



**LAW
MASTER[®]**

Law Practice Technology

Billing Process in LawMaster

Upgrade.

A MASTRIN CREATION

Purpose and Scope

This guide is intended for the lawyers, secretaries, partners or anyone involved in the billing processes of the business. It is assumed that the user of this guide has the working knowledge of using the LawMaster application.

Notes:

- ❖ The application screen names and fields have been **italicised** in the document
- ❖ The screen path names have been highlighted in **blue colour**.

Document Revisions

The following table lists all the updates made in the document from its previous version.

Version Number	Owner	Updates
V0.1	AXP	Initial Draft

Contents

Purpose and Scope	2
Document Revisions	2
Overview.....	4
Billing Process Flow.....	4
Identify Matters to Bill	5
Using Matter Search	5
Using My Reports	6
Using the Costing Transaction Enquiry.....	7
Using Print Aged Work (and Disbursements).....	9
Reviewing Matter Costs and Disbursements	11
Viewing Matter Costs from the Costs Tab	11
Printing Billing Guide to Review Matter Costs	12
Raising a Draft Bill	13
Billing Options.....	15
Add Costs.....	15
Bill Costs.....	15
Review Bill.....	15
Reset.....	15
Unbilled.....	15
Save Draft Bill.....	15
Altering Narrative & Time Units	16
Altering Narrative	16
Altering Time Units.....	16
Exclude/Include Cost Entries	17
Reversing Cost Entries.....	19
Finalising a Bill	20
Frequently Asked Questions (Billing)	22

Overview

Law firms need an effective and accurate billing system to be able to assure their revenues. The billing process involves receiving and determining the billable records, creating a bill and providing the invoice to the client/payee. The process also includes ascertaining what has been billed through the system.

Billing data, in general, refers to all the cost transactions, for both work in progress (WIP) and disbursements that have been recorded against a matter. These transactions can be reviewed, updated and analysed before being posted to the accounts for finalisation.

The matters can be billed at any stage or upon completion. You can also set your matters to prompt you to bill when the WIP exceeds a specified limit.

Billing Process Flow

The Billing process in each firm may differ in each law firm. Please consider the below diagram as a mere representation of how a bill flows in the LawMaster application.



Identify Matters to Bill

Depending on the area of law, some matters are billed at a particular stage, upon completion or when the work-in-progress (WIP) exceeds a specified amount.

LawMaster provides you various ways to access your unbilled WIP data:

- ❖ [Matter Search](#)
- ❖ [My Reports](#)
- ❖ [Costing Transaction Enquiry](#)
- ❖ [Print Aged Work \(and Disbursements\) by Lawyer](#)

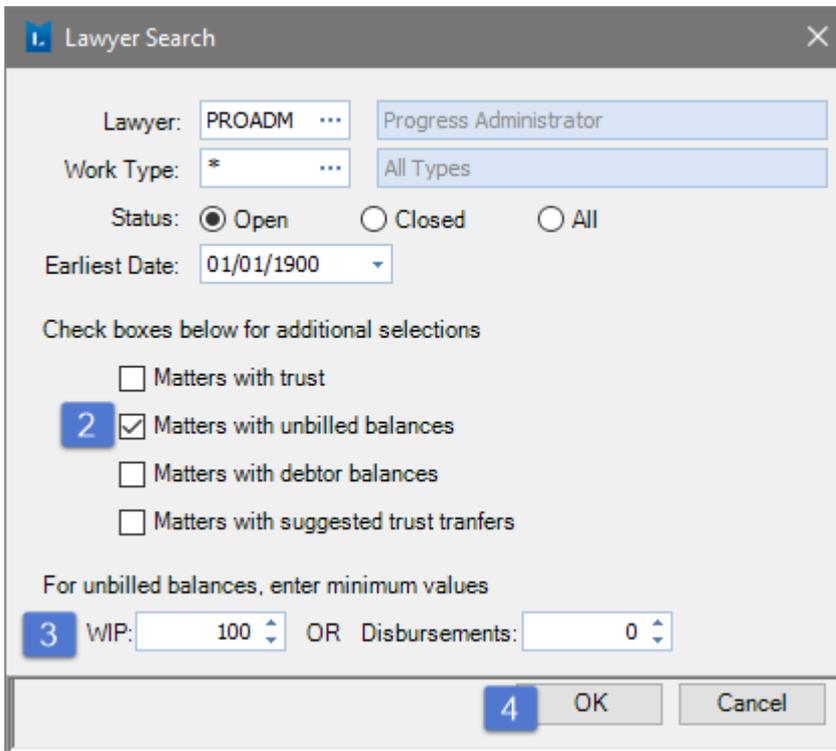
Fee earners or their secretaries can use either their Current Matter list or the Print Aged Work (and Disbursements) by Lawyer report to determine what matter should be billed. Both these reports can be saved to the logged in user's Favourites.

Note: All matter costs including fees, disbursements and write-offs are recorded internally exclusive of GST.

Using Matter Search

To view your unbilled cost transactions lawyer-wise:

1. From the *Enquiries* main menu, click *Matter Search*.
Main menu → Enquiries → Matter Search → Search By: Lawyer



2. Search by *Lawyer* and click *Search* button.
In *Lawyer Search*, select *Matters with unbilled balances* to view the unbilled transactions.
3. Enter a value in WIP and/or Disbursements, for example, \$100.
4. Click *OK*.
5. The grid displays the search result with the following colour coding:

Colour	Status
	Draft Bill exists
	Stopped credit status
	Matter closed
	Fee or disbursement losses

6. From the grid, double-click the matter you want to bill. Alternatively, from the context menu of the selected matter, click *Open*.

