About Working with Existing Matters

In PCLaw, the parties for whom your firm is working are called clients, the cases or files worked on for these clients are called matters. Matters are used to co-ordinate client related activities such as fees, expenses, payments, appointments, and phone calls, and to organize matter related documents, e-mail, and research. Data entry, billing, payments, and reports are all matter driven.

Over the life of the matter, the matter nickname may be adjusted or the matter may be assigned to a new client. Matter information may be changed or summarized through specific features and PCLaw modules. Reports and labels may be printed for the matter.

This document is for PCLaw version 9.20 and higher. It is one in a series of documents describing matters and matter based features in PCLaw. Matter Manager, Working with New Matters, Working with Closed Matters, Exporting Matter Information, and Performing Conflict Searches are all discussed in separate documents.

Renumbering/Reassigning Matters

Pull-Down Menu: File > Matter > Renumber Matter/Client

After a matter is opened, it is no longer possible to change its nickname or its associated client in New Matter or Matter Manager. PCLaw provides a tool, Renumber Matter/Client, to perform this task. Although not described here, this feature can also change the nickname of the client while retaining its matter associations.

Changing the Matter Nickname

To change the matter nickname while retaining the matter’s association to the same client:

Exhibit 1. The Renumber Matter/Client window with the Renumber Matter option selected
1. Select **Renumber Matter**.
2. Click **Next** to display a secondary Renumber Matter/Client window:

![Renumber Matter/Client window](image)

3. Type the nickname of the exiting matter in the **Matter** box. Information for the matter and client appears in the boxes below.
4. Type the new nickname for the matter in the **New Matter** box.
   **Note:** The nickname cannot be that of an existing matter.
5. Click **Next** to change the matter nickname.
6. Click **Finish**.

### Assigning a Matter to a Different Client

This option enables you to reassign a matter including all name, address, and accounting information to another client.

1. Select **Apply to a New Client**.
2. Click **Next** to display a secondary Renumber Matter/Client window:

![Renumber Matter/Client window with Apply to New Client option selected](image)

3. Type the nickname of the exiting matter in the **Matter** box. Information for the matter and client appears in the boxes below.
4. Type the nickname for the client to which the matter is to be assigned in the **New Client** box.
5. Click **Next** to assign the matter to the new client.
6. Click **Finish**.
Changing Matter Information

Through several PCLaw features, you can work with the information for multiple matters simultaneously. With Global Change Matters, you can change information on a client, lawyer, or firm basis. The Register provides a view of multiple matters matching specified criteria. Information for these matters can be modified individually.

Global Change Matters

<table>
<thead>
<tr>
<th>Pull-Down Menu:</th>
<th>File &gt; Matter &gt; Global Change</th>
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<td>Through several PCLaw features, you can work with the information for multiple matters simultaneously. With Global Change Matters, you can change information on a client, lawyer, or firm basis. The Register provides a view of multiple matters matching specified criteria. Information for these matters can be modified individually.</td>
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Selections in Global Change are comprised of either drop down or check boxes.

- Each drop down box offers three choices:
  - **Do Not Change** is the default settings for all boxes. The current individual matter settings do not change for any box with this option.
  - **Clear** deselects the setting for the box.
  - **Select** turns on the setting for the box

- To change a data entry box, select the check box to the left of the field name. The data entry box is enabled.
  - Type or select the new setting in the box to the right of the field name.
  - For the area or field you wish to change, make the preferred selection.

Selecting Matters

On the Select Matters to View window, select whether you want to apply the change by client, lawyer, matter bill setting, or firm.

