automatic Backups
> Archive Billing Data
> Purging Data Files
> Bulk Close/Delete

18.1   Reindexing Data Files

The program maintains a set of *index* files, separate from your actual data files, which enable the program to quickly sort and access your data. Sometimes due to computer malfunction, power interruption, or other cause these files may be damaged and as a result you may receive an error message when using the program or data may appear to be missing or out of order. If this happens, you can *rebuild* your indexes by performing this function. While ordinarily this is not necessary, it is a good practice to reindex once a month, before generating your bills for the month, to make sure that all of your data is in order. You should also reindex the data files if the program has been *interrupted*, or if you have received an *error message*, in the middle of performing a critical function, such as finalizing bills or saving a new charge.

The program automatically prompts you to automatically reindex the data files when starting up the program if it has been more than 30 days since you last reindexed.

After selecting this option from the **Tools** menu, the following dialog appears:

Reindex Data Files

ALL BILLING FILES	Codes
Clients	Balances
Cases	Bwords
Ptime	Ilist
Names	Batch List
Words	DICTIONARY FILES
Tbill	GENERAL LEDGER
Pbill	CALENDAR
CLOSE	
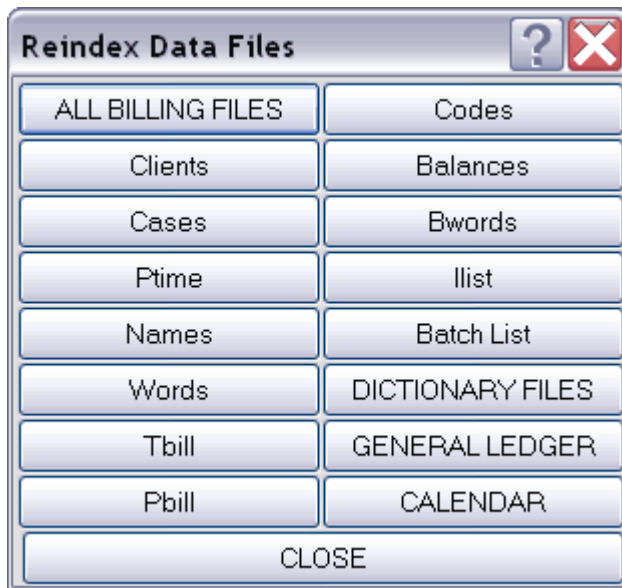
Click on **ALL BILLING FILES** to reindex all the files used by the billing program. This includes all the files listed in lower case, which you do not have to reindex separately if you have selected **ALL BILLING FILES**.

Click on **DICTIONARY FILES** to reindex just the files used by the spell check function. These files are not included when you click on **ALL BILLING FILES**.

Click on **GENERAL LEDGER** to reindex just the files used by the General Ledger Program. You must then enter the *company number*, which will default to the currently selected company. If you are using more than one company, you will have to reindex the files for each company separately.

Click on **CALENDAR** to reindex just the files used by the Calendar Program.

When reindexing, you must wait until you receive a "Reindexing Completed" message to know that it has completed successfully. If you are running the program on a *network*, you must be the only person using the program, including the Remote Entry Program, if it is operating in Local Mode, in order to reindex. Otherwise, you will receive a "Files In Use" message. If no one else is using the program and you still receive a "Files In Use" message, close the program and then reopen it and try again. If you still receive a "Files In Use" message, it probably means that your network server incorrectly thinks a file in the Tussman Program is still open. To correct this, you will have to either reboot the server, or go to the server and close any open files in the Tussman Program folder. To do the latter, go to the server desktop, click My Computer,
Go to Manage and click the manage line, then click on Shared files or Shared Folders. The open files should be listed there, and you can then right click on each one to close them. These instructions may be different depending on what operating system you are using on your server.

18.2   Backup/Restore Data

To perform a backup or restore click on Backup/Restore from the Tools menu.

Backing Up

It is extremely important to *back up* your Tussman Program data files on a regular basis. Otherwise, if

you suffer a computer crash, or if your computer is stolen or destroyed, you will have no way of recovering your data.

There are many ways to perform a backup. Most firms which are running the program on a Local Area Network should have a regular procedure which backs up all the information on your server. If this function is working correctly, it should backup the data in the Tussman Program as well. However, for the backup to be successful it may be necessary for all Tussman users to be out of the program. Thus, it is a good idea to always close the program completely when you leave the office, as very often these backup procedures are performed at night.

It is also possible to create a backup by simply *copying* the entire Tussman program folder to an external hard drive or to a memory stick. All Tussman Program data is stored in the same folder as the program itself. You can identify the name of the folder where the program is located by selecting **About the Tussman Program** from the **Help** menu. The name of the folder where the program is installed appears on the **Directory** line. You can then copy that folder to your external media using the **My Computer** function on your Windows desktop.

An alternative method of making a backup is using the **Backup/Restore** function on the **Tools** menu. Before performing this function you must make sure that no one else is using the program, if you are on a network. Then either backup or restore as follows:

A *backup* can be sent to a CD or to any other type of media. To create a backup on a CD, first insert the CD and wait for your computer to recognize it. If a windows dialog appears showing the contents of the CD, close it. Then click on the **Backup to CD** button and follow the directions given by the CD Writing Wizard.   To backup to an external drive or other destination, click the **Backup to Other Destination** button and select the destination you want.

No backup method is guaranteed to work all of the time, so after the procedure is complete it is a good idea to check the directory of your backup media to make sure that the backup file has been successfully created. The backup file will be named **TPBACK.ZIP** and it should have the current date and time indicating that it was just created or updated. It is also a good idea to have more than one backup. In other words, if backing up to a memory stick you should have two or more sticks and *rotate* them, so that you always have at least one additional older backup in addition to the most recent one. It is also advisable to never rely on just one *method* of backing.up. Even if you believe your network server is being backed up nightly, you should still create separate backups using one of the other methods, in case your server backup is not working.

Restoring

Restoring from a backup should only be done if absolutely necessary. When you restore, all of your current data will be *overwritten* and replaced by the data from the backup. Thus, you will lose any information that has been added to the program since the backup was made.

To *restore* from a backup. click the Restore from Backup button and then select the location of the backup from the Select Folder dialog. For example, if you are restoring from a memory stick which appears as drive F, select that drive from the list   After confirming that you are sure, you should see a list of files scrolling up the screen. I When finished the program will automatically *reindex* the files. Be sure to wait for this to finish.

You can use the backup and restore function to *transfer data* from one copy of the program to another. For example, if you have the program installed on your computer at home, in addition to the main computer at the office, you can *backup* the data at the office and then *restore* it on the home computer, perform some work on that computer, *backup* that data, and then *restore* it back to the computer at the office. If you are doing this, however, you must be very careful as you could easily wind up losing data because of the fact that each time you restore you are *overwriting* the existing data in that copy of the program. Thus, after backing up from one computer, you must not add or edit any information in that copy of the program while you are working on the other computer and until you

have restored the data back.

You can also use the backup and restore function to **_transfer the program_** from one computer to another. For example, if you have purchased a new computer and want to move the program to that computer, **_install_** the program on the new computer, make a **_backup_** of the data on the old computer, and then **_restore_** it into the program on the new computer. Alternatively, you can simply **_copy_** the entire Tussman program folder from the old computer to the new computer, either by transferring it directly or by copying the folder to a CD, zip disk, memory stick, or other media which can be read by both computers.   When copying the program to a new computer, it is not necessary to actual install the program on the new computer, since all the necessary files are contained in the Tussman folder. The only additional step you will need to perform after copying the folder is to create a desktop **_shortcut_** to the program using the **My Computer** function on your Windows desktop. To do this, locate the **TP7.EXE** file in the Tussman Program folder, right click on it, and select **Create Shortcut**. Then drag the shortcut, which should appear at the end of the list of files in the folder, to your desktop.

18.3   Automatic Backups

The **Automatic Backup** function creates a backup file containing just the data from the entire program. This backup file is stored in the Tussman Program folder itself, instead of being copied to an external media This method should thus not be relied upon as your primary method of backing up, as described separately. However, this does provide an alternate additional method of backing up which can prove critically important in case the data in your program is damaged and you do not have a separate external backup to rely upon. You can configure the program to make automatic backups on a periodic basis, and the program also gives you the opportunity to make them when you perform certain functions that make major changes to your data files, such as when you unfinalize all of your bills or purge or archive data This allows you to "undo" the procedure in case you performed it by mistake, or in case you want to unfinalize, make some changes and regenerate certain bills, and then restore the system to the way it was before you unfinalized without the changes being retained.

The following screen appears when you select **Automatic Backups** from the **Tools** menu.
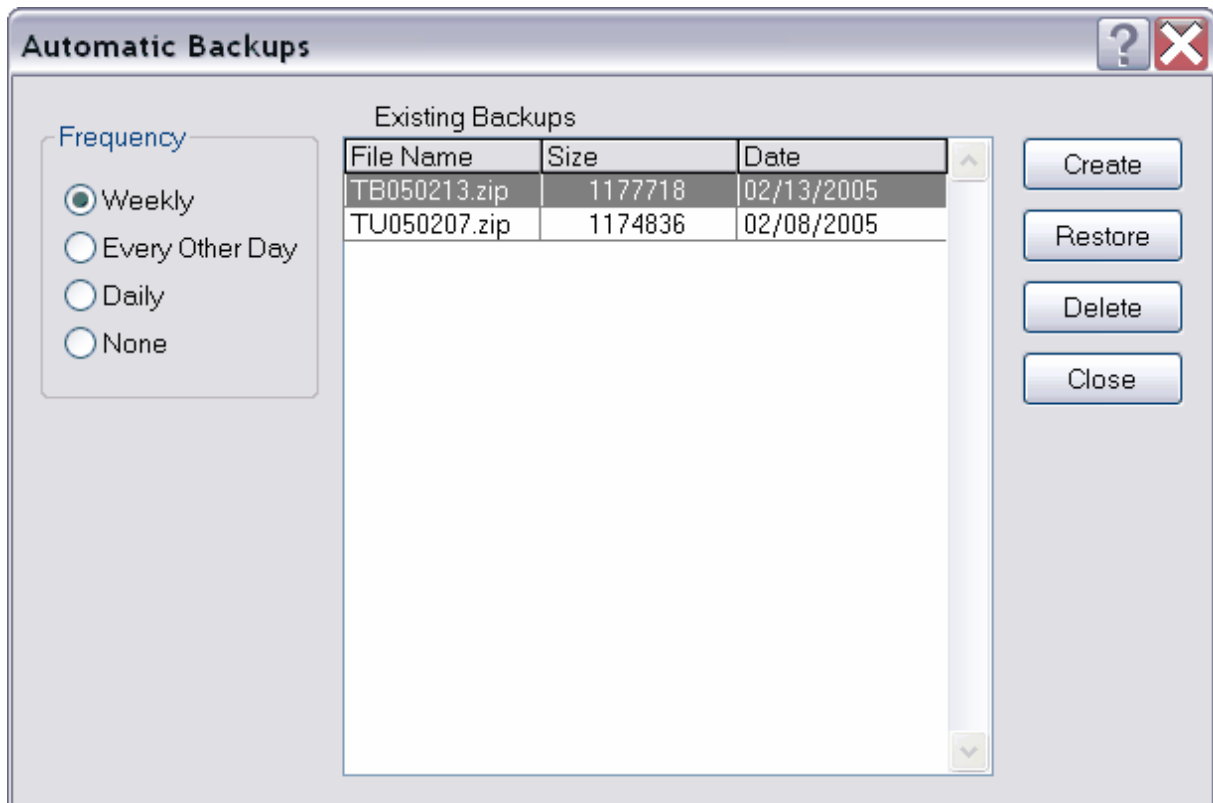
Frequency - Select here the frequency with which you want the program to make automatic backups. If you select **Weekly**, for example, then when a week has passed since the previous automatic backup was made the program will prompt you each time you enter the program if you want to make an automatic backup until you click **Yes** and the backup is made. If you do *not* ever want to be asked if you want to make an automatic backup when you start up the program, select the **None** option and then click the **Close** button.. The program will then not ask if you want to make automatic backups, but you can still make them on demand by clicking the **Create** button, as described below.

Existing Backups - This portion of the screen lists the existing backup files which were made previously, showing the file name, the file size, and the date the backup was made. Backup files are kept for a period of 23 days. The file name indicates the *source* of the backup file. A name beginning with **TB** means it was created normally, either by clicking the **Create** button or when prompted to make a backup when starting up the program. **TU** or **TV** means it was created when bills were being unfinalized. **TA** or **TZ** means it was created before you archived or purged data. **TR** indicates it was made immediately prior to restoring from another backup file.

Create - Click this button to create an additional backup file, which will be added to the list in the middle of the dialog.

Restore - To restore from one of the backup files, highlight that file on the list and click the **Restore** button. Remember that restoring from a backup file completely *overwrites* your existing data and replaces it with the data from the backup file. Thus, any information you have entered into the program since the backup was made will be lost. After confirming, you should see a list of files scrolling up the screen. When completed, click the **Close** button and the program will reindex the data files. Be sure to wait for this to finish.

When you restore from an automatic backup, the program first creates a separate backup file beginning with the letters T**R**, in case you restored by mistake. To restore the system to the way it was, simply restore from that **TR** backup file.

Delete - Click the **Delete** button to delete the highlighted backup file from the list. Files are maintained on the list for only 23 days, so it should not be necessary to perform this function yourself unless you want to remove files from the list so users do not restore from them by mistake.

18.4   Archiving Billing Data

Archiving data is a way of removing billed transactions from the main transaction file and storing them in a separate archive file. This may speed up some program operations, but given the storage capacity and speed of today's computers it is not necessary, nor is it recommended. There is no limit on the number of transactions which the program can maintain in its main transaction file, and for most operations the number of transactions in the file will make little or no difference in the speed of the program.

If you still want to archive, select **Archive Billing Data** from the **Tools** menu. A submenu appears listing the following options:

Archive Data - After asking for confirmation, the following screen appears:
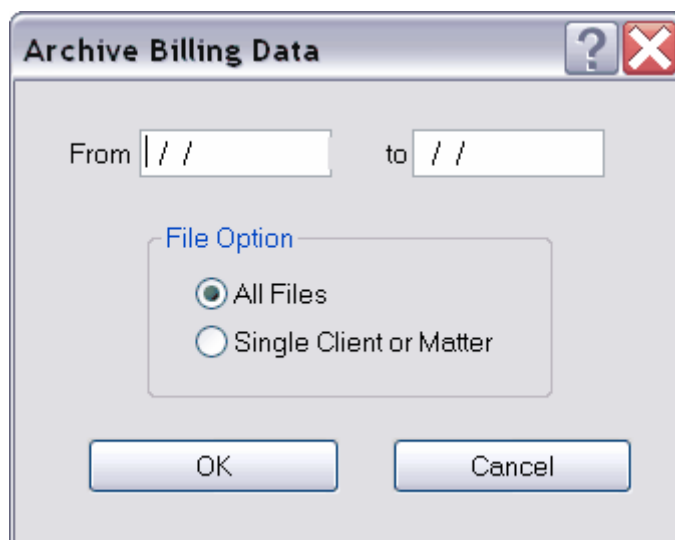
You must enter a *date range*. The program will only archive *billed* charges falling within that date range.   You can also choose to archive all billed charges falling within that date range, or only charges for a single client or matter. After confirming your selection and asking if you want to create a backup before archiving (this is optional and not necessary) the program will perform the archiving, indicating when done the number of charges that were archived.

Archived charges are stored in a separate file named **BTRAN.DBF** which will be created in the Tussman program folder. If you want, you can copy this file to another location. However, if you later want to *list* or *restore* the charges from the archive file you will have to copy it back to the Tussman program folder.

Restore Data - This function restores archived charges from the archive file back to the main transaction file. After selecting this option from the submenu, the same screen shown above appears. Enter the *range of dates* that you want to restore charges for, and indicate whether you want to restore charges for **All Files** or for a **Single Client or Matter**. Click **OK** and after asking for confirmation and if you want to create a backup (this is optional and not necessary) the program will then restore those charges back to the main transaction file, indicating when done how many charges were restored.; You can archive and restore the same charges as many times as you want.

List Archived Data - This function generates lists of the charges in your archive file. Charges can be

listed by *date* or by *client and matter*, depending on your selection from the submenu that appears. After making this selection, the **Archived Transactions** list generation screen appears. If you make no changes to this screen and simply select the **Print** option, the list will include *all* archived charges. If you only want to list specific charges, select from the report options which are the same as when you generate a regular list of charges.

18.5   Purging Data Files

The **Purge Data Files** function removes unwanted data from your data files. Select **Purge Data Files** from the **Tools** menu and the following purge functions are listed on the submenu, as described below: Before performing any of these purges, the program will make an automatic backup in case you perform the function by mistake and want to restore the purged data.

Purge Deleted Clients and Matters - This function removes all clients and matters that you have marked for deletion. When you delete a client or matter, that record is not actually removed from your data files. In fact, you can still view that record, and un-delete it if desired, until this purge function is performed, which rebuilds your client and matter database removing all records that are marked for deletion. This purge function also deletes all *charges*, both billed and unbilled, and *AR transactions* related to the deleted clients and matters. At the end of the procedure, the program asks if you want to *pack* the transaction files of these records. If you click *Yes*, the transaction files are rebuilt, removing the deleted records. The only drawback to doing this is that your transaction numbers will be reassigned, so if you are in the middle of editing your bills it will make it more difficult to locate transactions if you are doing that using the transaction numbers that appeared on your prebills. To perform this purge, you must first enter the code **NOBBYP1**.

Purge Nonbillable Time - This function removes all nonbillable time (transaction type **N**) from the billed charges file. Nonbillable time that is still in the unbilled charges file will be retained. To perform this purge, enter the code **NOBBYP2**.

Purge Billed Transactions - This function removes *all* billed charges from the transaction file. After entering the authorization code **NOBBYP3**, you can enter a *cutoff date*. Only billed charges dated prior to that date will be purged. Once the charges have been purged, there is no way of getting them back, so you must be sure you really want to do this before performing this function. Because of the storage capacity and speed of current computer systems, purging this information is not necessary or recommended.

Purge Transactions and Balances - This function removes *all charges*, both billed and unbilled, and *all AR transactions*, thereby zeroing out all the account balances and deleting the entire billing history for all your clients and matters. All that will remain is your list of clients and matters and your code files and program configuration information. This function is designed for the situation where your firm is reorganizing and you want to create a new copy of the program with just your list of clients and matters, so that you can start entering billing information from scratch as of a specified date.. The code for performing this function is **NOBBYP4**.

Purge Duplicate Records - Select this function to purge your data files of duplicate records. Enter the code **NOBBYP5** and a dialog appears which gives you the option to **Purge Duplicate Clients and Matters** or **Purge Duplicate Transactions**. Finding duplicate *client* or *matter* records should never occur, but did happen occasionally in some older versions of the program. This function scans your client and matter database and deletes any duplicates; i.e., clients with the same client ID or matters with the same client and matter ID. It is possible to find duplicate *charges* if, for example, you accidentally merge the same **Remote Entry** data more than once, although if you attempt to do this the program will normally detect it and warn you that duplicate records exist. If this happens, this function will remove the duplicate records.

Purge Deleted Transactions - This function rebuilds your transaction files to remove records (both charges and AR transactions) which have been deleted. This results in smaller more compact data files. The only drawback of performing this function is that your transaction numbers will be

reassigned, so if you are in the middle of editing bills and are use the transaction numbers which appeared on your prebills to locate charges those numbers will no longer be accurate unless you run a new set of prebills. Enter the code **NOBBYP6** to perform this function.

Purge Corrupted Data - This function scans your data files and deletes invalid records and removes incorrect end of file markers which can prevent the program from accessing some of your data. These problems, while rare, can arise if, for example, your computer or server crashes or suffers a power surge while the program is open. If you see what appears to be garbled data in any of your data files, or if some of your data appears missing, try performing this function to see if it corrects the problem. The code for this function is **NOBBYP7**.

Purge All Data - This function removes *all* data from your data files, including all of your *clients* and *matters*, all *charges* both billed and unbilled, and all *AR transactions*. You have the option of also purging all of your *code* files, including staff, activity, cost, task and productivity codes, by clicking **Yes** or **No** when asked if you want to do this.   This function should normally only be performed if you have installed the program and entered test data in order to practice using it, but now want to remove that data so you can start entering real information. The code for performing this function is **NOBBYP8**.

Purge Stragglers - This function scans your list of charges and deletes any charges that are assigned to a client or matter which is no longer on file. This should normally not occur, but if you encounter this situation performing this purge will delete such records. The code is **NOBBYP9**.

Delete a Batch of WIP - This function will delete an entire batch of WIP. The code for performing this function is **NOBBYBP**.

Purge Matters with no Client - This should not be necessary in the normal operation of the program, but in the event you encounter a matter that does not appear to be attached to a client this function will remove it. For example, if a bill is generated for a matter even though the client has been deleted, use this function to delete the matter.   Normally when you delete a client all the matters for that client will also be deleted. However, if after deleting the client you then go to one of their deleted matters and undelete it, without also undeleting the client, a bill then could be generated for the matter, and it might appear on your reports, even though the client is deleted.

Purge Selected WIP - This function allows you to delete selected WIP (charges that have not yet been billed. A dialog will pop up that allows you to specify the Type of charge you want to delete, a Client and Matter ID, Staff Code, and date range. For example, if you want to delete all unbilled cost charges for a specific client enter C for the Type and enter the Client ID in the indicated spaces. Also specify an appropriate date range that will cover all the charges you want deleted.

Zero Out Unpaid Bills - This function enables you to zero out the unpaid balance from bills dated on or before a specified date, either for all or selected files. For example, if you specify the date of 12/31/2014, then any bills dated on or before that date that have a remaining unpaid balance will be zeroed out. The program does this by posting a credit (type Q) transaction in the amount of the unpaid balance. The Q transaction will be assigned the same date as the ending date you select and they will be assigned to batch ZERO to make them easier to find.   If you delete any of the Q transactions the balance will be restored. The code for this function is NOBBYP13.

Create a Separate Database - This function creates a separate database containing all billing records belonging to one or more Responsible Attorneys. This is intended to be used when an attorney leaves the firm and wants to take their billing data with them, and should only be used after consulting with Tussman Program customer support.

18.6   Bulk Close/Delete

This function lets you close or delete selected clients or matters, instead of having to go through and do it one file at a time. Once you select the option you want the Select Clients and Matters dialog appears from which you can select the files you want. For example, if you want to close all files for a

specific responsible attorney enter their code in that space. You can also use the Tagging function to tag the files you want to close or delete, then enter Y in the Tagged space in the Select Clients and Matters Screen.

The last function on the menu allows you to reverse the last bulk function you performed.

You can also use this function to change the status of all deleted clients and matters to closed. This undeletes all clients and matters and changes their status to closed. Unlike the other items on the menu you cannot reverse this action.
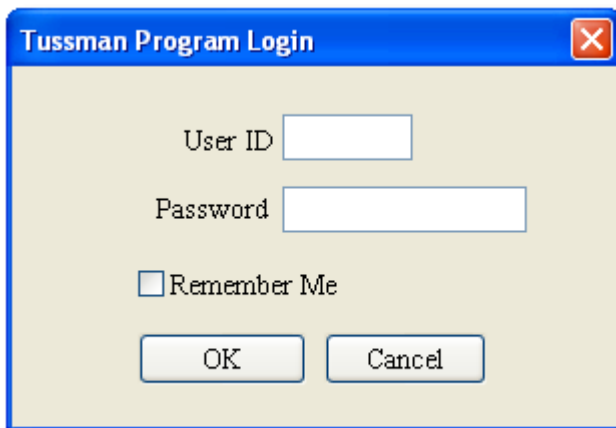
18.7   Security

This function either *activates* or *de-activates* the program's security functions, which require you to enter a **User ID** and **password** when entering the program. Each user can be either be given unrestricted access to the program, or you can limit the access of any user to a specific list of functions. Your list of users and the configuration options associated with each user, is created using the Users function on the **Tools** menu. If you want to start using the security function, you should first create your list of users and their rights before activating the security function. Once you activate security using this function, close the program completely. From that point on, a User ID and password will be required to enter the program until you de-activate the security function. Be sure to set up you list of Users before you activate this function.

You can activate or de-activate the security function at any time. If the security function is not *activated* using this function, then no User ID or password is required to enter the program, and there is no restriction on the actions which you can perform.

If you *forget* your password, and there is no way for you to get into the program, contact customer support and upon verifying your identity we will provide a special password which will allow you into the program.

When security is activated, the following screen comes up first when you start up the program:

Enter your **User ID** and **password** and click **OK** to enter the program.

If you check the **Remember Me** box then whenever you open the program on the same computer the program will remember your user id and password and insert them automatically into the Login screen. To disable this feature, click on Tools and select the Save User Login Information item.

18.8   Users

To create a list of *users*, and to assign each user a specific list of *rights* to functions in the program, select **Users** from the **Tools** menu. The following screen, displaying your current list of users, if any, appears:

ID	Password	Name	Restrict	Interface	Startup Screen
PM	DELLA	Perry Mason	N	Release 8.0	None

Double Click on a User to Edit. Press + or - for more, ESC to Exit
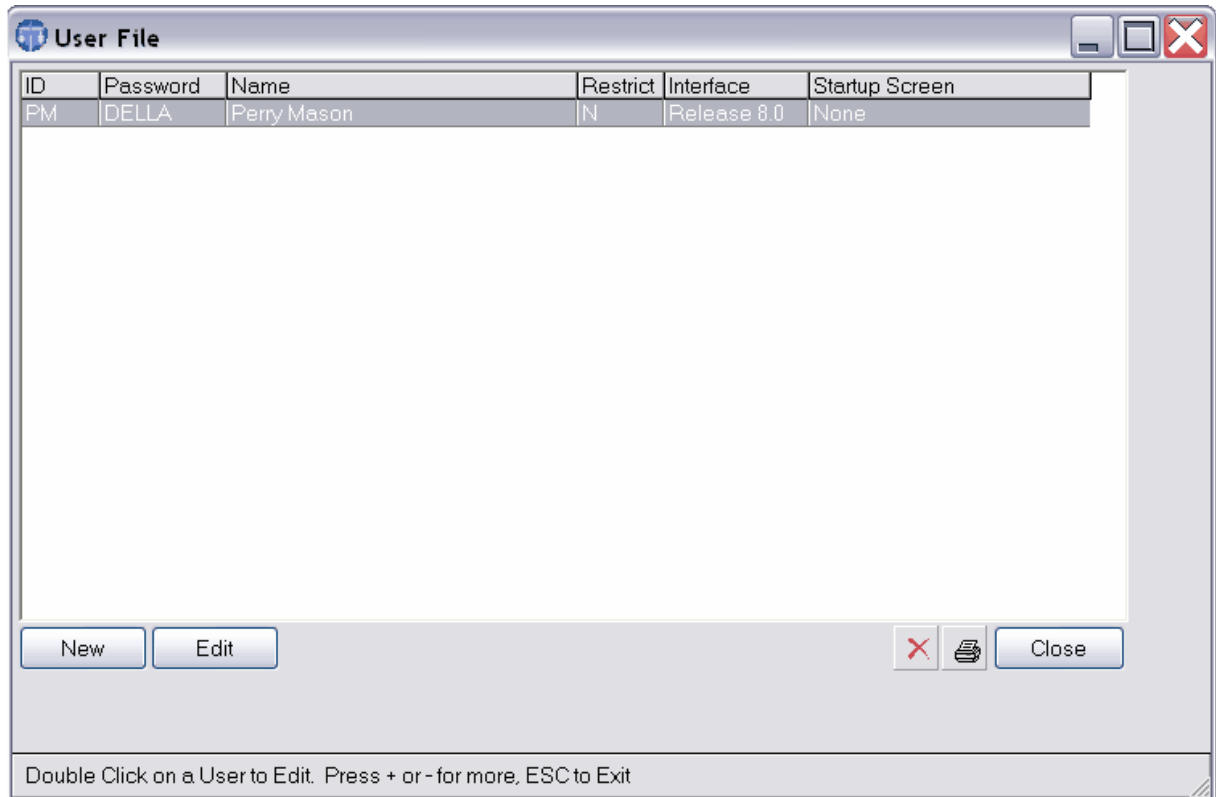
To *add* a new user, click on the **New** button. The following screen appears:

Enter the information for a new user as follows:

User ID - Assign an ID of up to four characters which this user will need to enter when starting up the program. If this user is also a staff member, you can use the same code as their staff member ID.

Password - Assign a password of up to seven characters which this user will also need to enter when logging into the program.

Name - Enter the name of the user.

Restrict Rights - Enter **N** if you want this user to have *unrestricted* access to all functions in the program. Enter **Y** if you want to limit access to certain functions, and then click the **Assign Rights** button to bring up the following list of rights:

Uncheck any function if you do not want this user to have access to that function, except for the following selections which work in a special way:

View Own Files Only - If you check this item, then a user will only have access to a *client* record if the *originating attorney* code assigned to that client is the same as the User ID which was used to enter the program. They will only have access to a *matter* record if the *responsible attorney* code assigned to that matter is the same as the User ID. If you want to use this restriction, you must still check the **View**, **Edit** and **Close** Clients and Matters items if you want them to be able to perform those functions, but only to their own files.

Browse and List Own WIP - Check this item if you only want a user to be able to browse and list unbilled charges that were entered using their User ID, or that is assigned to their Default Staff member.. For this restriction to take effect, you must *uncheck* **Browse and List All WIP**.

Edit own WIP only - Check this item if you only want a user to be able to edit unbilled charges that were entered using their User ID, or that were assigned to their default staff code. For this restriction to take effect, you must *uncheck* **Edit All WIP**. Note that with this option the user will be able to view and edit both charges that were entered with their User ID but also charges that are assigned to their default staff code no matter who entered them. You can also enter a list of additional staff members whose WIP this user can view or edit by entering their codes in the space below.
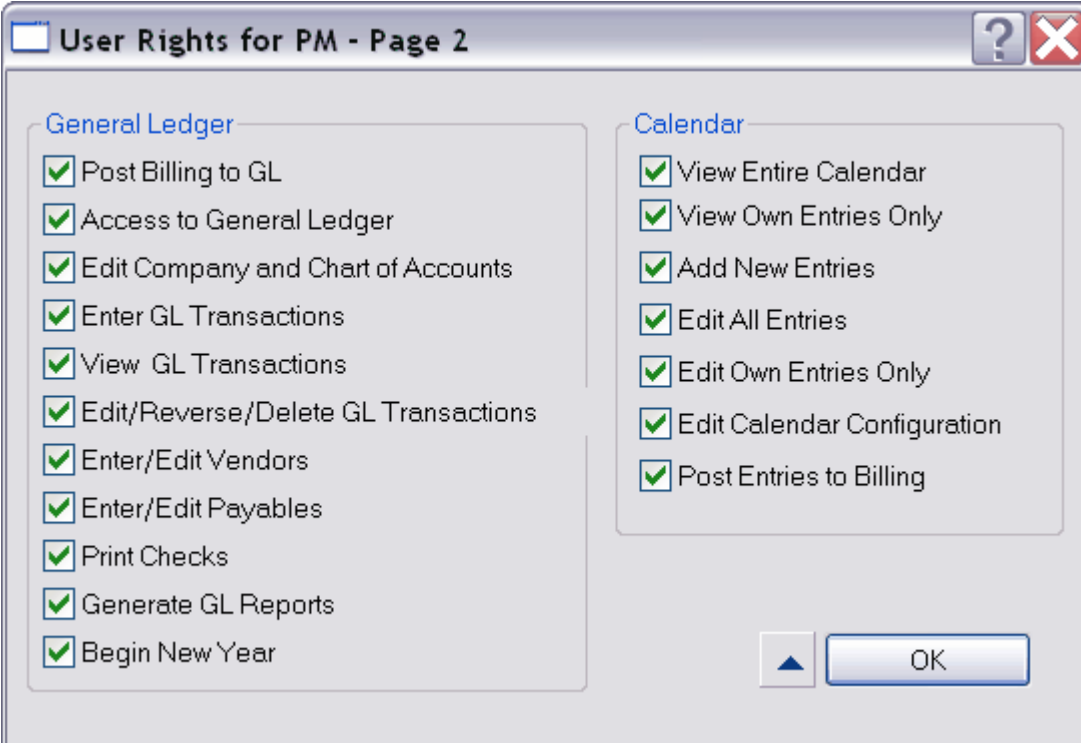
Delete or Write off own WIP - Check this item if you only want a user to be able to delete or write off unbilled charges that were entered using their User ID (or assigned to their default staff

code or a staff member in their list of staff codes). For this restriction to take effect, you must *uncheck* **Delete or Write off all WIP**.

Type of WIP - If you leave this space blank, or enter **A**, then if a user is entitled to edit, delete or write off WIP, they will be able to perform those functions to *all* types of charges, both fees and costs. If you enter **F**, they will only be able to perform those functions to *fee* charges. If you enter **C**, they will only be able to perform those functions to *costs*.

Edit User File - This item is particularly important, because if this item is checked then this user will be able to view and edit the user file, which means they will be able to see and change passwords and edit a user's list of rights. Therefore, you should be careful to check this option only for persons who have unrestricted access to the program.

Click the ⬇ button to bring up a *second* screen shown below which lists additional rights which apply to the **General Ledger** and **Calendar** programs:

If you do not want a user to have access to the **General Ledger**, simply uncheck the **Access to General Ledger** item. Otherwise, check or uncheck each specific item.

If you want a user to be able to view the entire calendar, check that item. If you want them only to be able to view their *own* calendar entries, check **View Own Entries Only** and uncheck **View Entire Calendar**. Similarly, if you want them to be able to *view* the entire calendar, but only *edit* their own entries, check **View Entire Calendar** and **Edit Own Entries Only** and uncheck **Edit All Entries**. If you want the user to be able to both view and edit their own entries *only*, check **View Own Entries Only** and **Edit Own Entries Only**, and uncheck **View Entire Calendar** and **Edit All Entries**.

Default Staff Code - For each user you can specify a default Staff Code that will automatically be assigned when entering time and fee charges. You can also specify a global default in the

Data Entry Options screen which will be used if you leave this blank.

Edit Time For: If you have configured this user's rights so that they can only view or edit their own WIP, you can enter here a list of staff members whose WIP they can view or edit, in addition to their own. Separate each staff code with a comma.

Start up Screen - For each user, you can also specify a start up screen which will automatically come up each time they enter the program. Select from the following options:

```
None
Billing Menu
Calendar
Time Entry
Time at a Glance
Batch WIP Entry
Client Browse
Matter Browse
Client/Matter Browse
General Ledger
```
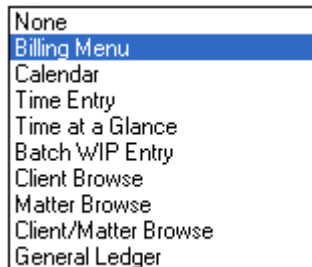
> **None** - The program comes up with just the menu and toolbar at the top, as shown at the beginning of the Main Screen section..
> **Billing Menu** - The full screen Billing Menu, pictured at the end of the Main Screen section, appears..
> **Calendar** - The main Calendar screen appears
> **Time Entry** - The Enter New Charges screen appears
> **Time at a Glance** - The Time at a Glance screen appears.
> **Batch WIP Entry** - The Batch WIP Entry screen appears
> **Client Browse -** The Client Browse screen appears
> **Matter Browse** - The Matter Browse screen appears
> **Client/Matter Browse -** The split screen client and matter browse appears
> **General Ledger** - The General Ledger menu appears. If you select this option you can also

specify the specific GL screen that you   want to appear by clicking on Setup from the GL Menu and selecting GL Startup Screen.

Font and Screen Size - Each user can select their own font and font size settings. If a user does not make a selection, or if security is not active, the program uses the default settings.

Editing or Deleting Users - To *edit* user information, double click on that user or highlight that user

on the list and click **Edit**. To *delete* a user, highlight the user and click the [X] button. Click the [🖨] button to print a user *list*.

18.9   List Users Currently Logged on

This function displays a list of users who are currently logged into the Tussman Program.

18.10 Save User Login Information?

When logging into the program, if you check the Remember Me box the program will remember your user ID and password so you do not have to enter it each time you open the program. In some cases you may want to disable this function; for example, if more than one user will be accessing the program from the same computer, or if you are operating the program on a cloud server.

18.11 Activity Log

The Activity Log keeps a record of actions performed in the program, showing the date, time and user ID, if any, of the person who performed the action, a description of what was done, and the client and matter ID, if applicable. To view the activity log, select **Activity Log** from the **Tools** menu. A sample log is shown below:

Number	Date	Time	User	Action	Client	Matter	
358	04/26/2007	08:42:09		Edited GL transaction number 000039			
359	04/27/2007	08:52:30		Added Client 4165-John Smith	4165		
360	04/27/2007	12:39:55		Saved H dated 04/27/2007 for 155.00 1.00 hr	251	002	
361	04/27/2007	13:13:20		Added matter 1000.01	1000	01	
362	04/27/2007	13:13:43		Saved H dated 04/27/2007 for 155.00 1.00 hr	1000	01	
363	04/27/2007	13:14:12		Saved H dated 04/27/2007 for 155.00 1.00 hr	1000	01	
364	04/27/2007	13:14:39		Saved H dated 04/27/2007 for 465.00 3.00 hr	1000	01	
365	04/27/2007	13:15:12		Saved H dated 04/27/2007 for 155.00 1.00 hr	1000	01	
366	04/27/2007	13:15:32		Saved C dated 04/27/2007 for 255.00	1000	01	
367	04/27/2007	15:25:38		Added Client A0032-Mr. Jonathan Smithe	A0032		
368	04/27/2007	15:25:45		Added matter A0032.001	A0032	001	
369	04/27/2007	15:27:49		Added Client Z0028-Magical Wands, Inc	Z0028		
370	04/27/2007	15:28:10		Added matter Z0028.002	Z0028	002	
371	04/27/2007	15:29:00		Edited Client, Changed # from Z0028 to 1315	1315		
372	04/27/2007	15:29:00		Changed Client # from Z0028 to 1315	Z0028		
373	04/27/2007	15:31:21		Moved P from Batch 1220PMT to 1153	1315	002	
374	04/27/2007	15:31:28		Moved B from Batch 122CRED to 1153	1315	002	
375	04/27/2007	15:31:36		Moved B from Batch 030224 to 1153	1315	002	
376	04/27/2007	15:31:45		Moved Q from Batch 24CRED to 1153	1315	002	
377	04/27/2007	15:31:53		Moved Q from Batch 220CRED to	1315	002	
378	04/27/2007	15:32:02		Moved B from Batch 030321 to CR	1315	002	
379	04/27/2007	15:32:06		Moved B from Batch 030514 to CR	1315	002	
380	04/27/2007	15:33:48		Deleted Q for 436.72	1315	002	
381	04/27/2007	15:34:56		Started reindexing			
382	04/27/2007	15:35:35		Finished reindexing			
383	04/27/2007	15:40:06		Started reindexing			

Filter   Purge   🖨   Close

The Log also keeps a record of any error messages generated by the program, so that you can report them to customer support.

You may notice that some actions appear to be listed twice; for example, if you are changing a client ID. That is because it records the action under both the old ID and the new ID.

Click the **Filter** button to filter the log to display activity for a single user, client, matter or date range. You can also filter for text; for example, to list only error messages, enter the word ERROR in the text space.

You can doubleclick on an error message listed on the log to see the full text of the message.

When viewing a client or matter record, you can see the Activity Log for that client or matter by clicking on the **Activity Log** button.

Click the **Purge** button to purge the log of activity prior to the date you enter.

18.12 Change Trial Status or Staff Level

Enter here a code which you receive from us to remove the trial version restrictions or to upgrade your staff level limits, if any.

18.13 Change Demo Status

Enter here a code which you obtain from us to remove restrictions in the demo version of the program. Note that we no longer issue a demo version of the program (this has been replaced by the trial version) but this function is retained for legacy purposes.

18.14 Change Network Status

This function activates or deactivates the file sharing features of the program so that more than one person can be using the program simultaneously on a local area network.

You can operate the Tussman Program on a local area network even if you have not purchased our network version, but only one person at a time will be able to enter the program. For more than one person to be able to be using the program at the same time, you must have purchased the additional local area network module. When you purchase it, you will be given the code which will enable you to activate the network functions.

18.15 Change Data Folder

This function enables you to specify the location of the program *data files*, if they are in a folder separate from the folder in which the program itself is installed.

Normally, the program and data files are installed in the same folder. This arrangement is recommended as it makes it easier to access and maintain the program.   If you *must* install the program and data files separately, to do this you will have to purchase a code from us which will enable you to access this function.

To implement this feature, you will need to follow one of two different procedures depending on the situation, as follows:

1. If you already have a complete copy of the Tussman Program installed and operating in a folder on your server, or on a computer which can be accessed from other computers on your network, and you want to install the program itself on each workstation and have them access the data on the server or main computer, then simply install the program on each of those workstations, as described in the Installation section. When the setup wizard asks for the name of the **Destination Folder**, simply accept the default (c:\tp8) or name another folder on that workstation. After you have completed the installation, you will then have a blank copy of the program operating on that computer. Then use the **Change Data Folder** function to point the program to the data folder as described below.