Using My Reports

My Reports provides you a way to generate report about the matters for which you are the responsible lawyer or about the matters on which you have worked.

To view author's report and matter costing:

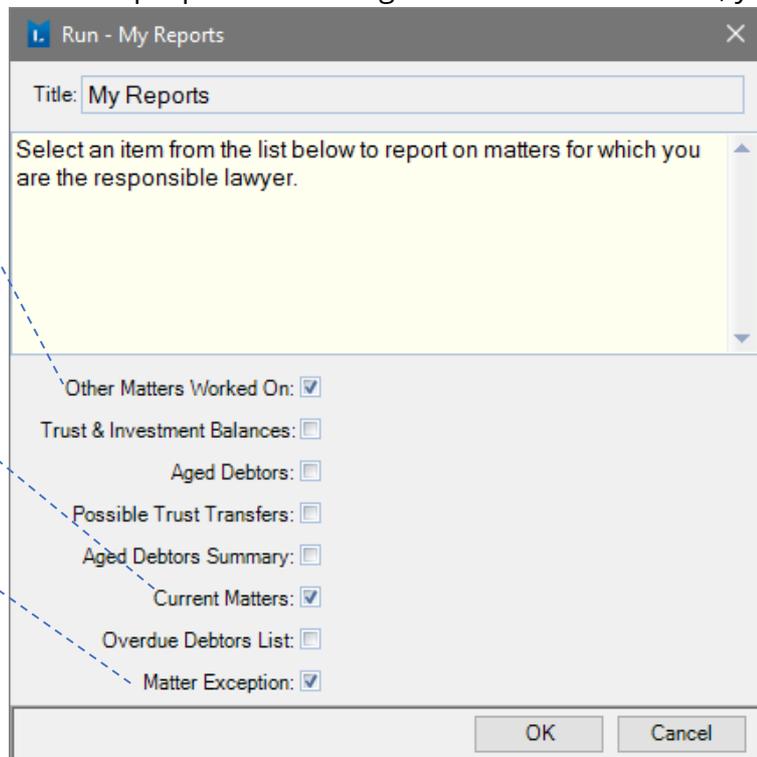
1. On the lawyer's toolbar, click *My Reports* .

2. The *My Reports* screen displays. For the purpose of viewing the WIP on the matters, you should select the following:

- *Other Matters Worked On*: Select to display the other matters that you have worked on but are not the responsible lawyer, such as
- *Current Matters*: Select to view only the current open matters worked on in the last 30 calendar days.
- *Matter Exception*: Select to include any matter exceptions.

The report of matters will be displayed in the grid with tabs containing the respective matter report.

3. Select to highlight the required matter; right-click and select *Connect to Matter* from the context menu to display the matter *Workbench*.



Using the Costing Transaction Enquiry

The *Costing Transaction Enquiry* provides a way to generate a comprehensive report that displays all the costs entered during a defined period range within the selected financial year. The application allows you to select up to 11 years prior to the current financial year and displays costs for only that year selected in the report.

There are a number of ways you can customise the report to display only or in a combination of factors:

- ❖ A particular author's entries
- ❖ A specific period's entries
- ❖ A particular type of time or disbursement entry
- ❖ Billed or Unbilled items
- ❖ Transaction type
- ❖ Report generated towards

To view the unbilled matters for a particular author (where you are the responsible lawyer):

1. From the left-hand menu in LawMaster, click the *Client & Matter > Matter Costing > Costing and Billing > Costing Transaction Enquiry* option.
2. The *Run - Costing Transaction Enquiry* window opens.

Left menu → Client & Matter → Costing and Billing → Costing Transaction Enquiry

3. Select the year and the time-period for which you want to generate the report.
4. Enter your *Author* identification name.
5. Select the billing information as *Unbilled transactions*.
6. You can select *All* or as required in the *Transaction Type*.
7. Based on the *Filter* you selected, enter the required information in the *Key - From* and *Key - To* fields.
8. Click *OK* to generate the report.

To connect to the client on a matter

9. On the grid, right-click on a matter and select the *Connect to Client* option. The matter opens in the *Entity Search* screen.

To connect to a matter

10. On the grid, right-click on a matter and select the *Connect to Matter* option. The matter opens in the *Matter Workbench* screen.

Using Print Aged Work (and Disbursements)

The *Print Aged Work (and Disbursements) by Lawyer* provides a way to print all the unbilled work, including disbursements, within an aging range.

The report is divided by individual matters and can be grouped by client or lawyer.

- ❖ Print Unpaid Billed Work
- ❖ Print Aged Work (and Disbursements) by Lawyer

To view the unpaid unbilled work and disbursements on a matter for a particular author (where you are the responsible lawyer):

1. From the left-hand menu in LawMaster, click the *Client & Matter > Matter Costing > Costing and Billing > Print Aged Work (and Disbursements) by Lawyer* option.
2. The *Run - Print Aged Work (and Disbursements) by Lawyer* window opens.

Left menu → Client & Matter → Costing and Billing → Print Aged Work (and Disbursements) by Lawyer

Run - Print Aged Work (and Disbursements) by Lawyer

Title: Print Aged Work (and Disbursements) by Lawyer

This module provides the facility to print details of unbilled work and disbursements at the matter level as at today.

The report is produced by lawyer as specified below and then by client identifier and matter.

NOTE

Report Type: WIP

Lawyer No - From:

Lawyer No - To: ZZZZZZZZ

Minimum Aging: Current

OK Cancel

3. For generating a report of unbilled WIP and unbilled disbursements, select *WIP* in the *Report Type* field.
4. Enter the Lawyer initials in the *Lawyer No - From* and *Lawyer No - To* fields.