Exhibit 3. The Select Matters to View window displaying the Bill Settings Used option available in PCLaw version 9.20 and higher

| Client: | Select the client nickname to change options for all matters assigned to that client. |
| Resp Lawyer: | Select the lawyer nickname to change options for all matters assigned to that responsible lawyer. |
| Bill Settings Used: | Select the matter bill setting layout to change options for all matters assigned with that setting. |
| OK: | Click to advance to an instructional prompt followed by the Main tab of Matter Global Change. |

Main Tab

The main tab affects non-billing parameters of matters for the selected client, lawyer, or firm.

| Client: | Displays the client selected in the Select Matters to View window. |
| Resp Lawyer: | Displays the responsible lawyer selected in the Select Matters to View window. |
| Bill Settings Used: | Displays the matter bill setting layout selected in the Select Matters to View window. |
Lawyer: Change lawyer, rate, task code, type of law and department information in this area:

Exhibit 4. The Lawyer area on the Matter - Global Change > Main tab

**Default Rate:** Check to change the default billing rate. Select the letter representing the new rate in the adjacent box.

**Type of Law:** Check to change the default type of law. Select the nickname for the new type of law in the adjacent box.

**Default Task:** Check to change the default task code. Select the nickname for the new task code in the adjacent box.

**Department:** Check to change the default department. Select the nickname for the new department in the adjacent box.

**Change Client Intro:** Check to change the client introducing lawyer.

From: Select the nickname of the lawyer to change.
To: Select the nickname of the new lawyer.

**Change Matter Intro:** Check to change the matter introducing lawyer.

From: Select the nickname of the lawyer to change.
To: Select the nickname of the new lawyer.

**Change Responsible:** Check change the responsible lawyer.

From: Select the nickname of the lawyer to change.
To: Select the nickname of the new lawyer.

**Change Assigned:** Check to change the assigned lawyer.

From: Select the nickname of the lawyer to change.
To: Select the nickname of the new lawyer.

Options: Change hold settings in this area:

Exhibit 5. The Options area on the Matters - Global Change > Main tab

**Display Credit Hold Warning When Entering Charges:** Select the preferred action from the drop down list to change the default hold settings when posting time and disbursement entries.

**Show Trust Receipt Hold Warning if Applicable:** Select the preferred action from the drop down list to change the default hold settings for trust receipts.

**Disable Updates with Other Software:** Select the preferred action from the drop down list to change link settings with third party software.

Apply: Click to apply your changes and return to the PCLaw desktop.
Billing Tab

The Billing tab affects billing parameters for matters.

**Frequency:**
Check to change the billing frequency.
Select the new interval from the drop down list in the adjacent box.

**Template:**
Check to change the default billing template.
Select the new template in the adjacent box.

**Fees:**
Change settings for fee related options in this area:

- **Use Task Based Billing:** Select the preferred action to enable/disable task based billing.
- **Assoc Type of Law:** Select to change the associated type of law for task based billing.
- **Apply Discount to Fees:** Select the preferred action from the drop down list to change whether or not a discount is applied to fees.
- **Discount %:** Check to change the discount rate applied to fees.
  Type the discount percent in the adjacent box.
- **Budget Fees:** Change the value of targeted fees.
- **Quoted Type:** Check to attach a quote limit or target.
  Select the quoted type from the drop down list in the adjacent box.
- **Quoted Amount:** Check to change the quantitative target or ceiling of a quote.
  Type the new quote in the adjacent box.
- **Apply to Every Bill:** Select from the drop down list whether the quote applies to all billing or a fixed number of bills.
- **# of Bills:** Change the total number of bills that will include the quote amount.
- **Max Fees:** Change the maximum value in fees for the quote.

**Automatically Create Disbursements at Billing:** Change automatic disbursement information in this area.

- **Charge Client:** Select the action from the drop down list to change whether or not an automatic disbursement is charged to the matter's invoice at the time of billing. The subsequent options become available.
- **Charge Type:** Check to change how the disbursement is applied.
  Select the preferred action from the drop down list to change the frequency the automatic disbursement is charged to the matter.
- **Explanation Code:** Check to change the default explanation for the charge.
  In the adjacent box, type or select an explanation code.
Explanation: Check to change the default explanation for the charge. In the adjacent box, type the new explanation.

G/L Account: Check to change the default g/l account for the disbursement. In the adjacent box, type or select the account nickname.