2. If you do not already have the program data files in the folder that you want to use as the data folder, you must *copy* the existing data files from their current location to the new folder, first creating the new folder if it does not already exist. You must manually copy the files from the existing folder to the new folder It is easiest to simply copy the entire contents of the existing folder, rather than to try to isolate the specific files that contain only the data. Do *not* delete any of those files from the *existing* folder, however. .After you have created the new folder with the complete set of Tussman files, go into the program in the existing folder, select **Change Data Folder** from the **Tools** menu, and select the new data folder as described below.

Changing the Data Folder

To change the current data folder, select **Change Data Folder** from the **Tools** menu and click **Select**

New Data Folder from the submenu. A standard Windows dialog will come up listing all the folders available to you, both on your computer and on your network. Select the folder you want and click **OK**. You will then have to exit and re-open the program for the change to take effect. When the program is accessing data in a separate folder, the folder path will appear in the title bar at the top of the Tussman Program window.

To change *back* to the normal method of accessing data in the same folder as the program itself, select **Change Data Folder** from the **Tools** menu again and this time select **Select Default Data Folder.** You will then have to close and re-open the program for the change to take effect. If the program is accessing data in the same folder as the program itself, then no path will appear in the title bar of the Tussman window. This means the program is accessing data in the folder specified on the **Directory** line in the dialog that comes up when you select **About the Tussman Program** from the **Help** menu.

The functions to **Copy Data Files** on the **Change Data Folder** submenu are not currently operational.

18.16 Tussman PDF Writer

Use these functions to install and configure the Tussman PDF writer

18.17 Remote Entry Functions

This function is used to *import* Remote Entry Data from a diskette or other location with the main program or to prepare a file to *update* your remote entry programs to contain the latest list of client and matter codes and billing rates from the main program.

Remote Entry is a separate module which can be purchased from Tussman Programs which allows users to enter their time at a separate computer and later merge it with the main program either over a network, using CD's or external drives such as a memory stick, or by email. If you are using Release 10 of the main program, you must also use Remote Entry version 2011 if you have selected the option to use long client and matter ID's. Otherwise, you can still use Remote Entry 2007, but you should not attempt to use older version.

Importing
To perform either of these function select **Remote Entry functions** from the **Tools** menu or click on

the   button on the Toolbar, then select which of the two functions you want.

To import information from a CD, memory stick or diskette first insert it in the appropriate slot in your computer and wait for your computer to recognize it. If a Windows screen comes up displaying the contents of the disk, close it. Then select **Import** from the menu, pick the drive or folder from the dialog list and follow the prompts to complete the import. When the procedure is finished, it will ask if you want to delete the source file. Click **Yes** unless you want to save it for some reason.

This function can import Remote Entry data both from Remote Entry 2011 or from prior versions as well. In either case, the entries are added to the end of your Batch WIP entry list, which will be displayed automatically on the screen. You can then review and edit them, if necessary. When you are ready to merge them with the main program unbilled charges file you must then *flag* and *export* them using the Batch WIP Entry function. Until you do this they will not appear on your bills, reports, or on in your client account totals.

Updating

The **Prepare Update** function downloads your list of client and matter IDs, billing rates, and codes necessary to perform data entry at a remote computer. This function is not necessary if your Remote Entry installations have access to the main program over a network and are operating in Local mode.

To download the update data insert the CD, disk, memory stick or other media and wait for your computer to recognize it. If a Windows screen comes up showing the contents of the CD or disk, close it. Then select the **Prepare Update** function from the menu and select whether you want to download to a CD or other media. If downloading to a CD, follow the prompts of the CD Writing Wizard. Otherwise, select the location where you want to download the information to from the dialog list.   In addition to downloading to external media such as a disk, you can also *email* the information.   To do this, select your desktop or another location from the dialog list. The program will then create a file in that location named RUPDATE.ZIP. Attach that file to an email addressed to your Remote Entry user and then have that person download that file into their Remote Entry folder, or to any other location accessible to their computer. Then have them perform the **Update** function in their copy of Remote. If the RUPDATE.ZIP file has been placed in their Remote Entry folder, the program will find it automatically and will perform the update. Otherwise, they will have to select the location of the update file from the **Select Folder** dialog.

18.18 Export Time

The **Export Time** function enables you to *export* selected charges to a comma delimited CSV type file which you can then import into a spreadsheet program such as Excel.   Another use of this feature is if you have a separate copy of the program installed on another computer, and have entered time into that copy of the program which you want to merge with the main copy of the program on another computer. Once entries have been exported, they can be imported back into any copy of the program, as described below. When unbilled entries are exported they are not deleted from the unbilled charges file, so if you import them back into the same copy of the program you will wind up with duplicate entries.

You can also export the history for a single client or matter to a csv file from the Master Ledger by clicking the print icon and selecting the CSV File option.   Using that function you can export not just the charges (fees and costs) but also the complete AR history (detail of bills, payments, etc).

Creating an Export file

To create an export file, click on **Export Time** from the **Tools** menu. The following screen appears:

From this screen you can select which charges you want to export, as follows:

Type - Leave this space *blank* to export *all* types of charges, including both *fees* and *costs*. To export *fee* charges of all types only, enter the letter **H** followed by an asterisk (**H***). To enter a specific *type* of fee charges only, enter the type code, such as **H** for billable time only. To export *costs* only, enter **C**.

client ID - To export only charges for a specific client, enter the client ID. Leave blank to export charges for all clients.

matter ID - To export only charges for a specific client and *matter*, enter the matter ID.

Staff Code - To export only charges for a specific staff member, enter the Staff Code. Leave blank to export charges for all staff.

Start Date - Enter a beginning start date. Charges dated before this date will not be exported. Leave the dates blank to export all unbilled charges. Regardless of the date you enter, only *unbilled* charges will be exported.

End Date - Enter an optional ending date. Charges dated after this date will not be exported.

Billed Charges - Check this to export billed charges

Unbilled Charges - Check this to export unbilled charges.

If you leave *all* of the above spaces blank, the program will export *all* charges.

Then check the appropriate boxes to indicate if you want to export unbilled or billed charges or both.

After making your selections, click **OK** and a standard Windows dialog will appear where you can specify the folder and name for the export file. The default file name is **TPTIME.CSV** The export file will contain a header line which contains field titles identifying each data item. Each following line contains a single charge record containing the information identified in the header, as follows:

BIL_NEXUS - Indicates if the charge has been billed (A) or not (W).
BIL_TYPE - The entry type; for example, H for billable time, C for cost, etc.
BIL_DATE - The date of the charge in the format MMDDYYYY
BIL_MATNO - The client and matter IDs, separated by a period; for example, SMITH.01
BIL_NAME - The client name and matter title, separated by a hyphen; for example, John Smith-Divorce
BIL_STAFF - The staff code
BIL_TASK - The task code
BIL_ACT - The activity code or cost code
BIL_DURATION - The number of hours or units
BIL_RATE - The hourly billing rate for fees or the unit charge for costs that have a unit charge amount
BIL_AMT - The dollar amount
BIL_DESC - The description

Importing an Export File into the Program

Once you have created an export file as described above, it can be imported back into the program as follows. Remember that since when entries are exported from the program they are not *deleted*, if you import a file back into the same copy of the program you will wind up with *duplicate* entries. This function is designed only for when you want to *transfer* entries from one copy of the program to another.

Import entries from a file into the program as described in the Tussman Import section.

18.19 Convert to Long File ID's

Release 10 allows you to configure the program to use 16 character client and matter ID's. To do this, select **Convert to Long File ID's** from the **Tools** menu. This function can be performed at any time and all your existing data will be converted to the 16 character format. Once you do this, you cannot convert back to the 8 character format unless you restore from a backup that was made prior to switching to the 16 character format.

If you convert to the 16 character format this change will also increase the number of characters you can use for Vendor ID's in the General Ledger/Accounts Payable part of the program.

18.20 Convert to Unlimited Rate Schedules

Select this option to configure the program so you can create an unlimited number of billing rate schedules (instead of the default maximum of 90). This method is preferred even if you have not used the initial 90 because it make editing and looking up your rate schedules easier.

18.21 Convert to 3 decimal places for cost rates

Perform this function if you need to be able to assign cost rates with more than 2 decimal places (for example, .125 instead of just .12).

18.22 Operation Speedup

This function is designed to speed up operation of the program in a couple of areas; specifically, browsing lists of charges and bringing up the Master Ledger a file. It is recommended if you are running the program on a network with multiple users and have a large amount of data in the program. To implement this feature click on this option, making sure no one else has the program open at the time, and wait several minutes until the program says the procedure is complete. In some cases the procedure might take an hour or more.

18.23 Diable Speedup

This function disable the speedup functions. The only reason you might want to do this is if you want to see the full description for each charge in the browse screens. The speedup procedure truncates the description to the first 60 characters (for purposes of the browse screens only).

18.24 Reconstruct Account Balances

This function reconstructs the entire account history for every client and matter, performing the following functions:

1. Makes sure that all payments and credits are properly *applied* against the client's bills;

2. Removes all *reversed* transactions and their *reversing entries* (type **DR**);

It is normally not necessary to perform this function, but if it appears that a client's account balance is not correct, that the addition on a bill is incorrect, or the file reflects a credit balance that should not be there, perform this function. If the problem only affects a single client or matter, you can perform this function for that file only by going to the account status screen for that client or matter and clicking on the **R** button.

This function does not change the GL distributions for any transactions that have already been entered.

If you want to perform this function for all files, you must first enter the code **SUSAN**.

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18.25 Redo Bill Allocations

This function should be performed only when recommended by Tussman Program support personnel. It goes through your list of bills to make sure that the record of each bill shows the correct allocation of fees and costs billed broken down by staff member and cost code.

18.26 Resequence All Bills

This function should be performed only when recommended by Tussman Program support personnel. Every bill for each matter is assigned a sequential number indicating the order in which it was generated and this function goes through and reassigns those sequential numbers by date.

18.27 Convert Retainer to Trust

The **Convert Retainer to Trust** function either converts all *retainer* account transactions to *trust* account transactions, or converts all *trust* account transactions to *retainer* account transactions. This feature is designed for the situation where, for example, you have entered receipts from clients as *trust* receipts, but really intended to record them as *retainer* receipts. Only perform this function if you are really certain you want to do so. If, for example, you choose to convert trust to retainer, the program will read through the entire AR transaction file and convert all **TR** transactions to **RR** transactions, and all **TD** transactions to **RD** transactions. This will have the effect of transferring all current balances in your clients' trust accounts to their retainer accounts.

Instead of doing this on a global basis, you can perform this function for a single client or matter. After selecting which procedure you want (convert Retainer to Trust or Trust to Retainer), a dialog will pop up where you can select a single client or matter. Leave this blank only if you want to perform the function on a global basis.

To perform this function, click on **Convert Retainer to Trust** on the **Tools** menu. Enter the code SUSAN and the following menu comes up from which you select the action you want.
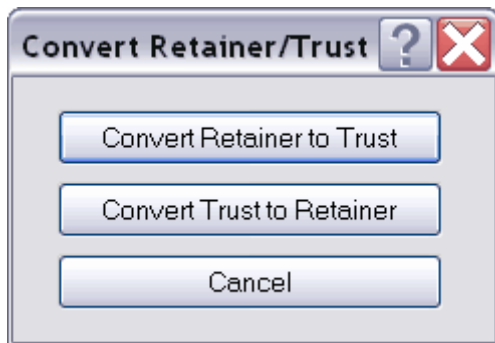
GL Postings will be updated appropriately for all affected transactions. If you are not posting automatically, then you will have to repost the batches or months that contain affected transactions.

18.28 Pack Code Files

This function removes deleted records from your list of Staff Members, Cost Codes, Activity Codes, Task Codes, and Productivity Codes. If you have a large number of deleted records in those files this function could speed up your code lookups.

18.29 Expand all Activity Codes

This function goes through your entire list of WIP and expands all shorthand codes found in the transaction description to the full text. This function is no longer of use as the program now expands the codes automatically upon saving the transaction.

18.30 Reassign Sort Codes to WIP

This function goes through your list of unbilled charges and reassigns to each charge an Order code determined in one of two ways:

1. If you have checked item 13 on the Data Entry Options screen, it will assign the Staff Members Sort Code. This enables you to sort charges on each day in the order of the staff member sort code so that, for example, all entries on a specific day for a staff member with sort code A would be listed before any entries on that day for a staff member with sort code B.

2. If you have not checked item 13 on the **Data Entry Options** screen, it will assign M as the Order Code.

It is only necessary to perform this function if, for example, you have decided to change your method of assigning Order Codes by checking or unchecking option 13 on the Data Entry Options screen and you want the Order Codes for all your existing charges to be reassigned using the new method.

18.31 Match Posting Dates with Cutoff Dates

This function goes through your list of bills (AR transaction type B) and changes all posting dates to match the ending cutoff date used on the bill. This makes it easier to balance your management reports since then reports showing amounts billed will match more closely with the dates of the actual transactions on the bill.

18.32 Reassign Billing and Payment Applications

This function is used if you want to reallocate billing and payment applications from one staff member to another. When you record payments the program allocates the fee portion of each payment to your staff members pro rata based on how much each staff member billed on that matter, as described here. If you want to reassign the amount allocated from one staff member to another you can do that using this function. You either reassign globally, in which case the program will reassign all billing and payment allocations from one staff member to another, or you can do it for a specific client or matter by cllcking the **Single Client or Matter** button.   Enter the code for the Staff Member that is currently assigned the allocations in the **From** space and the code of the Staff Member you want to transfer them to in the **To** space.

You also have the option of making the change just in the Billing and Payment records, or you can have the change affect the individual charges as well.   If you check the option to Reallocate Charges, the program will locate all the individual charges (both billed and unbilled) for the **From** staff member and reassign them to the **To** staff member. Otherwise, the program will only change the distribution in the Billing and Payment records.   To reassign just unbilled charges from one staff member to another, use the **Global Change** option by clicking on the **Action** button on the Browse Charges screen.

18.33 Clear all Tags

This function untags all clients and matters that are currently tagged.

18.34 Match Alternate IDs

Use this function to make sure that a client's Alternate ID has been correctly assigned to each of its matters. This is not normally necessary but in older versions of the program if you transferred a matter from one client to another it would not always update the Alternate ID assigned to that matter.

18.35 Enable Special Actions

This function is for use by Tussman Program support personnel only.
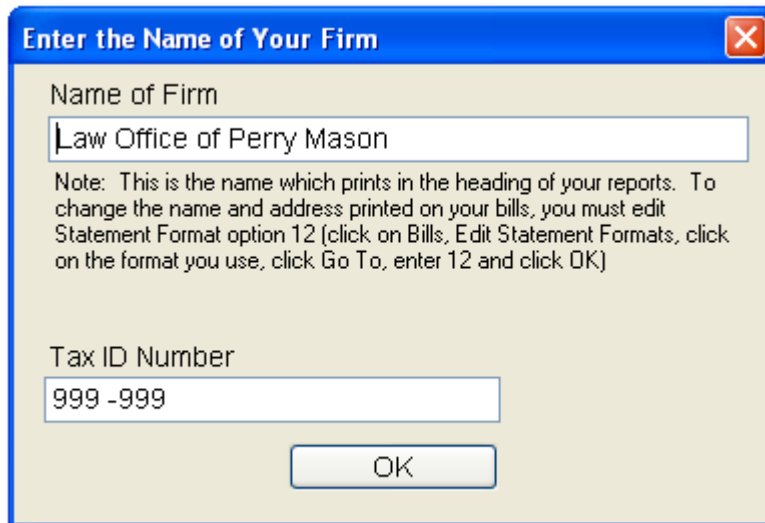
19   Setup

The Setup menu lists a variety of configuration options described below.   Some of the options are grouped together under two submenus: **Appearance and Interface Options** and **Client and Matter Options** as indicated below

1. The *name* of your firm can be entered or changed as described in the Firm Name section.

2. When adding clients and matters, some of the fields in the screens are *user definable* so that you can configure the screen to prompt you for specific information; for example, if you want to set aside a specific space in each matter file for recording a claim number. This feature is explained in the Client and Matter Field Titles section. (found on the Client and Matter Options submenu)

3. You can also create *defaults* that will automatically be entered in some of the fields when adding new *clients* and *matters*   This feature is described in the Client and Matter Defaults section. (found on the Client and Matter Options submenu)

4. When you open each client and matter, you must also enter **Fee Agreement** instructions which indicate what method of billing you will be using (hourly rate, flat fee, or contingent fee), and the billing rate schedule and bill format to be used. These options are explained in the Default Fee Agreement section. (found on the Client and Matter Options submenu)

5. In addition to the basic fee agreement instructions, there are a variety of additional *billing options* which can be entered for each client and matter. For example, you can indicate whether or not to place various types of billing holds on the file, charge interest on past due amounts, apply percentage discounts or markups, apply retainer funds against the bill, etc. These options are described in the Default Billing Options section. (found on the Client and Matter Options submenu)

6. Another screen contains a set of options that affect the *data entry* function for entering charges. These options are explained in the Data Entry Options screen.

7. If you prefer to use the old Release 10 user interface, select that option from the Appearance and Interface options submenu

8. You can select the default startup screen.(found on the Appearance and Interface Options submenu)

9.. A variety of *other* options are described in the Miscellaneous Options section.

19.1 Firm Name

To enter or change the name of your firm as shown in the program, select **Setup** from the main menu, then select **Change Firm Name** and enter your firm name in the dialog shown below. The name you enter here will appear in the heading of your *reports*. You can also enter your firm Tax ID number.

To change the name and address of your firm as it appears in the heading of your *billing statements*,

select **Edit Bill Formats** from the **Bills** menu, click on the first format listed, then click the [▼] button to go to the second screen of format options. Item **12** on that screen contains six lines in which you can type the name and address of your firm. Click **OK**, then click **Yes** so that the changes are incorporated in all ten of your statement formats. If you want your firm name and address to appear differently on different bills, you can do this by setting up different formats, each containing the name and address you want to use. You then assign the appropriate format to each client and matter in the **Fee Agreement** screen for that file.

19.2 Appearance and Interface Options

Select from the options under this heading to change the appearance of the program.

19.2.1 Use Expanded Control Panel Interface

Select this option to use the alternate expanded Control Panel interface, as described here.

19.2.2 Startup Screen

This option determines which screen comes up when you enter the program. This determines the default start up screen. You can also select a start up screen for each program user, as described at the end of this section

To select the default start up screen select **Startup Screen** from the Appearance and Interface Options submenu on the **Setup** menu. The following dialog appears:
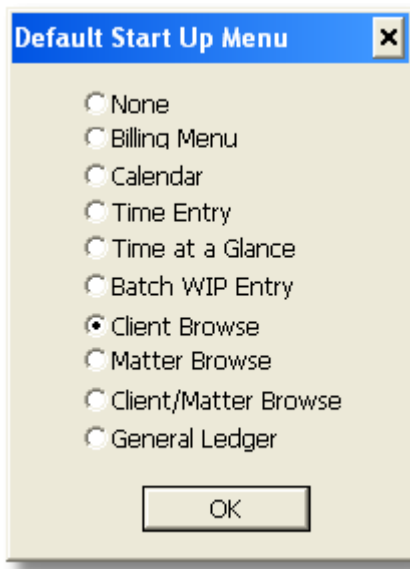
None - The program comes up with just the main menu, toolbar and control panel, as described in the Main Screen section.

Billing Menu - The full screen Billing Menu, pictured at the end of the Main Screen section, appears..

Calendar - The main Calendar screen appears

Time Entry - The Enter New Charges screen appears,

Time at a Glance - The Time at a Glance screen appears.

Batch WIP Entry - The main Batch WIP Entry screen appears

Client Browse - The Client Browse appears. This screen is the default and is recommended. Having this screen open allows you to   quickly locate a client's file and then perform a variety of tasks for that client without having to perform additional keystrokes

Matter Browse - Displays a browse screen showing a list of all your matters

Client/Matter Browse - Displays a split screen browse with clients on the left and the matters for the highlighted client on the right

General Ledger - Brings up the main General Ledger screen, along with the start up screen you have selected for the General Ledger.

If you are using the program's security functions, so that a User ID and password is required when you enter the program, the start up screen will instead be the one which you specified for the user who is logging in.. Select each user's startup screen in their user record.

19.2.3 Font Selection

To change the font and font size select Font Selection from the Appearance and Interface Options menu on the Setup menu.
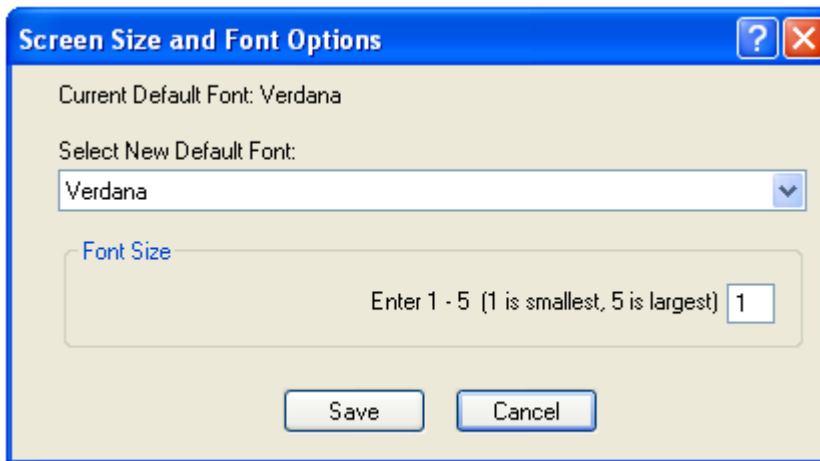
Verdana is the default font used by the program but you can select from the dropdown list of fonts, or enter the name of a different font by clicking on the User Defined option and typng in the name of the font.
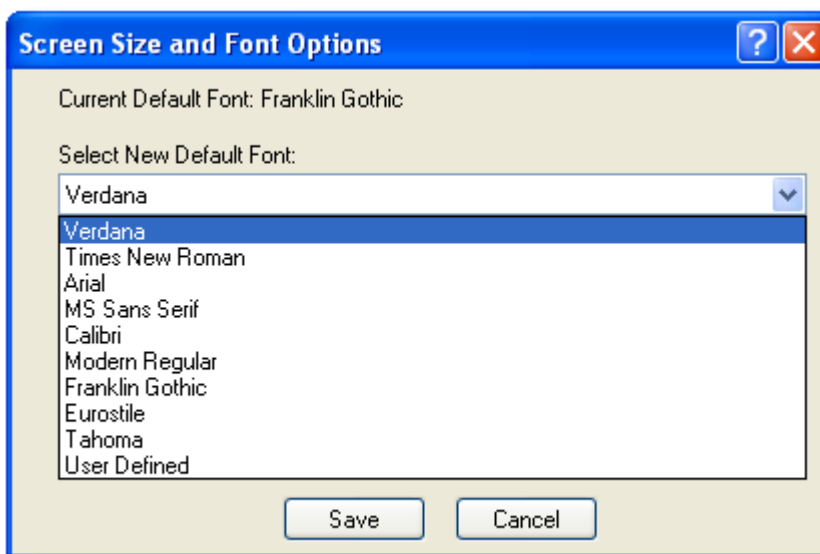
You can also select the font size by entering a number from 1 to 5 in the space indicated.   1 is the smallest size, 5 is the largest.

Release 10 requires that the screen resolution on your monitor is set to at least 1024 by 768. Some older monitors may still be set to 800 by 600, or you may have selected that setting so that text will appear larger and more readable on the screen. Since with Release 10 you can now select a larger font size for use by Tussman using a lower screen resolution should no longer be necessary. To change the screen resolution setting on your monitor, click on the Windows **Start** button and select the **Control Panel.** Then click on **Display**, **Settings**. With Windows 7, go to the Control Panel and under the **Appearance and Personalization** section select **Adjust screen resolution**. Then slide the Screen Resolution tab to the appropriate setting.

19.2.4 Allow Switching Between Modules

Normally when you switch to the Calendar or General Ledger modules the program closes any screens that you may have open in the billing module. This option enables you to keep those screens open when you switch between modules.

19.2.5 Set Line Width

When printing lines on bills and reports, the lines may appear with varying thicknesses depending on the type of printer you are using. This function enables you to increase or decrease the thickness. The default setting for this option is **6**. To print *thinner* lines, enter a lower number. To print *thicker* lines, increase the number. (found on the Appearance and Interface options submenu)

19.2.6 Always Display Client and Matter ID in Browses

Normally when you are browsing charges or AR transactions for a single client or matter the program will omit the column showing the client or matter ID. Select this option if you want to always show those columns.

19.2.7 Colors on Browse Screens

Select this option to enable or disable the use of colors to identify items on your browse screens.   For example, when browsing clients, open files appear in Blue and closed files in Black. When browsing charges, fees are in blue and costs are in green.   If you do not like this feature you can change it so everythiing appears in black.

19.3   Cllient and Matter Options

This submenu contains set up options related to your clients and matters.

19.3.1 Client and Matter Field Titles

To change the Client and Matter Field Titles select **Setup** from the main menu and then select **Client and Matter Field Titles** from the Client and Matter Options submenu. The following screen will appear:

In each client and matter record, there are a number of spaces for entering information. Some of these are user-definable, meaning you can change the title which precedes each space. For example, in each matter record there are five lines where you can enter a title or description of the matter. By default the first line is identified as the **Matter Title** followed by **Line 2**, **Line 3**, **Line 4**, and **Line 5**. You can change this so that, for example, **Line 2** reads **Claim Number**, **Line 3** reads **Date of Loss**, etc., by changing the wording in the appropriate space(s) of this screen.

In each client and matter record there are also spaces where you can enter Productivity Codes which are used to categorize clients and matters according to the responsible attorney, area of law, etc. There are ten different categories of productivity codes, and the title of each category can be changed in this screen. For example, if instead of using the title **Client Group** you would rather create a category called **State**, to indicate the state of residence of the client, do that by making the change in this screen.

The **Restore Defaults** button at the bottom of the screen will restore all the field titles to the original defaults, which are shown in the sample screen above.

19.3.2 Client and Matter Defaults

This screen enables you to enter default values which will automatically be inserted into some of the fields in each new client and matter record that you create. This function can also be used to make global changes to those same fields for all or selected clients and matters. To use this function, select **Client and Matter Defaults from** the **Client and Matter Options** menu on the **Setup menu** . The following screen will appear:

In this screen there are spaces for entering default values for each of the ten Productivity Code fields appearing in the client and matter screens. For example, if most of your clients will be assigned to Originating Attorney PM, enter PM in the **Originating Attorney** space as shown above. When opening a new client, PM will then be entered automatically in that field, but it can be changed if necessary.

Note that the titles of the various productivity code fields can be changed using the Client and Matter Field Titles function.

You can also enter a default *telephone area code*, and a default *first matter ID*. For example, if you always want to assign 01 as the ID for each client's first matter, enter that in this screen, as shown above.

Making Global Changes

If you make a change in any of the items in this screen, after clicking **OK** the program asks if you want to incorporate the changes in your existing files.   If you click **Yes**, you can then select whether you want the new value incorporated into **All Files**, or whether you want it incorporated into **Selected Files**. If you click **Selected Files**, the **Select Clients and Matters** screen appears, from which you can select the files you want the change incorporated into. For example, if you want to reassign all clients belonging to Originating Attorney *ABC* to *XYZ*, enter *XYZ* in the **Originating Attorney** space in the **Client and Matter Defaults** screen. Click **OK**, click **Yes**, and then click **Selected Files**. In the **Select Clients and Matters** screen enter *ABC* in the **Originating Attorney** space. Then only clients who were assigned to Originating Attorney *ABC* will be reassigned to Originating Attorney *XYZ*. Use caution because if you had clicked **All Files** instead of **Selected Files**, then *all* clients would be reassigned to *XYZ*.

19.3.3 Default Fee Agreement

Before setting up your client and matter files, it is important to consider that for each client or matter you may need to use different billing rates and bill formats. You may also want to bill using a different type of fee agreement. For example, some files may be billed at an *hourly rate*, others a *flat fee*, and others on a *contingent fee* basis.   In the **Default Fee Agreement** screen you can enter the most commonly used set of Fee Agreement instructions. These instructions will then be inserted automatically when you open a new client file, thus saving time in the data entry process.

To enter your **Default Fee Agreement** instructions, select **Default Fee Agreement** from the Client and Matter Options menu on the **Setup menu**.   The following screen will appear:

For a detailed explanation of each item, click on the links below:

Fee Agreement
Billing Rate
Cost Rate
Bill Format
Billing Interval

A button to access the **Fee Agreement** screen also appears on each *client* and *matter* screen. In those screens, you can enter the default fee agreement instructions for a client, or the instructions for an individual matter. The program actually uses the instructions that are found at the matter level. The instructions in the client screen are defaults for that client. When you open new matters for a client, the program automatically inserts the settings for the client into the fee agreement screen for that matter.

19.3.3.1 Fee Arrangement

The **Fee Arrangement** indicates the basic billing method you will be using for a matter. There are six possible selections which you pick from the drop down menu:

Hourly Rate - Where you will primarily be billing the client for work done on an hourly basis, by keeping track of the hours worked and billing the time at an hourly rate.

When billing on an hourly rate basis, you can also bill flat fee charges on the same matter in addition to or in place of hourly charges.

Flat Fee - Where you will be charging the client a fixed amount for handling a matter, regardless of the number of hours worked.

After selecting the Flat Fee method, you can enter the amount of the fee that is to be charged in the space below. Entering the amount here, however, is for your own informational purposes only, and it will not cause that amount to be billed to the client. To actually bill the flat fee, you must enter a flat fee charge (transaction type F) as described in the Charges section.

Contingent - Where your fee will be calculated as a percentage of the amount you recover for a client, as in a personal injury case.

After selecting the Contingent Fee method, you can enter the percentage amount of the fee in the space below. Entering the percent here, however, is for your own informational purposes only, and will not cause the client to be billed. To generate a bill, you will have to enter the dollar amount of the fee as a flat fee charge (transaction type F) as described in the Charges section.

See the section on Flat and Contingent Fee Billing for more information on how to bill on these types of cases.

Nonbillable - Where you will not be charging the client for the work you do on a matter. Using this method the program will still allow you to record time worked on the matter, but when entering such time the program will automatically record it as nonbillable (transaction type N), even if you attempted to record it as billable by using transaction type H. This happens regardless of whether or not you have instructed the program in the Data Entry Options screen to convert time entered on flat and contingent fee cases to nonbillable. If you decide at a later time to charge the client for the time worked, you can then change the Fee Agreement to Hourly Rate and convert the time to billable, or enter additional time or flat fee charges.   You can still charge the client for costs incurred when the Fee Arrangement is Nonbillable..

Using this fee arrangement you can still generate a bill to show the client the work that has been done, or to bill for costs, but the client will not be charged for the time.

See the section on Nonbillable Time for more information on entering nonbillable time.

Administrative - Use this method if you have opened a client file, with one or more matters, to keep track of time spent on administrative tasks. For example, you could create matters to record time spent by each staff member on recruiting, office administration, client development, continuing education, and the like.   Time which you enter on these matters will automatically be converted by the program to transaction type A (Administrative Time) to distinguish it from time spent on actual client matters for reporting purposes.

Pro Bono - Use this method for cases you are handling on a pro bono basis, similar to **Nonbillable** as described above. While you could also use the Nonbillable option you may prefer to use the Pro Bono option because it is possible to record nonbillable time on matters using any fee arrangement. Thus, using the Pro Bono option enables you to keep track of time that is spent just on Pro Bono cases, as distinct from nonbillable time recorded on other cases.

19.3.3.2 Billing Rate

The **Rate Schedule** space is for specifying which of the program's 90 billing rate schedules will be used in calculating the dollar amount of charges which are entered for a matter. Creating a list of your staff members with their billing rates is described in the <u>Staff Members</u> section.

You can assign a title to each billing rate schedule to make it easier to identify them, as described in the <u>Staff Members</u> section.   You can then pick which rate schedule you want to use by clicking on the

 button.

After clicking on the button to list your rate schedules, click the **Find Unused Schedule** button at the bottom to search for the first available unused rate schedule. That schedule will then pop up and you can enter the rates you want to use for the client or matter you are setting up.

If you enter **1** as the rate schedule, for example, then when you enter time for that matter the program will use the rate which appears in column 1 for that staff member, as shown in the Staff Members list. This allows you to charge different rates for different staff members on each matter.   If, on the other hand, your agreement with the client calls for billing all time at the same rate, regardless of who performs the work, you can enter **0** as the **Rate Schedule**, You can then enter the hourly rate that you want to charge in the **Case Rate** space below. If you do not enter **0** as the **Rate Schedule**, the program ignores the Case Rate.

Using a Rate Schedule is preferable to using a Case Rate because that makes it easier to make future changes in your billing rates. For example, if you decide to increase your rates, you can simply make the changes in the Staff Member list, instead of having to make changes in the Fee Agreement screen for each matter. Thus, if you have a matter where you will be charging a uniform rate regardless of who does the work, you could simply create a new rate schedule in which each staff member is assigned that same rate, and then assign that rate schedule to that matter.

19.3.3.3 Cost Rate

If you want to be able to charge clients different rates for certain types of costs such as photocopies, faxes, etc., you can create a list of <u>codes</u> for each cost and specify up to six different rates. The program by default will always use rate 1 for each cost (unless you leave it at 0.00, in which case the program will not use a unit charge). To use a different rate, enter it in this screen. For example, to always use cost rate 2 for a specific client or matter, go to the Fee Agreement screen for that file and enter 2 for the cost rate.

19.3.3.4 Bill Format

Enter in the **Statement Format** space the number of the format that you want to use when generating bills for this matter. The program allows you to create up to 10 different formats, numbered **1** through **0**, as described in the <u>Bill Format</u> section.

19.3.3.5 Billing Interval

The **Billing Interval** feature enables you to schedule when bills are due to be generated for each matter. This may be useful if you have some clients who require you to submit bills quarterly or on some other schedule, instead of sending a regular monthly bill. Use of this feature is recommended only if absolutely necessary, as the program is primarily designed to generate bills on demand; i.e., the program allows you to generate a bill for any matter at any time.

If you decide to use this feature, enter in the **Billing Interval** space the number of days between each bill. For example, if the client requires quarterly bills, enter **90**. Then in the **Next Bill Date** space below enter the date on which you want the next bill to be generated. This enables you to generate bills on

different schedules. For example, if a client requires quarterly bills, but some are due to be submitted on January 1 and others on February 1, simply enter the appropriate date for each matter. When a bill is finalized for a matter, the program will then automatically calculate the date the following bill will be required by counting ahead the number of days in the Billing Interval.

Important! The Interval Billing feature only works if you set the **Interval Billing Option** in the Generate New Bills screen to **1** or **2**, If you are not using the Interval Billing feature, make sure that option is set to **3**.

19.3.3.6 Global Changes

You can use the **Default Fee Agreement** function to make *global changes* to the fee agreement for all or selected files.
For example, if you want all files that are currently using rate schedule 1 to use rate schedule 3, go to the **Default Fee Agreement** screen and change the **Rate Schedule** to **3**. (Note that if the default is already set to the value which you want, you will have to trick it, as described in the paragraph below). Click **OK** and then click **Yes** to perform a global replace. Then click **Selected Files**, as you only want the change to apply to some files. In the **Select Clients and Matters** screen, enter **1** in the **Rate Schedule** space on the right (Matter Selections) side of the screen and click **OK**. This tells the program that you only want the change to be made in matters which are currently using rate schedule 1. The program will then ask you to click **YES** to incorporate changes in both Client and Matter files or **NO** to incorporate in CLIENTS only. Click **No** if you only want the changes to apply to new matters that are opened in the future; in other words, the changes will only be made in the client screen so that only matters opened in the future will use the new rate schedule, and existing matters will be left unchanged. If you clicked **Yes** to change existing matters, the program then asks if you want to *recalculate* unbilled charges for those files using the new rate. If you click **No**, then the change will only apply to charges that are entered in the future. If you click **Yes**, the program will ask for a cutoff date. Only unbilled charges dated after that date will be recalculated using the new rates. If you leave the date *blank*, *all* unbilled charges will be recalculated. Regardless of which option you select, charges that have already been billed will not be affected. To recalculate the amount of *billed* charges, you would first have to unfinalize the bills on which those charges appeared.

If the value that you want to change a setting to *already appears* in the **Default Fee Agreement** screen, you will have to trick it for this function to work. This is because the program will only perform a global replace when you have actually changed one or more of the default values. Thus, in the example above where the default rate schedule is already set to 3, first change it to something else (such as 9) and click **OK**. When it asks if you want to perform a *global replace*, click **No**. Then change it back to 3, click **OK**, and then click **Yes** when asked if you want to perform the global replace.

19.3.4 Default Billing Options

The **Billing Options** screen consists of a set of special billing features:which can be implemented for each matter as shown below:

The options in each section on the screen are described as follows:

> Billing Holds
> Billing Threshold
> Tax or Markup
> Interest
> Retainer Account
> Installment Payment Option
> Ceiling on Fees
> Discount on Fees
> Prompt Payment Discount

You can access the **Billing Options** screen from both the *client* screen and *matter* screen by clicking on the **Billing Options** button on those screens. When you add a new *client*, the billing options you enter become the *defaults* for that client, and when you later open new matters for that client those options are inserted automatically into the **Billing Options** screen for that *matter*. You can always change the options for an individual matter, if necessary. The program actually *uses* the options that are entered in the *matter* screen when you generate your bills..

If you *change* the billing options in the *client* screen after a client has been added, the program will ask if you want to incorporate those changes into the existing *matters* for that client. If you click *Yes*, those changes will be incorporated into the billing options screen for each of that client's matters. This is advisable as otherwise the changes will have no effect when you generate bills for those existing matters.

If you change the *billing rate* in either the client or matter screen, the program also asks if you want to *recalculate* the dollar amount of unbilled charges that you have already entered. If you click **Yes**, you can then specify a *cutoff date*. All unbilled charges for that matter, or for each of that client's matters, dated after that date will then be recalculated at the new billing rate you specified. If you leave the date blank, all unbilled charges will be recalculated. If you do not recalculate, then the change will only be implemented for future charges that are entered.

It is also possible to enter a set of *default* billing options. When you add a new client, those default options are automatically inserted into the Billing Options screen for that client. To enter your default options, select **Default Billing Options** from the **Setup menu** and enter the options as described in each of the sections listed above.

If you make *changes* in the *default* billing options, you have the option of incorporating those changes into your existing clients and matters, as described in the Global Changes section.

19.3.4.1 Billing Holds

Placing a **Billing Hold** on a matter prevents the program from generating a bill for that matter, or from including certain activity on the bill. The options are as follows:

Complete Hold - To prevent the program from generating a bill under all circumstances, enter **Y** in the **Complete Hold** space. All unbilled charges for that matter, whether they were entered before or after the hold is placed, will be kept in the unbilled charges file until the hold is removed and a bill is generated. To remove the hold once it has been placed, simply change the **Y** to **N**. The program will then resume generating bills for that matter in the normal way.

Hold Fees - Enter **Y** to place a hold on fees only. The program will still generate a bill if there is other activity on the file, but fee charges of all types will not appear on the bill and will be kept in the unbilled charges file until the hold is removed and a new bill is generated.

Hold Costs - Enter **Y** to place a hold on costs only. The program will still generate a bill if there is other activity on the file, but cost charges of all types will not appear on the bill and will be kept in the unbilled charges file until the hold is removed and a new bill is generated.

Hold Nonbillable Time - Enter **Y** to place a hold on nonbillable and administrative time (transaction types N and A) only . The program will still generate a bill if there is other activity on the file, but nonbillable and administrative time will not appear on the bill and will be kept in the unbilled charges file until the hold is removed and a new bill is generated. You can use this feature if, for example, you want to record nonbillable and administrative time spent working on a file for internal purposes but do not want it to appear on the client's bill.

Note that there is *another way* to prevent nonbillable and administrative time from appearing on a clients bill using **statement format option 69**. The main difference between the two methods is that if you place a *hold* on nonbillable time, that time remains in the unbilled charges file, whereas using *format option* 69 the time is marked as billed and moved to the billed charges file when you finalize each bill, even though it did not actually appear on the bill. The latter method may be preferable if you do not want your unbilled charges file to become cluttered with nonbillable and administrative time, unless there is a possibility that you may decide later that you want to bill it to the client.

Hold Time Until Minimum Fee Exceeded - This option is used in connection with the billing of a **Minimum Retainer Fee** (Transaction type FE). After billing a Minimum Retainer Fee, the program does not charge the client for time worked on the matter until the value of the accumulated time exceeds the amount of the minimum fee that was billed. When you enter a minimum retainer fee charge, the program will generate a bill charging the minimum fee. Normally, any time that is subsequently recorded will also appear on the bill, so that the client can see a description of the work performed each time you generate a bill, but the bill will not reflect any additional charge until the minimum fee has been used up. Alternatively, you can have the program place a *hold* on the time that is recorded, so that it will not appear on the bill until the accumulated amount exceeds the value of the minimum fee, nor will a bill be generated at all unless there is other activity on the matter, such as new cost charges.

Holding individual transactions

As an alternative to placing a complete hold, or a hold on all fees or costs, you can also place a hold on

individual charges, thereby preventing them from appearing on the bill while allowing other charges to appear. To do this, change the **Bill Status** for the individual transaction to **Hold**.