5. You can select the aging period from:
 - ❖ Current
 - ❖ 30-60 Days
 - ❖ 60-90 Days
 - ❖ 90 + Days
6. Click *OK* to generate the report.
7. For fee earners, to prepare their own Draft Bills, they can connect to the matter to bill by right clicking the grid item and selecting the *Connect to Matter* option.
8. The content in the grid can be emailed and exported to Excel to the relevant fees earners.

Lawyer Name	Matter No	Client Name	Matter Re	Date Opened	Trust Bal...	Last Time Entry ...	Unbilled Dis	WIP	Current	30
Wendy Bendorff	22882	AJCOCK,FAYCOB	Enslaving Power ...	21/06/2002	\$0.00	2/09/2013	\$22.00	\$22.00	\$0.00	
James Arlington	22883	ASHTON,DAVID	Will and Endura...	21/06/2002	\$0.00	21/09/2013	\$2,136.49	\$71.00	\$0.00	
POLOA,DEAN	22884	ADLAM,DANIEL	Will	21/06/2002	-\$200,4...	2/09/2013	\$0.00	\$41.00	\$0.00	
James Arlington	22874	ORLA SMITH,JOE	Estate Planning	21/06/2002	\$0.00	27/04/2016	\$0.00	\$28.26	\$0.00	
Tyler Wong	22829	COMPTON,JANE ...	Will to Benefic...	21/06/2002	-\$1,000.00	23/01/2017	\$1,884.00	\$20,044.22	\$48.23	
Steve Aburish	22836	COMPTON,JANE ...	My Accident -C...	21/06/2002	\$0.00	24/02/2016	\$0.00	\$20,491.20	\$0.00	
POLOA,DEAN	22837	COMPTON,JANE ...	Estate of Jane...	21/06/2002	\$0.00	18/11/2016	\$0.00	-\$123.20	-\$228.00	
Wendy Bendorff	22821	HUMBERSTONE ...	Enslaving Power ...	21/06/2002	\$0.00	21/09/2013	\$0.00	\$70.00	\$0.00	
Emily Short	22826	FERKLANDOY,C...	Purchase from S...	21/06/2002	\$0.00	21/07/2014	\$200.00	\$220.00	\$0.00	
James Arlington	22828	PATTON,SAM	Estate Planning	21/06/2002	\$0.00	16/04/2003	\$111.91	-\$20,000.00	-\$20,000.00	
Bernard Thom	22823	FORDEBA,PAUL (...)	Will to Benefic...	21/06/2002	\$0.00	21/02/2014	\$1,403.00	\$21.00	\$0.00	
Steve Aburish	22824	FORDEBA,PAUL (...)	Contract Disput...	21/06/2002	-\$90.00	11/03/2013	\$288.00	\$700.00	\$0.00	
Wendy Bendorff	22820	FORDEBA,PAUL	Dispute - Jura...	21/06/2002	-\$480.00	2/09/2013	\$0.00	\$481.00	\$0.00	
James Arlington	22826	SALVENDY,Jeffrey	Testamentary Tr...	21/06/2002	-\$9,700.00	4/09/2008	\$90.91	-\$2,496.00	-\$2,000.00	
James Arlington	22840	SMITHSON,DAVID ...	Will and Endura...	21/06/2002	\$0.00	12/03/2013	\$0.00	-\$5,000.00	-\$5,000.00	
Wendy Bendorff	22808	SMITHSON,DAVID	Will and Endura...	21/06/2002	\$0.00	12/03/2013	\$0.00	\$881.00	\$0.00	
							-\$792,8...	\$163,006.84	\$244,583.52	-\$6,990.35

The fee earner can use the highlight function in Excel to indicate the matters to bill.

Note: Matters without WIP or unbilled disbursements are not included in this report. The total balances for unbilled disbursements and WIP (if recorded to the general ledger) will correlate to those of the chart of accounts, provided an End of Day process has been run prior to producing this report.

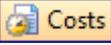
Reviewing Matter Costs and Disbursements

The unbilled cost transactions (i.e. fees and disbursements) may be reviewed while at the Matter Costs or, as a part of Cost Journal Input. You may also choose to print the unbilled fees and disbursements through the Matter Billing Guide.

Note: If cost transactions are entered to an existing draft bill, the system displays a warning if the date is less than or equal to the date the fees and disbursements are billed up to.

Viewing Matter Costs from the Costs Tab

To view the costs on the matter:

1. On the Matter toolbar, click *Costs* . The cost transactions for the active matter display in the latest transaction order.
2. To filter the costs displayed, you can *Search By*:
 - ❖ *All*
 - ❖ *Anticipated Costs and Cash*
 - ❖ *Billed*
 - ❖ *Unbilled*
 - ❖ *User Defined*: Refine the costs displayed based on the data in the *Fees and Disbursements Search Criteria* screen.
3. Select a date range in the *From* and *To* date picker fields. This defaults to the non-changeable defaults of 01/01/1900 to 31/12/9999. If the default search results an error, for example, due to large volume of records (Error: OutOfMemoryException), the view will still load, allowing you to redefine the date range.
4. Click *Search* to populate the costs for the matter.