Charge Amount: Check to change the value of the automatic disbursement. In the adjacent box, type the new amount.

Options: Change matter billing options in this area:

Auto Allocate Time/Fees to Working Lawyer: Select the preferred action from the drop down list to change allocation settings at billing.

Bill Only Disbs When Mass Billing: Select the preferred action from the drop down list to change whether contingency matter costs are included in mass billing runs.

Auto Transfer from Trust at Billing: Select the preferred action from the drop down list to change whether or not trust funds are automatically transferred from the matter’s trust account when billing.

Apply Auto Transfer to Existing Invoices: Select the preferred action to automatically apply trust funds to existing A/R balances when billing.

Ask for Retainer Kept: Select the preferred action from the drop down list to change whether or not an automatic retainer refurbishment is included within the Balance Due value on the invoice.

Minimum Balance: Check to change the minimum level for the retainer. Type the amount in the adjacent box.

Bank Account: Check to change whether the retainer is categorized as a general retainer or trust fund.

General: Select to maintain the retainer as a general retainer.

Trust: Select to maintain the retainer as trust funds.

Override Bill Selection: Select the preferred action from the drop down list to enable the user to override the minimum fees, disbursement, and charges requirements when mass billing.

Ignore if Fees Less Than: Check to change the minimum fee requirements for matters when mass billing. Type the new value in the adjacent box.

Ignore if Disbs Less Than: Check to change the minimum disbursement requirements for matters when mass billing. Type the new value in the adjacent box.

Ignore if Charges Less Than: Check to change the minimum combined fee and disbursement requirements for matters when mass billing. Type the new value in the adjacent box.

Ignore if A/R Balance: Select the preferred action to include/exclude matters with existing A/R balances but no new charges in mass billing.

Ignore if A/R Less Than: Check to change the minimum A/R balance for matters with no new charges to include those matters in mass billing. Type the new value in the adjacent box.
Taxes: Change tax parameters and rates in this area:

Exhibit 8. The Taxes area on the Matter - Global Change > Billing tab

**GST on Fees:** Check to change the gst rate on fees.
Type the GST rate for fees in the adjacent box.

**GST on Dish:** Check to change the GST rate on disbursements.
Type the GST rate for disbursements in the adjacent box.

**GST Category:** Select from the drop down list to change the GST category.

**Sales Tax on Fees:** Check to change the sale tax rate on fees.
Type the sales tax rate for fees in the adjacent box.

**Sales on Dish:** Check to change the sales tax rate on disbursements.
Type the sales tax rate for disbursements in the adjacent box.

Past Due/Interest: Change interest and past due notice options, in this area:

Exhibit 9. The Past Due area on the Matter - Global Change > Billing tab

**Notice if Overdue:** Select the action from the drop down list to include the matters in mass past due notice runs.

**Template:** Check to change the default billing template.
Select the template from the adjacent box.

**Apply Interest:** Select the action from the drop down list to enable/disable interest for the selected matters.

**Use Def Grace Day:** Select the action from the drop down list to use or not use the default grace period specified in System Settings.

**Calc Interest from:** Select the action from the drop down list to calculate interest from the grace date instead of the invoice date.

**Grace Days Allowed:** Check to calculate interest from a unique grace date.
Type the number of grace days to give in the adjacent box.

**Use Default Rate:** Select the action from the drop down list to use the interest rate set in System Settings.

**Use Rate:** Check to apply a specific interest rate for the selected matters.
Type the new rate in the adjacent box.

**Charge Int for All Dates:** Select the action from the drop down list to charge interest for all dates.

**No Interest Before:** Check to charge interest after a specific date. Select the starting date to charge interest in the adjacent box.
The Register

Pull-Down Menu: File > Matter > Global Change

The Matter tab lists matter information for a selected client or responsible lawyer.

Exhibit 10. The Matter tab of the Register

Use the Matter tab to change matter information. Print out a List of Clients of matters listed for the selected criteria. To sort matters under a different category, click the column heading.