Listing Charges and Files on Hold

If you want a report that lists all the matters that have charges which are on hold, generate a WIP Summary Report in which you have set the **Include Charges on Hold** option to **X**.   For a list of all the individual *charges* which are on hold, generate a list of unbilled charges checking the **List Charges on Hold Only** box in the **Transactions Included** section. For a list of just the *matters* which are on hold, regardless of whether or not they have any unbilled charges, generate a matter list in which you check only the **Files on Hold** box in the **Include** section.

19.3.4.2 Billing Threshold

A Billing Threshold is a way of preventing the program from generating a bill for a matter until the accumulated unbilled charges reach a certain amount. For example, if you want to prevent the program from generating a bill unless the new charges are at least $100.00, enter **100.00** in the **Amount** space.

If you want the threshold to apply to *fee* charges only, enter **F** in the **Apply to** space. In that case, if there are unbilled fees less than the threshold amount, but costs in *any* amount, the program will generate a bill showing the costs, but the bill will not include the fees. The fee charges will be held in the unbilled charges file until the total of the fees alone reaches the threshold amount.

To apply the threshold to *costs* only, enter **C** in the **Apply to** space. In that case, if there are unbilled costs less than the threshold amount, but fees in *any* amount, the program will generate a bill showing the fees, but the bill will not include the costs. The cost charges will be held in the unbilled charges file until the total of the costs alone reaches the threshold amount.

To apply the threshold to *both* fees and costs, enter A in the **Apply to** space. In that case the program will not bill any new charges until the sum of both unbilled fees and costs reaches the threshold amount.

You can also specify that all unbilled charges are to be billed anyway, regardless of whether they reach the threshold amount, if a certain number of days has passed since the previous billing. For example, if you do not want unbilled charges to accumulate past 90 days, even if they are under the threshold amount, enter 90 in the **Or Bill After ... days** space. The program determines if a bill is due by counting the number of days from the ending cutoff date used on the previous bill to the ending cutoff date used on the current bill. If there was no prior billing, the program counts from the date the file was opened.

Note that even if the new charges fail to exceed the threshold, or the number of days since the prior bill has not been exceeded, the program may still generate a bill if, for example, there is a past due balance owing or other activity which would cause a bill to be generated, as described in the Options for Files with No New Charges section. In that case, however, fee or cost charges subject to the threshold would not appear on the bill.

19.3.4.3 Tax or Markup

This feature can be used for either of two purposes:

1. To add *sales tax* to fees that are billed, in the states that require sales tax to be added to attorney fees;

2. To add a percentage markup to fees billed as an *administrative charge* in lieu of billing clients for the actual amount of photocopy, fax, telephone and other incidental costs.

Add to Fees - To add tax or a markup to fees, enter **Y** in this space. The amount of the tax or markup will appear as a separate line item at the end of the fee section on the bill, after the subtotal of fee charges. The text explaining that charge can be entered in Statement Format option **103**. The following line on the bill will show the grand total of fees including the tax or markup. The text explaining this total can be entered as Statement Format item **104**.   The amount of the tax or markup will be recorded by the program as a **tax** charge and will be carried forward as a separate category from fees and costs for accounts receivable purposes. Thus, for example, the Account Status screen for each file will show these amounts as a separate "tax" line item, and payments or credits applied to reduce those amounts will also be reflected in that category. This enables you to track these amounts separately from fees and costs.

Alternatively, if you want the tax or markup to appear in the *cost* section on the bill, enter **C** in the **Add to Fees** space. The amount of the tax or markup will then appear as a separate line item in the cost section of the bill, with the description entered in Statement Format item **103**.   In that case, the amount of the tax or markup will be carried forward as part of the client's cost balance, instead of being carried separately in the tax category. This choice would be appropriate if you are charging the markup as an administrative charge in lieu of billing for photocopies and the like.

If you want to show the amount of the tax or markup in the *fee* section of the bill, but instead of being carried forward as a separate tax balance to include it as part of the fee balance, enter **F** in the **Add to Fees** space.

Percent - Enter in this space the percentage amount that you want to charge. For example, if you want to add 3 percent to the amount of all fees billed, enter **3.00**. The program will accept up to four decimal places, if necessary, to accommodate various tax rates.

Ceiling - An optional ceiling, or maximum amount, can be entered. If so, the program will not charge a markup of more than the amount of the ceiling on any one bill. For example, if you do not want the markup to ever exceed $100.00, enter **100.00**.

Add to Minimum Retainer - Enter **Y** if you want the markup to be added to a minimum retainer fee (transaction type F**E**) when it is billed to a client. If you enter **N**, then the markup will be added instead to the individual charges covered by the retainer fee as they are billed. For example, if you bill a minimum retainer fee of $5000.00 on a matter where you are charging a markup of 10 percent, and you enter **Y** in this space, the program will bill the $5000.00 plus the $500.00 markup immediately. If you enter **N**, the program will initially bill only the $5000.00 and will bill the markup only as individual hourly charges are recorded and billed, even if those hourly charges are covered by the minimum fee and therefore not added to the balance due.

19.3.4.4 Interest

If you want to charge interest on past due amounts for a matter, enter **Y** in the **Charge?** space, then enter the following information which determines the way interest is charged: Interest charges appear in a separate section of the bill, described in the **Bill Format** section.

If you want to charge interest but not if the client has made a payment in any amount (even if that still leaves a past due amount owing), then enter **Z** in the **Charge?** space.

Method - Enter *1* or *2* if you want to charge *daily interest* based on the number of days since the previous bill, similar to the way in which interest is charged on a revolving charge or credit card account. The program calculates the number of days in the billing cycle and multiples that times the daily interest rate times the past due balance. If you enter **1**, the number of days in the billing cycle is measured by counting the days between the *statement date* used on the prior bill and the statement date used on the current bill. If you enter **2**, the number of days is measured by counting the days between the *ending cutoff date* used on the prior bill and the ending cutoff date used on the current bill.

To calculate interest as a ***fixed percent*** of the past due balance, instead of charging daily interest, enter **3**. For example, if you want to simply charge 1.5 percent of the past due balance as a late charge, enter **3** as the method and then enter **1.5** as the **Rate or Amount**.

To charge a ***fixed dollar amount*** as a late fee, instead of calculating interest at all, enter **4** as the method and then enter the dollar amount of the late fee in the **Rate or Amount** space. You can also use this option to enter a manual interest charge, instead of having the program calculate interest. To do this, go to the individual matter that you want to enter the interest charge on, click on the Billing Options button, et the Charge setting to Y, enter 4 as the method, 0 for the number of grace days, and enter the exact amount you want to charge in the Rate or Amount space. On the next bill the program will charge that amount as interest (provided the client has a past due amount owing). Remember to remove the amount from the Billing Options screen after that bill has been finalized so it does not charge the amount again on the following bill.

Method **5** or **6** allows you to charge a percentage of the average daily past due balance as a late charge. This differs from the other methods which only charge interest on the amount that is past due as of the date of the bill. For example, if a client has owed a past due balance but pays it off one day prior to the date of the new bill, then no interest will be charged if you are using methods 1 through 4. Using method 5 or 6 the program will charge interest on that amount for the number of days it was outstanding even if it was paid off prior to generating the new bill. Using method 5 or 6 you can also set a beginning date for the charging of interest in the space provided. Otherwise, if you use method 5 it it will use the ending cutoff date of the prior bill as the start date. If you use method 6 it will use the statement date of the prior bill as the start date. Similarly, if you use method 5 it will charge through the ending cutoff date of the new bill, and if you use method 6 it will charge through the statement date of the current bill.

Compound? - Enter **Y** if you want the program to charge compound interest, or **N** for simple interest. Charging compound interest means that the program will charge interest on interest that was previously billed and remains unpaid. When charging simple interest the program will only charge interest on unpaid fee, cost and tax balances (depending on whether interest is also being charged on taxes, as determined by the following option).

Charge on Tax? - Enter **Y** if you want the program to charge interest on past due tax balances. Enter **N** if you do not want to charge interest on past due taxes.

Rate or Amount - If you are using methods **1**, **2**, or **5** enter the ***annual percentage rate***. For example, if you want to charge interest at an annual rate of 18 percent, enter **18.00**. When calculating the amount of interest to be charged, the program calculates the number of days in the billing cycle, as described above, divides the annual percentage rate by the number of days in the year (365 or 366) and multiplies that times the past due balance.

If you are using Method **3**, enter the ***periodic or monthly rate***. For example, if you are billing on a monthly basis and want to charge a late fee of 1.5 percent of the past due balance, regardless of the exact number of days in the billing cycle, enter **1.5.**

If you are using method **4**, enter the ***dollar amount*** of the late fee. For example, to charge a fixed late fee of $25.00, regardless of the amount of the past due balance or the number of days in the billing cycle, enter **25.00**.

Grace Days - If you want the program to charge interest on all past due amounts, regardless of the number of days since the previous bill, enter **0**. Otherwise, if you do not want to charge interest unless the unpaid balance has been outstanding for at least **30**, **60**, or **90** days, enter either one of those numbers in the **Grace Days** space. If you are using method 5 or 6 as described above, you can enter any number you want.

Start Date - You can enter a Start Date only if you are using Method 5. It can only be entered in the Billing Options screen for a specific matter. The Start Date allows you to begin charging interest on a

date either prior to or after the ending cutoff date from the prior bill, which is normally used with Method 5. After finalizing the current bill this date is reset to blank so on subsequent bills the program will use the ending cutoff date from the previous bill as the start date.

Troubleshooting Interest

If the amount of interest shown on a bill does not match what you think it should be, the cause could be one of the following factors:

1. If the amount charged appears to be *too much*, perhaps the number of days in the billing cycle is distorted because a bill has not been finalized for a long time, or because an incorrect statement date or ending cutoff date was entered in the current bill or in the prior bill; Also check to make sure that, if using method 3, you have entered the periodic or monthly rate, and not the annual rate.

2. If the amount charged appears to be *too little*, perhaps the number of days in the billing cycle is less than 30 due to the use of inconsistent statement or cutoff dates, or because a portion of the past due balance includes interest or tax that was previously billed and the program is configured to charge simple interest only. Also check to make sure that, if using method 1 or 2, you have entered the annual percentage rate, and not the monthly or periodic rate.

When calculating interest, the program will only charge interest for the period since the previous bill that was finalized. There is no way to force the program to charge interest for periods prior to the current billing period. If you wish to retroactively charge interest to a client, you must do that by calculating it yourself and manually entering a charge. This can be done by entering a debit transaction (transaction type D), or by entering a separate fee or cost charge in the appropriate amount. Entering a Debit transaction is preferable because then the charge will be carried forward as an interest balance, instead of as fees or costs..

Note also that the program only charges interest on amounts that remain unpaid as of the date of the bill you are generating. Thus, if any portion of an outstanding balance was paid during the current billing period, no interest will be charged on that amount, even if it was past due at the time it was paid.

19.3.4.5 Retainer Account

The **Retainer Account** options affect the way the program handles funds that are deposited in a client's retainer account.

For each matter the program maintains both a retainer account and a trust account. Funds held in each account are completely separate. The *retainer* account is intended to handle funds paid in advance by a client which are deposited in a trust account and are intended to be applied against future fees and costs incurred in handling the client's case. The *trust* account is intended for funds received on behalf of a client which are not intended as an advance payment; for example, escrow funds, contingent fee settlement funds, and the like. You can use either or both accounts for each matter.

You can also maintain a retainer account at the client level, simply by entering an asterisk in the Matter space when recording a retainer receipt (transaction type **RR**).

Funds received and deposited into a retainer or trust account are recorded using transaction types **RR** (retainer receipt) and **TR** (trust receipt) respectively. Funds can be disbursed manually from each account using transaction types **RD** (retainer disbursement) and **TD** (trust disbursement) respectively. If the money is being paid to your firm to cover charges billed to the client, you also need to record the disbursement as a payment (transaction type **P**) to the firm. These two separate transactions can be recorded as a single transaction entry using transaction type **RDP** (retainer disbursement/payment) or **TDP**.(trust disbursement/payment), as described in more detail in the section on AR Transactions.

When this transaction is saved, the program actually creates two separate transaction records, an **RD** and a **P**, or a **TR** and a **P**. Note that you cannot use an **RDP** if the funds are in a client level retainer account.

When using a *retainer* account, you can have the program automatically disburse funds to pay charges as they are billed. In that case, the program shows the application of funds both in the retainer account section and in the payments and credit section on the client's bill, and when the bill is finalized it generates the corresponding **RD** and **P** transactions. The program will apply retainer funds not only against current charges, but also against an unpaid balance forward, if any. In order to have the program automatically apply funds in this way, you must enter the appropriate instructions in the **Retainer Account** section as described below. This section also contains options which will require the client to maintain a certain *minimum balance* in the retainer account, and to *replenish* the account with additional funds when the balance falls below the minimum.

Apply Funds to Bill - Instructs the program to automatically apply funds held in a retainer account against bills for that matter. Enter **A** to apply funds against charges of *all types* (fees, costs, tax and interest), **F** to apply funds against *fees* only, or **C** to apply funds against *costs* only. Enter **N** if you do *not* want retainer funds applied automatically. If you do not want the program to apply funds once their retainer account balance falls below a certain minimum amount, enter the minimum retainer balance as described below.

Require Replenishment - Instructs the program to require the client to maintain a specified minimum balance in their retainer account. If the balance falls below that minimum, a special message will appear on the bill asking the client to remit additional funds to bring the balance back up to the minimum. If you enter **A** in this space, if the balance falls below the minimum the program will still apply those funds against the client's bill. If you enter **Y** in this space, then once the retainer balance is at or below the minimum the program will *not* apply those funds against their bill. In either case, the request for replenishment will appear on the client's bill. Enter **N** if you do not want to use the replenishment feature.

Minimum Retainer Balance - If you entered **A** or **Y** in the **Require Replenishment** space, enter here the minimum balance that you want the client to maintain in their retainer account. Or, if you do not want to use the replenishment feature, but want to maintain a minimum balance in the retainer account, enter the minimum amount here.

If you have entered a minimum retainer balance, then if you record a payment (type P) transaction and the amount of the payment exceeds the client's current outstanding balance due, the program will ask if you want to record the balance of the payment as a Retainer Receipt and if so, it will automatically generate an RR transaction for the excess.

Replenishment Amount - if you leave this amount at **0.00**, when the balance in the retainer account falls below the minimum balance specified above the program will request that the client remit additional funds sufficient to bring the retainer balance back up to the minimum. For example, if you specified a minimum balance of $1,000.00, and the balance falls to $900.00, the program will request an additional $100.00. But if you enter an amount in this space, then when the balance falls below the minimum the program will request that the client remit this amount. For example, if the minimum is $1,000.00, the balance falls to $900.00, and you entered $500.00 as the replenishment amount, then the program will request replenishment in the amount of $500.00.

Alternatively, if you want the program to request replenishment only when the balance falls below a certain amount, enter the that amount as a negative figure. For example, if you want the client to maintain a minimum balance of $1,000.00, but only want to request replenishment when the balance falls below $200.00, enter $1,000.00 as the Minimum Retainer Balance, and enter -200.00 as the Replenishment Amount. When the client's retainer balance falls below $200.00, the program will then request replenishment in an amount sufficient to bring the balance back up to $1,000.00

The request for replenishment will appear on the client's bill at the end of the retainer account section

with the wording that you enter in bill format item **218**. If you set bill format item **219** to **Y**, then the amount requested will be added to the balance due shown on the bill, the combined total appearing as a separate line item with the wording entered in bill format item **220**. See the retainer account section of the bill format chapter for more information on how retainer account activity can be displayed on the bill.

Note that you can also print a bill using the "Evergreen" format where the statement recap printed at the end of the bill is specifically designed for the situation where the client is required to maintain a minimum balance in their retainer account. To use this format, set format option **170** to **E**.

To generate a report showing the amount each client needs to remit to bring their retainer account up to the required minimum, click on Reports, Custom Report, and check the box at the bottom of the middle column that says **Retainer Replenishment Due**.

19.3.4.6 Installment Payment Options

You can set up an **installment payment plan** so a client can pay off an outstanding balance in regular installments. This function is intended only if a client already has an outstanding balance which you want to allow them to pay in installments. If you want instead to *bill* the client a regular fee on a monthly or other basis, use a recurring fee charge, as described in the charges section.
Enter the installment information as follows:

Payment Amount - Enter here the dollar amount of each installment to be paid.

Add Costs - If you enter **Y**, the program will add any new cost charges to the installment payment amount on each bill. For example, if the installment payment amount is $100.00, and there are new costs in the sum of $10.00 on this month's bill, the total new payment required will be $110.00. If you enter **N** in this space, any new costs billed will be added to the total balance due, but not added to the current month's installment.

Payment Interval - Enter the number of days between each installment payment. For example, if payments are to be made monthly, enter **28** (to accommodate the fact that February has only 28 days). Each time you generate a bill, the program will bill an additional installment only if the number of days since the previous installment was billed has been at least the number of days specified here.

Interest - If you are charging the client interest on past due amounts, specify here whether you want interest to be charged only on any past due installments (enter **M**) or whether you want interest charged on the entire outstanding balance (enter **T**).

Add to Minimum Due - If you enter an amount here, this amount will be added to the installment payment amount on the next bill. This is useful if, when setting up an installment payment plan, the client already is past due for one or more installments and you want the minimum due on the next bill to reflect those additional installments. For example, if the normal installment payment amount is $100.00, but on the next bill only you want the client to pay $150.00, enter **100.00** as the **Payment Amount**, and enter **50.00** in this space.

Appearance on bill

Once you have set up an installment payment plan, on each bill for that matter there will appear after the total balance due the following information:

The amount of their next *installment payment*;

The amount of any *previously billed installments* which have not been paid;

The amount of any *current costs* to be added, if the **Add Costs** option is set to **Y**;

The new *minimum due* amount (i.e., the sum of the above items).

The text describing the above line items appears in bill format items **180-182**.

19.3.4.7 Ceiling on Fees

Use this option if you want to set a *maximum* on the amount of fees that are to be charged on a matter. For example, if you are billing the client on an hourly basis, but agree that the total to be charged will not exceed $5,000.00, enter **5000.00** in the **Ceiling on Fees** space. Once the total fees billed on a matter reach the ceiling amount, the description of the work performed will still appear on the bill, but the excess amount will be automatically deducted from the bill with the explanation entered in bill format items **99** and **100**.

The ceiling applies only to fees and does not affect the billing of costs, tax or interest charges.

19.3.4.8 Discount on Fees

Use this feature to give the client a regular percentage discount on all fees that are billed. For example, to give an automatic ten percent discount on all fees that are billed, enter **10.00**. The discount will appear on the client's bill as a separate line item following the subtotal of fees billed with the explanation entered in bill format items **101** and **102**.

The discount apples only to fees and does not affect the billing of costs, tax or interest. The discount is also not deducted from minimum retainer fee (type FE) charges.

You can use this feature to give a one-time discount by entering the percentage amount before the bill is generated, and then changing the amount back to **0.00** after the bill is finalized. There are several other ways of writing down the amount of fees on a bill, as described in the section on writedowns.

19.3.4.9 Prompt Payment Discount

This feature is used to print a message at the end of a bill stating that the client is entitled to a percentage discount if the bill is paid within a certain number of days.

Discount Percent - Enter here the percentage amount of the discount to be given. For example, enter **10.00** for ten percent.

Days - Enter the number of days within which they must pay the bill in order to receive the discount.

The text of the message which appears on the bill must be entered in bill format item **199**. The discount amount is calculated only on the total of fees and tax billed, and does not apply to costs or interest.

If the client takes advantage of a prompt payment discount, you should record the amount of the actual payment received in the normal manner, and then enter a separate credit (AR transaction type **Q**) in the amount of the discount, as the program does not automatically record the amount of a prompt payment discount.

19.3.4.10 Global Changes

You can use the **Default Billing Options** function to make *global changes* to the billing options for all or selected files.

For example, if you to raise your interest rate on past due accounts from 10.00 to 12.00 percent, go to the **Default Billing Options** screen from the Client and Matter Options menu on the Setup menu and change the **Interest Rate or Amount** to **12.00**. (Note that if the default is already set to the value which you want, you will have to trick it, as described in the following paragraph). Click **OK**, click **Yes** to confirm, and select **All Files**, or click Selected Files to apply the changes only to files that meet certain criteria. (For example, if you want to change the interest rate only on one responsible attorney's matters, click Selected Files and enter the Responsible Attorney Code in the space in the right hand column) The program will then ask you to click **YES** to incorporate changes in both Client and Matter files or **NO** to incorporate in CLIENTS only. Click **No** if you only want the changes to apply to new matters that are opened in the future; in other words, the changes will only be made in the client screen so that only matters opened in the future will use the new rate schedule, and existing matters will be left unchanged.

If you elect not to make the global changes, then the new default will only apply to new clients that are added after the change is made.

If the value that you want to change a setting to *already appears* in the **Default Billing Options** screen, you will have to trick it for this function to work. This is because the program will only perform a global replace when you have actually changed one or more of the default values. Thus, in the example above where the interest rate is already set to 12.00, first change it to something else (such as 10.00) and click **OK**. When it asks if you want to perform a *global replace*, click **No**. Then change it back to 12.00, click **OK**, and then click **Yes** when asked if you want to perform the global replace.

19.3.5 Sort Order for Client Lookups

The **Default Sort Order for Client Lookups** option determines whether your client lists are sorted by client ID or by alternate ID. This also affects the default sort order for your client browse screen. If you are using a numeric client ID, instead of the client's name, it may be easier to sort your lists by alternate ID to make lookup easier. This option is found on the Client and Matter Options menu on the Setup Menu.

19.3.6 Client Lookup Option

This option determines whether when selecting or looking up a client the program will display a list of matches if you have typed in a client ID for which there is an exact match, but also other similar matches For example, if you type in the client ID 100, and there is a client with the ID 100 but also a client with the ID 1001, you can either have the program display a list of both clients as matches which you can select from, or have it go directly to the client with the exact matching ID without displaying the similar matches. To change this option, select **Client Lookup Option** from the **Setup menu**. To display matches even if there is an exact match, click **Yes**, To omit the list of matches if there is an exact match, click **No**.

19.3.7 Auto Search Option

Normally when you enter a client ID in a lookup or in the data entry screens, the program will perform a full text search of your client files for a match if it does not find a matching client ID or alternate ID. With extremely large databases this may slow things down a bit. To disable this search feature select this option. You can still perform a full text search by typing in the word you want to search for (i.e., a part of the client's name or address) and pressing the **F9** function key.

19.3.8 Include Inactive Files in Lookups

This option determines whether closed files are listed when you use any of the client and matter lookup functions. There is also a checkbox on the client and matter lookup dialog box that lets you change this setting.

19.3.9 File ID Delimiter

The file ID delimiter is the symbol which separates the client ID from the matter ID on your reports. Normally, a period is used; for example, SMITH.01 indcates that SMITH is the client ID and 01 is the matter ID. Sometimes a hypen (-) is preferred. However, you can also choose any of the symbols shown on the screen below as the delimiter.
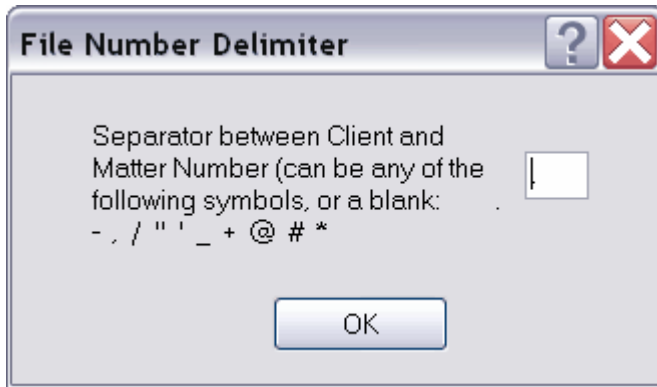
19.3.10 File ID Format for Reports

On many of your reports, you can sepcify the format in which the client and matter ID appears. Select this option and the following dialog appears: (found on the Client and Matter options submenu)
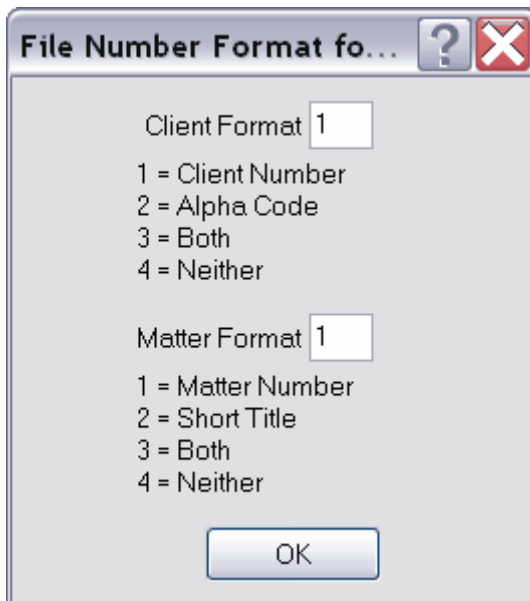
When displaying the *client ID*, you have the option of showing just the client ID (enter **1**), the client alternate ID (ener **2**), both the ID and alternate ID (enter **3**) or neither (enter **4**).

When displaying the *matter ID*, you have the option of showing just the matter ID (enter **1**), the short matter title (enter **2**), both the ID and short title (enter **3**) or neither (enter **4**).

A separate option controls how the file ID appears on your bills (bill format option 27)..

19.3.11 Include Contact Person with Address

Enter **Y** if you always want to print the **contact** person as an additional sixth line of the client address on your bills. It will be printed immediately following the main part of the address. To print it after skipping a line after the main part of the address, enter **Z**.   To print it as the *first* line of the address, enter **F**. Alternatively, you can specify for each individual client whether or not you want to print the **contact** line.

19.3.12 Allow Duplicate Codes

This feature determines whether or not the program allows you to assign duplicate client *alternate IDs* and duplicate related name codes. It is recommended that you *not* allow duplicate codes by entering **N** in both spaces.

19.3.13 Require Originating Attorney

Select this option if you want to require the Originating Attorney space to be filled in when adding a new client.

19.3.14 Require Responsible Attorney

Select this option if you want to require the Responsible Attorney space to be filled in when adding a new natter

19.3.15 Include Client Name/Matter Title in Browses

When browsing lists of charges, AR transactions and bills you have the option of displaying just the client and matter ID's for each entry, or of displaying in addition the client name and matter title. Including these may make it easier for you to identify the file that each item belongs to, but others find it makes the screen too busy.   This setting determines whether or not this is included.

19.3.16 Show Master File ID on Split Bills

This option allows you to show the Master File ID on split bills, instead of the file ID of the split file.

19.4   Data Entry Options

The Data Entry Options screen contains a number of options that affect the procedures for entering fee and cost charges. To view or edit these options, select **Data Entry Options** from the **Setup menu**. The following screen appears:

1. Require Entry of Staff Member Code - Enter **Y** if you want to require the entry of a staff member code for every fee charge, **N** if you want the entry of a staff member code to be optional.

2. Round Hours UP or DOWN - This is one of the *rounding rules* which affects the rounding of hour amounts when the amount of hours is calculated using the *elapsed time* calculator (the ▦ button next to the **Hours** space in Enter New Charges and Batch WIP Entry screens), or the function that converts *minutes* to *hours* (the 🕐 button next to the **Hours** space in those same screens). It also affects the rounding of time when using the *timer* in the Batch WIP Entry function or in the main entry screen. The rounding rules to not affect the hour amount when it is entered *manually*, i.e., when you simply type the hour amount into the **Hours** space, unless you check the box under item 4.

For this option, enter **U** if you always want to round the number of hours up to the *next highest* round number. Enter **N** to round to the *nearest* round number. For example, if you are rounding to tenths of an hour, and the calculated number of hours is .14, if this option is set to **U** that amount will be rounded to .2. If this option is set to **N**, that amount will be rounded to .1 hours.

3. Round Hours to Hundredths, Tenths or Quarters - Another of the rounding rules described in **2** above. Set this option to **H** to round round the number of hours to hundredths of an hour, **T** to round to tenths of an hours, or **Q** to round to quarters of an hour. For example, if this option is set to Q and the calculated number of hours is ..15, that amount would be rounded to .25.

4. Minimum Hour Amount to Charge - Another of the rounding rules described in 2 above. Enter here an optional minimum hour amount to charge. For example, if you never want to charge less that ..25 hours for any task, then regardless of the other rounding rule settings whenever the calculated number of hours is less than .25, the amount will be rounded up to .25.

Apply Rounding Rules when entering time normally - By default the rounding rules listed above apply only when using the Timer, either in the Batch WIP Entry screen or in the normal Enter New Charges screen. If you check this box then the rounding rules apply to both screens when entering time manually as well. For example, if you set a minimum hour amount to .25, then when entering time if you enter the amount .1 hour the program will automatically round it up to .25.

5. Convert Time to Nonbillable - Enter **Y** if you want the program to *automatically* change the transaction entry type from **H** to **N** when you enter time on a matter where the fee arrangement is flat or contingent fee. Enter **A** if you want the program to *ask* for confirmation before converting from billable to nonbillable. Enter **N** if you do not want this to happen.

6. Include Task Code in Entry Screen - Enter **Y** to activate the **Task Code** space in the screen for entering fee charges. Enter **R** to *require* the entry of a task code.   If you enter **T** for this option, then if a **Rate** is assigned to a task code the program will use that rate to calculate the dollar amount of the charge instead of using the rate for the staff member. If you enter **N**, the Task Code space will be grayed out and you will not be able to enter a task code.

Require Activity Code - Also under item 6 you can specify that you always want to require an Activity code by entering Y in the space indicated. If you enter C the program will also require a cost code.

Alternatively, you can require the entry of a task, activity and cost codes for specific matters only by going to the matter screen, clicking on the button with the letter **Z,** and entering Y in the first space to require a Task Code, Y in the second space to enter an Activity Code, and Y in the third space to require a Cost code.   For example, to require a Cost code but not Task or Activity Codes, enter NNY..

7. Assign Dollar Amount to Nonbillable Time - Enter **Y** if you want to assign a *dollar amount* to nonbillable time (type **N**), even though the program will not be charging that amount, as described in the section on Nonbillable Time. Enter N to assign an amount of 0.00.

8. Use Combined Phone Charge Option - Enter **Y** to activate the feature which allows you to record a charge for time spent on the telephone as both a fee and a cost charge in a single transaction, as described in the Combined Cost and Fee Charge section.

9. **Do NOT insert Activity Code Text in Description** - Enter **Y** if you do *not* want the text for an Activity Code to be inserted into the **description** space when you enter an Activity Code in the Activity Code space when entering charges. Otherwise, the text will automatically be inserted in the description space, and you can then edit or add to it as desired.

10. Split Transactions When Entered or on Demand - Enter **Y** if you want charges entered on split billing matters to be split immediately upon entry, or **N** if you want the charges saved initially on the master matter only, and split later on demand, as described in the Split Billing section.

11. Carry Forward Client and Matter - Enter **Y** if you want the client and matter ID from the previous charge that was saved to be automatically inserted in the client and matter space for the next charge.

12. Disable Auto Expansion of Activity Codes - Check this box if you do *not* want the program to automatically expand your shorthand Activity Codes as you type in the description for each charge. If

you choose this option, then when typing Activity Codes you will have to preceed them with a *plus* sign, as was required in versions of Tussman prior to Release 9. This option is included in case you have many Activity Codes that are the same as commonly used words (such as "to").

13. Assign Staff Sort Code as Order Code for Charges - Check this box if you want charges for the same day to be listed on the bill in order of the Staff Member Sort Code. For example, if two staff members performed work on the same day and one staff member had a sort code of A and the secoond a code of B, then all entries for for the first staff member for that day would be listed before those for the second one. After changing this option you can reassign Order Codes for all existing unbilled charges using the Reassign Sort Codes to WIP function on the **Tools** menu.

14. **Default Staff Code** - Enter an optional staff code which will be entered automatically when you record time. You can also assign a default staff code for each program user by entering it in their user file.

15. **List Only Activity Codes Related to Selected Task Code** - When entering charges, you can specify both a Task Code and an Activity Code. In some cases you may want to assign groups of Activity Codes to a specific Task Code. If you do this, then after entering the Task Code you can click on the Activity Code lookup in the entry screen and it will list only those Activity Codes that have been assigned to the Task Code you entered. Check this box to activate this feature, then in your list of Activity Codes indicate for each Activity Code which Task Code it is related to.

16. **Warn if Amount Exceeds Budget** - If you have assigned a budget amount to a matter, and you want to be warned when the amount of a charge you are entering puts you close to or above the budget amount, check this option. If you leave the amount at 0.00 the warning will pop up only when the charge you are entering puts you over the budget amount.   If you want to be warned if, for example, the charge puts you within $500 of the budget amount, enter 500.

17. **Include Transaction Location Code** - Enter **Y** if you want to be able to assign a Location code to each charge, **R** to Require a Location Code.

19.5   Default Batch Codes

The program assigns a default batch code for each new charge or AR transaction. The code can consist either of the month and year in the format YYMM, or you can also add the day in the format YYMMDD.   Make your selection from the screen below:

19.6   Payment Application Order

This feature is described in the section on Payment Application Rules

19.7   Auto Reconstruct Option

This option turns on or off the feature that automatically correct errors in client account balances caused by the misallocation of payments. It is advised that you normally leave this feature turned on.

19.8   Print to File Option

When using Tussman with some older versions of Windows, the Print to File option may not work; i.e., the Windows dialog from which you specify the file name and location will not come up. To get around this problem, select **Print to File Option** from the **Setup menu** and click **Yes** when asked if you want to switch to the *old* print to file function. Using this method, when you want to generate a bill or report to a file a simple dialog will come up into which you can type the name of the file you want to create. You can also specify a drive and directory. For example, to create a file named Report.txt on a floppy disk in drive A, enter A:\report.txt.   The name of the folder and the name of the file should not be longer than eight characters, and the file may have an extension of up to three characters.

19.9   Do Not Change Default Printer

This option allows you to prevent the program from changing the default printer. If you do this, when you go to print something the program will always default to the Windows default printer.   Otherwise, if you change the printer in the program it will continue using that printer until you exit the program or change it again. If you disable this feature you will also not have the option of selecting a default printer which the program will set as the default each time you open the program (otherwise, it will default to the Windows default printer).

19.10   Miscellaneous Options

The following selections on the **Setup menu** are either not currently supported or were added for individual customers and are not supported for general use:

Use Phases
GL Location Code Option
File Location Button
Feldsott Format Option

20   Troubleshooting and Support

Before contacting customer support when you have a problem, please review the following information to see if it corrects your problem or answers your question: If not, call customer support at **510 524-2834**. You may *email* support questions to **support@tussman.com**.

Error Messages

If you receive an error message when using the program, close the program completely. Very often simply reindexing the data files will correct the problem.   To do this, first make sure no one else is

using the program, if you are running the program on a local area network. Then go back into the program. If a start up screen appears, such as the calendar, close that screen. For example, if the calendar comes up, close that screen by clicking the **Close** button in the lower right hand corner of the calendar for the month that appears on the right hand side of the screen. Then select **Reindex Data Files** from the **Tools** menu and click **All Billing Files**. You should see a series of bars going across the screen. Wait until the process is complete and then check to see if the problem is corrected.   If you received an error message in the General Ledger or Calendar programs, in addition to clicking on **All Billing Files** also click on the **General Ledger** or **Calendar** buttons to reindex those files.

If that does not correct the problem, contact customer support before continuing to use the program. Continuing to attempt performing a function when you are receiving an error message could make the problem worse. Please be ready to provide us with as much information as possible, including exactly what you were doing in the program when you received the message, and the text of the error message itself. A record of each error message is saved in the Activity Log.

"File Open Was Unsuccessful" or "Record Lock was Unsuccessful" Message

If you receive a message when trying to perform a function stating that a "file open was unsuccessful" or "record lock was unsuccessful", close the program completely, re-open it, and attempt the same function again. This message usually means that the program was unable to close or open a file, and usually simply closing the program will fix the problem.

Missing Data

If data appears to be *missing* from the program, in most cases reindexing, as described above, will correct the problem. If that does not correct the problem, then it is possible that performing the purge corrupted data function will correct it. To do this, first make sure that no one else is using the program if you are on a local area network. Then close any open windows in your copy of the program and select **Purge Data Files** from the **Tools** menu. Select the option to **Purge Corrupted Data** and enter the code **NOBBYP7**. Wait for the process to complete and then check to see if the data appears. If not, contact customer support before proceeding further.

Incorrect Account Balances

If an account balance appears incorrect, if a *credit balance* appears that should have been applied against a balance due, if the program is not correctly *applying* a payment, or if the *addition* on a bill is incorrect, these problems can usually be corrected by reconstructing the account history for that client. To do this, go to the Account Status screen for that client by selecting **Account Status** from the **View** menu or clicking on the 🔍 button on the Toolbar. Enter the client ID and click **OK** to bring up the **Account Status** screen. Then click on the button with the letter **R** on it to the left of the **Close** button and click **Yes** to confirm. Wait for the procedure to complete and then check the account balance again, or run their bill again, to see if the problem has been corrected.   This type of problem should occur infrequently, although a computer crash or power surge during a critical procedure can also sometimes cause these problems.   As an additional precaution, it may be advisable to also reindex the data files, as described above, before reconstructing.

A Bill is Not Printing

There are many possible causes for a bill not printing. If the program refuses to generate a bill for a matter, first check the following:

1. Make sure the matter is *open* by checking the file status   The program will never generate a bill for a matter that is *closed* or is marked for *deletion*. The file status is indicated in the upper right hand corner of the matter screen.

2. Make sure there is not a hold on the file, by checking the billing options screen for that matter. In that same screen, also check to make sure you have not set a billing threshold on the matter.

3. Verify that you have entered the correct ending cutoff date when generating the bill, as shown on the Generate New Bills screen when you go to generate the bill.

4. Verify that there is *current activity* to be billed. To check this, click on **Charges for Client** from the **View** menu, enter the client and matter ID and click **OK**. Make sure there are unbilled charges dated on or before the ending cutoff date you are using. If there are not any current charges listed, and you know that some were entered, it is possible that a bill was already generated and inadvertently finalized which included those charges. You can check this by going to the Account Status screen for that matter and noting the date of the last bill, which will be displayed in the lower portion of the screen. If that is not the case, and charges that you know were entered appear missing, try reindexing the data files as described above.

5. If there are no new charges to bill, the program may or may not generate a bill depending on the selections you have made in the Options for Files With no Charges screen. Check those options to make sure that you have made the correct selections.

6. Make sure that you have not inadvertently changed the Interval Billing Option, which is snown in the lower right hand corner of the Generate New Bills screen. Unless you are using that option, which is rare, it should always be set to **3**

7. Try generating the bill just for that one matter again, selecting either the **Print** or **Print to File** option. When complete, click on the **Info** button in the dialog that appears. A new dialog will appear, indicating the *status* of the file, whether or not it is on *hold*, and indicating whether any activity has been detected for that matter. If nothing appears below the **Status** and **Hold?** line, then no activity has been detected for that matter for the current billing period.

The Program is Not Applying Retainer Funds Against a Bill

If a client has a balance in their retainer account, and the program is not applying it against their bill, first verify that they actually have the balance in their account. To do this, go to the Account Status screen for that matter   If there is a balance in the retainer account, that amount will appear in the lower portion of the screen. If the balance appears, then check the Billing Options for that matter (click **Billing Options** on the matter screen) and make sure the **Apply Funds to Bill** option is set to **A**. Also make sure you have not inadvertently entered a **Minimum Retainer Balance**. If you did, and the balance in the retainer account is less than that amount, the program will not apply it unless the **Require Replenishment** option is set to **A**.

Problems with Program Display

Following are the most common problems you might encounter with the program's display:

1. **Icons on the Toolbar and Control Panel are not appearing** - This means you left the Start In space blank in the Tussman shortcut on your desktop. See above for further information.

2. **Column Headings on Browses do not appear** - This means you are using the Windows Classic Theme. To fix this switch to the Windows XP theme (or another theme of your choosing), by clicking on Start, Control Panel, Display, and selecting the Theme you want to use.

3. **The browse and calendar screens are cut off at the right hand side** - This means you are probably using an extremely high screen resoltuion setting along with Large Fonts. To fix this, either switch to Regular Fonts (click on Start, Control Panel, Display, Settings, Advanced) or use a lower screen resolution (click on Start, Control Panel, Display, Settings). Or, you can keep your screen settings and within Tussman click on Setup, Supersize Option, and tell it to switch to using the

supersize option.

21   General Ledger

21.1   Overview

The Tussman General Ledger is an accounting program designed to:

- Keep track of your income and expenses;
- Generate standard financial reports such as balance sheets and profit and loss statements;
- Manage your accounts payable;
- Print checks and maintain check registers

The GL is integrated with the Tussman billing program, so that when checks are printed to pay client costs in the GL those charges can automatically be posted to the client's account in the billing program. Similarly, cash receipts and other AR transactions which are recorded in the billing program can be posted to the GL. Posting client costs from the GL to the billing program requires no initial setup, but in order to post cash receipts from the billing to the GL you must first set up the GL and Billing Interface.

While cash receipts *must* be recorded in the billing program to update your client accounts, if you prefer to manually record your cash receipts in the GL you can do this by simply not using the **Post to GL** function and recording your bank deposits using using either the journal entries function or the other bank transactions function.