The grid displays the search result with the following colour coding:

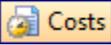
Field	Colour	Cost Status
<i>Transaction</i>		Excluded transaction
<i>Date</i>		Billed transaction
<i>Journal</i>		Reversed transaction
		Transaction referred to another matter
<i>Amount</i>		Write-off/on fees (WF) and write-off/on disbursements (WD), GST exempt

5. To enable edits to the *Narrative* field of all entries, select the Auto row height option.

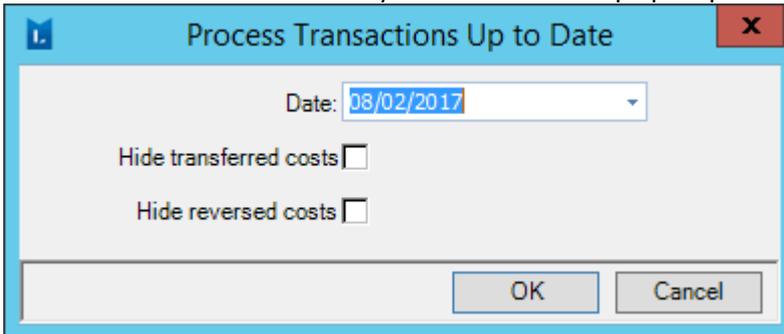
Printing Billing Guide to Review Matter Costs

LawMaster provides a facility to produce a billing guide on the current matter. If you choose to check the costs on a matter in a printed format, you can print the Matter Billing Guide from the *Costs* screen. You can print a matter bill for either, all "unbilled" disbursements, all "unbilled" fee transactions, or both, for a nominated matter up to a particular date.

To print the Matter Billing Guide:

1. On the matter toolbar, click *Costs* .
All the cost transactions display for the active matter, in latest transaction order.
2. Right-click and select the *Print Bill Guide* option from the context menu.
3. The application prompts to select a bill format. Select from the available formats and click *OK*. These formats are uploaded at the time of setting up the LawMaster application. You can view these formats from left-hand main menu > *System Maintenance* > *Forms* > *Forms Enquiry* > *MBG forms*.

The *Process Transactions Up to Date* screen pops up.



4. Enter or select the date to be printed in the Billing Guide. By default, this field displays the system date.
5. You may choose to hide the transferred costs and reversed costs, as applicable.
6. Click *OK*.

The Billing Guide will generate and open in Microsoft Word for you to view and print. This document will also be available in the *Folios* of the matter.

Note: You can choose to print the matter billing guide in bulk for a particular lawyer from *Matter Search* > *Search By: Lawyer* > context menu > *Print Billing Guide In Bulk*. Press Ctrl+Shift+A keys from your keyboard to select all the matters in the grid for the lawyer.

Raising a Draft Bill

A draft bill allows you to view the bill as it would be sent to the client. It will not have an invoice number and will display the *DRAFT*. It is an internal document that does not produce a debtor balance. After the status of the draft bills changes to 'Interim', they are excluded from the list on 'Draft' bills.

LawMaster allows you two ways to access the Billing screen. For the selected matter, you can raise a bill from:

- ❖ *Costs* tab: Right-click and select the *Bill* option from the context menu.
- ❖ Matter toolbar: Click *Bill*  on the Matter toolbar.

Bill Matter: 22017 - Draft bill saved: 29/11/2016 11:50AM

Client ID: DI00051M ... Mrs J M Downack

Matter: 22017 ... Estate of James William Connors (deceased)

WIP Fees: -\$123.30 WIP Disbursements: \$51.00

Firm Trust Funds: \$0.00 Matter Charge Type: Time based fees

Estimated Fee: \$1,111.00 Work Done: \$1,154.70

Previously Billed Fees: \$1,058.00 Previously Billed Disbursements: \$19.00

Date of Bill: 17/11/2016 1

Bill Fees upto: 23/11/2016 2 Bill Disbursements upto: 17/11/2016

Items to Bill: All

Bill Type: Draft 3

Bill Status: Held

Proposed Bill Amount Basis: Per Proposed Values 4

Proposed - Fee: \$200.00 Includes GST? Disb: \$70.00

Override trust credit amount: \$0.00

Bill Format: BBAL ... 5

Override Bill Number: ...

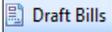
Billing Entity: DI00051M ... 6 Mrs J M Downack

Instructions: 7

Bill Clause: 8

Raise trust transfer? Refund Trust funds to Client? Print Trust Statement? Round bill amount?

Print Bill? Activity Codes? Summarise Flag

1. On the *Bill Matter* screen, ensure that you enter the correct date that appears on the bill.
 2. Select the date if you want to bill the fees or disbursement upto a certain date.
 3. Select the *Bill Type* as *Draft*.
 4. Set whether your matter is to be billed:
 - *Per WIP Values*: Bill all outstanding WIPs.
 - *Per Proposed Values*: Define an amount in the Proposed - Fee for fees to be billed off, regardless of the unbilled WIP.
 5. Select the required format of the bill by clicking the ellipsis (...). This field defaults to the bill format on the matter.
 6. Select the debtor on the bill by clicking the ellipsis (...). This field defaults to the client on the matter.
 7. Enter any instructions to communicate with the billing processor or depending on your firm's processes (optional).
 8. Enter any text that you want to appear on the bill. You may select a standard clause by clicking the  icon if you have it setup in the template.
 9. Click *OK* to raise the draft bill.
- This bill will appear in the *Folios*  on the matter and as *Draft Bills*  on the Lawyer's toolbar.

Billing Options

LawMaster allows you certain options on the Matter Bill screen. The sections below explain each of these options in correspondence to the image above.

Add Costs

The *Add Costs* option displays the Cost Input Journal screen to add further costs and disbursement transactions to the matter.

Bill Costs

The *Bill Costs* option displays all the costs associated with the matter. This is the same screen that displays when you click the *Costs* option on the matter toolbar.

Review Bill

The *Review Bill* option displays the break-up of author's time fees and the disbursements to review and ready to bill. You can calculate and write on/off the fees and disbursements on this screen. Also, you can write on/off an amount across all the authors or bill a particular amount of fees that includes GST.

Reset

The *Reset* option is used in draft bills to revert the billing settings to the system defaults.

Unbilled

The *Unbilled* option displays the total of the bill amount, including the GST. You can refresh the amounts on this screen in case they are not reflecting the recent changes.

Save Draft Bill

The *Save Draft Bill* option saves the current draft bill in the Folios, without merging another draft bill, and closes the billing screen. This option can be useful when you have partially completed a bill and need to do attend to something else.

Altering Narrative & Time Units

You can alter the entered narration and time units. The Draft Bill will need to be saved and the folio must be regenerated to ensure that the changes have been applied. Once the Draft bill has been prepared, it is suggested that the fee earner review them from:

1. the *Draft Bills* option on the Lawyer's Workbench.
- OR
2. the *Folios* tab from within the concerned matter.

Altering Narrative

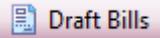
Changes to a time entry narrative can be made on the Author *Time* screen or within the *Costs* tab of the Matter *Workbench*.

The screenshot shows the 'Costs' tab in the Matter Workbench. The table below contains the following data:

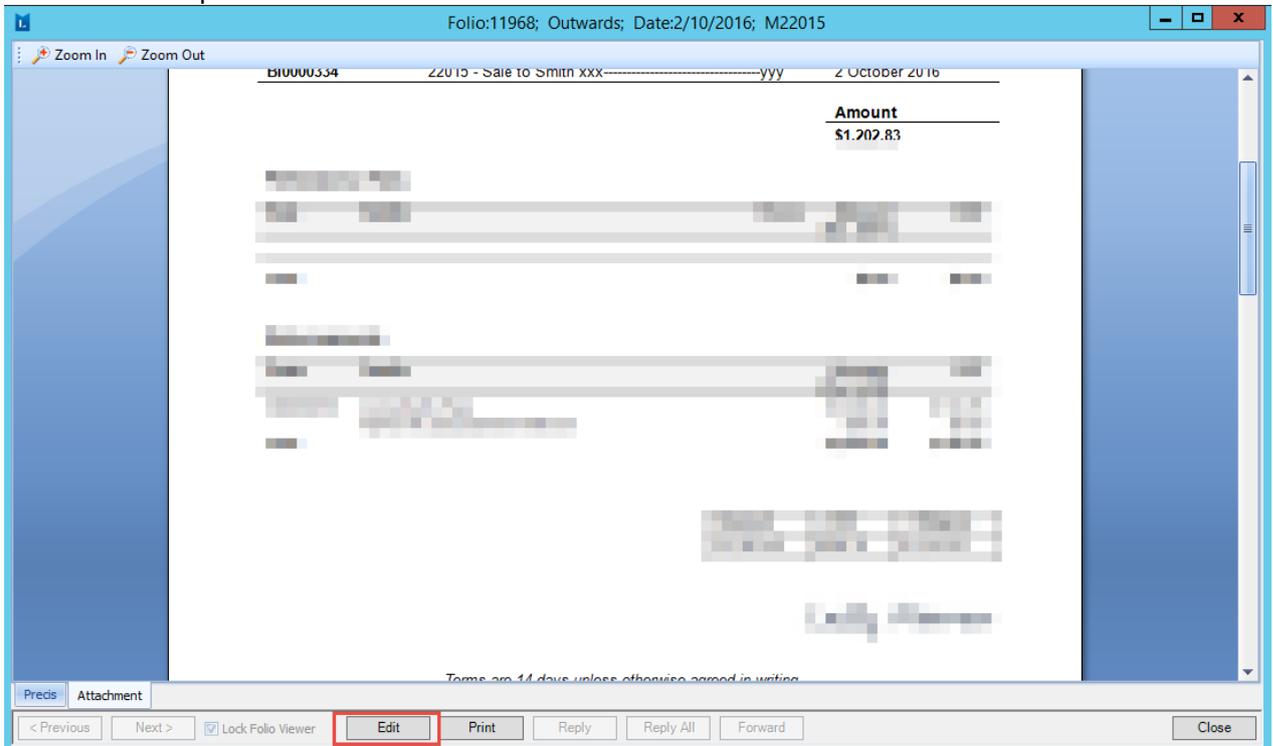
ID	Transaction ...	Journal Nu...	Narrative	Pa...	Transaction T...	Expense Type	Ant...	Author	Units	Scale ...	Scale ...	Amount	GST	GST Billed /..
6649	18/11/2016	CJ5009224	Attendance		Fee	ATT		LMS	10.0000	0.0000	\$0.00	\$96.70	Applicable	\$9.6
6648	17/11/2016	CJ5009222	Court Filing Fees		Disbursement	CFF		LMS	0.0000	0.0000	\$0.00	\$20.00	Exempt	\$0.0
6647	17/11/2016	CJ5009222	Citec this is my narration		Disbursement	CIT		LMS	1.0000	0.0000	\$0.00	\$50.00	Applicable	\$5.0
5498	2/10/2014	CP SYSTEM	Reversal: Barristers Fees (Reason: x)	R...	Disbursement	BAR		VAD	0.0000	0.0000	\$0.00	-\$227.27	Applicable	-\$22.7
5418	28/07/2014	CP SYSTEM	Barristers Fees	R...	Disbursement	BAR		VAD	0.0000	0.0000	\$0.00	\$227.27	Applicable	\$22.7
5416	28/07/2014	CP SYSTEM	Reversal: xx (Reason: ee)	S...	Disbursement	SHG		VAD	0.0000	0.0000	\$0.00	-\$19.00	Applicable	-\$1.9
5247	7/04/2014	CJ5002505			Fee write off/on			SJA	0.0000	0.0000	\$0.00	-\$220.00	Applicable	-\$22.0

Altering Time Units

Changes to a time units can be made on the Draft Bills Word document, line by line basis, as needed.