The GL can maintain separate sets of books for up to 99 companies. Each company uses a Chart of Accounts designed by you or the Model Chart of Accounts developed by the American Bar Association. The Chart of Accounts is simply a list of different categoies of assets, liabilities, income, and expenses. It must be structured in a specific way in order to property generate reports. If you plan to create your own chart of accounts you should review that section carefully before starting. Before using the GL, you need to create at least one company and specify which Chart of Accounts you want to use.

The GL operates on a modified cash basis and can be set up to operate on either a calendar or fiscal year basis.

While the GL can be used to maintain a complete set of books for your firm, so that you can generate both Earnings Statements and Balance Sheets, many users will only be interested in keeping track of income and expenses. If you choose to do the latter, you can still generate an Earnings Statement; however, your Balance Sheet will not be accurate. In either case, you can still use the program to maintain check registers for your bank accounts and to perform the bank reconciliation function.

The Accounts Payable features of the GL can be used to manage all of your payables and to generate checks to pay them individually or as a group. However, it is not necessary to record payables in order to use the checkwriting function. Checks can be generated on an as-needed basis without first having to enter a payable. Even if you do not plan to print checks using the GL, you can still use it to maintain check registers for your bank accounts, and to generate profit and loss statements and balance sheets. To make the checkwriting function easier to use, you can create a list of vendors to whom you commonly write checks.

In summary, to get started using the GL, you should first review the GL Configuration section and the

section which describes the main screen. You will then be ready to:

- Create a company
- Set up your chart of accounts
- Enter beginning balances for your accounts
- Configure the GL and billing interface
- Enter a list of vendors
- Get ready to print checks
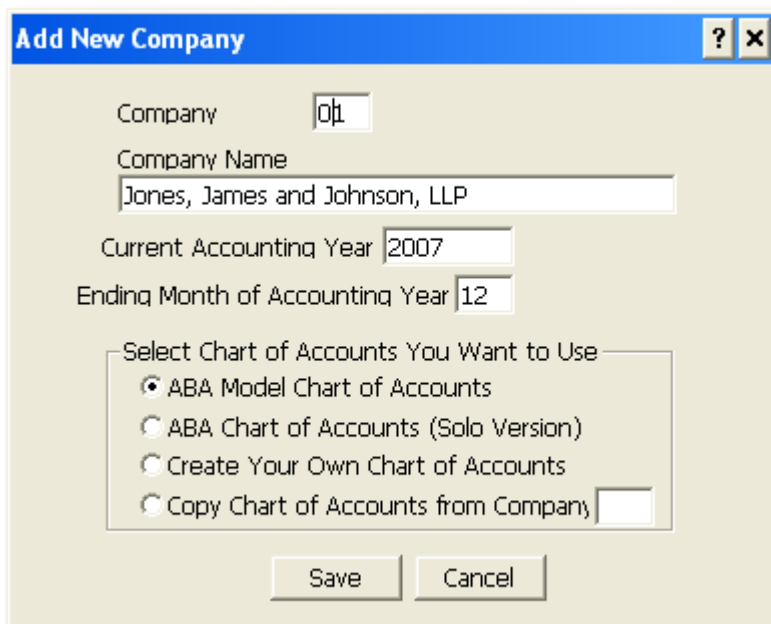
It is also helpful to designate a default GL start up screen and a default bank account.to make using the GL easier.

21.2   Installation

Once you have installed the billing program the GL will also be installed, as the two programs are fully integrated. However, before you can begin using the GL you must enter some initial company information. The GL allows you to create up to 99 separate companies, and you must create one company in order to get started.   When you are ready to do this, click on the **GL** button on the Control Panel and the following dialog will appear:
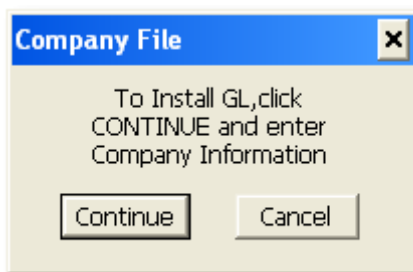
Click **Continue** and enter your company information as follows:

Company Number - Enter a number from 01 to 99.

Company Name - Enter the name of the company

Current Accounting Year - Enter the year that you want to begin entering information for. Normally this will be the current year. However, if you want to also enter accounting detail for a prior year, enter the prior year. You do not have to enter the prior year if you simply need to record beginning balances for the current year. If you are are a *fiscal year* (i.e., a year that does not end in December), the current year will be the year in which your current fiscal year *ends*. For example, if your current fiscal year ends in March 2006, enter 2006.

Ending Month of Accounting Year - Enter **12** if you are on a calendar year for accounting purposes. If you are on a fiscal year, enter the month in which the fiscal year ends. For example, if your fiscal year ends in March, enter 03. You cannot *change* the ending month of your accounting year once you have created a company.

Select Chart of Accounts - You must select one of the following options

- Use the ABA Model Chart of Accounts
- Use the Solo Version of the ABA Model Chart of Accounts (a simplified set of accounts designed for a solo practitioner or small firm)
- Create your own Chart of Accounts. You will have to do this following the instructions in the Chart of Accounts section.
- Copy the Chart of Accounts from an existing company. This option will not apply when you create your first company.

Click **Save** when done, and the General Ledger main screen will appear.

If you are primarily using the General Ledger, rather than the billing program, you can designate the GL as your program start up screen. You can also select one of the GL functions as your default GL screen. For example, if the GL is your default program start up screen, and you select the Check Register as your default GL screen, then the check register comes up automatically when you enter the program. For this to happen you also have to select a default bank account by selecting the account you want from the list after selecting **Default Bank Account** from the GL **Setup** menu.

21.3   GL Configuration

This section gives you an overview of what you need to do in order to get started with the GL, particularly with regard to the GL and billing interface.

1. **Company and Chart of Accounts**. To set up the GL itself, you must first create a company with a chart of accounts. The program can handle up to 99 separate companies. Each company is completely separate and must have its own Chart of Accounts and list of vendors, etc., although you can copy a Chart of Accounts and list of vendors from an existing company when you set up a new company.   If you want to use the Chart of Accounts from an existing company when you set up a new one, this must be done at the time you create the new company, but you can import the list of vendors from one company to another at any time by going to the browse vendors screen and clicking the **Import** button.

When setting up or modifying the Chart of Accounts you must make sure to follow the rules specifying how it must be structured or your GL reports will not come out correctly.

2. **Vendors**. When using the GL the most common function you will be performing is printing or recording checks paid to vendors for goods or services provided to your firm. In order to do this it is helpful to build a list of the vendors who you pay regularly. For each vendor you can enter their name and address, as you want it printed on their checks, and assign a default GL account so that when

recording each check you do not need to figure out which account to post it to.   You can also enter other information such as whether or not you want to print 1099 forms for each vendor, payment terms, etc. You do not have to enter every vendor you ever pay; instead, when preparing a check you can assign it to a "Miscellaneous" vendor and enter their information just for that one check. You can do this by typing MISC in the Vendor space or by entering the code RX for the Payable Type.

3. **Payables**. When you pay a vendor, typically, but not always, you will be paying a specific invoice or invoices you have received from that vendor. You have your choice of two methods for handling invoices, which are also referred to as "payables" in the program.

        a. You can record each invoice as a payable when it is received from the vendor. Using this method you can keep track of all your outstanding payables, schedule them for payment on specific dates, and generate reports which show your current outstanding payables and future cash requirements. You can print an individual check to pay an outstanding payable at any time, or have the program generate multiple checks to pay all the payables selected or due for payment. When you prepare an individual check the program looks to see if there are any outstanding payables for the vendor you specify and if there are it assumes you will be paying those payables, unless you indicate otherwise (the program will prompt you for this option if it finds outstanding invoices).   If the payable you are recording is a client cost, such as a deposition fee, the program will post that to the client's account for billing purposes at the time the payable is saved.

        b. Alternatively, it is not necessary to record payables at all. Instead, you can just issue individual checks whenever needed. It is still a good idea to maintain a vendor list so that you can have a history of the payments for each vendor. When you issue a check to a vendor the program creates a payable record for historical purposes which you can see if you browse the paid payables list or generate a vendor history report. Using this method, when paying a client cost it will post to the billing program when you print or save the check.

You can maintain a list of Recurring payables in one of two ways. In Release 11 or the program it is possible to mark a regular payable as a recurring payble by checking the **Recurring Every** box at the bottom of the entry screen and specifying the number of days between each payment that is due. There is also an older method where you can create a list of Recurring Payables but this requires that you generate checks for recurring payables separately from your list of regular payables.

4. **Checks**. If you will be using the program to actually print checks, it is necessary first to create the check format you want to use.   You can create your own formats (numbered 1 through 9) or use one of the predefined formats (A and B). When selecting or creating a format you can print sample checks from the formatting screen to see how they come out without wasting actual checks. Then, go to the Chart of Accounts screen and make sure you have created an account which is coded as type BANK for your office checking account. It should be listed near the beginning as part of the ASSET account section. For that account enter the check format (A, B, or 1-9) you will be using in the space indicated.

If you will not be using the program to print checks, you can instead record them as manual checks. Using that function you can still assign them to vendors and enter billing distributions for client costs.

5. **Cash Receipts.** When you receive payments from clients and other cash receipts you should record those as AR Transactions in the Billing part of the program.   Those transactions can then be posted to the GL in one of three ways:

        a. You can post them manually by Batch (a batch code is assigned to each AR Transaction for this purpose);
        b. You can post them manually by Month; or
        c. You can have the program post them automatically as they are entered or edited.

Automatic posting has the advantage of keeping your GL always up to date and you do not have to perform the additional posting step. Automatic posting, and posting by month, are only available in Release 11 of the program. Regardless of which method you use, you will first have to configure the GL and Billing Interface as described next in item 6.

6. GL and Billing Interface. In order to post cash receipts from the Billing part of the program to the GL you will first have to set up the GL and Billing Interface. In this screen you specify the default GL accounts that you want to post do when recording cash receipts (when recording a cash receipt you can always override the defaults and assign a transaction to different accounts if necessary). The Interface screen also lets you select which method of posting you want to use (by Batch, by Month, or automatically).

If you have selected the option to post by batch or month, you can either have the program create a separate GL posting for each AR transaction, or you can just post totals for the entire batch or month. This option is found at the bottom of the posting to GL screen.   If you are creating separate GL postings for each transaction, to avoid cluttering your cash in bank account with these individual postings it is suggested you create a separate asset account to which each transaction is posted, similar to a suspense account. You would enter this account as the Default Cash Account in the GL and Billing Interface screen. Then, each time you make a bank deposit you would record a GL Journal entry crediting that account and debiting the actual bank account.

7. Dealing With Client Advances. In some instances clients may make advance payments, in which case the payment will not wind up getting applied against an invoice until some time in the future. When this happens, the GL distributions for that payment will change, as funds are deducted from the client advance account and applied against the charges that were billed. There are two ways to handle this situation:

        a. When advance payments are applied, have the program go back and adjust the GL distributions in the original payment transaction, in which case the new GL distributions will be posted to the same period as the original payment, or

        b. When advance payments are applied, have the program create a separate type A transaction containing the new GL distributions, so that when they are posted to the GL they are posted to the period in which the payment was actually applied, instead of changing the postings for the period when the payment was originally recorded.

        To select the method you want, click on **Setup** from the main billing menu, select **Payment Application Rules**, and enter the setting you want in the **Record Advance Appliations Separately** box. Most firms will probably prefer to use method (b).   Note that you can avoid this issue entirely by always recording client advances as type RR (retainer received) transactions. Using this method when retainers are applied the program generates type RD and P transactions dated during the period when the retainer is applied. To make things consistent, some firms go so far as to record all client payments as type RR transactions.

8. Other Configuration Options.   From the Setup menu in the GL you can select a Default Bank Account as well as a default GL Startup screen.   Using these options will save you time; for example, if you specify a default bank account then whenever you click on the Check Register button it will bring up the check register for that account, instead of having to first select the account. If you always want the Check Register to pop up when you open the GL, then select that as the default GL Startup screen.

Refer to the rest of this manual for details on using the General Ledger.

21.4   The GL Main Screen

To get to the GL main screen if it is not already displayed, click on the **GL** button on the Control Panel at the left hand side of the screen.

The GL main screen consists of the **Main Menu** (the list of menu options displayed across the top), the **Toolbar** (the icons on the bar just below the Main Menu), and the **Control Panel** (the menu and icons displayed down the left side)
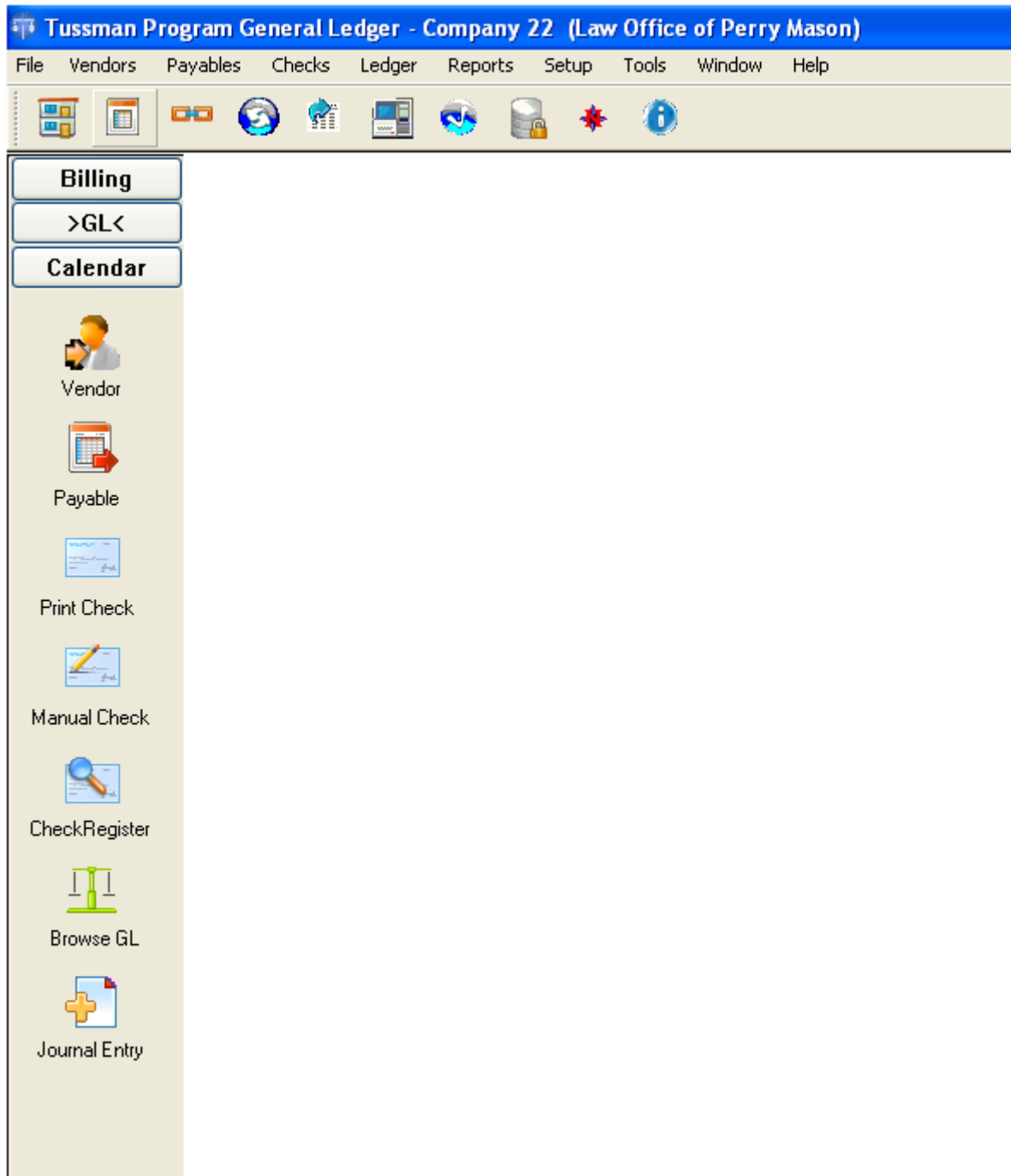
In addition to the basic screen shown above, you can select from a variety of startup screens which will automatically come up when you open the GL. The Check Register screen is especially helpful since the most common function you will probably be performing in the GL is the printing or recording of checks. With the Check Register as your default screen, you can print or record checks for that account just by clicking on the **Print Check** or **Manual Check** button on the GL Control Panel, and the check register will be updated automatically as you work.

The Main Menu, Toolbar, and Control Panel are described in detail below. The **Control Panel** is especially useful because using its buttons you can perform virtually all the commonly used functions in

the program.

Main Menu

The **Main Menu** gives you access to all the functions in the program. These functions are grouped together by subject. Clicking on each menu item will bring up a submenu listing all the functions related to that subject. For example, if you click on **Vendors**, the following submenu appears:
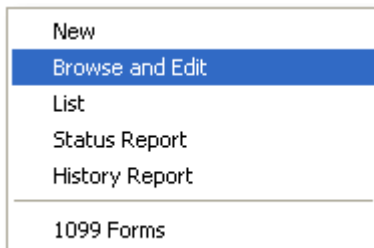
From this submenu you can add a **New** vendor, **Browse and Edit** your vendor list, print a vendor **List**, and generate a **Vendor Status** report, **History Report**, or **1099 Forms**.

The **Payables** menu shown below is used for maintaining your lists of payables, recurring payables and credit memos. You can also display a list of paid payables.
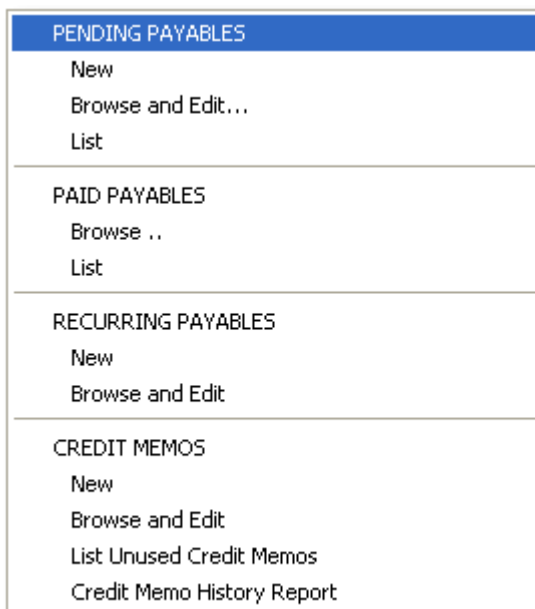
The **Checks** menu is for preparing and printing checks, recording manual checks and other bank transactions, browsing and printing your check register, displaying a list of your bank balances, and reconciling your bank accounts.
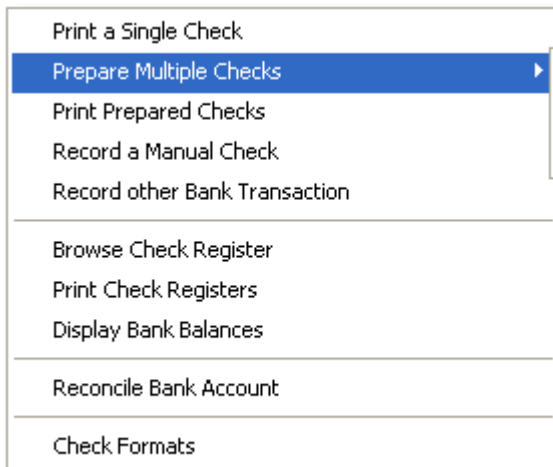
The **Ledger** menu can be used to make Journal Entries or manually enter GL transactions.   Since checks are preferably recorded through the Checks function, you will probably this function primarily to record beginning balances, adjusting journal entries, and transactions posted to accounts other than your bank accounts. From this menu you can add new journal entries, browse and edit existing ones, and print both Journal Detail and Account Detail reports.
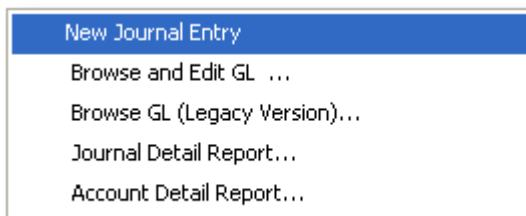
The **Reports** menu shown below lists the summary financial reports from the GL, such as the Earnings Statement, Balance Sheet, Trial Balance and Budget Projections, and a variety of Accounts Payable reports.
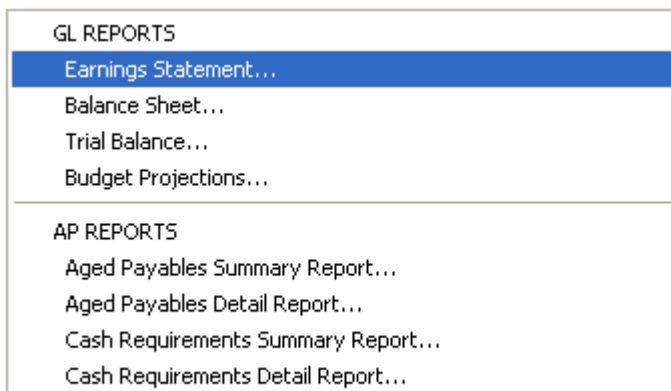
The **Setup** menu is for entering your company information, seting up your Chart of Accounts and the GL and Billilng Interface, designing check formats, and selecting a variety of configuration options.
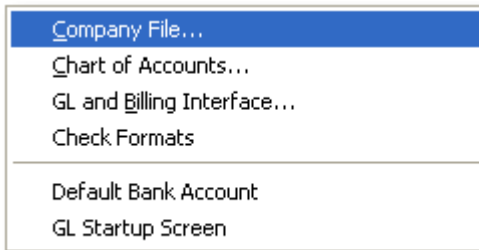
The **Tools** menu is for performing <u>year end closing</u>, achiving data from closed years, and other utility functions.
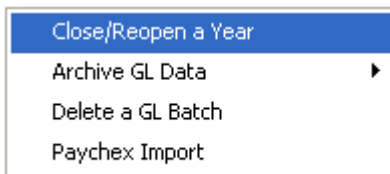
From the **File** menu you can return to the **Billing** menu or display browse lists of your <u>Companies</u>, <u>Chart of Accounts</u>, <u>Vendors</u>, <u>Payables</u>, <u>Recurring Payables</u>, <u>GL Transactions</u> and <u>Check Registers.</u>

The GL Toolbar

The GL Toolbar gives you quick access to some of the commonly used GL functions (but note that the most commonly used functions are on the Control Panel), without having to go through the pulldown menus, as follows:

Displays your list of <u>companys</u> and lets you edit or add companies or switch to a different company.

Displays your <u>Chart of Accounts</u> and lets you edit or add accounts or look up an account history.

For setting up the <u>GL and Billing Interface</u>.

- Displays your list of <u>recurring payables</u> (but only ones entered using the Legacy method)

- For posting batches of cash receipts from the billing program to the GL.(this button also appears on the billing toolbar).

- Displays a list of your current bank account balances

- The bank reconciliation function

- The year-end closing function.

- Displays the dialog shown below which provides an alternate way to access most of the GL functions. Some users prefer this to the Main Menu as you can access most functions directly without having to go through the intermediate pulldown menus.   If you like to use this menu screen you can make it your default startup screen so that it comes up automatically when you start up the GL.

Displays information about the Tussman Program, including the date and number of the version you are currently running, the name of the folder where the program is installed, whether or not security is active, the id of the current user, and whether or not you are running the network version.

The GL Control Panel
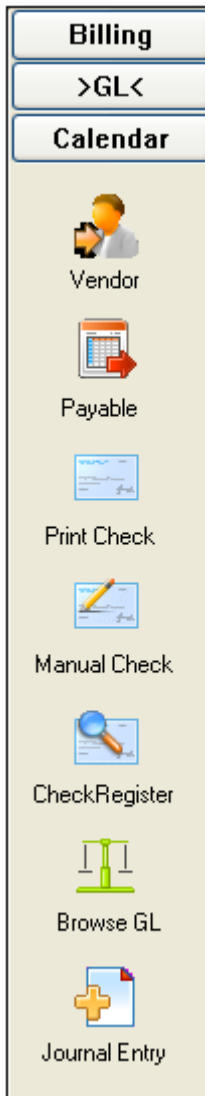
The GL Control Panel shown above appears at the left hand side of the screen when you are using the GL and provides quick access to the most commonly used functions in the program. Using these six buttons you will seldom find it necessary to use any of the pulldown menus, as follows:

- *Left* click this button to add a new vendor, or *right* click to browse your existing vendor list.
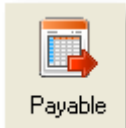
- *Left* click to enter a new payable, *right* click to browse your list of outstanding payables.

- *Left* click to print a single check, *right* click to prepare and print multiple checks.
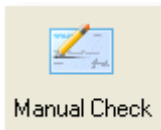
- *Left* click to record a manual check, *right* click to enter a miscellaneous bank transaction.

- *Left* click to display a check register, *right* click to print a check register.

- *Left* click to browse your list of GL transactions.
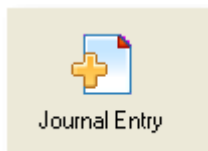
- *Left* click to record a journal entry, *right* click to browse a list of all GL transactions.

21.5 Company Setup

The GL can maintain separate sets of books for up to 99 companies. You need to create at least one company before you can begin using the GL. If you have multiple businesses, you can create a separate company for each. Information for each company is kept completely separate and you cannot merge the information from different companies.

When you first install the GL, the **Add New Company** screen shown below will come up automatically so you can create your first company. To create additional companies, to view or edit your list of existing companies, or to change the currently selected company, select **Company File** from the **GL**

Setup menu, or click the .   button on the GL Toolbar. The following screen appears:

The top of this screen indicates which company is the **currently selected company**. This is very important because if you set up multiple companies you must always be careful to make sure you are working with the information from the correct company.

To *add* a new company, click on the **New** button. The following dialog appears:

Enter the new company information as follows:

Company Number - Enter a number from 01 to 99.

Company Name - Enter the name of the company

Current Accounting Year - Enter the year that you want to begin entering information for. Normally this will be the current year. However, if you want to also enter accounting detail for a prior year, enter the prior year. You do not have to enter the prior year if you simply need to record beginning balances for the current year. If you are are a *fiscal year* (i.e., a year that does not end in December), the current year will be the year in which your current fiscal year *ends*. For example, if your current fiscal year ends in March 2006, enter 2006.

Ending Month of Accounting Year - Enter 12 if you are on a calendar year for accounting purposes. If you are on a fiscal year, enter the month in which the fiscal year ends. For example, if your fiscal year ends in March, enter 03. You cannot *change* the ending month of your accounting year once you have created a company.

Select Chart of Accounts - You must select one of the following options

- Use the ABA Model Chart of Accounts
- Use the Solo Version of the ABA Model Chart of Accounts (a simplified set of accounts designed for a solo practitioner or small firm)
- Create your own Chart of Accounts. You will have to do this following the instructions in the Chart of Accounts section.
- Copy the Chart of Accounts from an existing company.

Click **Save** after making your selections and the new company will be added to your company list and will become the currently selected company.

After you have created a new company, it is possible to copy your vendor list from another company into the new company. Make sure the new company is the selected company, then go to the <u>Vendor</u> list and click the **Import** button at the bottom of the list.

From the Company File screen shown above you can also perform the following functions:

Edit - Click this button to edit the currently highlighted company.. The only information you can change after creating a company is the company name.

Select - To change the currently selected company, highlight the company you want to select and click the **Select** button. That company will then become the currently selected company.

D to C - This function is not currently supported.

![X] - To *delete* a company, highlight that company on the list and click this button. You cannot delete the currently selected company.

![printer] - Prints a list of your companies.

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21.6   GL and Billing Interface

In order for the GL and billing programs to interface, you must fill in the information in the GL and Billing Interface screen as described below.

The GL and billing programs interface in two ways:

1. When you record *payables* or print *checks* in the GL to pay client costs, you can post the charge to the billing program so that the charge appears on the client's next bill. To do this it is *not* necesary to set up the GL and Billling Interface. Simply fill in the client and matter distributions in the lower portion of the screen and when you save the payable or, if you are printing or recording a check without having first recorded the payable, when you save the check it will post the charge to the billing side of the program.

2. When you record *cash receipts* and *trust* or *retainer* account activity in the billing program, you can post those transactions to the GL to update your bank account and income statement..   The **GL and Billing Interface** screen must be filled in before this procedure can work.

To set up the GL and billing interface, click on the click on the   button on the GL Toolbar or select **GL and Billing Interface** from the GL **Setup** menu. The following screen appears:

Integrate Billing with General Ledger - Enter **Y** to integrate the GL and billing programs, or **N** to turn off the integration.

Number of GL Company to Integrate With - Enter the number of the GL company that you want to integrate the billing program with. It is only possible to post information from the billing program to a single company in the GL, although you can post information from any company in the GL to the billing program. Thus, this setting only affects the posting from the billing to the GL, and not vice versa.

Method of Posting - (Release 11 only) Select here whether you want to posting cash receipts to the GL automatically or manually by Month or by Batch. If you select the Automatic option, the program will automatically post to the GL when receipts or other AR transactions are recorded in the billing program. If you choose this method of posting then it is not necessary to perform the manual posting procedure described in the Posting to GL section (that section also describes in more detail the automatic posting option). When using this method the program will also automatically update the GL postings when payments or other AR transactions are edited, reversed or deleted, when advance payments or retainer funds are applied against a bill, or when a bill is unfinalized and those applications are reversed.

The spaces in the **Default Posting Accounts** section are for entering the *default* GL accounts which are assigned to cash receipts and other AR transactions that are entered in the billing program.   To look up an account in your Chart of Accounts, position the cursor in the space you want to fill in, then click the **GL Account Lookup** button at the bottom left of the screen.

Default Cash Account - Enter the GL cash (bank) account that you will be depositing cash receipts from clients into.

Retainer Asset Account - Enter the GL cash (bank) account where you will be depositing client retainer funds that are recorded as retainer receipts (AR transaction type **RR**)

Note that you can specify a different default Retainer Asset account for an individual matter if necessary. To do this, create a Location Code that begins with the letter T (for example, TRAC). For the description of that Location Code enter the GL account that you want to post to. Then enter that

Location Code in the Location Code space for that matter.

Retainer Liability Account - Enter the offsetting GL liability account which will be credited whenever you deposit funds in the retainer asset account. This is account 204.01 in the ABA Model Chart of Accounts;

To illustrate the use of the Retainer Asset and Liability accounts, when you record a retainer receipt (type **RR**) in the billing program, the program generates the following GL distributions:

>   Debit Retainer Bank Account
>   Credit Retainer Liability Account

When money is then distributed from the retainer account by recording a transaction type **RD** in the billing program, the following distributions are generated:

>   Credit Retainer Bank Account
>   Credit Retainer Liability Account

As you can see from the above, the result is that the balance in the Retainer Bank account will always equal the balance in the Retainer Liability account, since whenever we add or deduct funds from one we deduct or add funds to the other.

Retainer Suspense Account - This is a "holding" account that can be used when the progarm automatically applies funds from a client's retainer account against their bill.

For example, assume that the program is applying $1000.00 from the client's retainer account to pay fees on a bill. When the bill is finalized the program will create two AR Transactions, an **RD** and a **P**. The GL postings for each would be as follows:

>   **RD** - Credit retainer bank account
>   Debit retainer liability account
>   **P** - Debit Office Bank Account
>   Credit Fee Income account

In order to complete this transaction you will need to write a check transferring the same $1000 from the retainer bank account to the office bank account. Assuming this was recorded as a printed check or as a manual check in the GL, the following postings would be generated:

>   Credit retainer bank account
>   Debit retainer liability account

This will not work, however, as we have already credited the retainer bank account and debited the retainer liability account when we finalized the bill and created the **RD** transaction. To avoid this problem, we use the Retainer Suspense account as a temporary holding account so that when the bill is finalized the program instead generates the following postings:

>   **RD** - Credit retainer suspense account
>   Debit retainer liability account
>   **P** - Debit Office Bank Account
>   Credit Fee Income account

When we record the check transferring the funds, we then instead distribute the transaction as follows:

>   Credit retainer bank account
>   Debit retainer suspense account

This reverses the previous credit to the suspense account, clearing it out and assuring that the amount

gets posted to the retainer bank account only once.

To use this method, enter the number of the Retainer Suspense account in this space. The program will than correctly assign the GL distributions for the automatically generated **RD** and **P** transactions as shown above. When you record the check transferring the funds in the GL as a printed or manual check, you must then remember to *debit* the amount to the suspense account (you do not have to record the credit to the retainer bank account as the program does that automatically when you select that account to print or record the check).

If this method is too complicated, alternatively you can simply *not post* the batches which are generated when you finalize bills. Those batches are assigned source code FIN and can thus be easily identified when looking at your Post Batches to GL list. Instead, when you record the check transferrng the funds in the GL, select the retainer account as the account you will be printing or recording the check from, and enter as the GL distributions the following:

> Debit retainer liability account
> Credit fee income or cost reimbursement (depending on how the payment was applied)
> Debit office bank account (the account in which you will be depositing the check)

Thus, instead of the normal single debit recorded when recording a check you will have two debits and at least one credit, as shown above. When recording the check, do *not* enter the client and matter IDs as you do not want this transaction posted to the billing program, since it has already been recorded there.

To use this alternative method, leave the **Retainer Suspense Account** space blank.

Trust Asset Account - Enter the GL bank account where you will be depositing client trust funds that are recorded as AR transaction type **TR** in the billing program.

Note that you can specify a different default Trust Asset account for an individual matter if necessary. To do this, create a Location Code that begins with the letter T (for example, TRAC). For the description of that Location Code enter the GL account that you want to post to. Then enter that Location Code in the Location Code space for that matter.

Trust Liability Account - Enter the offsetting GL liability account which will be credited when you deposit funds in the trust asset account. This is account 204.02 in the ABA Model Chart of Accounts.

See the discussion above regarding the Retainer Asset and Liability Accounts which also applies to the Trust Asset and Liability accounts to explain how the balance in the asset account always equals the balance in the liability account.

Fee Income Received - Enter the GL income account to be credited when you receive client payments (AR transaction type P) that are applied against fees. This is account 301.00 in the ABA Model Chart of Accounts.

Cost Reimbursement Received - Enter the GL account to be credited when you receive reimbursement for costs; i.e., payments from clients that are applied against costs that were billed. This is account 105.01 in the ABA Model Chart of Accounts. When you write checks to pay client costs you should debit them to this same account so that the balance in this account will always be the unreimbursed balance of costs that have been billed.

Soft Cost Reimbursement - Enter the number of the default account to be credited when you receive reimbursement for "soft" costs. Normally this account should not be used, as you should assign separate GL accounts to each category of soft costs in the Cost Code file. .For example, when you receive reimbursement for telephone toll charges, that amount should normally be credited to the GL account for telephone expense to offset your actual payments to the phone company..

Interest Received - Enter the GL income account to be credited when you receive client payments which are applied against interest charges that were billed. This is account 305.00 in the ABA Model Chart of Accounts.

Tax/Markup Received - If you are billing clients for sales tax, enter the GL liability account to be credited when you receive client payments which are applied against taxes billed. This is account 205.00 in the ABA Model Chart of Accounts. When the taxes are paid to the tax authority, you would then debit the amount of that payment to this same account.

Advances Received - Enter the GL liability account to be credited when you receive payments from clients that are recorded as advances in the billing program. This is account 204.03 in the ABA Model Chart of Accounts.   When these advances are applied against charges that are billed, the program automatically adjusts the GL postings for the payment(s) that were applied by deducting the amount from the advances account and adding it to the appropriate income or cost reimbursement account.   If you have already posted those payments to the GL, you should post the batch or batches containing those payments again so that the GL is updated. If you do not want the program to make these adjustments, uncheck the Update GL Postings box at the bottom of the screen.

You can avoid the posting of advances to the GL by entering the same account as your **Fee Income Received** account in this space. Then any portion of a payment that has been received but not yet applied against a bill will be treated as fee income for purposes of the GL.

Hard Costs Written Off - Enter the GL expense account to be charged when you write off hard costs that have been billed to clients by entering an AR transaction type Q. This is account 770.00 in the ABA Model Chart of Accounts.

Cost Advances Asset Account - Enter the number of the asset account which is debited when you pay client costs that are to be billed to the client for reimbursement. This should be the same as the **Cost Reimbursement Received** account described above (account 105.01 in the ABA Model Chart of Accounts).

Credit Card Payments - Not currently used.

Do not allow program to change GL Distributions - If this option is checked, then after a payment or other AR transaction has been saved the program will not change the GL Distributions for that transaction on its own; for example, when the program applies an advance against a bill or when a bill is unfinalized thereby reversing payment applications, etc. This allows you to control how individual transactions are posted to the GL without the program changing those distributions after they have been recorded.   In some circumstances the distributions will still be changed, however. For example, if you manually edit, reverse or delete a payment the program will update the GL distributions accordingly on the assumption that you will want the GL to reflect those deliberate changes.   Note that if you enter, edit or change an AR transaction that is for a year that has been closed in the GL the program will not make or change any GL postings for that transaction.

21.7   Departments and Locations

Within each company it is possible to create separate *departments* and *locations*. Deparatment codes are designed to be used for subdivisions within your firm, such as the litigation department, corporate department, etc, which you want to be able to track separately for reporting purposes. Location codes are designed to identify separate offices.   Using department or location codes it is possible to generate either separate GL reports for each department or location, or to generate consolidated reports for the entire firm. Alternatively, you could create separate companies, but you cannot generate consolidated reports for separate companies.

Department Codes can be used in one of two ways. When setting up your Chart of Accounts, you can

assign a department code to each account. All transactions posted to that account will then automatically be assigned to that department, without having to enter the department code for each transaction. This means you would have to create multiple GL accounts, one for each department, for each category of income, expense, etc,. that you wanted to track by department. Alternatively, you can assign department codes to each individual transaction that is posted to the GL..

Location Codes can only be assigned at the transaction level.

You can also assign Department and Location codes to each client and matter. When you record cash receipts and other AR transactions in the billing program those codes, if any, are automatically assigned to the GL transactions that are posted for each matter.

When generating any General Ledger report, you have the option of entering a department and/or location code, in which case the totals for that report will reflect just the activity for that department and/or location.

To create a list of your department and location codes, select **Setup** on the Billling Menu, select **Productivity Codes** from the submenu, and then select **Department** and **Location** codes. Enter the code information as described in the section on Productivity Codes.

21.8 Chart of Accounts

The Chart of Accounts is a list of different categories of assets, liabilities, income and expenses used to keep track of the financial status and activity of each company. Before using the GL you must make sure that your Chart of Accounts is set up correctly to meet your needs. When you create a new company, you must select whether to use one of the ABA Model Chart of Accounts, whether to create your own chart of accounts, or whether to copy the chart of accounts from an existing company. In either case, you can edit, add or delete accounts as described in this section.

Structuring the Chart of Accounts

In order to generate balance sheet and income and expense reports in the proper format, your chart of accounts must be set up as described in this section. Please review this section before attempting to create or edit your chart of accounts.

There are five basic *categories* of accounts in the chart of accounts:

- Asset Accounts (including your bank accounts)
- Liability Accounts (including partner's equity and retained earnings)
- Income
- Expense
- Miscellaneous

You must create *header* accounts for each category listed above (except Miscellaneous accounts), and then create separate *posting* accounts within each category. For example, you must create a general header account for Expenses, and then create individual accounts for each type of expense, such as rent, salaries, telephone expense, and the like. Accounts must be *numbered* so that all the accounts in each category are grouped together in sequence. In the following example, we have created a set of basic *header* accounts which are numbered as indicated:

```
100.00 Assets
200.00 Liabilities and Partners' Equity
400.00 Income
500.00 Expenses
```

In the above example, all **Asset** accounts must be numbered so that they appear before of all **Liability** accounts; i.e., they must all begin with 1. **Liability** accounts must then be followed in sequence by all

Income accounts and all **Expense** accounts.

When you create each account, in addition to the number you must indicate the *type* of account. The type indicates which category the account belongs to; asset, liability, income or expense. There are two special types; i.e., *bank* accounts, which are included within the ssset category and will be used to print checks from, and a *retained earnings* account, which is included within the liabilities category, as explained below.

Each account must also be assigned a *level* code. This allows you to do *subtotalling* on your reports. The four main header accounts for the asset, liability, income and expense categories, as shown in the above example, are the *only* accounts that can be assigned to level **1**. The actual posting accounts created under each category would then be level **2** accounts. To create subtotalling categories under each main category you would create separate level **2** header accounts, with *posting* accounts of the next level immediately following. as in this example:

        100.00 Assets (a level 1 Asset header account)
          101.00 Cash in Bank (a level 2 Asset header account)
              101.01 Bank of Erewhon (a level 3 Bank posting account)
              101.02 Bank of Neverland (a level 3 Bank posting account)
          102.00 Petty Cash (a level 2 Asset posting account)

GL transactions can only be *posted* to actual posting accounts--i.e., in the above example you can only post transactions to accounts 101.01, d 101.02 and 102.00. Header accounts are only for the purpose of defining a new category for subtotalling purposes.

The Liabilities section of the Chart of Accounts also must include a separate **Retained Earnings** account. This is the account to which the net profit or loss from each accounting year is posted when the year-end closing is performed. It must be numbered so it is the *last* account in the Liabilities section, and it must be the *only* account which is assigned Retained Earnings as the **Type**. In addition to your main retained earnings account, you can add other equity accounts for items such as paid in capital, partner's drawing accounts, and the like. In the following example, we have structured the Liabilties section of the Chart of Accounts to include a retained earnings account as well as two partners' draw accounts in a way that the retained earnings and draw accoubts will be subtotalled on the balance sheet.