1. Click the Draft Bills  option on the Lawyer's toolbar.
2. Search for the required Draft Bill.

3. Select and right-click the *View Draft Bill Document* option from the context menu.
4. The draft bill opens in a Folio viewer. You can click the Edit option to open the document in Word and update the time entries.

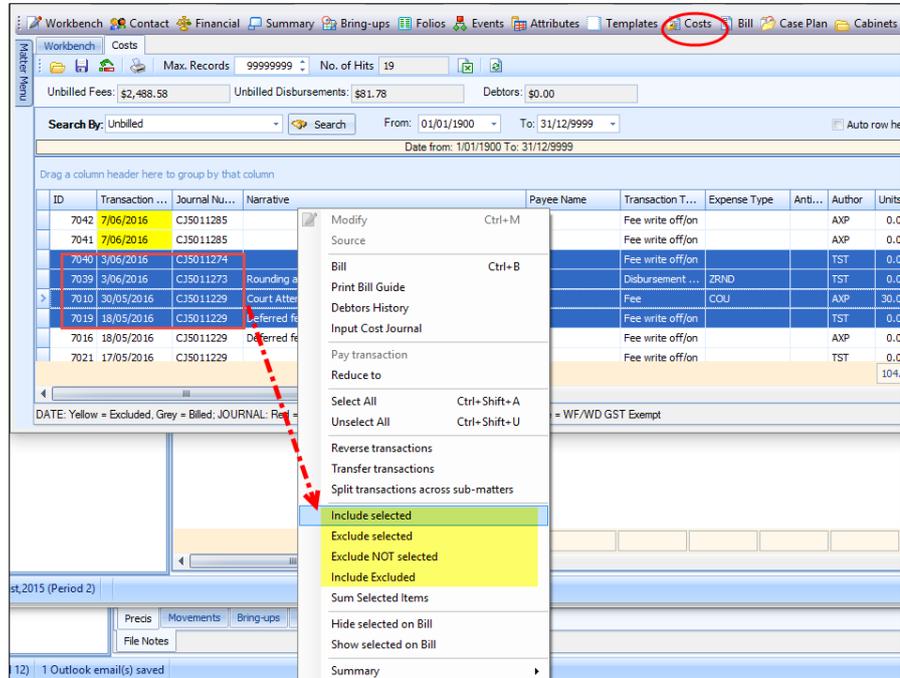


Exclude/Include Cost Entries

This feature in LawMaster allows you to exclude/include the cost transactions prior to finalising the interim bill and raising the debtor balance. You can choose the costs that you want to bill for a matter. The excluding transaction does not write the entry off; it just defers it until the next bill is raised. Such cost entries remain on the matter *Costs* screen until they have been billed off.

To include/exclude a cost transaction in a matter bill

1. On the matter toolbar, click *Costs*.
2. The cost transactions for the active matter display in latest transaction order.
3. Click to highlight the transaction to include/exclude for billing from the grid. You can select multiple transactions by holding the Ctrl key from your keyboard.
4. Right-click and select the exclude or include options from the context menu, as applicable:



from the context menu, as applicable:

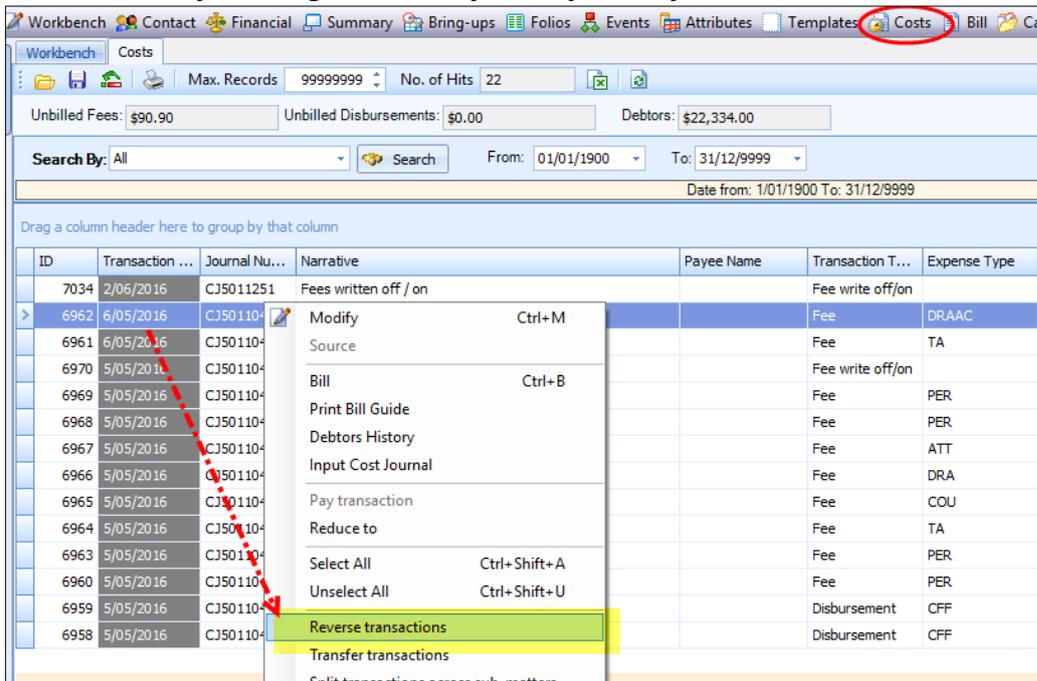
- ❖ *Include selected* - Includes all the highlighted cost transactions.
- ❖ *Exclude selected* - Exclude all the highlighted cost transactions.
- ❖ *Exclude NOT selected* - Excludes all the transactions that are not highlighted.
- ❖ *Include excluded* - Includes all excluded cost transactions.
- ❖ In the costs grid, all the excluded transactions are highlighted in **Yellow colour** and the included transactions are highlighted in White colour in the grid.