        200.00 Liabilities and Partners' Equity (a level 1 Liability header account)
          201.00 Liabilities (a level 2 Liability header account)
              202.00 Liability for Client Advances (sample level 3 Liability posting account)
          250.00 Partners' Equity (a level 2 Liability posting account)
              251.00 Partner ABC Draw (a level 3 Liability posting account)
              252.00 Partner XYZ Draw (a level 3 Liability posting account)
              299.00 Retained Earnings (a level 3 Retained Earnings posting account)

MIscellaneous Accounts

The optional Miscellaneous account type is for creating an "off books" account that does not appear on your balance sheet or income and expense statements. You can assign it any number you want.

Creating New Accounts

To add accounts to your chart of accounts, click on the   button on the GL Toolbar or select **Chart of Accounts** from the **GL Setup** menu. Then click the **New** button at the bottom of the screen. The following dialog appears::

Fill in the following information for each account and click **Save** when done.

Number - Assign a number of up to ten characters. You do not have to include decimal points, as shown in the above example. Remember that your accounts must be numbered in the proper sequence so that all Asset accounts appear before all Liability accounts, etc, as described at the beginning of this topic.

Title - Enter the description of the account;

Department - Assign an optional department code

Type - Indicate the type of account, either **Asset**, **Bank**, **Liability**, **Retained Earnings**, **Income**, **Expense** or **Miscellaneous**, as described earlier in this topic.

Level - Enter the level code. Only the four main header accounts (Assets, Liabilities, Income, and Expenses) should be assigned level **1**. Posting accounts created under each of those categories should be assigned level **2**, unless you create additional subtotalling categories as described earlier in this topic. In that case, each posting account under a new header account would be assigned to the next lower level.

Header - Select **Yes** if this is one of the main header accounts or an additional subtotalling category header account. Select **No** if this is a regular posting account.

Alpha - Enter a short title or abbreviation of the account description, if desired.

If you selected **Bank** as the *type* of this new account, you must also complete the following information:

Bank Account Type - Select Office is this is a regular office operating account, Retainer if this will be

an account is which you are depositing client retainer funds, or Trust if this will be an account in which you are depositing client trust funds. See the section on <u>Retainer and Trust Accounts</u> for an explanation of the difference between the two types of funds.

Check Format - Enter here the letter or number of the check format for the checks that will be printed

from this account. You can see a list of the formats by clicking the ![button] button, but you will have to type in the actual letter of number corresponding to the format you want to use. This information is *required* or your checks will not print.

Next Check Number - Enter here the number of the next check that will be printed for this account. This information can always be changed later, and you can also specify the check number at the time checks are printed, so this information is not required.

Viewing Your Chart of Accounts

To view or edit your chart of accounts, click on the _____ button on the GL Toolbar or select **Chart of Accounts** from the GL **Setup** menu. The following screen appears:

E, A, R - The first three column on the browse list indicate as follows:

E - Displays the error codes after clicking the Check for Errors button, as described below.

A - Displays N is the account is not active. To make an account inactive double click on it to bring up

the Edit screen, then uncheck the Active Account box

R - Displays Y if the account is a "Reconciliation Account". All accounts which are setup as BANK accounts are automatically reconciliation accounts, which means the program maintains a check register for the account, allows you the peform bank reconciliation on the account, and allows you to print or record manual checks on the account. To make an account a reconciliation account, highlight it and press the R button at the top of the list.

The buttons at the top perform the following functions:

New - Add a new account, as described above.

Edit - Edit the highlighted account. You can change any of the information, but you should be extremely careful in changing the account *number*. If you do change the number, the program asks if you want to perform a *global replace*. This will make sure that any GL transactions you have posted to that account will be transferred to the new account number. If you have posted any transactions to the account, you should always click **Yes** when asked if you want to do the global replace.

Check for Errors - This runs a procedure which looks for errors in the way your chart of accounts is structured.   After completing the procedure, if errors are found one of the following letter will appear in the first column of the list:

> S - Indicates an error in the sequence of the accounts; for example, a liability account appears before an asset account;
> L - Indicates an error in the use of level codes; for example, you have followed a level 2 header account with a level 4 posting account (instead of level 3, which would be correct).
> R - Indicates an erros in the retained earnings account; for example, you have created more than one account, or it is in the wrong sequence.

The error will usually be found at the spot in the chart of accounts list where one of the letters decribed above first appears in the **E** column in the list. Not all errors are serious, but some will prevent your reports from printing correctly.

Budget - This function allows you to enter budget amounts for the highlighted account. Some of your GL reports; such as the Income and Expense Statement, allow you to show these budget figures and to compare them with actual results. Highlight the account you want, click this button and the following screen appears:

The amounts you enter will be recorded as the budget amounts for the *current accounting year*. You can enter just a total amount for the year by typing it in the **Year** space. The program will then automatically divide that amount into twelve equal monthly amounts in the **Period** spaces below, which correspond to the months in your accounting year. Alternatively, you can enter separate monthly amounts in the **Period** spaces.   Period 13 should normally be left blank as that is the period used to record year-end adjustments.

You can also enter budget amounts for a specific Department and/or Location by entering the Department and/or Location codes in those spaces and then entering the budget amounts as described above. You can enter budget amounts for as many different departments and/or locations as you want and, when running a report for a specific department and/or location that includes budget comparisons, that report will show the budget amounts for that department and/or location.

Balance - Click this button to see the current balance in the highlighted account.

History - Click this button to browse a list of all the GL transactions posted to the highlighted account.

R - Click this button to add (or remove) the highlighted account from your list of reconciliation accounts, if you want to be able to perform reconciliations for that account.

- Click this button to *delete* the highlighted account. You should *not* delete an account if you have already posted transactions to that account, as those transactions will no longer show up on your reports after the account is deleted.

- Click this button to print a *list* of your chart of accounts. You will have the option of including or omitting a column which shows the current balance in each account.

21.9 Accounting Periods

The General Ledger uses an accounting year which consists of twelve periods corresponding to the months of the year. Period 01 is always the first month of the accounting year, whether you are using a calendar or fiscal year. Thus, if you are using a fiscal year beginning with July July will be period 01.

In addition to the 12 months there are two additional periods.

Period 00 is used for posting beginning balances when you start up the program or when you perform the year end closing function. For example, when you close the year 2007 the program will post beginning balance transactions for your asset, liability and retained earnings account to period 00 for year 2008.

Period 13 is used for year end adjustments; for example, to record adjustments for accumulated depreciation, etc. However, you can always post these adjustments to period 12 or to any other period if preferred.

When you record transactions in the GL the program automatically calculates the period that corresponds to the date you enter for the transaction.

21.10 Beginning Balances

Beginning balances are entered for your bank accounts and other asset, liability and retained earnings accounts as of the date you intend to begin using the GL so that you can generate accurate balance sheet reports and maintain the correct balance on your check register. If you do not need to generate balance sheets, you can still enter beginning balances just for your bank accounts.

Beginning balances should be recorded as journal entries posted to any period during the current year, although period **00** can also be used if you want to separate them from your other activity for the current year. This makes it easier to find your beginning balance entries later on. Beginning balances for asset and bank accounts should be posted as *debits* to those accounts, and balances for liability and retained earnings accounts should be recorded as *credits*.. The offsetting posting for each debit or credit should be to the retained earnings account. Thus, if the beginning balance in your office checking account is $10,000.00, you would *debit* that amount to your checking account and *credit* the same amount to retained earnings. You can record each beginning balance as a separate journal entry, or you can enter them all as one entry as shown in the example below, in which case you only need to post a single amount to the retained earnings account in order to balance the total debits and credits.

In the example below, even though the date is May 7, we are posting the beginning balances to period 00. We have recorded beginning balances for our bank accounts, petty cash and client retainer account as debits. The amount in the client retainer (asset) account is offset by posting the same amount to Liability for Client Retainer Funds, a liability account: We have also recorded a liability for a bank loan, and then posted the difference between the total debits and credits to the Retained Earnings account.

Beginning balances are *not* entered for income and expense accounts as these accounts always begin a year with a 0.00 balance. However, if you are starting up the program in the middle of a year you may want to record previous activity for that year so you can generate full year financial reports. While this may involve a lot of additional work, you can do this by entering the detail of all the activity going back to the beginning of the year, or you can post a single entry to each account representing the total activity for the year-to-date. For example, if your year-to-date rent expense is $12,000.00, debit that amount to your rent expense account. If your fee income to date was $55,000.00, credit that amount to your fee income account. Do *not* assign these transactions to period **00** as the program only recognizes period **00** transactions for asset, bank, liability and retained earnings accounts.   If you do not care about keeping your accounts in balance, you do not need to make offsetting entries for these income and expense balances; however, if you want your accounts to be in balance and want to record activity prior to your actual start up date, beginning balances for the asset, liability and retained earnings accounts should be entered as of the beginning of the year and all activity for the year-to-date should be entered, either in detail or summary form, so that the balances in each account are brought forward to the current date.

21.11 Journal Entries

Normally, most of the data you will enter in the GL will be in the form of checks (using the checkwriting function) or deposits (posted from the billing program). Even if you are not using the checkwriting function to print checks, it is still easier to record your expenses using the manual checks function, and only through the checkwriting function can your client costs be posted directly to the billling program. However, it is also possible to enter GL data as journal entries (also referred to as GL Transactions). In some cases, journal entries are required, such as to record beginning balances for your GL accounts, to make account adjustments, or to record transactions for accounts other than your checking accounts.

To make a journal entry, click on the **Journal Entry** button on the GL Control Panel or select **New Journal Entry** from the **Journals** menu. The following screen will appear:

Batch - Assigning a Batch code is optional, but may be helpful in keeping track of entries.

Source - Also optional, can be used to categorize various types of journal entries which is sometimes helpful for reporting purposes or when you want to see a list of just that type. It is suggested that use you BB for beginning balances, CD for cash disbursements, and CR for cash receipts.

Date - You cannot enter a date for a year that has been closed. If you need to make entries for a prior year, you must first reopen that year.

Period - Corresponds to the month of the accounting year in the format MMYY. The program will calculate this automatically; do not change it unless you are entering a beginning balance, which should be assigned to period 00. For example, if you are entering a beginning balance for the year 2007, enter 0007. Use period 13 if you are making a year-end adjustment. For example, if you want to make a year-end adjustment for the year 2007, enter 1307.

Ref - Optional, but use this to enter the check number or other identifying reference;

Description - Enter a description of the transaction;

Distributions - Each transaction can be posted to up to 100 separate GL accounts which are entered in the list below the Description. When making journal entries you must normally record at least 2 postings - one of them a debit and the other a credit in the same amount, so that the total debits equal the total credits. It is possible to record a one-sided entry, but the program will warn you if you attempt this, and it should normally be done only when, for example, you are making a series of separate journal entries which when added together balance out, but this is not recommended. Enter each distribution as follows:

> **Account** - Enter the GL account by typing in the account number, if known, or a word or phrase from the account title, in which case the program will display a list of matches for you to select from. Or, position the cursor in the Account space on the line you want and click on the

button at the top of the Account column for a list to select from

Description - You can enter a separate description, if necessary, for each posting. Otherwise, the description you entered in the top portion will be assigned to each posting.

Department - Assign an optional Department code if necessary. Click on the   button at the top of the Department column for a lookup list.

Location - Assign an option Location code if necessary. Click on the   button at the top of the Location column for a lookup list.

Amount - Enter the amount of each distribution in either the **Debit** or **Credit** column. The total debits for each transaction should equal the total credits. For example, as shown in the above screen shot, if you are recording a check from your bank account to pay rent, you would *credit* the bank account and *debit* the rent expense accouint. A detailed discussion of debits and credits involves accounting principles which are beyond the scope of this manual. However, the following brief summary might be helpful:

1. If you are *increasing* the amount of an asset, bank or expense account, record the amount as a *debit*; for example, if you are depositing money in a bank account, or recording an expense such as office rent.

2. If you are *decreasing* the amount of an asset, bank or expense account, record the amount as a *credit*;

3. If you are *increasing* the amount of a liability, retained earnings, or income account, record the amount as a *credit*;

4. If you are *decreasing* the amount of a liability, retained earnings, or income account, record the amount as a *debit*.

Following the above rules, if you are writing a check from your checking account to pay rent, you are *decreasing* the balance in your checking account and *increasing* the balance in your rent expense account. Thus, you would post the amount of the check as a *credit* to your checking account and a *debit* to the rent expense account.   Or, if you are depositing a check received from a client in your checking account, you post that amount as a *debit* to the checking account and a *credit* to the appropriate income account (such as fees received).

As you can see, any transaction will require the posting of at least one debit and one credit. Those amounts offset eachother so that the sum of the balances in your asset, bank and expense accounts is always equal to the sum of the balances in your liability, retained earnings, and income accounts. In other words, any increase in one account must be offset by a corresponding decrease in another account. This is what is known as a double entry bookkeeping system. The Tussman Program does not *require* that you keep your accounts in balance, as it allows you to make one-sided journal entries, but it is necessary in order to generate accurate balance sheet reports.

If you need to post an entry to more than 10 GL accounts, use the up and down arrow keys to the right of the list of distributions to scroll through the list.

Vendor - If you want to assign this transaction to a specific vendor, enter it here.

Click **Save** when you have completed the screen. Each journal entry is posted to your GL accounts

immediately upon saving, and no separate posting procedure is required.

21.12 Browse/Edit Journal Entries

To browse a list of Journal Entries, click the **Browse GL** button on the GL Control Panel, or select **Browse and Edit GL** from the **Ledger** menu. Then select the account you want, or leave blank and click **OK** to browse all transactions.

The browse screen displays all GL transactions, including journal entries, checks and other bank account transactions, and cash receipts posted from the billing program   You can export a list of all or selected Journal Entries to a CSV file using the Journal Detail Report function.

No.	Source	Date	Per	Ref	Account	Debit	Credit	Description
54	CD	04/26/2007	0407	10	101.02		33.00	rent check
55	CD	04/26/2007	0407	10	101.02		3.00	USPS
56	CD	04/26/2007	0407	10	101.02		44.00	ice cream for staff
57	CD	04/26/2007	0407	10	101.01		5.00	paper clips
58	CD	04/26/2007	0407	10	101.01		1.00	court reporter fee
59	CD	04/26/2007	0407	10	101.01		10.00	Federal Express
60	CD	04/26/2007	0407	10	101.01		1.00	American office supply
61	CD	04/26/2007	0407	10	101.02		2.00	AT & T telephone charges
62	CD	04/26/2007	0407	10	101.01		33.00	Wells fargo - bank fees

New Edit Go To Filter

Double Click on an Entry to View or Edit. Press + or - for more, ESC to exit

Use the buttons at the top of the screen for the following functions:
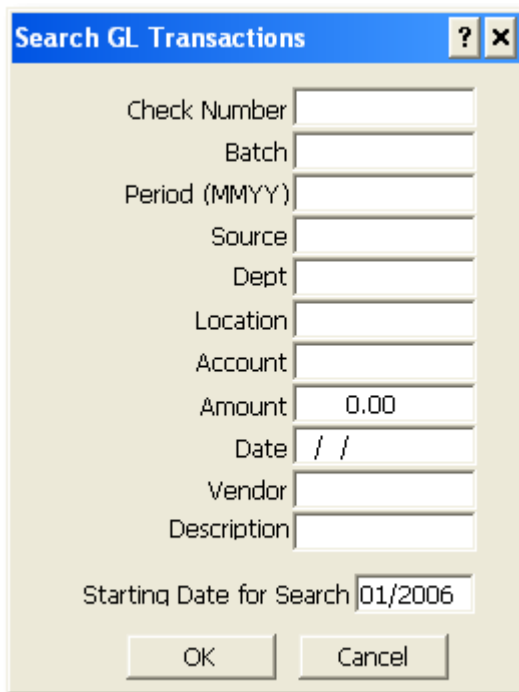
New - Add a new Journal Entry;

Edit - Display or edit the currently highlighted entry.

Account - List just the transactions for a selected account.

Go To - Locate entry using the entry number shown in the first column of the browse list'

Search - A search function for locating transactions using one or more of the search criteria shown below:

Search GL Transactions ? ✕

Check Number _____
Batch _____
Period (MMYY) _____
Source _____
Dept _____
Location _____
Account _____
Amount | 0.00 |
Date | / / |
Vendor _____
Description _____

Starting Date for Search |01/2006|

| OK | | Cancel |

For example, if you know just the amount of the transaction, enter it in the **Amount** space and click **OK**. The search will begin starting from the date you enter as the **Starting Date**.

Click the ✕ button to delete the highlighted transaction.

Click the 🖨 button to print a *list* of Journal Entries. The list will include all journal entries, unless you first use the **Filter** function to search for specific records before printing the list.

Editing a Journal Entry

After selecting an entry from the list, it will be displayed on the screen exactly like the Enter GL Transaction screen. You can change any of the information, including the GL distributions, unless the transaction is posted to a year that is closed. If you need to do this, you must first reopen that year.

When viewing a GL transaction, either from a Check Register or from this screen, you also display a list of related transactions. If the GL transaction was a check that was written to pay a payable or other expense, click the **Payable** button at the bottom of the screen to display a list of the payable or payables that the check paid. If you click on the individual payable or payables, you can then click the **Billing** button to display the actual billing transactions that were generated. If the transaction was generated when cash receipts were posted to the GL, then click the same button, which instead will say **Client Payment Detail**. This will display a list of the payments and other AR transactions in that batch. You can edit them from this screen without affecting the GL posting; to update the GL posting to reflect the changes, you must post the batch again.   Clicking the printer icon button on the same screen will display a detail of that same transaction which can then be printed if desired. This detail will also include a list of the client/matters for whom related cost transactions were generated by payables that were paid by the check you are viewing.

21.13 Year End Closing

After closing a year it is no longer possible to add or edit GL transactions for that year. The program keeps all transactions for closed years on file so that you can continue to view the data or generate reports for those years, unless you also archive the data.

The year-end closing function does not have to be performed before you can begin entering data for a new year or even for subsequent years. In fact, closing a year is not required at all, but it is good practice to close past years as this protects your data from being changed accidentally or on purpose. If you close a year by mistake, or need to go back and make changes to prior year data, it is very easy to re-open the year, make the necessary changes, and then close it again.

There is no procedure for closing a period or month. Activity can be posted for any period during a year that is still open.

To close or reopen a year, click on the   button on the GL Toolbar, or select **Close/Reopen a Year** from the GL **Tools** menu. A submenu with the following three options will appear:

Close A Year - Select this option to close a year when you have finished entering data for that year. The program will always default to closing the oldest year that is currently open, as you must close years in sequential order.

The program then checks to make sure that all of the entries for that year are in balance. If they are not, the program asks if you want to close the year anyway. The program does not require you to maintain your books in balance, and in fact this is required only if you want to use the program to generate accurate balance sheet reports. However, if the accounts are not in balance, and you want to check to find the source of the problem, cancel the closing and generate a Journal Detail report for periods **00** through **13** for the year that you are trying to close, checking the option to **List Unbalanced Entries only.**   This will list any entries for that year where the total debits do not equal the total credits. You can then make the necessary corrections and attempt to close the year again.

The program next asks if you want to create separate beginning balance entries for each Location and Department. Click Yes only if you are keeping track of separate departments and locations in the GL.

When closing the year, the program generates new beginning balances for each of your asset and liability accounts, and posts the net total of income and expenses to your retained earnings account. These new beginning balances are posted to period **00** for the new year, and you can view them in your list of GL transactions, or by generating a Journal Detail report for period **00** of the new year. Once you have closed a year, the program uses these new beginning balances as the starting point when calculating your bank account balances, performing bank reconciliation, etc.   These beginning balances can be edited just like any other GL transaction should you want to adjust your beginning balances, but if you re-open and close the year again those changes will be lost. Alternatively, you can also adjust your beginning balances by posting adjusting entries to period **00** of the oldest year that is still open.

Verify Totals are in Balance - Checks to see if your GL accounts are in balance. This is the same procedure which is performed automatically when you close a year, as described above, and allows you to perform it at any time. .

Reopen a Year - If you have closed a year by mistake, or need to go back and add or edit activity for a closed year, this function reopens the most recently closed year. When you have finished making any changes, perform the **Close a Year** function again to close that year. When you close the year again the beginning balances for the following year will reflect any changes you made to the prior year.

21.14 Tracing Activity

When a payable or check is recorded in the General Ledger to pay a billable cost, the program creates one or more separate cost (type C) transactions in the billing program. Similarly, when a payable is *paid* the program generates separate entries which appear on the check register and in the General Ledger to record the payment.   And when cash receipts and other AR transactions are posted from the billing program to the GL, the program generates a separate record in the General Ledger to record the posting.

Note that if you *edit* a payable in the AP before it has been paid, the program will automatically update the related cost transactions, if any, that have been generated in the billing program to reflect any changes, unless the costs have already been billed to the client. However, if you make changes to any payments or AR transactions in the billing program after the batch they are in has been posted to the GL, you will have to post that batch again for those changes to take effect in the GL.

When viewing a payable in the General Ledger, whether or not it has been paid, you can display a list of any related cost transactions that have been generated in the billing program by clicking the **Billing** button that appears on the right hand portion of the screen. Once the payable has been paid, you can display a list of the GL transactions that were created by clicking the **GL Posting** button. You can edit both the related cost and GL transactions from these screens without having it affect the original payable transaction.

When viewing a GL transaction, either from a Check Register or from the Browse/Edit Journal Entries screen, you also display a list of related transactions. If the GL transaction was a check that was written to pay a payable or other expense, click the **Payable** button at the bottom of the screen to display a list of the payable or payables that the check paid. If you click on the individual payable or payables, you can then click the **Billing** button to display the actual billing transactions that were generated. If the transaction was generated when cash receipts were posted to the GL, then click the same button, which instead will say **Client Payment Detail**. This will display a list of the payments and other AR transactions in that batch. You can edit them from this screen without affecting the GL posting; to update the GL posting to reflect the changes, you must post the batch again.   Clicking the printer icon button on the same screen will display a detail of that same transaction which can then be printed if desired. This detail will also include a list of the client/matters for whom related cost transactions were generated by payables that were paid by the check you are viewing.

When viewing a cost transaction in the billing program, click the **GL** button to display the payable that generated that cost transaction. If you double-click on the payable, you can then click on the **GL Posting** button to see the actual check or checks that were issued to pay that payable (provided it has already been paid).

From the Post Billing Batches to GL screen in the billing portion of the program, after a batch has been posted you can display the GL transactions that was generated by highlighting that batch and clicking the **List GL Postings** button.

21.15 Journals and Reports

The GL produces a variety of financial reports which detail or summarize the information you have entered. These reports include:

Journal Detail Report
Account Detail Report
Earnings Statement
Balance Sheet
Trial Balance
Budget Projections

The Accounts Payable portion of the GL produces additional reports which are described elsewhere.

21.15.1 Journal Detail

The Journal Detail report lists all or selected GL transactions sorted in a variety of ways. You can also use this report function to export all of your general ledger transaction detail to a CSV file. To generate this report, select **Journal Detail Report** from the **Journals** menu, then select from the options shown on the screen below:

Sort Order - Transactions can be sorted in any of the following ways.

> Period,Date
> Period, Reference
> Period, GL Account
> GL Account, Period, Date
> GL Account, Reference
> Reference
> Transaction Number

Periods - Enter the beginning and ending accounting periods you want in the format MMYY.

GL Accounts - To list only entries posted to one or more GL accounts, enter the range of accounts you want included here.

Filter - You can filter the list to include only entries for a specific Source, Department, Location or Batch, by entering one or more filter criteria in the spaces provided.

List Unbalanced Entries Only - Check this box if you want to generate a list of unbalanced GL transactions - i.e, where the sum of the debits does not equal the sum of the credits. This is helpful if you ware trying to determine why your accounts are not in balance. If you want to maximize the value of this report select the option to Sort by Reference Number

21.15.2 Account Detail

The Account Detail report details all GL transactions posted to each account, showing beginning and ending balances for the periods you selected.   To generate this report select Account Detail Report from the Journals menu, then select from the options shown below:

Include - Check the Transaction Detail box if you want the report to itemize the transactions. Otherwise, only the totals for each account will appear. To list each GL account, even if there is no activity in the account, check the Accounts with no Activity Box. Check the Transaction Descriptions box to include the description with each transaction.

Periods - Specify the range of periods you want.

GL Accounts - Specify the range of GL accounts you want. If you leave the spaces blank, the report will include all accounts.

Filter - You can filter the list to include only entries for a specific Source, Department, Location or Batch, by entering one or more filter criteria in the spaces provided.

21.15.3 Earnings Statement

The Earnings (or Profit and Loss) Statement is a summary of income and expenses, showing the net profit or loss of the firm for the period or periods selected. You can generate this reprot for the entire firm (a consolidated report) or for a single Department and/or Location. The report can show the totals for the period or periods you select, including comparison figures, or it can display totals for an entire year broken down by period in a spreadsheet format. To generate this report, select **Earnings Statement** from the GL **Reports** menu and select the options you want from the screen shown below:

Comparisons - In addition to showing totals for the period(s) selected, you can also show comparison totals for the

> Year-to-Date
> Same period in the previous year
> Entire previous year
> Budget amount for the same period

The last option under comparisons (Full Year Spreadsheet Format) generates a report showing the totals for each month of the year you select.

Include - Select whether or not to show for each account the percentage that amount is of the total, whether or not to inclulde accounts with 0.00 amounts, whether to show for each account a breakdown by department, and whether or not to print income and expense accounts on separate pages.

Periods - Select the range of periods you want. If you are generating the full year spreadsheet report simply enter any month that falls within the year you want.

Detail Level - Select the level of detail you want. The numbers on the drop down list correspond to the subtotal levels in your Chart of Accounts. If you select 1, the report will include only the Level 1 accounts, showing only your total income, expenses, and net profit or loss, without detailing any of the posting accounts. For the most detailed report, listing accounts from every level, select 4.

Filter - You can filter the report to show totals for a single department or location only.

21.15.4 Balance Sheet

The Balance Sheet shows the current financial status or net worth of the firm by summarizing the balances in your asset and liability accounts as of the end of the period you select. To generate this report select **Balance Sheet** from the GL **Reports** menu and select the options you want from the screen shown below:

```
Balance Sheet Report                                              _ □ ×

  Comparisons                    Detail Level
  ● Omit Comparisons             4 - Itemize all Accounts  ▼        Print
  ○ Previous Month               Filter
  ○ Previous Year                    Dept                      Compress Print
                                 Location                      Print to File
  Include
  □ Percentages by Account                                        Preview
  ☑ Accounts with Zero Amounts   Report Title
  □ Breakdown by Department      Balance Sheet
  □ Separate Page for Liabilities

  Period
  0407    (MMYY)                                                   Close


Enter Detail Level (4=most detailed, 1=summary)
```

Comparisons - In addition to showing the balances in each account as of the end of the period you can select, you can show the balances as of the end of the previous period, or at the end of the same period in the previous year.

Include - Select whether to show for each account the percent it is of the total, whether to include accounts with a 0.00 balance, whether to show a breakdown of each account by department, and whether to print the asset and liabilities accounts on separate pages.

Detail Level - Select the level of detail you want. The numbers on the drop down list correspond to the subtotal levels in your Chart of Accounts. If you select 1, the report will include only the Level 1 accounts, showing only your total of your assets, liabilities and net worth, without detailing any of the posting accounts. For the most detailed report, listing accounts from every level, select 4.

Filter - You can filter the report to show totals for a single department or location only.

21.15.5 Trial Balance

The Trial Balance report lists each GL account and shows the total debits and credits posted to the account during the period or periods you select. It is virtually identical to the Account Detail Report, except it does not itemize the individual GL transactions posted to each account. To generate this

report, select **Trial Balance** from the GL **Reports** menu and select the options you want from the screen shown below.

21.15.6 Budget Projections

The Budget Projection report shows the amounts you have budgeted for each of your income and expense accounts in the same format as an Earnings Statement   To generate this report select **Budget Projections** from the GL **Reports** menu and select from the options shown on the screen below:

These options are the same as those described for the Earnings Statement.

22   Accounts Payable

22.1   Vendors

To make it easier to record payables and print checks, the GL maintains a list of your regular vendors--individuals and businesses from whom you purchase goods and services. To display your list of vendors, right click on the **Vendor** button on the GL Control Panel, or select **Browse and Edit** from the **Vendor** menu, or select **Vendors** from the GL **File** menu.   Your list of vendors appears as follows.

Click **New** to add a vendor to the list, as described below, **Edit** to edit the highlighted vendor, **Find** to locate a vendor, **Status** to display a summary of that vendor's account status and history, or **Payables** to display a list of open payables for that vendor.

Click on the ✖ button to delete the highlighted button. If you deleted quite a few vendors, clicking the **Pack** button will rebuild the vendor list to eliminate the deleted records. This could speed up the time it takes to open the vendor list, if it is especially large.

Click the **Import** button to copy your vendor list from another company and paste it into this company.

Click the 🖨 button to print a vendor list.

Adding a New Vendor

To add a new vendor, click on the **Vendor** button on the GL Control Panel, or select **New** from the **Vendor** menu, or cllick the **New** button at the bottom of the vendor list. Complete the new vendor information as follows:

Vendor ID - Enter a unique code of up to eight characters (alpha or numeric), such as an abbreviation of the vendors name. If you have chosen the option in the billing program to use long client and matter ID's, then you will also have 16 characters for the Vendor ID.

Alternate ID - Assign an optional alternate ID, such as an abbreviation of the vendor's name, useful if your primary Vendor ID is numeric.

Type - An optional 2 character code of your own creation which you can assign if you need to categorize your vendor list for reporting purposes.

Status - Enter **A** if this vendor is active, **X** if not active..

Name and Address - Enter as you want it to appear on checks written to this vendor;

Notes - Optional notes or comments.

Acct # - Not required, but enter the number of your account with this vendor. This can be printed on your checks if necessary.

Payment Terms - Enter the payment terms which you have established with this vendor. When you record a payable for this vendor, the Program will use these terms to calculate the date payment is due.. You may use one of two methods:

    1. Pay the vendor on a specific day of the month: for example, the 15th or 30th. All payables for this vendor will then be scheduled for payment on the next pay date following receipt of the invoice. To use this method, enter the day of the month in the **Day of Month Due** space.

    2. Pay each invoice a specified number of days following the invoice date; for example, NET 30. To use this method, enter the number   of days in the **Pay Net** space

If you leave both spaces blank you will have to calculate the due date manually when you record each payable. Of course, the calculated date can always be overridden manually.

Discount - If this vendor offers a discount if payment is made promptly, enter the percentage amount of the discount in the **Discount** space (for example, enter 10 for 10 percent). Enter the number of days within which payment must be made in the **Days** space.

GL Acct - Enter an optional default GL Account which will be automatically assigned as the posting account when you record payables or checks for this vendor. The default can always be overridden at time of entry. For example, if you purchase office supplies from this vendor, enter the account for office supplies from the expense portion of the Chart of Accounts.

Department - Enter an optional default Department code to this vendor to be used when recording payables and checks..

Location - Enter an optional default Location Code to be used when recording payables and checks.

Cost Code - If this vendor usually supplies goods and services for which you bill your clients (for example, a court reporting service), enter an optional default Cost Code which will be assigned to each payable or check for billing purposes.

Send 1099? - Enter **Y** if you are required to provide a 1099 form to this vendor.

1099 Box - Enter here the box on the 1099 form where you want the amount to be printed. The choices are 1 for Rent, 3 for Other Income, 7 for Nonemployee Compensation, and 14 for Gross proceeds paid to an attorney. If you leave this space blank the program will print the amount in the default box specified when you generate the 1099 forms.

Tax ID - Enter the vendor's Employer ID or Social Security number to be printed on their 1099 forms.

1099 Adjust - When preparing 1099 forms, the program will *add* the amount, if any, that you enter here to the total for this vendor on their 1099 form. This allows you to manually adjust each vendor's total; for example, to add payments made to the vendor which you failed to enter into the program (enter the amount as a positive number), or to eliminate amounts which should not be included (enter the amount as a negative number).

22.2   Payables

A "payable" is an amount owed by you to a vendor for goods or services you have purchased from them. You can use the payables function to keep track of your outstanding payables, schedule them for payment, and generate checks to pay them individually or as a group. Some users may not want to maintain a list of their outstanding payables, and may instead just want to use the program to keep track of their expenses and/or print checks. Either method is acceptable, as it is not necessary to separately record a payable before you can print a check, and in either case your client costs can be posted to the billing program without having to make a separate entry.

If you decide to use the program to manage your payables, then whenever you receive an invoice or bill from a vendor it should be added to your payables list, as described in this section. Each payable can be distributed to one or more GL accounts and, if applicable, to one or more client matters. Because the program operates on a cash basis, the payable amount is not actually posted to the GL until the payable is paid, either by printing a check or recording a manual check. However, client matter distributions are posted to the billing program immediately upon entry so that the client can be billed for the expense without delay.

To record a new payable, click on the **Payable** button on the GL Control Panel, or select **New** from the **Payables** menu and fill in the information in the screen shown below:
.

Type - There are two basic categories of payables, depending on whether they are to be paid from your regular operating account (type **R**) or from a retainer or trust account (type **T**).. Enter one of the following codes indicating the type of payable:

       R - Regular payable; i.e., a normal office expense or client cost advance to be paid to a vendor in your vendor list;

       RX - Regular payable to be paid to a one-time vendor that you do not want to add to your vendor list;

       RC - An amount payable to a client; such as a refund of a payment previously received from the client

       RF - Use this to record a transfer between bank accounts, where there is no actual vendor

       T - Trust payable; i.e., a payable which is to be paid from your retainer or trust account rather than your normal operating account

       TX - Trust payable to be paid to a one-time vendor that you do not want to add to your vendor list;

       TC - An amount to be paid from your retainer or trust account to a client, such as the client's share of settlement proceeds;

       TF - An amount to be paid from your retainer or trust account to the firm, such as your share of settlement proceeds.

Bank - Leave *blank* except in the unusual case where you want to make sure that this payable is paid only from a specific bank account. If you leave this space blank, then a Regular (type **R**) payable can

be paid when you generate checks for one of your office operating accounts, and a trust or retainer payable (type **T**) can be paid when you generate checks for a retainer or trust account.

Vendor - Select the vendor for this payable by entering either the vendor ID or any portion of the vendor name. To add a new vendor to your list click on the **Vendor** button on the GL Control Panel at the left. If this payable is for a vendor not in the list, and you do not want to add them, type the word MISC in the Vendor space, if you did not already enter **RX** or **TX** as the payable type. A dialog will then pop up into which you can type the vendor name and address as you want it printed on the check. Click on the Vendor space at any time to edit the name and address.

If you are recording a client payable (type **RC** or **TC**), then instead of the vendor ID enter the client ID.

If you are recording an **RF** or **TF** (payable to your firm) it is suggested you create a vendor account for your firm and enter that as the vendor.

Date - Enter the date you want to assign to this payable; i.e., the date of the invoice or, alternatively, the date it was received. If you are recording a client cost, this date will also be assigned to the billing transactions which are posted to the client's account;

Inv # - Enter the invoice number, if any. If you want to configure the program so it automatically checks to make sure you have not already recorded a payable with the same invoice number for this vendor, click on the **Options** button on the right hand side of the screen and enter **Y** where it asks if you want to check for duplicate invoices, and enter an optional number of days back from the current date that you want it to check (leave blank to check all past invoices).

Ref - Enter a description for this payable. This, along with the vendor's name, will appear as the description for any billilng transactions that are generated, and as the description for the GL postings. Note that you can enter a separate overriding description for each billing transaction in the billing distribution section in the lower portion of the screen;

Amount - Enter the total amount of the payable;

Bal - Enter the unpaid balance of the payable, if less than the Amount; otherwise, enter the same as the Amount.

Due - Shows the date this payable is due for payment. The program will automatically calculate this based on the payment terms, if any, specified for this vendor. For example, if the terms are net 30 days, the due date will be 30 days after the date you entered in the Date space. You can override the calculated date if desired. It is not necessary to enter a Due date depending on the method you use to generate checks.

Pay Amt - If you want to pay less than the Balance, enter that amount here. Otherwise, defaults to the same as the Bal amount.

Pay On - Enter the date you want to schedule this payable for payment.

Status - You can pick one of three options as follows:

     Pay - Indicates the payable is *approved* for payment. When you use the function to generate checks for *approved* payables, this   payable will be included provided it is also due for payment. Normally all new payables should be assigned this status;

     Select - Indicates this payable is *selected* for payment. This provides an alternate method of selecting payables for payment; i.e., if   you have a large list of approved payables but only want to select a few of them for payment, you can assign those few Select status and then use the function to generate checks for selected payables.

Hold - Places a hold on this payable which prevents it from being paid until the hold is removed.

Options - The Options button lets you configure the program to check for duplicate invoices; i.e., to see if you have already entered an invoice for the vendor you have selected with the same invoice number that you entered.   Enter Y to activate this feature and then enter the number of days back in time you want to check (for example, 90 days).

Recurring Payable - If this is to be a recurring payable, such as a rent payment that you want to make each month on the same date, check the **Recurring Every** box at the bottom and then enter the number of days between payments (30, 60, 90...365, etc). If you check this box and enter a number of days, when this payable is paid the program will automatically generate a new identical payable dated the specified number of days after the one that has just been paid.   You can then edit the new payable by finding it in the Browse Payables screen if you need to make any changes to it.

GL Distributions - The section of the screen shown below is for entering the GL account or accounts that you want to post the amount of this payable to:

Each payable can be distributed to up to 50 GL accounts. Use the up and down arrow keys at the right to scroll through the list if more than 5 distributions are required.

 Most payables will be posted to a single expense account, but in some cases (such as when recording a credit card bill) the amount of the payable might include a variety of different types of expenses, such as office supplies, travel expense, entertainment, and the like. When you are recording a payable that will be billed to a *client*, it should be posted to your client cost advances account (105.01 in the ABA Model Chart of Accounts). That way it is carried as a receivable on your balance sheet until reimbursement is received from the client, instead of being recorded as an expense.

Do not enter as one of the GL accounts the checking account from which the payable is to be paid. In other words, only enter the expense account(s) or the client cost advance account. The program will automatically post the balancing entry to the appropriate account when the payable is paid.

Enter the GL distributions as follows:

GL Acct - Defaults to the default GL account assigned to the vendor.

Description - You can enter a separate description for each distribution, if necessary. Otherwise, the program will use the descriiption   you entered in the Ref space above;

Dept - Enter an optional Department code. Defaults to the one assigned to the vendor, if any;

Location - Enter an optional Location code. Defaults to the one assigned to the vendor, if any;

Amount - The amount should normally be entered in the **Debit** column,   The total of the GL distributions must equal the payable   balance which istriyou entered in the upper portion of the

screen.

Remember that the GL Distributions will actually be *posted* to the GL accounts only when the payable is paid (by printing a check or recording a manual check).

Billing Distributions - The bottom portion of the screen, shown below, is for billing all or a portion of this payable to one or more of your client matters:

	Client	Matter	Type	Cost Code	Description	Amount
1	JACOBS	01	C	E107		35.00
2	RICH	01	C	E107		45.00
3			C			0.00
4			C			0.00
5			C			0.00
					Total	80.00

Each payable can be distributed to up to 50 client matters. Use the up and down arrow keys at the right to scroll through the list if more than 5 distributions are required.

Unlike with the GL distributions, the total of the billing distributions does not have to equal the payable balance. While most payables will be billed to a single client matter, some payables (such as a bill from a court reporting service) may include charges which apply to several different matters.

Enter the billing distributions as follows:

> **Client** and **Matter** - Select each client and matter that you want to bill a portion of the payable to. To look up the client or matter using the list buttons to the right of the column headings, make sure the cursor is positioned in the space you want to fill before clicking the list icon button.

> **Type** - The Program will automatically assign the type code depending on the type of payable. If you are entering a trust or retainer payable the program will assign the type TD or RD respectively. If it is a regular payable the type will be C (billable cost).

> **Cost Code** - Enter an optional cost code to assign to the cost transaction. Defaults to the cost code assigned to the vendor;

> **Description** - Enter an optional description to be assigned to the cost transaction posted to the client matter. This description will   appear on the client's bill unless you leave it blank, in which case the vendor name followed by the description entered in the **Ref** space   above will appear on the bill.

> **Amount** - Enter the amount that you want to bill the client.

The billing distributions are *posted* to the billing program immediately upon saving the payable and no further action is required for them to appear on the client's next bill.   After the payable has been saved you can view a list of the billing transaction that were generated by locating the payable, as described below, and clicking on the **Billing** button that appears on the right hand portion of the screen.

Browse and Edit Payables

To view a list of your payables, *right* click on the **Payable** button on the GL Control Panel, or select **Browse and Edit** from the **Payables** menu, or select **Payables** from the **File** menu. A list of current payables, sorted by vendor ID, will appear showing for each payable the following information:

The **Status** column indicates the payable status, as described in the previous section above, with one addition: if the word READY appears in the status column it means a check has been *prepared* for that payable, but has not yet been *printed;* or, it could mean that the check was printed but you did not indicate that it printed correctly and you have not yet printed it again. You can change the status of the highlighted payable by clicking the **Approve**, **Select**, or **Hold** buttons at the bottom of the list, unless the payable is in Ready status.