Reversing Cost Entries

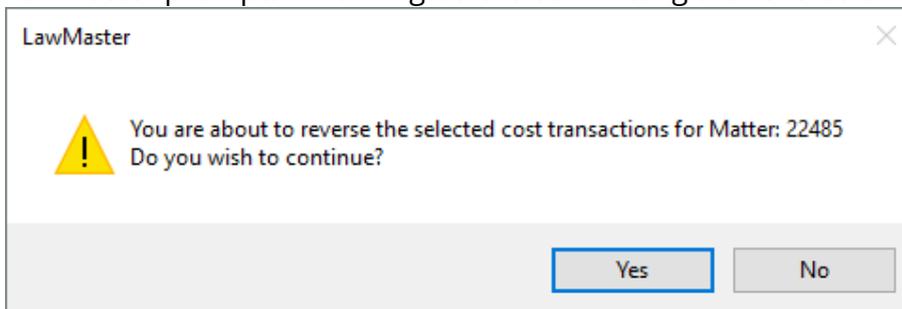
A reversing entry is made to remove an erroneous transaction recorded against a matter that you cannot rectify using modify transaction option. This is subject to security settings.

To reverse cost transactions:

1. On the matter toolbar, click *Costs*. The cost transactions for the active matter display in latest transaction order.
2. Click to select the transaction to reverse from the grid. You can select multiple transactions by holding the Ctrl key from your keyboard.



3. Right-click and select the *Reverse Transactions* option from the context menu. LawMaster prompts a warning before committing the reverse transaction.

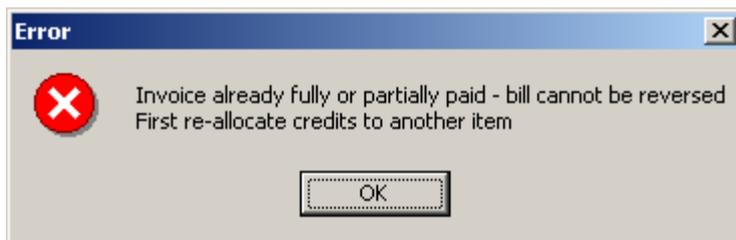


4. Click *Yes* to reverse the selected cost entries.

You can view the reversed cost entries by selecting *All* in the *Search By* field on this screen. The reversed cost transactions will display highlighted in **Red colour** in the grid.

Notes:

- ❖ You can only reverse unbilled transactions.
- ❖ You cannot reverse cash disbursements.
- ❖ You cannot reverse transferred transactions because they already have a positive and negative cost transaction recorded against the matter.
- ❖ Reversed transactions are excluded when a bill is raised.



Finalising a Bill

Once the draft bill is accurate, the matter Lawyer or the secretary will finalise and total the bill within the Word document. The bill is then finalised in the following steps:

1. This bill can then be printed and sent to the Accounts.
2. The Accounts will then do the necessary write-on-offs and save the document as "Interim Bill", but not necessarily generate the bill as a new folio.
3. The Accounts then returns the Draft bill to secretary to replace the word "DRAFT" on the bill folio with the invoice number generated by cross-referencing with the *Debtors History* screen on the *Matter Workbench*.

The screenshot shows the LAW MASTER software interface. The main window displays 'Matter: FBCH:22132. SMITH & BAILEY,John:Sale to P Jones - 22 Smith Street'. The 'Debtors History' menu option is highlighted in a context menu. Below the menu, a table of transactions is visible:

ID	Transaction ...	Journal Nu...	Na
6685	13/12/2016	CJ5009329	D
5590	17/11/2014	CJ5004207	Att
5355	23/06/2014	CJ5002967	Tel
5264	22/04/2014	CJ5002591	Co
5140	7/03/2014	CJ5002246	Att

Below the table, a date filter is set to 'DATE: Yellow = Excluded, Grey = Billed; JOURNA'. A second window shows a detailed view of the 'Debtors History' for the date '01/01/1900'. It displays a table with columns: Trans. Date, Trans. Type, Amount, Narrative, Reference No., and Bill Sequence No. The table contains the following data:

Trans. Date	Trans. Type	Amount	Narrative	Reference No.	Bill Sequence No
2/03/2014	BG	\$102.10	GST on bill (SM000434M)	810000079	
2/03/2014	BD	\$500.00	Disbursements bill (SM000434M)	810000079	
2/03/2014	BF	\$521.00	*Fees bill (SM000434M)	810000079	
2/03/2014	BG	-\$102.10	Reversal of bill	810000078	

4. The invoice folio will then be printed for signing by the matter partner.
5. It is recommended that you save a copy of the signed invoice as a folio on the concerned matter.

Frequently Asked Questions (Billing)

The following questions will help clarify the frequent confusions on Billing in LawMaster.

Q: How do I reverse a bill?

A: You can reverse a bill from the *Matter Menu*¹ > *Debtors* > *Transaction History*. On the grid, you can select any of the three record types (BG, BF or BD²) on a bill and then select *Reverse Bill* from the context menu. When you reverse a bill, regardless of the record type that you select for reversal, the system will generate a reverse transaction for each of the three records on that bill. The cost entries in the reversed bill will display as *Unbilled entries* in *Matter Costs*.