A payable can be edited by selecting it from the list, which brings up an edit screen identical to the entry screen shown above, except that it also has a **Delete** button. If you edit or delete the payable, the program will also delete or modify the billing transactions that were posted to the client matters, if any, unless those transactions have already appeared on a finalized bill. Since the GL distributions are not posted until the payable is paid, any changes you make will be incorporated in those distributions when they are posted.

The **Filter** button allows you to filter the list to display only payables for a selected vendor.

When viewing a payable, whether or not it has been paid, you can display a list of any related cost transactions that have been generated in the billing program by clicking the **Billing** button that appears on the right hand portion of the screen. Once the payable has been paid, you can display a list of the GL transactions that were created by clicking the **GL Posting** button. You can edit both the related cost and GL transactions from these screens without having it affect the original payable transaction.

Payable Lists

To generate a list of payables, click the print icon at the bottom of the payables browse screen, or select **List** from the **Payables** menu, then select the options you want from the screen below:

Sort Order - Payables can be listed in any order shown;

Filter - You can filter the list to show only those payables which are to be paid from a specified bank account, or for a specific vendor.

Payable Types - You can list all payable type, or only regular or trust payables.

Payable Status - You can list all payables regardless of status, or select for an individual status;

Detail - Select whether to include or omit the GL and Billing Distributions for each payable.

Payable Summary Reports

You can also generate reports which summarize your payable totals as described in the AP Reports section.

Paid Payables

You can browse a list of *paid* payables by selecting **Browse** from the **Paid Payables** section of the **Payables** menu. You can view all of the payable information but it cannot be edited.

When viewing a paid payable you can display a list of any related cost transactions that have been generated in the billing program by clicking the **Billing** button that appears on the right hand portion of the screen. You can also display a list of the GL transactions that were created when the payable was paid by clicking the **GL Posting** button. You can edit both the related cost and GL transactions from these screens without having it affect the original payable transaction.

You can also generate lists of your paid payables by clicking on the print icon at the bottom of the

browse list, or by selecting **List** from the **Paid Payables** section of the **Payables** menu   A screen similar to the Payables List screen shown above appears from which you can select the same options described above, except for the Status selection which is no longer relevant.

22.3   Recurring Payables

There are two ways of recording recurring payables in the Program. The older way, referred to as the Legacy method, is described in this section. It involves maintaining a separate list of recurring payables. To pay them, you must generate checks separately from checks to pay your regular payables. Alternatively, you can now enter recurring payables in the same way as regular payables. Simply check the **Recurring Every** box at the bottom of the payable entry screen and enter the number of days between each payment.   Then when you pay that payable in the normal way the program will automatically generate a new payable due the specified number of days past the date of the original one.

The Legacy Method

A recurring payable is one that is due on a regular basis such as office rent, a lease payment, etc. You can enter a list of these payables so that you can generate checks to pay them without having to re-enter the payable information each time they become due. After creating your list of recurring payables, you pay them by periodically generating and printing checks for recurring payables as described in the checks section.

To record a recurring payable select **New** from the **Recurring Payables** section of the **Payables** menu, or select Recurring Payables from the File menu to bring up your list of recurring payables and click on the **New** button. Enter the information in the screen shown below as follows:

Type - Enter either **R** for a regular payable or **T** for a payable which is to be paid from your retainer or trust account.

Bank - Leave blank, unless you want to restrict this payable so that it can only be paid from a specific bank account, in which case enter the account here.

Vendor - You must enter a vendor id for a recurring payable.

Ref - Enter a description;

Amount - Enter the amount

Frequency - Enter the number of days betwen each payment. If the payment is to be made monthly, enter **30**. If it is to be paid monthly on the last day of each month, enter **31**. If it is to be paid once a year, enter **365**.

Next Pay Date - Enter the date on which the next payment is due.

Status - Select **Pay** unless you want to place this recurring payable on hold. The program will not generate checks for a recurring payable that is on hold.

GL Postings - Enter the GL account(s) that you want to post this payable to, as described in the section on regular payables

You cannot distribute a recurring payable to client matters..

Browse and Edit Recurring Payables

You can review your list of recurring payables by selecting **Browse and Edit** from the **Recurring Payables** section of the **Payables** menu, or by selecting **Recurring Payables** from the **File** menu. From the browse list you can edit or delete a recurring payable if, for example, you need to increase the amount or change the due date. The discontinue a recurring payable, simply delete it from the list or change the status to Hold.

22.4   Credit Memos

A credit memo is entered when a vendor gives you a credit to be applied against future purchases. Whenever you generate a check to pay a vendor, the program automatically applies any unused credit memos against that vendor's outstanding payables and reduces the check by the amount of the credit applied. To record a credit memo select **New** from the **Credit Memos** section of the **Payables** menu and fill in the information in the screen shown below:

Enter the **Vendor**, **Date**, **Reference** (if any), and **Description** in the spaces provided, and enter the amount of the credit in both the **Amount** and **Balance** spaces. The **Balance** shows the unused portion of the original credit amount, and is adjusted automatically by the program each time a portion of the memo is applied.

Credit Memos should be distributed to the GL expense account or accounts that gave rise to the credit. For example, if the credit arose because you returned some office supplies, select the office supplies account. Enter the *amount* in the **Credit** column.

A credit memo cannot be distributed to a client matter.

Browse and Edit Credit Memos

To view a list of your unused credit memos, select **Browse and Edit** from the **Credit Memos** portion of the **Payables** menu. From this screen you can select an invdividual memo to edit or delete.

Credit Memo Reports

To generate a printed list of your unused credit memos, click the print icon at the bottom of the browse list, or select **List Unused Credit Memos** from the **Credit Memos** portion of the **Payables** menu.

To list credit memos that have been used, select **Credit Memo History Report** from the **Credit Memos** section of the **Payables** menu.

22.5   Checks

A separate check register is maintained for each of the bank accounts listed in your chart of accounts. Entries are added to the check register when you print a check, record a manual check, or record a miscellaneous bank transaction.   An entry is also added to the check register for each batch of cash receipts that you post to the GL from the billing program.

If you are using the program to print checks, you can prepare checks as a group by selecting specific payables that you want to pay, or you can print individual checks at any time. To print multiple checks you must first enter a list of payables that you want to pay, but printing checks individually does not require you to first enter a payable. If you do not want to use the program to print checks, you can still maintain your check registers by recording manual checks. In either case, all of the checks and other entries posted to the check register are simultaneously posted to the GL so that you can generate balance sheets, earnings statements.and other financial reports.

After recording checks and other bank transactions the best way to view and edit them is using the check register function, although they will also appear in your list of GL transactions.

The following sections describe in detail how to format, prepare and print checks, view and maintain your check register, and reconcile your bank accounts.

22.5.1 Check Formatting

Checks can be printed using vitually any style of check designed for use with laser printers or continuous form printers. The program is already configured to use laser checks (number 081004) or continuous form checks (number 091004) from **Deluxe** check printers. They can be ordered by calling **1-800-336-4171** and asking for either of the above types, indicating they are for use with the Tussman Program.   Besides these built-in formats, the program allows you to create up to 9 additional formats which can be used to print checks.

When you set up your chart of accounts, you must specify for each bank account which format you want to use (either A or B for one of the Deluxe checks, or 1-9 for a user defined check). Otherwise, the checks will be blank.

To create or modify your check formats, select **Check Formats** from the **Setup** or **Checks** menu. The following dialog appears
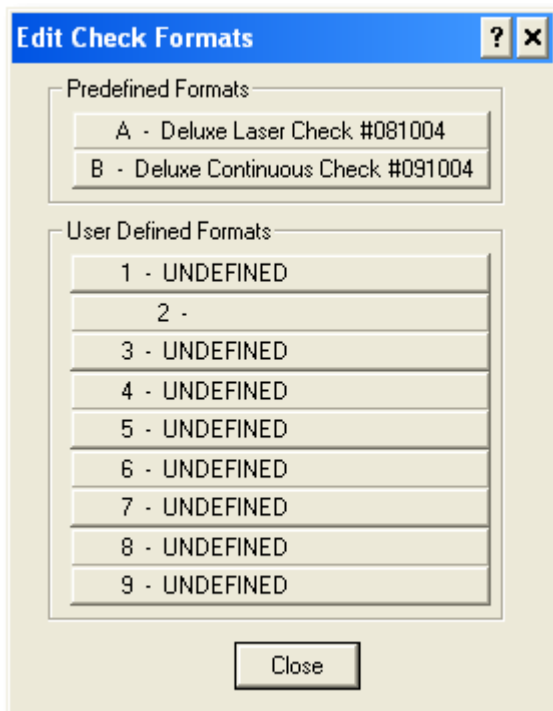
The first 2 formats (A and B) are pre-configured for using Deluxe checks as described above. To use either of these, simply enter A or B in the **Check Format** space for the bank account you will be printing checks from when setting up your Chart of Accounts.

The next 9 formats (1-9) are formats that you can create by selecting from the options described below. To use one of these formats, enter the format number in the **Check Format** space for your bank account.

Click on one of the buttons (1-9) to edit the corresponding check format. The following dialog appears:
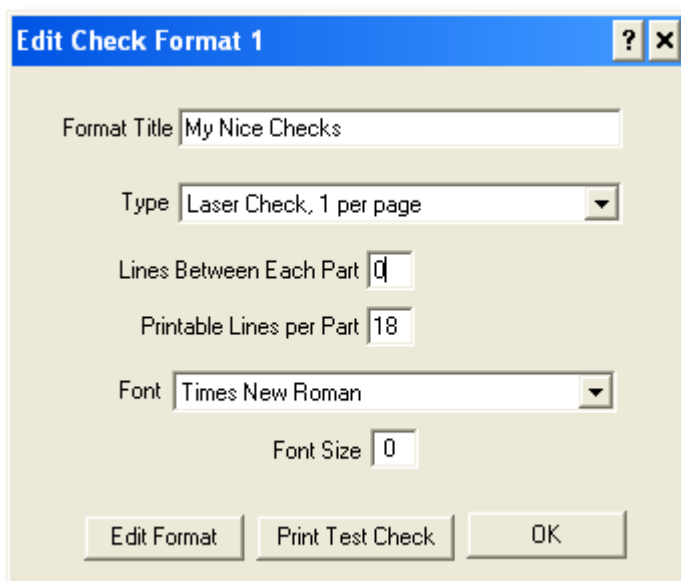
Enter the formatting information as follows:

Format Title - Assign a title to the format

Type - Select the type of check you will be using:

> Laser checks, one per page (check with advice and stub)
> Laser checks, three per page (check only, no advice or stub)
> Continuous Form checks, one part (check only, no advice or stub)
> Continuous Form checks, two part (check with advice or stub)
> Continuous Form checks, three part (check with advice and stub)

Lines Between Each Part - Enter the number of lines to skip between each part of the check. The normal setting is **2** for continuous form checks, **0** for laser checks.

Printable Lines Per Part - The normal setting is 18, with a maximum of 19.

Font - Select the font you want to use

Font Size - The default is 11.

After entering the above information, click **Edit Format**. This functions lets you specify what information is printed on each part of the check. Depending on the type of check you selected, as described above, up to 3 separate screens, one for each part of the check, will appear, as shown below:

.
Each line on the formatting screen corresponds to a line on that part of the check. The four-letter

codes represent specific pieces of information, as shown in the list below. For example, on line 4 above appears the code CAMT. This tells the program to print the dollar amount of the check in words on line 4. Similarly, the payee NAME will appear on line 7. To move an item up or down on the check, erase it from its current location and re-type it either up or down the appropriate number of lines. To move an item to the left or right, move it the appropriate number of spaces. You may have to experiment a bit to get the items you want to print in the correct location.

Check Formatting Codes   **?** **✕**

DATE - Date in format MM/DD/YY
DATX - Date in format MM DD YY
NAMT - Amount in numbers ($999.99)
NNMT - Amount in numbers, no $ (999.99)
NAM$ - Amt in numbers, no cents ($999)
CENT - Cents in number (99)
CAMT - Amount in words
NAME - Name of Payee
ADDR - Address of Payee
MEMO - Memorandum
VEND - Vendor ID
ACCT - Vendor Account Number
INV# - Invoice Number(s)
DIST - GL Distributions
BILL - Billing Distributions
CKNO - Check Number

In additon to the above you can enter the code CAMX to show the amount in words with asterisks in front

If you want to include the GL and/or client matter distributions on the advice or stub (parts 2 or 3), they must appear last, with each one on a line by itself.

After formatting the check, you can print a test check by clicking the **Print Test Check** button which appears on the main check formatting screen.

22.5.2 Printing Multiple Checks

The Multiple Checks function enables you to issue checks to pay payables which are *due*, *scheduled* or *selected* for payment without having to print checks one at a time. If you use the **Pay Approved Payables** method, the *program* decides which payables to pay based on the payable's due date (the date the payable is due according to the payment terms) or pay date (the date you have scheduled it for payment). If there are payables that you do not want to include for payment, you can exclude them either by changing the **Due Date** or **Pay On** date so that they are not yet due for payment, or by changing the payable status to **Hold**. If you use the **Pay Selected Payables** method, then *you* decide which payables are paid by selecting the ones you want to pay from your list of payables by changing the status to **Select**. In that case, the due date or pay date is disregarded.

Checks will be prepared for the lesser of the Balance due or the Pay Amount of each payable. Thus, if you have payables where you only want to pay a portion of the unpaid balance, before generating the checks you should edit that payable so that the **Pay Amount** is equal to the amount you want to pay.

If a vendor has more than one outstanding payable that is to be paid, the program will pause during the preparation process and ask if you want to prepare one separate checks for each payable or one

check for all that vendor's payables.

To prepare and print multiple checks, select **Prepare Multiple Checks** from the **Checks** menu and the submenu shown below will appear. Select the option you want, described as follows:

Pay APPROVED Payables
Pay SELECTED Payables
Pay RECURRING Payables
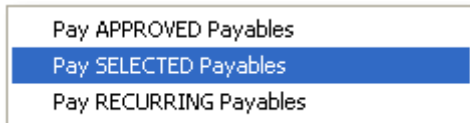
Pay Approved Payables

This option will prepare checks for payables that are approved for payment (status=Pay) and that are scheduled or due for payment on or before the date you specify. After selecting this option, indicate which bank account you want to issue the checks from. If the account you choose is a regular office account (as indicated by the Bank Account Type assigned in the Chart of Accounts) then checks will only be generated for regular (type **R**) payables. If the account you choose is a trust or retainer account, checks will only be generated for trust (type **T**) payables.
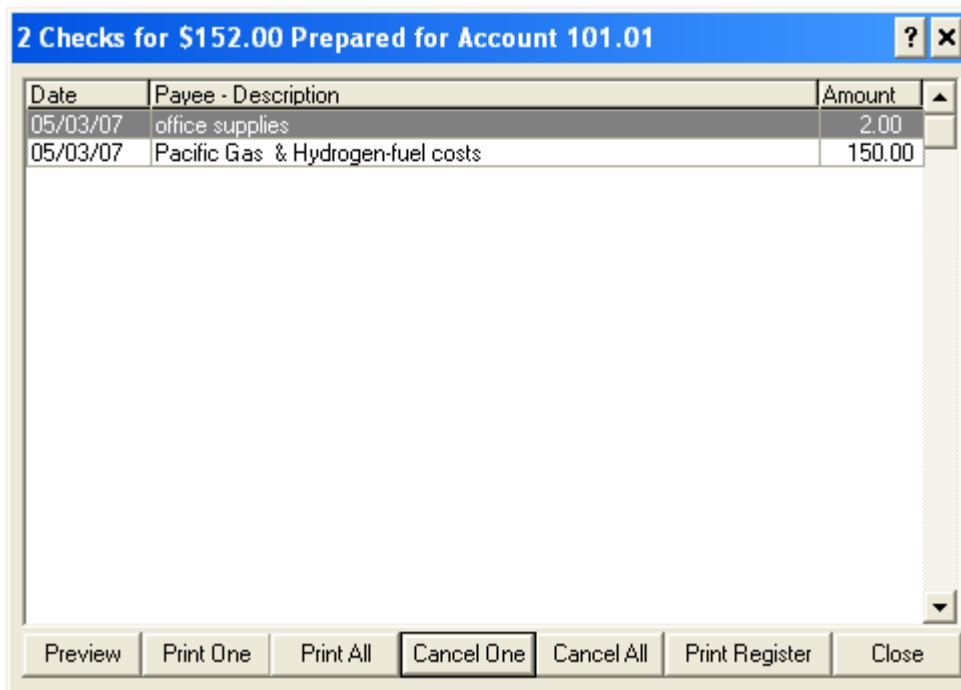
After selecting the bank account, the following screen appears:

Payable Cutoff Date

Cutoff Date for Approved Payables 05/03/2007

Apply Cutoff Date to:
- ⦿ Payable Due Date
- ⦾ Payable Pay Date

OK   Cancel
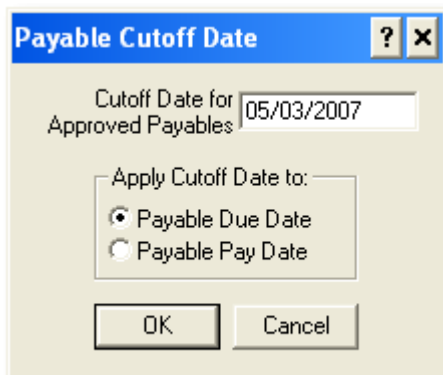
Here you must enter a cutoff date so the program will only generate checks that are either due or scheduled for payment on or before that date. If you apply the cutoff date to the P**ayable Due Date,** then checks will be generated only for payables that aaccording to the payment terms are *due* on or before that date. If the **Payable Pay Date** is selected, then only payables that you have scheduled for payment on or before that date (regardless of the due date) will be paid. (Payables are scheduled for payment using the **Pay On** space in the payable record).

After clicking **OK** the program will next ask you to enter the *date* that you want to be printed on the checks. This date can be different from the cutoff date specified in the previous screen.

The program will then generate checks for any payables which meet your selection criteria. If there is more than one payable for a vendor, the program will pause and ask if you want to generate a separate check for each payable, or combine them into a single check. If any checks were generated, they will be displayed in a list which appears as follows:

If you doubleclick on a check, or highlight it and click **Preview**, a preview of the check will appear showing the date, amount, payee name and address and check memo. These items, except for the amount, can be edited if necessary. You can then perform any of the functions listed on the buttons at the bottom of the list

Print One - Prints the currently highlighted check

Print All - Prints all of the listed checks

Cancel One - Cancels the highlighted check

Cancel All - Cancels all of the listed checks

Print Register - Prints a list of the checks

Close - Exits the list without printing the checks. The checks are saved in a temporary file and can be printed later using the **Print   Prepared Checks** function on the **Checks** menu.

If you select the option to print one or all of the checks, the program displays the **number** that will be assigned to the next check, which you can change if necessary. The **Next Check Number** is incremented by one each time you print a check and is stored in the Chart of Accounts record for each bank account, where you can also change it if necessary.

The checks will now be printed. When done, the program asks if they printed OK. If you click **No**, the program again displays the **Next Check Number** that is going to be assigned. If you want to try printing the checks again, click **OK** after changing the number, if necessary. If you do not want to try printing the checks again, click **Cancel** and you will be returned to the list of prepared checks. From there you can edit, cancel print or save the checks as described above.

After you have successfully printed the checks, the program will ask if you want to generate a check register report, which will llist the checks that were just printed. Click **Yes** or **No**, and this completes

the check printing procedure, adds the checks to the check register, and posts the distributions to the GL. These final steps are performed only after you confirm that the checks have printed successfully.

Pay Selected Payables

This feature enables you to select a number of payables to pay as a group, instead of having to print the checks one at a time. To do this, go to your list of payables, highlight each payable that you want to pay and click the **Select** button, thereby changing the payable status to **Select**. After picking the ones you want, select **Prepare Multiple Checks** from the **Checks** menu and select the **Pay Selected Payables** option, Select the bank account you wish to issue the checks from, enter the date you want printed on the checks, and the checks will be prepared and displayed exactly as described in the **Pay Approved Payables** section above.

Pay Recurring Payables

This function prepares checks only for recurring payables that are due for payment. Select the bank account you wish to issue the checks from, and the following dialog will appear.
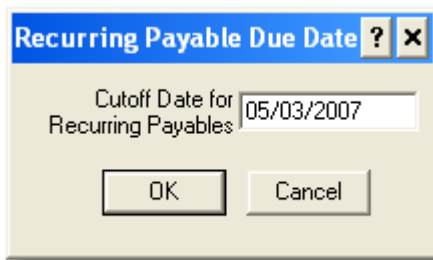
Checks will be prepared only for recurring payables that are due for payment on or before the date you enter here. Click **OK** to continue, then enter the date you want printed on the checks.   The program will prepare the checks and display them exactly as described in the **Pay Approved Payables** section above. After the checks are printed and you indicate they printed OK, the program will reschedule the recurring payables by moving the **Next Pay Date** ahead the number of days that you specified in the **Frequency** space for each payable.

Print Prepared Checks

If you generate checks using any of the methods described above, but exit the list of prepared checks without printing them and indicating they printed OK, and without cancelling them, they will be saved in a temporary file. You can go back to this list by selecting **Print Prepared Checks** from the **Checks** menu and selecting the bank account that you prepared the checks for. This will bring up the same list described in detail in the **Pay Approved Payables** section above, from which you can view, edit, cancel or print the checks as described in that section.

22.5.3 Printing Individual Checks

You can print an individual check to pay one or more existing payables for a vendor, or to pay a payable that has not been entered into the program, by clicking on the **Print Check** button on the GL Control Panel or selecting **Print a Single Check** from the **Checks** menu. The screen shown below appears.

The top portion of the Prepare Check screen displays a scrolling list of your check register (not shown

below), which will be automatically updated each time you print a new check. You can scroll through the list to see previous checks on the register, and double clicking on one will enable you to view, edit or delete them.

The program assumes you will be issuing the check from the account you have selected as your Default Bank Account, as shown in the title bar of the Prepare Check dialog. You can change the default by selecting **Default Bank Account** from the GL **Setup** menu. Or, you can switch to another account for just this one check by clicking on the **Change Bank Account** button on the Prepare Check screen.

Type - Enter the type of payable you will be paying (**R** is the default), as follows:

      R - Regular payable; i.e., a check for a normal office expense or client cost advance paid to a vendor in your vendor list;
      RX - Regular payable to be paid to a one-time vendor that you do not want to add to your vendor list;
      RC - An amount paid to a client; such as a refund of a payment previously received from the client
      RF - A check paid to your firm; for example, a transfer from one bank account to another.

      T - Trust payable; i.e., a check which is to be paid from your retainer or trust account rather than your normal operating account
      TX - Trust payable to be paid to a one-time vendor that you do not want to add to your vendor list;
      TC - An amount to be paid from your retainer or trust account to a client, such as the client's share of settlement proceeds;
      TF - An amount to be paid from your retainer or trust account to the firm, such as your share of settlement proceeds.

Check Number - Defaults to the **Next Check Number** shown in the Chart of Accounts record for this bank account. Change if necessary.

Vendor - Select the vendor that this check will be written to. Enter either the vendor ID or any portion of the vendor name and the program will search for the ID. To add a new vendor to your list click on the **Vendor** button on the GL Control Panel. If this payable is for a vendor not in the list, and you do not want to add them, type the word MISC in the Vendor space, if you did not already enter **RX** or **TX** as the payable type. A dialog will then pop up into which you can type the vendor name and address as you want it printed on the check. Click on the Vendor space at any time to edit the name and address.

If you are preparing a check for a client (type RC or TC), enter the Client ID instead of the vendor ID. If you are recording a check to the firm (type RF or TF), it is suggested that you first create a vendor account for the firm and use that as the Vendor ID.

Date - Enter the date you want printed on the check

Invoice Number - When printing an individual check you can apply the check either against existing outstanding invoices for the vendor you selected, or you can create a new payable and apply the check against that payable.

If the vendor you selected has any outstanding payables, leave the **Inv #** space blank and the program will apply the check against those payables, paying them in order of oldest first. Click on the

button to the right of the **Inv #** space for a list of outstanding payables. If you want to pay one specific invoice, select it from the list or enter the invoice number.

If the vendor has *no* outstanding invoices, leave the **Inv #** space blank and the program will create a new payable to apply the check against. If you want to assign this payable a specific invoice number, enter it in the **Inv. #** space. Otherwise, the program will automatically assign an invoice number to the new payable.

If the vendor has one or more outstanding invoices, but you do not want to pay any of them, enter a new invoice number and the program will create a new payable with that number and apply the check against that invoice.

Ref - Enter the description that can optionally appear as the Memo on the check

Amount - Enter the check amount. If the vendor has outstanding payables and you are paying one or all of those, the program will automatically insert the balance from that payable or payables. To pay less than the total, or if you are paying an invoice which has not previously been entered as a payable, enter the amount that you want to pay.

GL Postings - If you are paying *existing* payables, the program will skip this step as you will already have entered the GL distributions when the payables were recorded. If you are paying a *new* invoice, then enter the GL distributions as described in the payables section.

Client Matter Postings - If you are paying *existing* payables, the program will skip this step as you will already have entered the client matter distributions when the payables were recorded. If you are paying a *new* invoice, then enter the client matter distributions as described in the payables section.

PRINT - Click the **PRINT** button when you are ready to print the check. A preview of the check will be displayed, as shown in the following example:

On this screen you can make any last minute changes to the check, editing either the check number, date, payee name and address and memo.   Click **OK** when you are ready to continue and the check will print. When done, it will ask if the check printed **OK**. Cllick OK (unless you need to print the check again) and the program will add the check to your register and post the GL distributions to the GL.

22.5.4 Recording Manual Checks

This function is used to record checks that were hand written, but need to be added to your check register. If you are not using the program to actually print your checks, you should use this function to record all checks that were written from your checking accounts. Just as with the print check functions, you can use this method to pay *existing* payables for a vendor, or to pay a *new* payable which was not previously entered, and you can post both GL and client matter distributions.

To record a manual check, click on the **Manual Check** button on the GL Control Panel, or select **Record a Manual Check** from the **Checks** menu.   The program assumes you will be recording a check from the account you have selected as your Default Bank Account, as shown in the title bar of the Record Manual Check dialog. You can change the default by selecting **Default Bank Account** from the GL **Setup** menu. Or, you can switch to another account for just this one check by clicking on the **Change Bank Account** button on the Record Manual Check screen.

The **Record Manual Check** screen is identical to the screen for Printing an Individual Check and should be completed as described in that section. Then click **OK** to save the check and it will be added to the register and posted to the GL.

22.5.5 Other Bank Transactions

Use this function to record miscellaneous transactions that affect your bank balances such as service charges, automatic transfers, ATM withdrawals, interest credited to the account, etc. You can also use it to record bank deposits if you are not posting them directly from the billing program.   To record one

of these transactions select **Record Other Bank Transaction** from the **Checks** menu, or click the **New** button at the bottom of the Check Register browse screen.

The program assumes you will be recording a transaction for the account you have selected as your Default Bank Account, as shown in the title bar of the entry dialog. You can change the default by selecting **Default Bank Account** from the GL **Setup** menu. Or, you can switch to another account for just this one transaction by clicking on the **Change Bank Account** button on the entry screen.

Complete the entry screen shown below as follows:

Type - Enter **D** to record a disbursement rom the account (for example, a service charge, transfer to another account, etc), or **C** to record a deposit to the account (for example, interest credited by the bank, a transfer from another account, etc).

Ref - Enter a reference number if any

Date - Enter the transaction date

Description - Enter a description

Amount - Enter the amount

GL Postings - Enter the GL postings as described in the section on entering payables If you are recording a **Disbursement**, such as a bank service charge, the amount should be posted to the appropriate expense account as a *debit*. If you are recording a **Credit**, such as interest received, the amount should be posted to the appropriate income or other account as a *credit*.

To record a transfer from this bank account to another bank account, record the transaction as a **Disbursement** and post the amount of the transfer as a **Debit** to the account it is being transferred to.

The transaction will then appear on the check register for both bank accounts, as a disbursement from the first and as a deposit to the second. Thus, you do not have to record a second transaction to add it to the check register for the second account.

22.5.6 Special Transactions

This section describes how to record checks in certain unusual situations, as follows:

Transfers from one bank account to another - Select as the bank account the account that you will be writing the check from, and in the GL distribution section debit the account you will be depositing it into.

Payroll checks - When printing or recording a payroll check, enter as the **Amount** the *net* amount of the check. For the GL distributions, record the *gross* amount of the check as a *debit* to the payroll expense account, then record as *credits* the amounts that are being withheld, so that the difference between the gross and the withheld amounts is equal to the check amount, as shown in the example below:

Trust and Retainer Checks - Checks written from the retainer or trust account fall into 3 categories:

Checks written to third parties. These can be recorded as in the GL as printed or manual checks and, if you enter the client and matter ID, they will post correctly to the billing program as type **RD** or **TD** transactions

Checks written to a client - Record it in the same way as a check to a third party, as described above.

Checks written to your firm - If you are transferring money from the retainer or trust account to

reimburse the firm for fees or costs incurred, you can simply record this as a type **RDP** or **TDP** transaction in the billing program, and then post that batch to the GL, which will update the GL and the check register. If, however, you need to *print* the check, that will result in posting the transaction twice to the GL. To avoid that, either:

      1. Print the check, distributing it as you would any other trust check; i.e., by debiting the retainer or trust liability account, and   entering the client and matter ID. This will cause an **RD** or **TD** transaction to be posted to the billing. Then record the payment as a separate **P** transaction in the billing program, posting it to the GL so that your fee income account is credited and your office bank   account is debited.

      2. Record the entire transaction as an **RDP** or **TDP** transaction in the billing program, posting it to the GL as described above. When   you print the check, instead of confirming that it printed **OK,** click **NO**, then *cancel* the check so that it does not create a GL posting.

See the GL and Billing Interface section (under the **Retainer Suspense Account**) which explains how to handle checks from the retainer account when the program has made automatic applications from the account to pay a client's bill.

Refund Checks written to a client (not from a trust or retainer account) - In this case, record the refund as a DA transaction in the billing program. You can then post this transaction to the GL and it will update the GL accounts appropriately. However, if you need to print the check in the GL, you have two alternatives:

      1. Do ***not*** post the **DA** to the GL, then print the check in the normal way but without entering the client and matter ID so it does   not post to the billing; or

      2. Post the **DA** to the GL, but when you print the check, click **NO** when asked if it printed OK and then cancel the check.

Refund Checks Received from a Vendor - If a vendor refunds you the exact amount of a check that you had paid them, you can simply reverse the original check by finding it on your check register and clicking the **Reverse** button. However, if the vendor is refunding just a portion of the check, you canot reverse it.   To do this record the refund check as a Journal Entry where you DEBIT the amount of the check to your checking account and CREDIT the amount of the check to the expense or cost advance account that the original check was posted to. Doing it this way will ensure that the amount paid to that vendor for purposes of your 1099 forms will be reduced by the amount of the refund. If you want a client to get credit for the refund, record a separate Q (Credit) transaction for that client in the billing part of the program..

22.5.7 Check Register

A check register is maintained for each bank account listing all transactions of any type posted to that account. To display a check register click on the **Register** button on the GL Toolbar, select **Browse Check Register** from the **Checks** Menu, or select **Check Register** from the **File** menu. The program displays the check register for the account you have selected as your Default Bank Account, as shown in the title bar of the Check Register window. You can change the default by selecting **Default Bank Account** from the GL **Setup** menu. Or, you can switch to another account by clicking on the **Switch Account** button at the bottom of the screen.

From the check register screen you can locate a check or other transaction and edit, reverse or delete it, as described below.

If the most common use you make of the GL is to print checks or record manual checks, it is a good

idea to use the Check Register as your default GL startup screen. That way it will always remain open and you can print a check or record a manual check for that account simply by clicking the **Print Check** or **Manual Check** button on the GL Control Panel.

A sample check register screen appears below, showing the list of checks and the set of buttons at the bottom for performing the function described as follows.

The check register displays all transactions going back to the beginning of the first open year. For example, if you have closed the year 2005, the register will start at the beginning of 2006. To display records from prior years, enter the year you want to start with in the space to the left of the **Beginning Year** button, then click the button.

New - Click the New button to add a new miscellaneous bank transaction. To print a check or record a manual check for this account, click the **Print Check** or **Manual Check** button on the GL Control Panel.

Edit - You can edit any of the transactions on the list, unless they are from a year that has been closed, in which case you must reopen that year in order to make any changes. To edit a transaction, highlight it and click the **Edit** button, or simply doubleclick on the record you want. The edit screen will look exactly like the screen displayed when you edit a journal entry. Note that unlike when recording a payable or a check, the GL distribution portion of the screen will now display both the debit and credit sides of the transaction; i.e., the bank account will now appear as one of the GL postings. Thus, if you edit the GL postings you must make sure that the total debits equal the total credits so that the transaction remains in balance.

When viewing a transaction on the check register you can also display a list of related transactions. If the transaction was a check that was written to pay a payable or other expense, click the **Payable** button at the bottom of the screen to display a list of the payable or payables that the check paid. If

you click on the individual payable or payables, you can then click the **Billing** button to display the actual billing transactions that were generated. If the transaction was generated when cash receipts were posted to the GL, then click the same button, which instead will say **Client Payment Detail**. This will display a list of the payments and other AR transactions in that batch. You can edit them from this screen without affecting the GL posting; to update the GL posting to reflect the changes, you must post the batch again.   Clicking the printer icon button on the same screen will display a detail of that same transaction which can then be printed if desired. This detail will also include a list of the client/matters for whom related cost transactions were generated by payables that were paid by the check you are viewing.

Clear - Click the **Clear** button to mark the highlighted transaction as "cleared" for purposes of the reconciliation function. Cleared transactions will be displayed with a red check mark in the first column. If you clear a transaction by mistake, highlight it and click the **Clear** button again.

To clear ALL transactions on the register through a specific date, RIGHT click on the Clear button, then enter the ending date you want to clear through.

Reverse - Use this function to reverse a check or other transaction that was previously recorded. Reversing a transaction does not delete it, but creates a separate transaction with GL postings the opposite of those of the original entry, so that the two transaction zero each other out. After clicking the **Reverse** button the following dialog appears:

Enter a date to assign to the reversing transaction and a description, as shown in the above examplet. After clicking **OK** the program will ask if you want to restore the payable associated with the original transaction to the current payables file. Click **Yes** if you intend to issue a new check tn payment of the underlying payable, or **No** if not, or if there was no payable (for example, if you are reversing a miscellaneous bank transaction). If you click **No**, a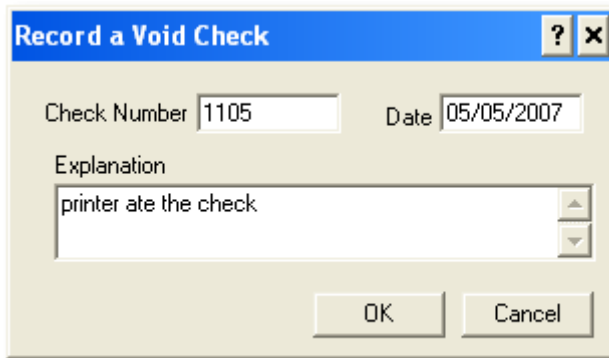nd the check was for a client cost that was posted to the billing program, the program will ask if you want to delete the billing transaction(s). Note that if the billing transactions have already appeared on a finalized bill the program will not delete them, but will instead ask you if you want to post a credit to the client's account. If you click **Yes**, a dialog will appear where you can enter a description and change the date or amount of the credit (type Q) transaction. The credit will be applied to the same bill that the charge appeared on, unless it has already been paid, in which case it will be applied to any other outstanding invoices or carried forward as a credit balance.

You cannot reverse a transaction from a year that has been closed.

A transaction that has been reversed will still appear on the check register with the letter **X** in the second column. The reversing transation will appear with the letter **R** in that column.   Both the original check and the reversing transaction will automatically be marked as Cleared.
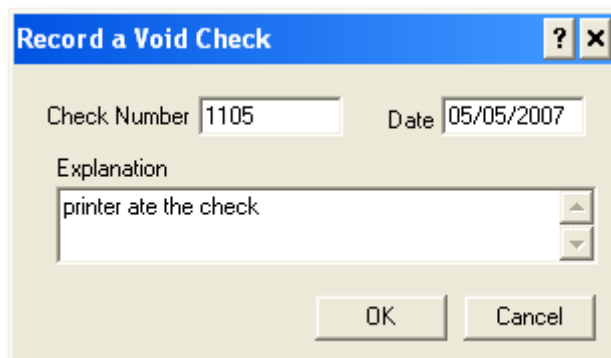
 - Click this button to **delete** the highlighted transaction. If this check was for a client cost that

was posted to the billing program, the program will ask if you want to delete the billing transaction(s). Note that if the billing transactions have already appeared on a finalized bill the program will not delete the billing transaction, but will instead ask you if you want to post a credit to the client's account. If you click **Yes**, a dialog will appear where you can enter a description and change the date or amount of the credit (type Q) transaction. The credit will be applied to the same bill that the charge appeared on, unless it has already been paid, in which case it will be applied to any other outstanding invoices or carried forward as a credit balance.

You cannot delete a transaction from a year that has been closed.

Enter Void Check - Click this button to add to the register a check that has been damaged or destroyed. Only use this function if the check itself was not previously recorded (in which case you should use the **Reverse** function). This is intended only for cases where the check was never used, but you want to add it to the register so there is record showing what happened to it. Do not be confused by the fact that reversing a check is sometimes also referred to as "voiding" it.

Enter the information as shown in the following example:

Search - To locate a check, click the **Search** button and enter one or more of the search criteria listed and the program will display any matching transactions. Make sure you enter an appropriate **Starting Date** for the search, as the program will only check records from that date forward. After making a search, click the **Display All** button (which is normally grayed out) to restore the full check register browse.

Balance - Click this button to display the current balance in the account.

   - Click the printer icon for a check register report. Select the report options from the screen shown below:

Sort Order - Select whether you want checks listed by date, check number, or by vendor

Include - Select the types of transactions you want included, and also whether for each transaction you want to show the GL and billing distributions

Filter - You can filter the list to show only transations for a specific vendor or source code

Date Range - If you are sorting the list by date, enter beginning and ending dates

Check Number Range - If you are sorting the list by check number, enter the beginning and ending check number, if desired

22.5.8 Reversing, Deleting, Voiding Checks

Once a check has been saved it will appear on the check register.   If for some reason you later want to reverse or delete the check, follow the procedures outlined here.   Reversing is the preferred method if, for example, the check was returned unpaid or never cashed as it maintains a record of the check. If you delete it, no record is retained.   Users sometimes are confused over the term "voiding". In Tussman, there is a procedure to record a check that has never actually been issued, but has been lost or destroyed. This is referred to as a Void Check and can be recorded using the Record Void Check function described below. The only reason for doing this is if you want to be able to explain why there is a gap in your check numbering sequence caused by the unused check. This procedure should not be used to "void" a check that has previously been recorded in the program. To that, use the Reverse Check procedure.

Reversing a Check - Use this function to reverse a check or other transaction that was previously recorded. Reversing a transaction does not delete it, but creates a separate transaction with GL postings the opposite of those of the original entry, so that the two transaction zero each other out. To

reverse a check, highlight that check on the Check Register and click the **Reverse** button. The following dialog appears:

Enter a date to assign to the reversing transaction and a description, as shown in the above examplet. After clicking **OK** the program will ask if you want to restore the payable associated with the original transaction to the current payables file. Click **Yes** if you intend to issue a new check tn payment of the underlying payable, or **No** if not, or if there was no payable (for example, if you are reversing a miscellaneous bank transaction). If you click **No**, and the check was for a client cost that was posted to the billing program, the program will ask if you want to delete the billing transaction(s). If the billing transaction that was created was a type C (billable cost), it will be deleted unless it has already been billed. In that case the program will ask you if you want to post a credit to the client's account. If you click **Yes**, a dialog will appear where you can enter a description and change the date or amount of the credit (type Q) transaction. The credit will be applied to the same bill that the charge appeared on, unless it has already been paid, in which case it will be applied to any other outstanding invoices or carried forward as a credit balance. If the billing transaction that was created was an RD or TD (because the check was written from a retainer or trust account), the program will also delete that transaction unless it has appeared on a finalized bill, in which case it will create a reversing RR or TR transaction in the same amount.

You cannot reverse a transaction from a year that has been closed.

A transaction that has been reversed will still appear on the check register with the letter **X** in the second column. The reversing transation will appear with the letter **R** in that column.   Both the original check and the reversing transaction will automatically be marked as Cleared.

Once a check has been reversed, you cannot "unreverse it". You can delete it, however, and then reenter it correctly, if necessary. Remember that if you delete a reversed check from the check register, you must also delete the reversing entry (it will appear on the check register with an R in the second column). Similarly, if you delete the reversing entry you must also delete the orginal reversed entry.
Deleting a Check - To delete a check highlight the check on the Check Register screen and click the

button at the top. If this check was for a client cost that was posted to the billing program, the program will ask if you want to delete the billing transaction(s). Note that if the billing transactions have already appeared on a finalized bill the program will not delete the billing transaction, but will instead ask you if you want to post a credit to the client's account. If you click **Yes**, a dialog will appear where you can enter a description and change the date or amount of the credit (type Q) transaction. The credit will be applied to the same bill that the charge appeared on, unless it has already been paid, in which case it will be applied to any other outstanding invoices or carried forward as a credit balance.