Q: How can I re-print a bill?

A: LawMaster allows you two ways in which you can re-print your bills:

- ❖ If you want to select the bill format different from the default on the matter: You can choose to re-print from *Matter Menu* > *Debtors* > *Transaction History* > context menu > *Re-Print*. This option opens the re-print window where you can select the required *Bill Format* and *Bill Clause*. Click *OK* to process.
- ❖ If you want to directly Email the bill to the client with the default bill format on the matter: You can re-print the bill from *Bill Folios* > context menu > *Send Folio(s)* and select the email options.

Q: Can I show a trust account transfer amount in the bill?

A: You can attach a trust statement to a bill from the matter toolbar > *Bill* > select the *Raise Trust Transfer* field. The application automatically selects *Print Trust Transfer*. This will merge a trust statement and save in the *Folios* of the matter ready to be attached to the bill, once raised. Please ensure that your Bill form is setup to fetch the values for Trust Transfer.

Q: How do I perform a write-off on a bill?

A: There are number of ways you can perform a write-off in the application:

- ❖ Per proposed value: When you raise an interim bill on the Billing screen, select the *Proposed Bill Amount Basis as Per Proposed Values*, and update the billing amount in the *Proposed - Fee* field. The system prompts if you want to write-off the difference. Clicking *OK* will automatically write off the adjusted amount. You can view the write-off entry in the *Costs* screen of the matter.

Matter Menu

¹ To access the *Matter Menu* (tree-view), click on the *Matter Menu* vertical menu option located at the left of the Matter Workbench. You can dock or auto-hide the *Matter Menu* by toggling the  pin.

² By default, the application generates the record types BF (Bill for Fees), BD (Bill for Disbursement) and BG (Billed GST) for a billed entry.

- ❖ Reverse all the outstanding work in progress (WIP) on the matter: You can reverse the outstanding WIP on the matter from matter *Costs* > select outstanding WIPs to write off > context menu > *Reverse Transactions*.
- ❖ From *Cost Journal Input*: On the required matter, select the Write off/on as the transaction type, and enter a negative amount in the *Units*. Click *Add Transaction* and click *OK* to process the write-off transaction.
- ❖ From *Bill*: Write-off fees or disbursements from *Bill* > *Review Bill* > select *Fee or Disbursement*, as applicable. Click *Apply* to process the entry.

Q: A bill is raised in Final and sent to the client, the client disputes the bill and we agree to a write off – what do I do?

A: The bad debts can be written off from the Debtor Journal Input screen. Balance write offs are handled in another area and should be forwarded to your Accounts staff or Debt recovery staff.

Q: Can a bill be produced in PDF format.

A: Whenever you Email an attachment from the *Folios*, the system prompts if you want to convert the attachment to PDF. Thus, a PDF as an attachment can be E-mailed to the concerned. Also, you can edit a bill format to automatically generate to PDF, by default. For doing so, you can edit the BB forms from the *System Maintenance* > *Forms Enquiry*. Double-click the required bill format and select the PDF option in the *Format Override* field. If you are unable to access the forms, contact your system administrator.

Q: How can I amend and reissue a bill?

A: You can make the required amendments on the *Costs* tab for all the billable entries and click the *Bill* tab to raise a bill. You can then enter the original bill number to override in *Override Bill Number* to avoid duplication of the bill. Click *OK* to raise the bill. You can then either:

- ❖ Reverse the original bill from the *Matter Menu*³ > *Debtors* > *Transaction History* > context menu > *Reverse Bill*.
- ❖ Re-Print the bill from *Matter Menu* > *Debtors* > *Transaction History* > context menu > *Re-Print* to merge the augmented bill.

Q: Can I put an electronic (image) signature on a bill?

A: The application provides the facility to digitally sign a document once it has been finalised. Digitally signing a document will prevent another user from amending a document. After you finalise a bill (*Folios* > select the bill > context menu > *Finalise*), the application prompts if you

³ To access the *Matter Menu* (tree-view), click on the *Matter Menu* vertical menu  option located at the left of the Matter Workbench. You can dock or auto-hide the *Matter Menu* by toggling the  pin.

want to sign the attachment. You can then select the location of your scanned signature from your system (if setting for the first time) or the system fetches from the location you selected the first time you attached a digital signature. Please ensure that the <<signature>> tag is set up in your template/form for the application to replace with the selected scanned image.

Q: How do I change the default bill format used on the matter?

A: On the matter Billing screen, the *Bill format* field defaults to the form selected when the matter was initially set up. This value can be changed by selecting from the ellipsis (...) the required bill format.

For a global bill format change, select the required/all the bills from *Enquiries > Matter Search > Search By: Lawyer > select the matters > context menu > Bulk Change*. Select or enter the required bill format in the *Bill Type* field. Click *OK* to apply it to all the selected matters.

Q: I have paid a disbursement with no GST, but the GST has been charged in the bill. How can this be corrected?

A: This is usually because the Disbursement type selected when entering the payment is not GST exempt. For having the payment with no GST, you must set up the Disbursement Code parameter. You can access the parameters from the menu > Parameters > Set Parameters > Matter and Client > Disbursement Codes. Enter *EXEMPT* in the *GST Exempt* field.

Q: How do I show a discount on the bill?

A: The only way to display the discount on a bill is by setting up the bill (BB) form in a particular way so that it fetches the discount and displays the amount on the bill. Please contact the Support team at LawMaster for further details on this.