You cannot delete a transaction from a year that has been closed.

Enter Void Check - Click this button to add to the register a check that has been damaged or destroyed. Only use this function if the check itself was not previously recorded (in which case you

should use the **Reverse** function). This is intended only for cases where the check was never used, but you want to add it to the register so there is record showing what happened to it. Do not be confused by the fact that reversing a check is sometimes also referred to as "voiding" it.

Enter the information as shown in the following example:

22.5.9 Reconciling Accounts

To reconcile your bank statements:

1. Review the bank statement to make sure that each transaction listed on the statement has been entered into the program. Items such as ATM withdrawals, bank service charges and interest posted to the account should be recorded as miscellaneous bank transactions

2. Review the check register and mark as **cleared** each transaction (both checks and deposits) that appears on the bank statement by highlighting that transaction on the browse list and clicking the **Clear** button. Entries marked as cleared will be displayed with a red check mark in the first column.

3. Click the   button on the GL Toolbar or select **Reconcile Bank Account** from the **Checks** menu and select the bank account you want to reconcile (if you want to reconcile accounts besides your bank accounts, such as a credit card liability account, go to the Chart of Accounts screen, highlight that account, and click the button with the letter **R** at the bottom of the list. This will add that account to the list of accounts that comes up when you go to reconcile).

The following screen appears:

Enter the ending balance from your bank statement in the first space, then enter the year you want to start with.   Reconciliation will start at the beginning of the year you specify. Also enter the date you want to reconcile through (i.e., the ending date of the bank statement).
Click **Go** and the program will display the following figures:

Current Book Balance - The balance in the bank account according to the program as of the **Reconcile Through** date

Plus Checks Not Yet Cleared - The total of checks that have not yet been marked as cleared;

Less Depostis Not Yet Posted - The total of deposits to the account that have not yet been marked as cleared

Adjusted Book Balance - The balance according to the program calculated by adding uncleared checks and deducting uncleared deposits from the Current Book Balance. This amount should be equal to the ending balance according to your bank statement;

Difference from Bank Statement - The amount by which the Book Balance differs from the Balance from the Bank Statement. If this figure is not 0.00, the error probably is from one of the following causes:

1. There is an error in the beginning balance for the account;

2. Transactions which appeared on this or a previous bank statement were never entered in the program;

3. Transactions were erroneously posted to the account in the program which did not actually appear on the bank statements;

4. Transactions were marked as cleared in error;

5. Transactions which appeared on a statement were not marked as cleared

After clicking **Go**, you can print a Bank Reconciliation Report by clicking on the **Print Report** button. This report includes a list of all uncleared transactions.

22.6 AP Reports

The Accounts Payable portion of the program produces a variety of reports to help manage your payables, including aged payables , cash requirements, and vendor status and history reports. These reports are all listed on the Accounts Payable section of the GL **Reports** menu.

The Accounts Payable also produces other reports such as vendor and payable lists and check registers which are discussed elsewhere.

22.6.1 Vendor Status & History

The vendor status report provides a list of your vendors showing the amounts currently due each vendor. The vendor history report also includes a summary of their past activity.

To generate a **Vendor Status** report select that option from the Accounts Payable section of the GL **Reports** menu or from the **Vendors** menu. Select options from the following screen:

Sort Order - Indicate in what order you want vendors listed
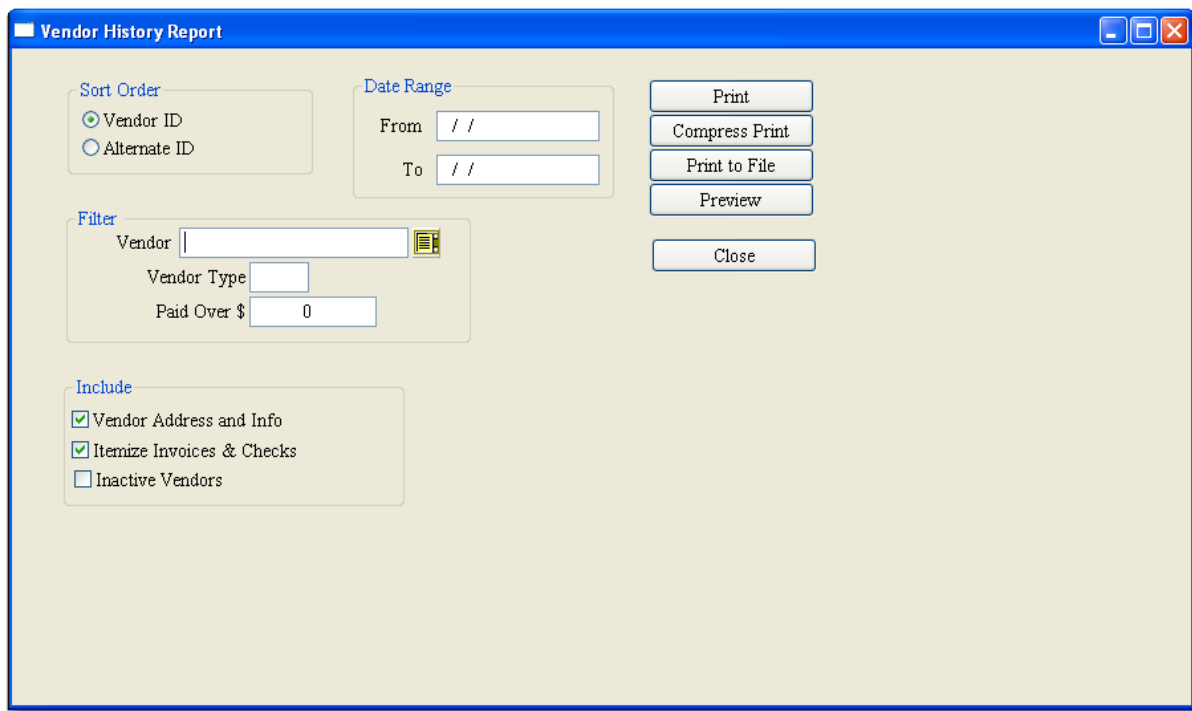
Filter - You can generate the report for all vendors, a single vendor (enter their ID in the **Vendor** space) or for a specific vendor type (no list of vendor type codes is maintained, but you can assign type codes of your choice to each vendor when setting them up)

Include - You can include or omit for each vendor their address and other information as well as an itemization of the currently outstanding invoices.

Invoice Cutoff Date - If you chose the option to itemize invoices and enter a cutoff date, then only invoices dated on or before that date will be listed and included in the totals. You must specify whether the program uses the **Invoice Date**, Invoice **Due Date**, or Invoice **Pay Date** as the date for determining whether or not to include it.

Include - Select whether you want to include all payables, or approved or selected payables only.

The **Vendor History** report is similar to the vendor status report but in addition includes a summary or detail of the invoice and payment history for each vendor.   To generate this report select that option from the Accounts Payable portion of the GL **Reports** menu or from the **Vendors** menu.   Select from the options shown below:

Unlike the Vendor Status report, which only lists outstanding invoices, on this report if you check the **Itemize Invoices & Checks** option it will detail all invoices and checks paid to this vendor falling within the **Date Range** you select. You can also set a **Paid Over** threshold so it only lists vendors who have been paid over the amount specified during the selected date range. Below is a sample of this report showing the vendor information, the totals for the period selected, and a detail of the invoices and checks.

22.6.2 Aged Payables

The Aged Payables report provides a summary or detail of your outstanding payables with the totals broken down into ageing buckets so that you can see which payables are past due. The summary report lists just the total outstanding balance for each vendor, while the detail report also itemizes each outstanding invoice.

To generate the **Aged Payables Summary** report select that option from the AP section of the GL **Reports** menu and select from the following options:

Ageing Intervals - Select the ageing buckets you want to use

Count Days from - Indicate whether you want to count back from today's date to the **Invoice Date**, **Pay Date**, or **Due Date** of each invoice in determining the number of days outstanding.

Filter - You can filter the report to include just a single vendor or vendor type.

Payable Types - Indicate whether you want to include all payable types, or regular (type **R**) or trust (type **T**) payables only.

Sort Order - Vendors can be listed by ID or alternate ID.

The report will list each vendor showing the current amount outstanding, with the amount broken down into separate columns for the ageing intervals you selected.

To generate an **Aged Payables Detail** report select that option from the AP portion of the GL **Reports** menu and select from the options shown below:

This report is identical to the Payable List report, listing all or selected outstanding payables sorted in the order you select but also indicating for each payable the amount of time it has been outstanding.

22.6.3 Cash Requirements

The Cash Requirements report shows how much cash will be required to pay payables which are coming due. You can generate this report in either Summary or Detail form. The summary shows just the totals for each vendor, whereas the detail itemizes the invoices that are coming due. To generate either report select the one you want from the AP section of the GL **Reports** menu and select from the following options:

Summary Report -

The summary report lists each vendor showing the total of their outstanding invoices broken down into columns to represent how much is falling due within the next 30, 60 and 90 days, or other ageing intervals which you select.

Detail Report

This report is identical to the Payable List report, listing all or selected outstanding payables sorted in the order you select but also indicating for each payable how many days in the future it falls due.

22.6.4 1099 Forms

This function prints 1099 forms for your vendors.

The program will only print a 1099 form for a vendor if you have entered **Y** in the **Send 1099?** space in the vendor record. For those vendors you must also enter their tax ID number in the **Tax ID** space below the Send 1099? space. If you want to show the vendor address on the 1099 form, that should also be entered in each vendor's record.   Also, for each vendor you can specify in which space on the 1099 form you want to show the income. Enter either 3 for Other Income, 7 for Nonemployee compensation, or 14 for Gross proceeds paid to an attorney. If you leave the Box space blank the program will print the amount in the default space specified when you generate the 1099 forms.

Before printing the 1099's you can check the amounts paid to each vendor during the year by generating a Vendor History report and entering a date range corresponding to the year you want. If you need to adjust the amount paid to a vendor for purposes of the 1099 form, go to that vendor's record and enter the amount by which you want to adjust it in the **1099 Adjust** space. Enter the amount as a positive number to *increase* the amount shown on the 1099 form by that amount, or enter it as a *negative* amount to decrease it. After printing the 1099's for the current year, remember to zero out these adjustments or else they will appear again the following year.

When you are ready to print 1099's, select that option from the **Vendors** menu and fill in the information as described below:

Enter your firm name, address, and federal and state tax ID numbers.

Iindicate beginning prnt coordinates: **1** for the beginning *line* and **3** for the beginning *space*, unless you need to adjust them after doing a test print. Enter **7** for the lines between forms, and either **L** or **C** to indicate if you are using a laser or continuous form printer.

Next indicate the calendar *year* that you want to print for and the threshhold amount. If the total amount paid to a vendor does not reach or exceed this amount, no form will be printed for that vendor.

Then enter **O** to show the amount as Other Income, or **N** to show as Nonemployee compensation, **A** to show as Gross proceeds paid to an attorney. The program will use this instruction only if you have left the specific **1099 Box** instruction for a vendor blank.

If your forms have a separate box for the recipient address, check this box. For all forms used since 2011 you should check this box.

There is also an option to print a 1099 form for a single vendor by entering the Vendor ID in the space provided at the bottom of the list of options.

You can print the forms as many times as necessary. It may be a good idea to do a test on blank paper before printing the actual forms.

23 GL Setup and Tools

23.1 GL Startup Screen

You can select one of the following screens to appear automatically each time you start up the GL program by selecting **GL Start up Screen** from the GL **Setup** menu.:
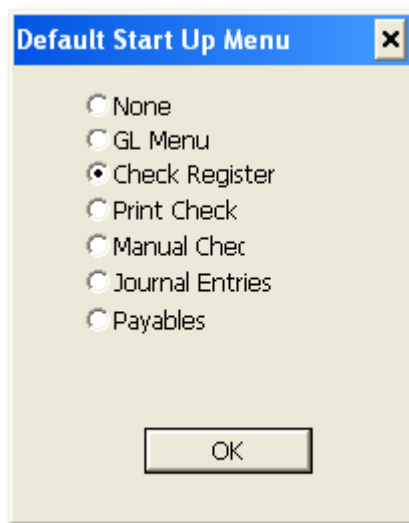
For example, if your primary task in the GL is recording or printing checks, it is helpful to always have the **Check Register** screen open. When you print or record a check by clicking on the **Print Check** or **Manual Check** button on the Control Panel, the Check Register will automatically update when you save the check.

If you select the **Check Register**, **Print Check**, or **Manual Check** screens as the default, you must also select a default bank account or the screen will not come up.

Unlike with the main billing start up screen, you cannot select a separate GL start up screen for each user. The default you select here becomes the GL start up screen for every Tussman user.

23.2 Default Bank Account

This allows you to select one of your bank accounts as the default account, so the program does not have to ask which account you want to use each time you access certain functions such as printing and recording checks or viewing your check register. Select **Default Bank Account** from the GL **Setup** menu to select the account you want. The program will then assume you want to use that account when printing checks or viewing your check register. The screen for those functions has a **Switch Account** button that allows you to temporarily switch to another account. You can also eliminate the default account, so that when you perform those functions you must first select the bank account. To do this, select the option to eliminate the default when you bring up the **Default Bank Account** option.

23.3   Reindex GL Data Files

To reindex the GL data files, go to the Reindex screen in the billing program (click on **Reindex Data Files** from the **Tools** menu) and click on the **General Ledger** button. Enter the number of the company (it will default to the currently selected company) and click **OK** to continue. To reindex multiple companies you will have to do each one individually.

23.4   Backing Up the GL

When you create a backup using the program's backup/restore function, all GL data is included.

An alternate way of backing up the GL is to simply copy the entire contents of the Tussman Program folder to CD or external drive, as all GL data resides in the main Tussman folder.

23.5   Archive GL Data

You can archive GL transactions from years that have been closed using the **Archive GL Data** function on the GL **Tools** menu. Archiving is not really necessary, but if you have a very large amount of data from prior years this could speed up some functions in the program. Select one of the following options from the submenu: Note that before performing the archive or restore functions you must make sure that no one else is using the GL and you must close all GL windows in the program

Archive Data - Enter the year you want to archive. Only closed years can be archived.

Restore Data - Restores the archived data back to the program for the specified year.

List Archived Years - Gives you a list of which years have been archived.

24   Calendar

24.1   Overview

The Calendar module keeps track of all your firm's appointments, tasks, deadlines and reminders. It generates reports in a variety of formats, including week and month at a glance, for individual staff members or for the entire firm. You can create a list of event codes so that when calendaring certain types of events the program will automatically calculate and schedule a series of related events falling a specified number of days before or after the main event.   The calendar uses the same list of clients and matters you entered in the billing program, and calendar entries can be converted to billing entries with a single click of the mouse.

If you will primarily be using the calendar program, you can make the main calendar screen your default start up screen in Tussman. Otherwise, click on the **Calendar** button on the Control Panel to bring it up.

24.2   Installation

The Calendar program requires no additional installation once you have installed the billing program. Simply click on the **Calendar** button on the Control Panel and the main calendar screen will appear.

You can also make the main Calendar screen your default program start up screen so that it comes up automatically each time you start Tussman.

24.3 The Calendar Screen

The main Calendar screen displays the current day's calendar, as shown in the example below.
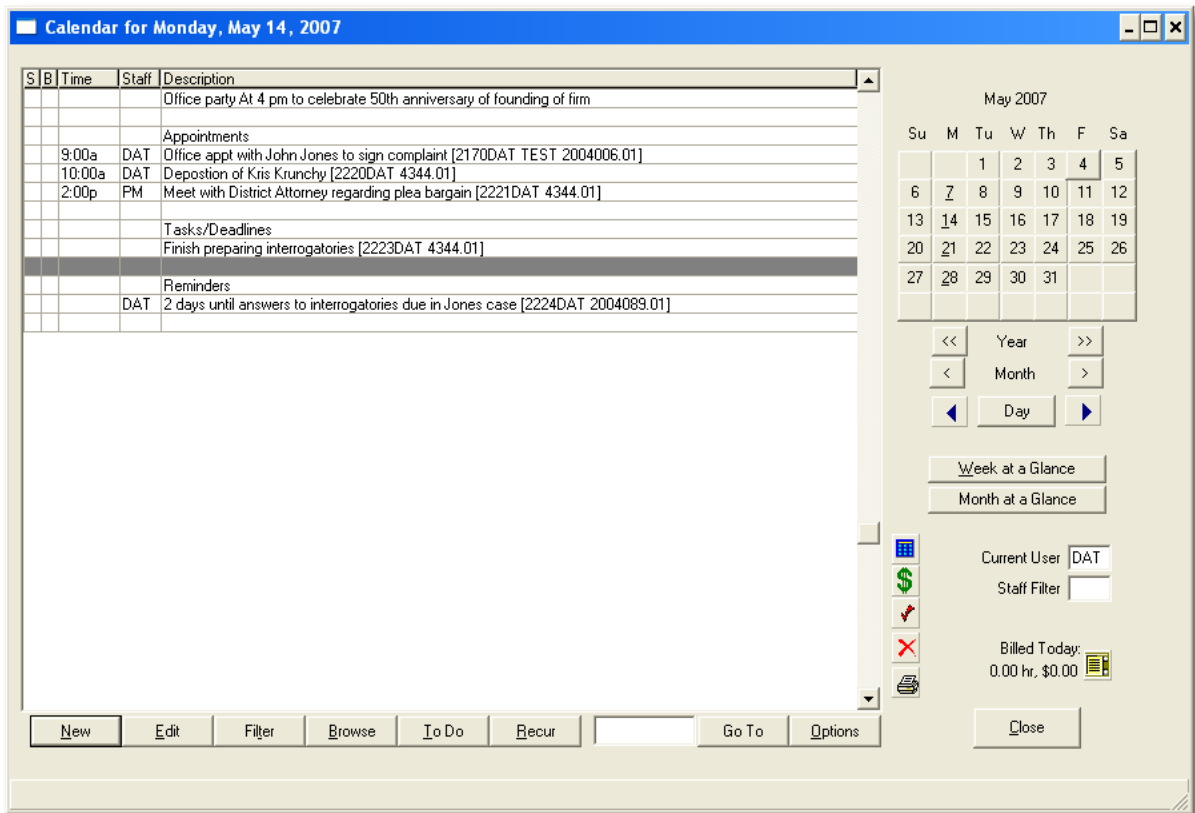
If you will primarily be using the calendar program, you can make the main calendar screen your default start up screen in Tussman.

Following is a description of the elements of the main screen:

Today's Calendar - The current day's entries are displayed on the main calendar screen, showing first any calendar memos, followed by a list of appointments, tasks and reminders.

The first column shows the status of each entry. A check mark indicates the entry has been marked as completed, a hand indicates it is off calendar, and a red scissors indicates it is marked for deletion. Otherwise, a small exclamation mark indicates it has a priority code of "important" while a bold exclamation mark indicates the highest priority.

A **$** sign in the second column, headed by the letter **B**, indicates that the entry has been billed to a client matter.

The next two columns show the time and staff codes, followed by the entry description. In brackets following the description are the entry number, event code, client and matter IDs, and the location and priority codes.

The level of detail and layout of the main calendar display can be changed by clicking on the **Options** button, as described below.

The calendar can display entries for the entire firm, or you can limit it to show only entries for one staff member or work group. To show entries for a single staff member, enter the staff member code in the **Staff Filter** space to the right of the calendar display. To display entries for one work group, type a plus sign followed by the work group code (for example, +3 for Work Group 3). If besides listing the entries assigned to a work group you also want to include entries for each staff member who is a member of that work group, and for other work groups of which any of those staff members are members, type two plus signs followed by the work group code (for example, ++3).

You can configure the calendar so that it defaults to filtering for a specific staff member each time you start it up as described below in the **Options** section.

You can change the calendar to display a different date using the **Month Pad** as described below.

Month Pad - To the right of list of the current day's entries is a calendar for the current month. Dates that have entries scheduled are underlined.   By clicking on any date the calendar display will change to that date.   You can go to a specific date by clicking on the **Day** button and entering the day you want.

◀   ▶

Or, click the   or   buttons to go back or ahead one day at a time.   The arrow buttons next to the words **Year** and **Month** take you back or ahead one year or month at a time.

The buttons at the bottom of the screen perform the following functions:

New - Click this button to add a new entry to the calendar.

Edit - Click this button to edit the highlighted entry on the display above.

Filter - Click this button to search the entire calendar for specific entries. The following dialog appears.

Enter the search criteria you want in the appropriate spaces. You can search for calendar entries

where a specific word or short phrase appears anywhere in the description by entering that word or phrase in the **Text** space. Also enter a date range, or leave the dates blank to search all entries. Click **OK** and the calendar browse screen appears listing any matching entries.

Browse - Brings up the calendar browse screen displaying entries in chronological order beginning with the current date.

To Do - Brings up a to do list showing uncompleted tasks for the staff member and date range you select. From this list you can edit existing to do items and add new ones.

Recur - Displays your list of recurring events.

Go To - To locate a specific calendar entry, enter the entry number and click the **Go To** button. Entry numbers are assigned automatically by the program, and appear in brackets following the description on the calendar display or on your reports.

Options - The following list of options control the level of detail and layout of the main calendar display
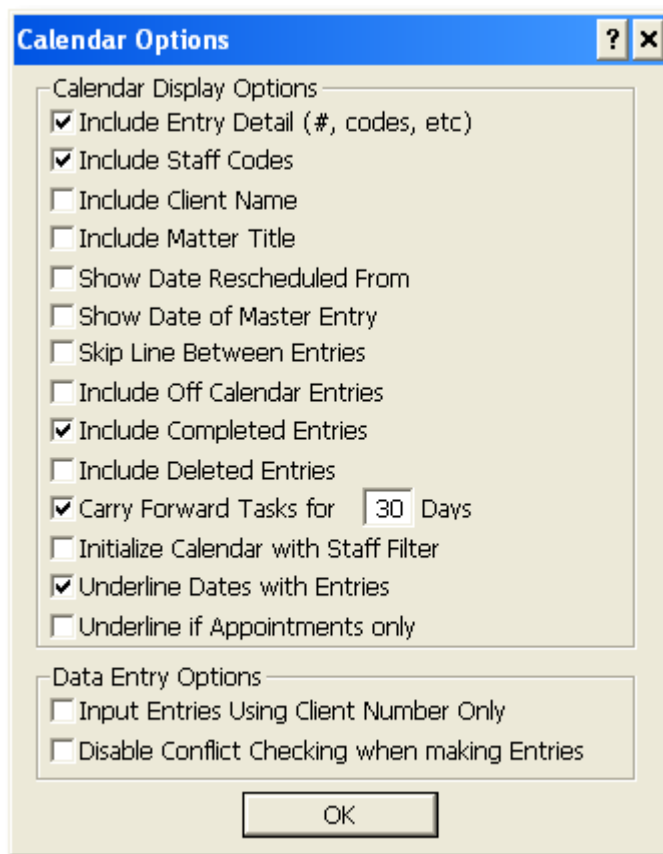
Include Entry Detail - Check this option to include for each entry the information appearing in brackets following the description (i.e., the entry number, event code, client and matter IDs, location code and priority code).

Include Staff Codes - Check this option to show in a separate column the staff members assigned to each entry

Include Client Name - Check this option to include the full client name as part of the bracketed detail

Include Matter Title - Includes full matter title for each entry

Show Date Rescheduled From - If the entry has been rescheduled from another day, shows the date it was rescheduled from

Show Date of Master Entry - If this entry is a related event or a reminder, shows the date of the mater entry.

Skip Line Between Entries - check if desired

Include Off Calendar Entries - Includes or omits entries that are marked off calendar

Include Completed Entries - Includes or omits entries that are marked as completed

Include Deleted Entries - Includes or omits entries that are marked for deletion

Carry Forward Tasks - In addition to showing entries calendared for the current day, you can configure the calendar to also display tasks that were scheduled for a prior date but have not yet been marked as completed. To do this, check here and indicate how many days you want them carried forward.

Initialize Calendar with Staff Filter - The first time you start up the calendar it will ask you for your initials, which it will remember for future sessions. These initials appear in the **Current User** space to the right of the calendar display, and can be changed here if desired. The user initials can be the same as your staff code, if any, but they do not have to be. To configure the program so that it automatically filters the display to show only entries for a specific staff member each time you start it up, enter the code for that staff member in the **Staff Filter** space. The **Staff Filter** code you enter, if any, becomes associated with the **Current User** initials you are using, so if you change your user initials the staff filter will no longer apply.

Underline Dates with Entries - Check this box if you want dates on the month pad to be underlined if there is an entry of any type (memo, appointment, task or reminder) calendared for that date.

Underline if Appointments Only - Check this box if you want dates on the month pad to be underlined only if there is an appointment scheduled for that date.

Input Entries Using Client ID Only - Check this box if you want to assign calendar entries to clients without having to specify a matter.
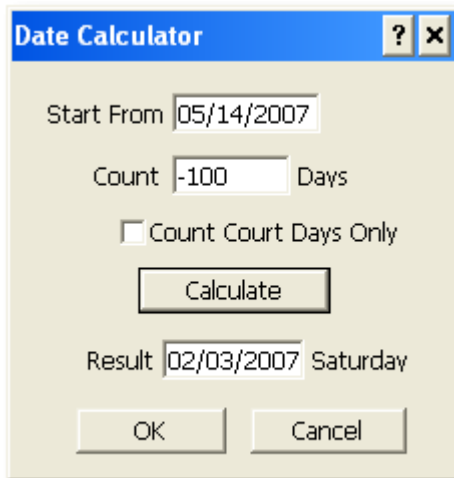
Disable Conflict Checking - Check this box if you do not want the program to check for conflicting appointments when you are entering new appointments.

If related event or reminder falls on weekend of holiday - When the program schedules related events if the date calculated falls on a weekend or holiday you can have it move the event to either the next work day or to the previous work day, depending on which option you select here.

The buttons immediately to the lower left of the calendar display perform the following functions:

- Brings up the **Date Calculator** shown below. You can use this to calculate a date which is a certain number of days before or after a starting date.   Enter the starting date in the **Start From** space, the number of days you want to count back or ahead (enter with a minus sign to count back) and click **Calculate** to display the result. In the example below, we wanted to find the date 100 days before May 14, 2007, so we entered -100 in the Count Days space.
.

If you check the **Count Court Days Only** the program will skip weekends and court holidays when counting.

- Generates a *billing entry* for the highlighted calendar entry. The Enter New Charges screen will appear filled in to display the proposed billing entry. Fill in any missing information, such as the hour amount and additional description, if necessary and then click **Save**. If you click this button while highlighting an entry for which you have already generated a billing entry, it will bring up the Editing Charges screen which allows you to edit or delete the billing entry.
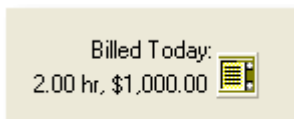
- Marks the currently highlighted entry as **Completed**.

- Marks the currently highlighted entry for **Deletion**.

- Prints the currently displayed day's entries.

In the lower right hand is displayed the total hours and dollar amount of billing entries entered for the currently displayed day. This includes both entries generated from the calendar or entered directly into the billing program. If a Staff Filter is in effect, the total will only reflect that person's entries. Click on the browse icon to browse a list of those entries.

Week at a Glance - Brings up a browse showing entries for the current week.

Month at a Glance - Generates a Month at a Glance report.

24.4   Calendar Set up

To make full use of the calendar you can create lists of Staff members, Event Codes, Location Codes, Holidays, and Work Groups, as described in the following sections.

Lists of your clients and matters are entered in the billing portion of the program, as the calendar uses the same list that you use for billing purposes.

To enter or change your firm name as it appears in the heading of your reports, select **Change Firm Name** from the **Setup** menu.

If you will primarily be using the calendar program, you can make the main calendar screen your default start up screen in Tussman.

24.4.1   Staff Codes
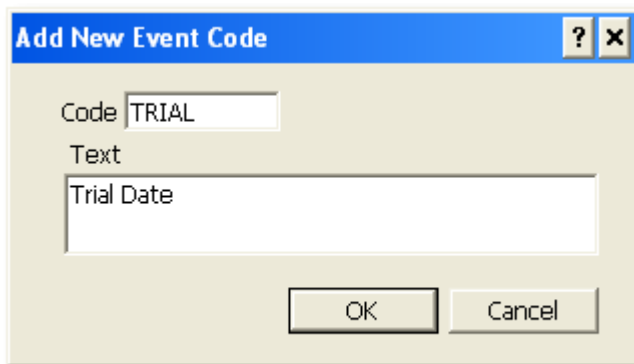
The calendar uses the same list of staff codes which you enter in the billing program.

Each calendar entry can be assigned to up to 3 staff members. You can also create a set of work groups, which can be assigned in lieu of or in addition to staff members.

24.4.2   Event Codes

Event Codes can be assigned to each calendar entry to indicate the type of event, such as depostition, trail date, etc. Each event code can have up to 33 "related events", i.e., associated events that precede or follow the main event and which can be calendared automatically each time you record an entry using that event code.   While Tussman does not provide sets of court rules, you can create your own list of event codes corresponding to the court rules for the jurisdictions in which you practice.

To add a new event code, select **Calendar Event Codes** from the **Setup** menu. This displays your list of existing event codes. Click on the New Event Code button and fill in the dialog as shown in the example below:

Click OK and the new code will be added to your list, as shown below.

Event Codes

Code	Related Events	T	Description	Days
CC			client conferences	
DEPO			a big Deposition	
TRIAL			Trial Date	

New Event Code | New Related Event | Edit | Sort | Show Related Events | ✕ | 🖨 | Close
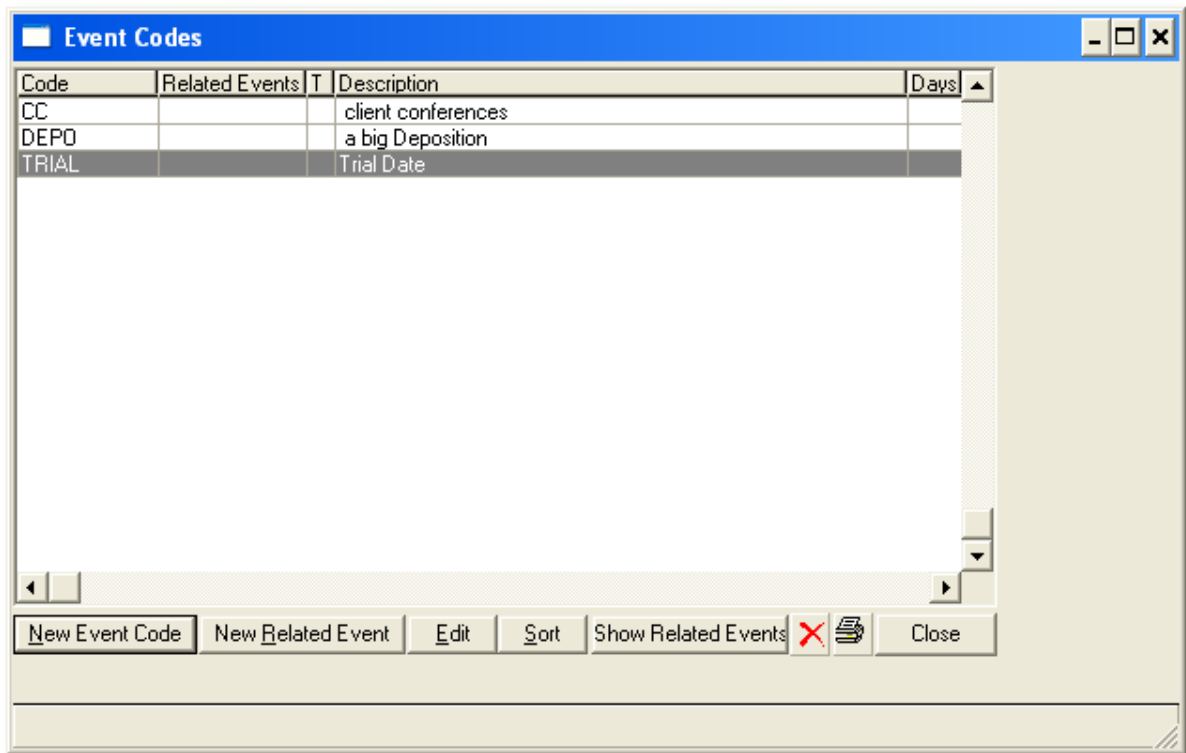
You can add one or more related events for any event code in the list by highlighting that code and clicking the **New Related Event** button. Fill in the dialog as shown in the example below:

New Related Event for Code TRIAL

Code JURY

Type of Task

Count 20 Days

(Enter with minus sign to count back from main

☑ Count Court Days Only

Text

Post Jury Fees

OK | Cancel

In the above example, we have created the related event JURY for the event code TRIAL. Thus, when we record a new calendar entry using the event code TRIAL the program will automatically calendar a separate Task entry dated 20 court days prior to that event reminding you that that day is the deadline for posting jury fees.

Related events can be either Tasks or Reminders, and can be scheduled back or ahead from the main

event a specified number of days, weeks, months or years by selecting which option you want from the drop down menu. If counting by days, you can specify whether to count all days, or to only count court days, omitting weekends and holidays.

Click **OK** and the related event will be added to your event code list. as shown in the example below:
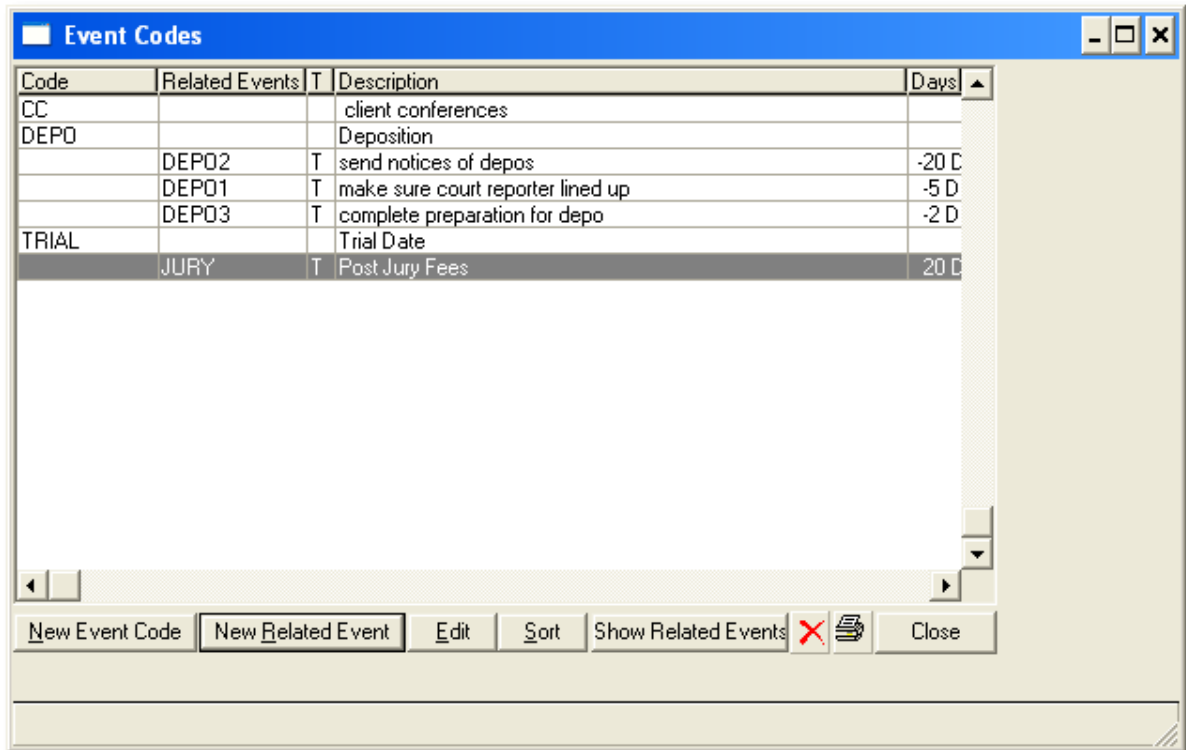
Note that when viewing the list you can collapse or expand it to include or omit the related events for each event code by clicking the **Show Related Events** button. Related events are listed following each event code.

Click the **Sort** button to reorder the list of related events for each event code so that they are listed in chronological order, in case they were not entered in that order. Clicking the **Sort** button will also purge the file of any deleted codes, freeing them to be used again.

Click the ❌ button to *delete* the highlighted code. If you delete an event code, that will also delete all the related events for that code.

Click the 🖨 button to print a list of your event codes, including the related events for each one.

Calendaring Related Events

When you record a calendar entry and assign an Event Code to that entry which has related events, the program will also calendar the related events the specified number of days before or after the main event. If the date calculated falls on a weekend or holiday, it will either move the event to the next or previous available workday. You can select whether it goes to the next or previous day by clicking on **Options** from the Main calendar screen and selecting the option you want (it appears at the bottom of the list).
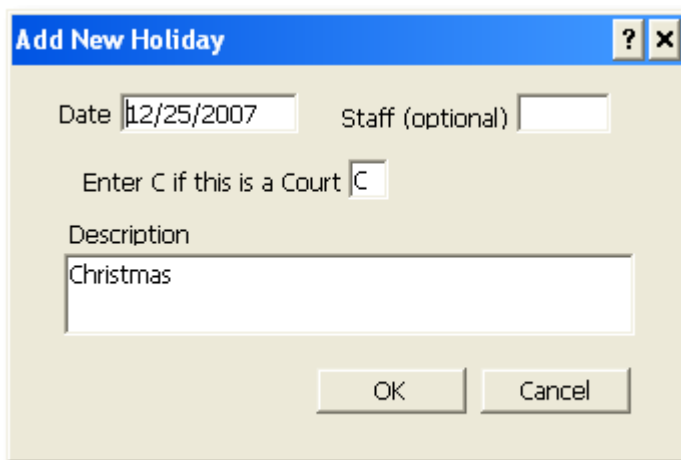
24.4.3 Location Codes

Location codes can be used to indicate where an appointment is to take place so you can sort or filter your reports by location or search for times when a staff member will be at a particular location. Calendar location codes are separate from the location codes used in the billing and general ledger programs.

To add a new location code, select **Calendar Location Codes** from the **Setup** menu. This displays your list of existing codes. Click on the **New** button to add a new code, assigning a code of up to eight characters and a description; for example, LASC for Los Angeles Superior Court.

24.4.4 Holiday List

To mark a date as a holiday, select **Calendar Holiday List** from the **Setup** menu. This brings up your existing list of holidays. Click the New button to add a new one and fill in the information as shown in the example below:

If a holiday applies to one staff member only, enter their code in the **Staff** space (for example, if a staff member has a personal holiday to celebrate their birthday)

Enter **C** in the space indicated if the holiday is also a court holiday.

Once a holiday has been recorded, your calendar display and reports will show that information and if you attempt to schedule an appointment for that date it will give you a warning.

24.4.5 Work Groups

You can create up to 15 work groups, each of which consists of a list of staff members. This provides an easy way of assigning calendar entries to a group of staff members by simply entering the work group code in the Staff space. To create a work group select **Calendar Work Groups** from the **Setup** menu. The following dialog appears:

For each of the fifteen groups you can assign a short title and then enter the list of staff members using a comma to separate each one.

One or more work groups can be assigned to each calendar entry by typing a plus sign followed by the number of the group in the **Staff** space; for example, **+1** to indicate group 1. When checking for scheduling conflicts or printing calendars for individual staff members, the program will automatically include entries assigned to any work group of which that person is a member.

24.4.6 Calendar Security

You can limit access to the calendar program using the security functions in the billing program. As described in that section, for each user you can assign a set of rights, which includes rights to the calendar program. To prevent a user from accessing the calendar at all, uncheck all rights pertaining to the calendar.

24.5 Calendar Entries

There are four basic types of entries you can add to the calendar:

A **Memo** is a general notice or announcement which appears at the top of the calendar for that day.

An **Appointment** is any event which is scheduled to happen at a specific time, such as a meeting with a client or a court appearance. It can be assigned both a time and an optional duration. Based on that information the calendar can check for scheduling conflicts or search for free time in which to schedule the appointment.

A **Task** is a deadline or task that must be completed on or by a specified date. Tasks can be listed on a separate To Do List, and you can configure the calendar to carry forward uncompleted tasks for a specified number of days or until marked as completed.

Reminders are tickler items intended to alert you to an upcoming event or deadline. A series of reminders can be attached to any calendar entry.

The following sections describe how to add, view, edit and list your calendar entries.

24.5.1 Adding Entries

To add a new entry to the calendar click the **New** button at the bottom of the main calendar screen or at the bottom of the calendar browse screen.   The **Add New Calendar Entry** screen shown below appears:

The title bar of the dialog displays the entry number, consisting of a sequential record number plus the initials of the user who added the entry. Complete the information as follows:

Type - Select one of the basic entry types, either Appointment, Memo, Task or Reminder.

Event - Enter an optional Event Code. Click the   button to list your codes, or the   button to repeat the event code from the previous entry. You can add a new event code by clicking the

button and then clicking **Add**, or by selecting **Calendar Event Codes** from the **Setup** menu.

Staff - Enter up to three staff codes. These are the same staff codes which are entered in the billing program by selecting **Staff Members** from the **Setup** menu.   You can also also add new staff

members by clicking on the   button and then clicking on **Add**.

To assign an entry to *all* members of the firm, enter the word **ALL** in the first **Staff** space. To assign an entry to a work group, type a plus sign followed by the group id, for example, +3 for work group 3.

Date - Enter the date or use the date calculator by clicking on the   button, as described in the Calendar Screen section. You can also click the up and down arrow buttons or press the **PG DN** or **PG UP** keys to go back or ahead one day at a time.

When you save the entry the program will warn you if the date you selected falls on a *weekend* or *holiday* by displaying the message shown below:
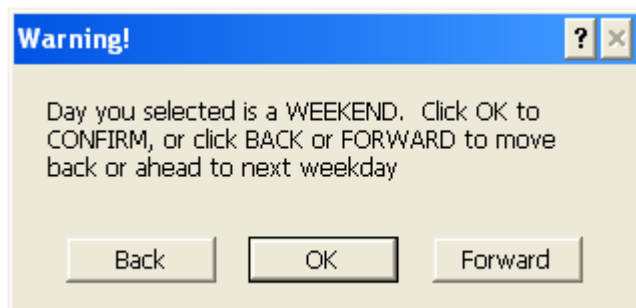
Click **OK** if you want to schedule the entry for the date you selected anyway, or click **Back** or **Forward** to move the entry back or ahead to the first available weekday.

To schedule an event which is going to span more than one day, such as a trial, you can either make a separate entry for each day or record it as a recurring event.

Time - You can only enter the time when scheduling an appointment. To schedule an appointment for the morning, enter just the time; for example: **10:00**. To schedule it for the afternoon, use either military time or add the letter **P**; for example, **02:00P** or **14:00** for 2 in the afternoon.   You must always enter a leading **0** if the time is between 1 and 9 o'clock; for example, **09:00** for 9 am.   12 noon must be entered as **12:00** or **12:00P**, and midnight must be entered as **00:00**.

To search for free time, click on the   button to the right of the **Time** space. The program will display the week at a glance screen covering the week which includes the date you previously entered in the **Date** space. It will show only appointments for the staff member(s) you entered in the **Staff** spaces above so that you can see when they have free time. If you left the **Staff** spaces blank it will show the calendar for the entire firm so you can see which staff members have free time. If you entered a **Location** code (see below) the calendar will only show entries scheduled for that location so that you can see when if someone is already scheduled to be at a particular location.

When making an entry the program checks for *scheduling conflicts* to make sure that the new appointment does not conflict with another appointment for one or more of the staff members or work groups assigned to the new entry. If a conflict is found, the program warns you of the conflict, displays a description of the conflicting appointment, and asks if you want to schedule the new appointment anyway. A conflict will occur either when two appointments are scheduled for the same time, or where two appointments have different times but overlap because of the **duration** which you assigned to either one of them.   If you do not specify a duration for your appointments, then no conflict will exist unless they are scheduled for the same time.

You can disable the conflict checking feature by clicking on **Options** from the main calendar screen and checking the option that reads **Disable Conflict Checking When Making Entries**.

Duration - Enter an optional duration for the appointment. If you do, the program will block off that time on the calendar when checking for scheduling conflicts. Your calendar reports will show both the beginning and ending times if specified.

The duration can be entered as either decimal parts of an hour or as hours and minutes. for example, one and a half hours can be entered as either **1.5** or as **0130**.   Fifteen minutes can be entered either as **.25** or as **0015**. The duration cannot be more than 24 hours. If you need to schedule an event for more than one day, either make separate entries for each day or use the recurring event feature.

Client - You are not required to assign a calendar entry to a client or matter, but you can if desired. You also have the option of assigning entries to just the *client*, without having to specify the matter. To do this, click on the **Options** button at the bottom of the main calendar screen and check the option that reads **Input Entries Using client ID Only**.

Select the client you want by typing in the client ID, alternate ID, or any portion of their name or address and pressing **ENTER**. You can also select the client from your client list by clicking on the

button.

Matter - If you have configured the program to also assign entries to a matter, enter the matter ID, short matter title, or any portion of the matter title and press **ENTER**. Or, to select from your matter list

click on the   button. If you have already selected the client the program will search or list only matters for that client. Otherwise, it will search or list your entire matter list. If you have already selected the client and enter a matter ID that is not on file, the program will ask if you want to add it. If you click **Yes** the Add New Matter screen pops up.

Location - Enter an optional Location Code to indicate where this appointment is to take place. Click

the   button to list your codes, or the   button to repeat the location code from the previous

entry. You can add a new location code by clicking the   button and then clicking **Add**, or by selecting **Calendar Location Codes** from the **Setup** menu.

Priority - Enter an optional priority code as follows:

> R - Required
> I - Important
> D - Discretionary

Description - Enter a description of any length.   If you assigned an event code to this charge, the text for that code will automatically appear in the description space. You can edit or add to it as necessary. You can also use activity codes as shorthand *abbreviations* within the body of the text. To do this, simply type the code. (It is no longer necessary to type a plus sign in front of the code as was required in versions prior to 9.0). Codes will be replaced with the full text automatically as you type. If you typed

a code which you do not want expanded, immediately after it has been expanded click the   button to the right of the description space and the expanded text will be replaced by just the code. .

When typing the codes it does not matter if you enter them in lower or upper case.

Click on the   button to the right of the description box to display a *list* of activity codes which can be used as abbreviations. If you select one from the list the text for that code will automatically be

inserted in the description box at the end of any text which has already been entered.

Click on the . 📋 button to *repeat* the text from the previous entry.

To insert a *hard carriage return* in the body of the text, press the **F2** function key.

Click on the ✓ button to *spell check* the text which you have entered.

To *hide* text type an asterisk (*) followed by the text you want hidden; for example "Golf date with SJC * make sure he doesn't cheat". The hidden text will appear when displaying your calendar or on printed calendar reports only if the user ID entered by the person using the program is the same as the user ID of the person who added this entry

Press **ENTER** or **TAB** when you are finished entering the description.

Relalted Events - If you assigned an <u>event code</u> with related events, click this button to display a list of the related events that will be created for this entry, as shown in the example below:
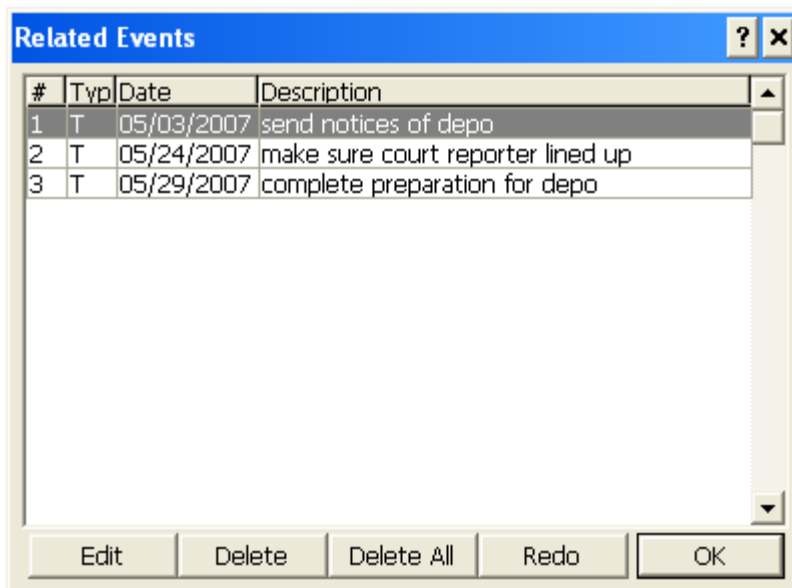
If the date calculated for a related event falls on a weekend or holiday, it will either move the event to the next or previous available workday. You can select whether it goes to the next or previous day by clicking on **Options** from the Main calendar screen and selecting the option you want (it appears at the bottom of the list).

Click **Edit** to change the type, date or description of the highlighted related entry, **Delete** to delete the highlighted entry, **Delete All** to delete all the related entries, or **Redo** to regenerate them (in case you have made changes to the main entry which would affect the related events). The related events appearing in this list will be saved when you save the main entry.

Reminders - You can also schedule up to ten reminders, appearing on the calendar a specified number of days before the main entry, to alert you in advance to an upcoming appointment or deadline. Click this button and enter the number of days prior that you want each reminder to appear.

Print Memo - Click this button before saving the entry to print a memo showing this entry and any related events and reminders.

Click **Save:More** or **Save:Exit** to save the entry. If related events have been generated for this entry and you have not already reviewed the list, it will pop up automatically at this point.   Edit or delete the related events if necessary, then click **OK** to continue.

24.5.2 Viewing Calendar Entries

After recording a calendar entry there are a variety of ways to view, locate and edit your entries. Entries for the current day, or any other selected day, are listed on the main calendar screen.   Double click on an entry to display or edit it. You can also locate an individual entry if you know the entry number using the **Go To** button at the bottom of the main screen, or you can search for matching entries by clicking the **Filter** button and entering one or more search criteria. You can even search for entries using any word or phrase appearing in the description.

Another way to view calendar entries is using the Calendar Browse screen, which displays all entries in a chronological list. You can filter, sort and display the list in a variety of ways.

A third method is using the Week at a Glance screen, which displays all entries for the current or any other week in a week at a glance format.

Finally, when viewing a client or matter record in the billing program, you can click on the **Calendar** button to display a list of calendar entries for that client or matter. You can edit or add entries from this screen also.

24.5.3 Editing Calendar Entries

To edit an existing calendar entry, bring up that entry as described in the previous section. The Edit screen shown below appears.

You can edit any of the information, as described in the section on adding new entries.

if you change the *date*, the program remembers the original date and will also show that date on the screen display and on your printed reports. If the entry has related events or reminders attached to it, the program will automatically recalculate the dates of those entries. For example, if you move a court date ahead 10 days, the program will also move all the related events ahead 10 days.

You can change the status of an entry by selecting one of these options from the Status box:

Active - Indicates the entry is on calendar

Off Calendar - Takes the entry off the calendar without marking it as done or deleting it. This is appropriate if, for example, a trial has been postponed but it has not yet been assigned a new date. When you learn the new date, just enter the new date and change it   back to Active status.

Done - Marks the entry as completed.

To mark the entry for deletion, click the **Delete** button. Deleted entries are not physically removed from the calendar until you perform one of the calendar purge functions.

Click the **Related Events** button for a list of related events and reminders attached to this entry, if any. You can edit or delete any of the entries on the list.

Click the **Reminders** button to add additional reminders for this entry.

Click the **Print Memo** button to print a memo for this entry which includes a list of its related entries and reminders.

Click the   button to generate a *billing entry* for this entry. The Enter New Charges screen will

appear filled in to display the proposed billing entry. Fill in any missing information, such as the hour amount and additional description, if necessary and then click **Save**. If you click this button after you have already generated a billing entry, it will bring up the Editing Charges screen which allows you to edit or delete the billing entry.

24.5.4 Calendar Browse

To display a browse list of calendar entries click the **Browse** button at the bottom of the main calendar screen.

Click on an individual entry to display and edit it, or click on one of the other buttons at the bottom of the list as follows:

New - Add a new calendar entry;

Edit - Edit the highlighted entry;

Find - Go to a specific entry, if you know the entry number

Filter - Filter the list to display selected entries. In the above example, we have filtered the list to display entries for staff member PM where the word "hair" appears in the description. Filter selections are entered in the dialog shown below:
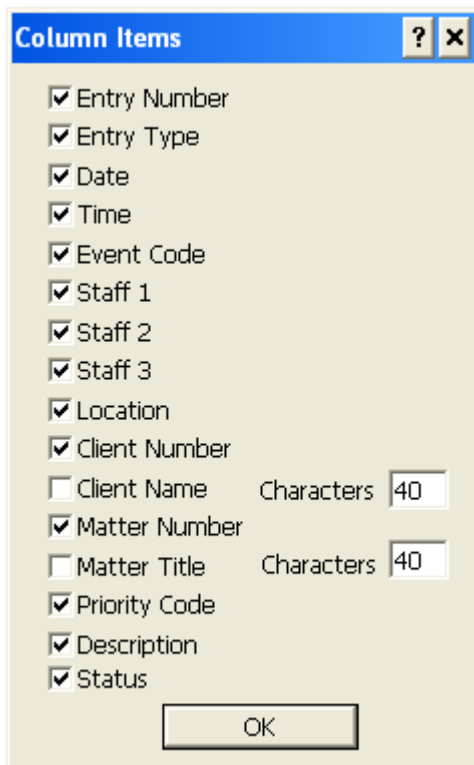
Entering a date range is optional.

To restore the full list after doing a filter, click on **Filter** again, then click **Cancel or Clear Filter**.

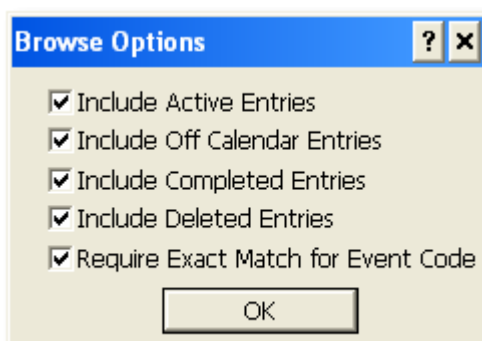**Date** - Click on **Date** and enter the date you want to display only entries for that date.

Sort - Changes the sort order. By default entries are listed chronologically, but you can change the sort order to list them by client matter or entry number.

Columns - Lets you select what column items you want included in the browse display. You can select from any of the following items.

Column Items

☑ Entry Number
☑ Entry Type
☑ Date
☑ Time
☑ Event Code
☑ Staff 1
☑ Staff 2
☑ Staff 3
☑ Location
☑ Client Number
☐ Client Name   Characters 40
☑ Matter Number
☐ Matter Title   Characters 40
☑ Priority Code
☑ Description
☑ Status

OK

For client name and matter title you can also specify how many characters you want to include (up to 40).

Options - Select whether or not to include active entries as well as entries that are marked off calendar, completed, or deleted, as shown below.

Browse Options

☑ Include Active Entries
☑ Include Off Calendar Entries
☑ Include Completed Entries
☑ Include Deleted Entries
☑ Require Exact Match for Event Code

OK

The final option, **Require Exact match for Event Code**, applies if you are filtering the list for one event code. If this option is checked then it will filter only for event codes that are an exact match. For example, if you filter for event code DEPO, then if this box is checked entries assigned to event code DEPO2 will not appear. If this option is unchecked, then all entries with an event code beginning with DEPO would be included.

- Marks the highlighted entry as completed.

![x icon] - Marks the highlighted entry for deletion

![dollar icon] - Generates a billing entry for the highlighted entry or, if an entry has already been created, lets you edit it.

![printer icon] - Prints a list. This is not a complete list of calendar entries, but only of those which appear on the current screen.

24.5.5 Week at a Glance

The Week at a Glance screen displays a list of all appointments for the selected week. To view it, click the **Week at a Glance** button below the month pad on the .
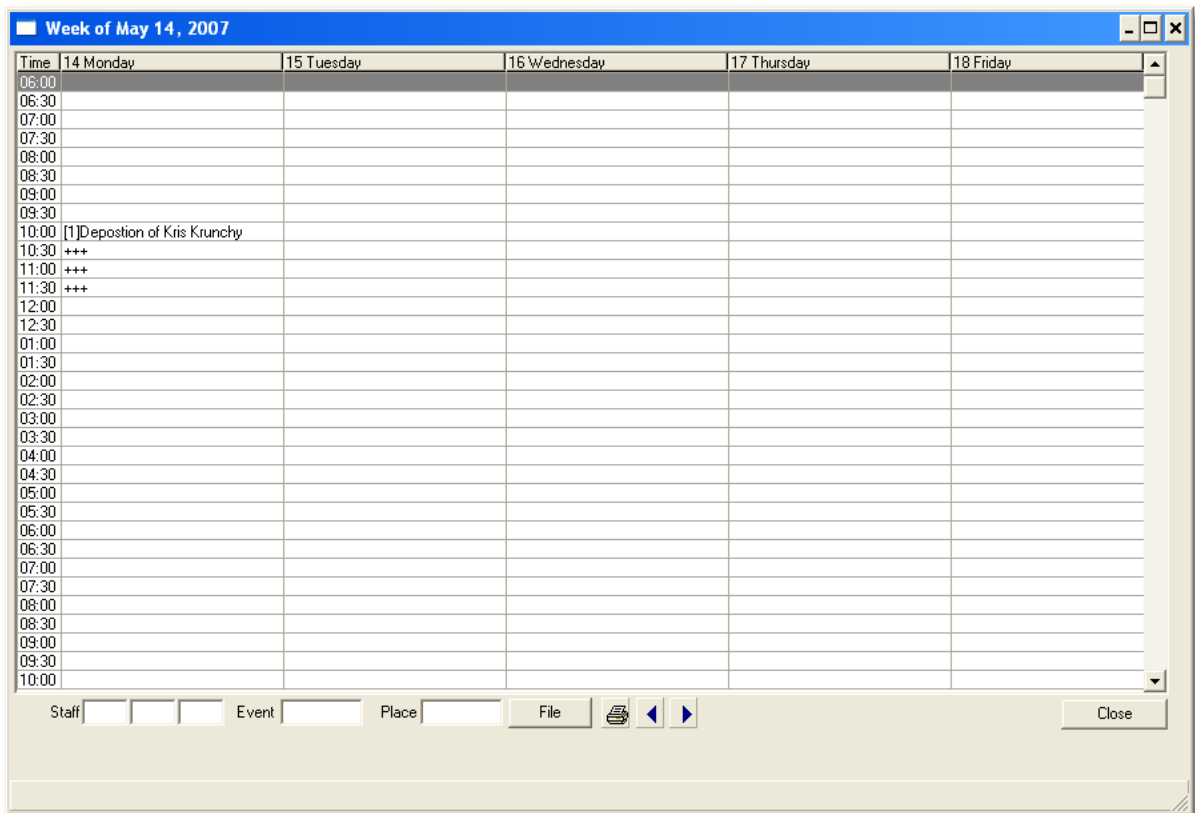
Use the left and right arrow keys on the keyboard to scroll over to view entries for Saturday and Sunday. For each time slot on the calendar the program lists the first line of text from the first appointment scheduled at that time. The number in brackets appearing before that text indicates how many appointments are scheduled at that time. The three plus signs appearing in the example above indicate the duration of an appointment listed above; i.e., the deposition of Kris Krunchy is scheduled for 2 hours.

You can filter the Week at a Glance to display only entries for up to 3 staff members or work groups by entering their codes in the spaces provided at the bottom of the screen. You can also filter for a specific event code, location code, or client matter (click on the **File** button). Click the right and left

arrow buttons to go back or ahead a week, or click the print icon to print the week at a glance.

Click on a specific cell on the calendar to view all the appointments for that time. For example, click on the 10:00 Monday cell in the example above and you will see the following:
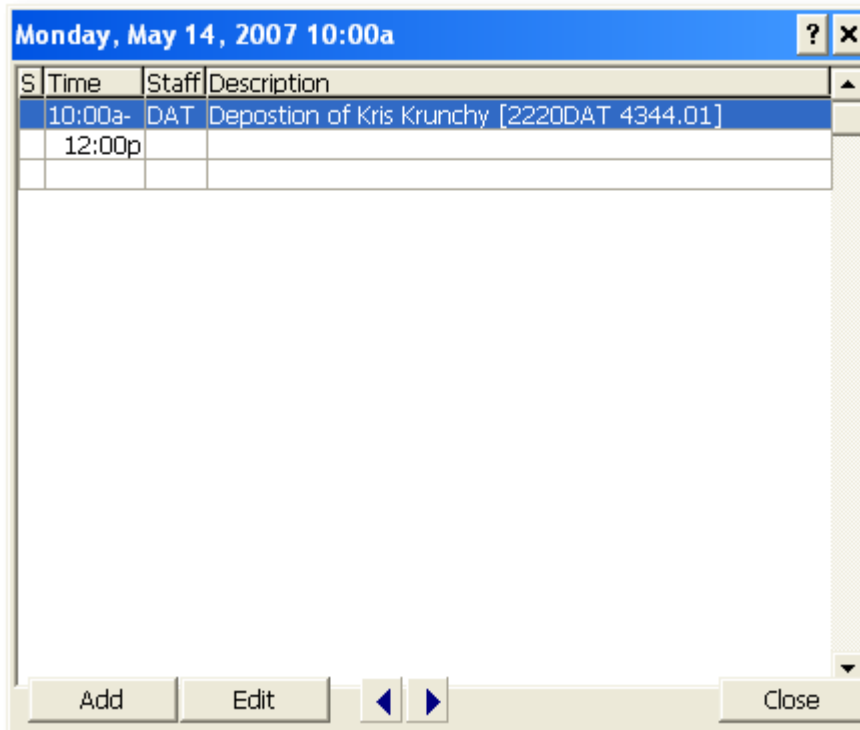
Click on an individual appointment on this list to edit it, or click the **Add** button to add a new entry for that time slot. The arrow buttons at the bottom take you back or ahead 30 minutes at a click.

24.5.6 Month at a Glance

The Month at a Glance button on the main calendar screen works just like the Week at a Glance function, except it displays the calendar for the entire month.

24.5.7 To Do List

The calendar maintains a To Do List for each staff member and for the entire firm consisting of all their uncompleted tasks. To view a To Do list click the **To Do** bottom at the bottom of the main calendar screen. The following dialog appears:

Leave the **Staff** space blank to display the To Do list for the entire firm, or enter a staff member or work group code if desired.

Next specify the number of days ahead that you want to list tasks for. For example, if you enter 10, the list will include all Tasks scheduled for completion in the next ten days.

You can also include tasks which were scheduled for completion in the past but have not yet been marked as completed. To do this, enter the number of days back you want to go in the last space. For example, if you enter 30 the list will include all uncompleted tasks which were scheduled for completion within the past 30 days.

Click **OK** and the To Do list appears, as shown below:

Click on an individual entry to view or edit it, or click the **Add** button to add a new Task. Click the check mark icon to mark the highlighted task as *completed*, the red scissors to *delete* it, or the dollar

sign to generate a *billing entry*. Click the print icon to *print* the To Do list.

24.5.8 Recurring Events

A recurring event is an appointment or task that occurs on a regular basis such as a regularly scheduled office meeting. preparation of payroll, etc. The recurring event function in the program allows you to schedule these events or task in a single entry. You can also use it to calendar an event which spans several days, such as a long trial or a staff vacation.

To enter a recurring event click the **Recur** button at the bottom of the main calendar screen. This brings up a list of recurring events that you have already created.   To add a new one click the **New** button and the following screen appears:

Fill in the information just as you would with a regular calendar entry, with the following exceptions:

Frequency Code - Specify the frequency of the recurring event by entering a code as follows:

> **Weekly** - To schedule a weekly event, enter the first two letters of the day of the week; for example, enter **MO** for Monday.

> **Monthly** - To schedule an event which occurs once a month on a specific day of the month, enter the day; for example, **23** for the 23rd   of each month, **1** for the first of the month, etc. To always schedule it for the *last* day of the month, enter **LAST**.

> You can also schedule an event to occur once a month, but on a specific day of the week. For example, enter **2TU** to schedule it for   the second Tuesday of each month, **3MO** for the third Monday, etc.

> **Yearly** - To schedule an event which occurs once a year on a specific date, enter the month

and day; for example, **09/23** for September 23. If it occurs on a spcific day of one month during the year, add the first three letters of the month. For example, if it   occurs once a year on the second Tuesday of January, enter **2TUJAN**.

   Block of Days - To schedule an event which spans several consecutive days, enter a plus sign followed by the number od days; for   example, +10 for an event which will take ten days. To only schedule the event for court days, add the letter S; for example, +10S for an event such as a trial which will not take place on weekends of holidays.

Calendar Thru or **Start Date** - If you are calendaring a Weekly, Monthly or Yearly event, enter here the date through which you want to calendar it. When you save a recurring event, the program generates individual calendar entries on the days you specified starting from today's date through the date you enter here. For example, if you enter **12/31/2010**, the program will calendar this event through the end of 2010. Since this date defaults to the current date, no entries will be generated unless you change it to a future date.

If you are calendaring a Block of Days, then enter here the first day that you want to calendar this event on. The program will then generate individual entries for the specified number of days.

Duration - If you are scheduling a block of days for an event such as a trial, which begins at 9am and continues all day, enter **8** as the duration so that for purposes of scheduling conflicts the program knows the full day is occupied. You can also enter **24** as the duration, which blocks out the entire day.

After saving a recurring event, the program calendars the individual entries and adds a master record to your list of recurring events. You can view that list by clicking on the **Recur** button at the bottom of the main calendar screen.
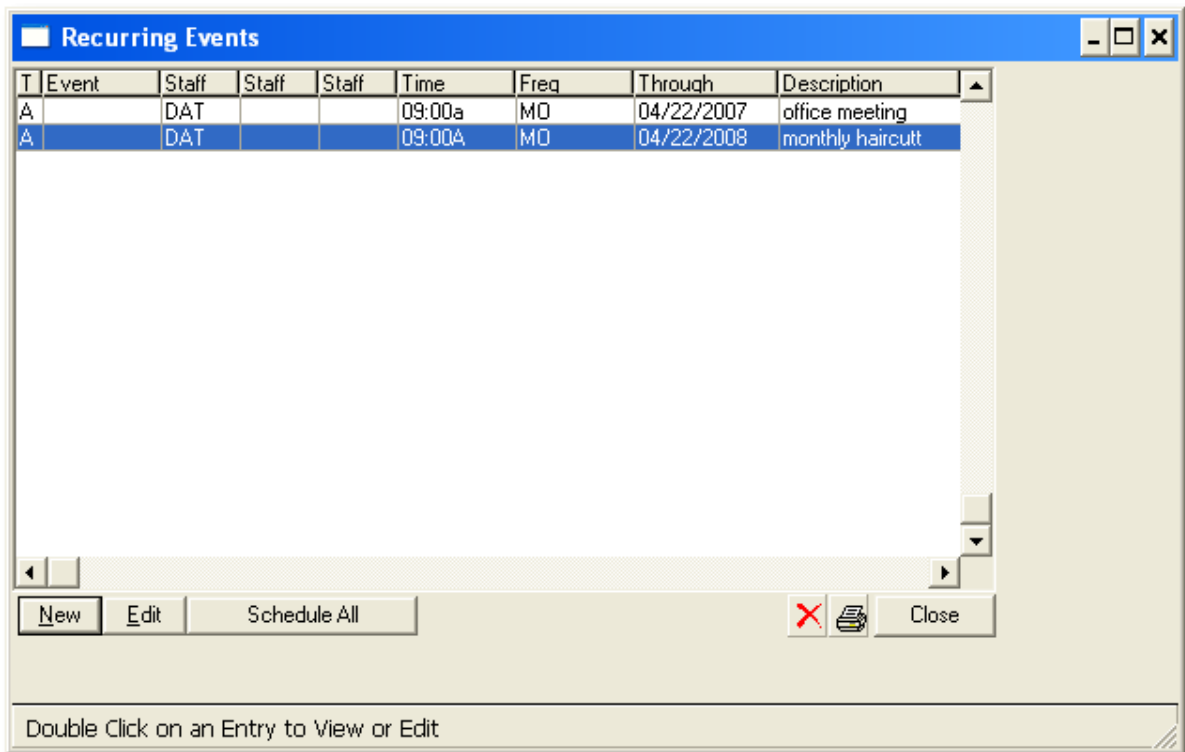
Click on an individual entry to edit or delete it. If you make any *changes*; for example, in the description or time, the program asks if you want to incorporate those changes in the existing individual entries that have been calendared. If you *delete* the entry, the program will ask if you want to delete

the individual entries that are already on calendar.   You can also view a *list* of the existing individual entries by clicking the **List Entries** button. The following dialog appears with a list of the individual entries:
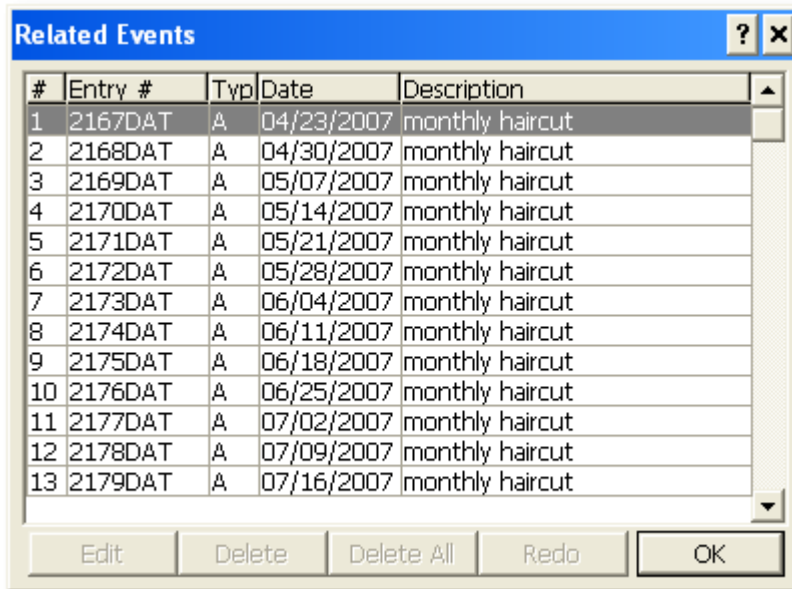
You can delete or edit any of the individual entries from this list, instead of having to locate them one at a time on the main calendar.

Once you have created a recurring event, you can calendar it ahead for additional periods beyond the original **Calendar Thru** date by clicking on that entry on the list, clicking on the **Extend Thru Date** button and entering the new ending date. The program will then generate additonal individual entries through that date. Alternatively, you can schedule additional entries for *all* of your recurring events by clicking the **Schedule All** button at the bottom of the Recurring Events list and entering the new ending date.

24.6   Calendar Reports

In addition to viewing the calendar on the screen, you can generate printed reports in a variety of formats, including week and month at a glance and traditional calendar reports as described in the following sections.

In addition to the reports described in this section, you can print a report listing the entries for the currently displayed date by clicking on the print icon at the bottom of the main calendar screen. You can also print your To Do list by clicking on the print icon on the To Do list screen.

24.6.1   Traditional Reports

Use the traditional calendar reports function to generate lists of calendar entries. To generate a report, select **Calendar Lists** from the **Reports** menu. Select the options you want from the screen shown below:

Dates - Enter the starting and ending dates for the report

Staff Members - To print a calendar for the entire firm leave the Staff Members space blank. To generate a report for a single staff member enter their staff code. For multiple staff members, enter their codes separated by commas. To generate a report for a work group, type a plus sign followed by the number of the work group (for example, +3 for work group 3). If in addition to listing the entries for a work group you also want to include entries assigned to any staff member who is a member of that work group, type two plus signs (for example, ++3).

Filter - Click the **Filter** button to filter the list to include only entries that match selected criteria. For example, you can filter for a specific entry type (memos, appointments, tasks or reminders), event code, client matter, location code, priority code, or for entries where a specific word or phrase appears in the descriiption. You can filter for multiple event codes by entering two or more codes in the event code space, each separated by a comma.

Include - Check one or more of the Include boxes to specify whether or not you want to include active entries, completed entries, off calendar entries, deleted entries, and/or holidays. For example, to list off calendar entries only check that box and uncheck all the others.

Detail and Format Options.- Click this button to select from the list of options shown below:
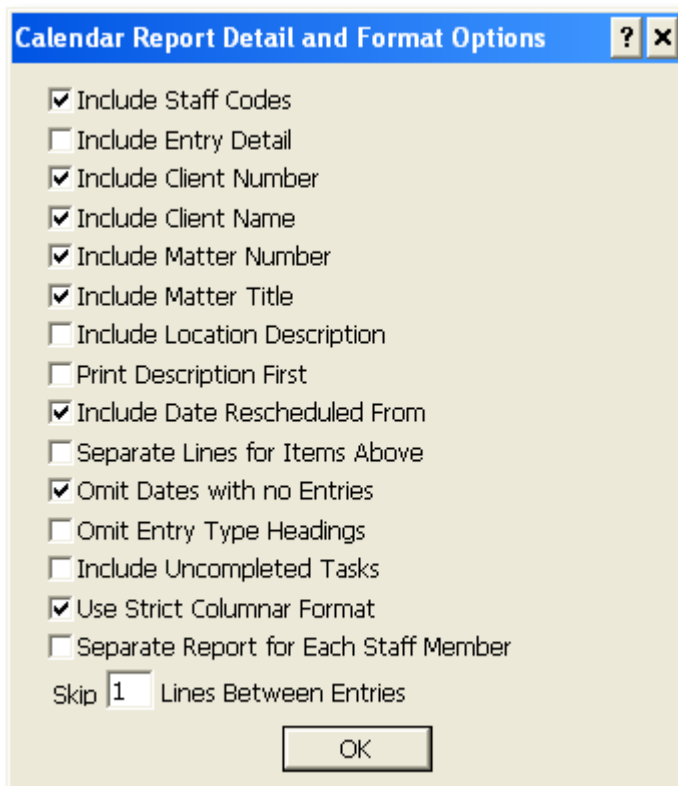
These selections control the level of detail shown for each entry and the layout of the report, as follows:

Include Staff Codes - Includes for each entry the staff members assigned to that entry,

Include Entry Detail - Shows the information which appears in brackets following the description; i.e., the entry number, event code, client and matter ID, location code, and prioroty code.

Include client ID - Shows the client ID for each entry, if any

Include Client Name - Shows the full client name for each entry, if any

Include matter ID - Shows the matter ID for each entry, if any

Include Matter Title - Shows the full matter title for each entry, if any

Include Location Description - Shows the full location description, if any, instead of just the location code

Print Description First - Prints the entry description on the first line, ahead of the other information for that entry

Include Date Rescheduled From - If an entry has been moved from one date to another, shows the previous date it was scheduled for

Separate Lines for Items Above - Shows each selected item (description, client name, matter title, location, date rescheduled from, etc) on a separate line to improve readability.

Omit Dates with no Entries - If there are no entries for a date included within the date range of the report, check this box if you do not want to list a heading for that date.

Omit Entry Type Headings - Omits the headings which identify memos, appointments, tasks and reminders.
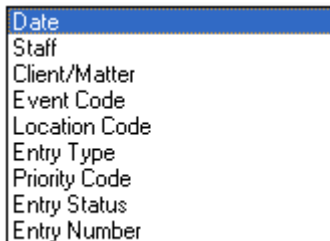
Include Uncompleted Tasks - If you are printing a calendar which includes today's date, checking this box will include on the listing for the current date all tasks scheduled for completion on or before that date that have not yet been marked as completed.

Use Strict Columnar Format - This may improve the readability of the report, but also may make it slightly longer by always setting aside a column for the time, even though time is shown only for appointments.

Separate Report for Each Staff Member - Check this option to generate a separate report for each staff member that you have selected.

Line Spacing - Indicate the number of lines you want to skip (1-3) between each entry on the report..

Sort Order - Select from the drop down menu shown below the sort order you want for the report.

A portion of a sample report is shown below:

24.6.2 Week at a Glance

The Week at a Glance report prints a calendar in a week at a glance type format for any selected week. To generate this report select **Week at a Glance** from the Calendar section of the **Reports** menu, or click the **Week at a Glance** button below the month pad on the main calendar screen and then click the printer icon. Select the options you want as follows:

Date - Enter any date that falls during the week you want to print

Staff Members - Leave blank for all, or enter one or more staff codes or work group codes. If more than one, separate them by commas. If entering a work group, type a plus sign followed by the number of the work group; for example, +3 for work group 3. If in addition to printing the entries for the work group you also want to include entries assigned to any staff member who is a member of that work group, type two plus signs; for example ++3.

Filter - You can filter for specific entries as described in the section on traditional calendar reports.

Detail and Format Options - same as the options listed for the traditional calendar report, except there is an additional option which allows you to specify how many lines of description you want to print for each entry. Enter 9 to print the entire description, or 0-8 to print that number of lines. This enables you to print a more compact report, if desired.

A sample portion of a week at a glance report is shown below:

05/15/2007   **WEEK AT A GLANCE BEGINNING 05/14/2007 FOR ALL ST...**

14 MONDAY, MAY 14   **Tasks/Reminders**   **17 THURSDAY, MAY 17**
Office party At 4 pm to celebrate 50th   4344- Giant Donut Corporation-01:
anniversary of founding of firm   Finish preparing interrogatories
[2222DAT 4344.01]   [2223DAT]
10:00a- DAT 4344- Giant Donut Corporation-01:   DAT 2 days until answers to interrogatories
12:00p   Depostion of Kris Krunchy [2220DAT]   due in Jones case [2224DAT]

15 TUESDAY, MAY 15   **Tasks/Reminders**   **18 FRIDAY, MAY 18**

If there is not enough space to print all the entries for one day, a > symbol will appear to the right of that date and additional pages will be printed showing a continuation of the entries for each day that has a spillover.

Alternatively, instead of printing the first page as a calendar grid, which limits the amount of space available for each day, you can print the week at a glance in a format where all the entries for each day are printed together in a continuous free form columnar format. This makes it easier to read so that you do not have to refer to subsequent pages to see the spillover from the day you are interested in. To do this, check the box that says **Use Continuous Columnar Format** on the Week at a Glance screen.

Only active entries will be included on a Week at a Glance report.

24.6.3 Month at a Glance

The Month at a Glance report prints on a single page a calendar for any month. Select **Month at a Glance** from the Calendar section of the **Reports** menu, or click the **Month at a Glance** button below the month pad on the main calendar screen.   Select the options you want as follows:

Date - Enter any day that falls within the month you want.

Staff Members - Leave blank for all, or enter one or more staff codes or work group codes. If more than one, separate them by commas. If entering a work group, type a plus sign followed by the number of the work group; for example, +3 for work group 3. If in addition to printing the entries for the work group you also want to include entries assigned to any staff member who is a member of that work group, type two plus signs; for example ++3.

Filter - You can filter for specific entries as described in the section on traditional calendar reports.

Detail and Format Options - same as the options listed for the traditional calendar report, except there is an additional option which allows you to specify how many lines of description you want to print for each entry. Enter **9** to print the entire description, or **0-8** to print that number of lines. This enables you to print a more compact report, if desired.

A sample of a portion of a month at a glance report appears below:

If there is not enough space to print all the entries for one day, additional pages will be printed showing a continuation of the entries for each day that has a spillover.

Alternatively, instead of printing the first page as a calendar grid, which limits the amount of space available for each day, you can print the month at a glance in a format where all the entries for each day are printed together in a continuous free form columnar format. This makes it easier to read so that you do not have to refer to subsequent pages to see the spillover from the day you are interested in. To do this, check the box that says **Use Continuous Columnar Format** on the Month at a Glance screen.

Only active entries will be included on a Month at a Glance report.

24.7 Exporting to Outlook

You can export your list of appointments from the Tussman Calendar to Microsoft Outlook's Calendar as follows:

1) Select Calendar Lists from the Reports menu in Tussman,
2) Select the date range and any other options you want from the Calendar Reports screen,
3) Click the Export to Outlook button,
4) Specify a name and location for the export file. You should give the file a ".csv" extension; for example, "tpcal.csv." Note that if you use a filename that was previously used the exported entries will be added to the existing entries in that file
5) Indicate whether you want to export Appointments only or all types of entries
6) Tussman will then create the export file
7) Go into Microsoft Outlook and select Import and Export from the File menu;
8) Select **Import from another program or file** and click **Next**,
9) Select **Comma Separated Values (Windows)** and click **Next**,
10) Type in the name of the **File to Import** (this will be the file you created in step 4 above) or locate it using the **Browse** button and click **Next**,
11) Select the **Calendar** folder and click **Next**,
12) Click **Finish**. (If the **Finish** button is grayed out, check the box to the left of the action line)
13) Your appointments will then appear in your Outlook calendar.

24.8 Purging Calendar Entries

The calendar purge function has two main purposes:

1. It enables you to mark as completed, or mark for deletion, groups of calendar entries, instead of having to mark them one at a time;

2. It enables you to purge the calendar of completed or deleted entries.

When you mark entries as completed, or mark them for deletion, those entries remain on file and can still be viewed. Only by performing a purge are these entries physically removed from your database, thereby freeing up disk space and possibly speeding up some functions in the program. However, given the storage capacity and speed of today's computers, storage space and program speed are not likely to be problems

To perform any of these function select **Purge Calendar Data** from the **Tools** menu.. Then select one of the following options from the submenu:

Flag Entries as Completed - Enter a date and optional client and matter ID and *all* calendar entries dated prior to that date will be marked as completed.

Flag Entries as Deleted - Enter a date and optional client and matter ID and all calendar entries dated prior to that date will be marked for deletion.

Purge Completed Entries - This function permanently removes from the calendar all entries that have been marked as completed.

Purge Deleted Entries - This function permanently removes from the calendar all entries that have been marked for deletion.

Purge all Calendar Data - This function permanently removes all data from the calendar (not including clients and matters). Before performing this purge you must request a code from us.

24.9   Backing Up the Calendar

When you perform a backup using the program's backup/restore function, or using the automatic backup feature, calendar data is included, so no separate backup procedure is required for the calendar.

24.10 Reindexing the Calendar

Reindexing the calendar data files is advised if:

1. You receive an error message while using the calendar

2. Your computer crashes while the calendar is open

3. Data appears to be missing or is not in the proper order.

Reindexing sorts your data to make sure it is accessible to the various functions in the program.

To reindex, first close all open windows in Tussman and make sure no one else is using the program on your network, if applicable. Then select **Reindex Data Files** from the **Tools** menu and click on the **Calendar** button.