Tip: Matters cannot be removed under the Matter tab. To close a matter, use the Close Matter feature on the File > Matter pull-down menu.

Client: Select the client name to view only matters for a specific client.
Resp Lawyer: Select the lawyer nickname to view only matters assigned to a specific responsible lawyer.
Select: Click to generate the list of matters.
Change: Click to change information for the highlighted matter using the Matter Manager.
Save and Close: Click to return to the PCLaw desktop.

Printing Labels

Pull-Down Menu: File > Matter > Label

Matter information can be printed on a label format provided by PCLaw or on a custom label you design yourself using Template Editor. Multiple copies of a label can be printed. Labels can be produced for all matters, matters associated to a specific client, lawyer or type of law, matters meeting specific billing parameters, and matters from specific places.

Exhibit 11. The Label Template Selection window that displays when selecting Label on the File > Matter pull-down menu

Template: Select the label template.
# of Copies: Type the quantity you want for each label.
Printer: Click to change the page setup or destination printer.
OK: Click to advance to the Labels - Select Matters window.
Exhibit 12. The Labels - Select Matters window that displays when clicking OK for Label Template Selection

**Matter:** Select the matter nickname to print labels for that matter.

**Client:** Select the client nickname to print labels for matters associated to that client.

**Type of Law:** Select the type of law to print labels for matters assigned that type of law.

**Responsible Lawyer:** Select the nickname to print labels for matters assigned to that responsible lawyer.

**Assigned Lawyer:** Select the lawyer nickname to print labels for matters assigned to that assigned lawyer.

**Select From:** Check one or more of the following:
- **Active Matters:** Include active matters when printing labels.
- **Inactive Matters:** Include inactive matters when printing labels.
- **Archived Matters:** Include archived matters when printing labels.

**Address:** Complete all or part of the client or billing name and address if required:
- **Name:** Type the last or firm name to print labels for matters with that name.
- **City:** Type the city to print labels for matters that match that name.
- **State, Province, County:** Type the name to print labels for matters in that location.

**Dates:** Select one or more of the following date ranges if required:
- **Opening:** Print labels for matters opened within a certain date range.
- **Last Billed:** Print labels for matters last billed within a certain date range.
- **Archived:** Print labels for matters with a closed date within a certain range.

**Template:** Select the template to print labels for matters using that billing template.

**GST Cat:** Select the code from the drop down list to print labels for matters using that category.

**Billing Frequency:** Select the frequency to print labels for matters using a specific billing interval.

**One Label Per Client:** Check to print only one label for clients with multiple matters.

**Adv. Search:** Click to perform a customized search for matters.

**OK:** Click to advance to a Select Starting Label window.

Exhibit 13. The Select Starting Label window that displays when clicking OK to print labels

**Select the first label you want to start printing on:** Click the pane from where the first label should print.

**OK:** Click to print the selected matter labels.
Summarizing Matter Information

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<th>Pull-Down Menu:</th>
<th>File &gt; Matter &gt; Label</th>
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</table>

This feature summarizes billed entries from the client ledger. When you summarize matters, the PCLaw data files take up less space on the hard drive. As a result, the speed in which reports are produced is increased, and printed reports are shorter in length.

You can choose to summarize time and fee entries, disbursement entries, or both. PCLaw removes the selected entries from the client ledger and replaces them with one entry that represents the deleted transactions.

By default, PCLaw summarizes entries that are two years older than the last closed month. You can change that date, however the date must always be at least two years older than the last closed month.

Exhibit 14. The warning prompt that appears when selecting Summarize Matters on the File > Matter pull-down menu

**OK**: Click OK to advance to the Summarize Matter window:

Exhibit 15. The Summarize Matter window that is displayed when clicking OK to the Summarize Warning

- **Matter**: Select the matter nickname to summarize that matter.
- **Selected Matters**: Select to summarize multiple matters. The adjacent Select button becomes available.
  - **Select**: Click to select matters using the Select Matters window.
- **Client**: Select the client nickname to summarize that client.
- **Selected Clients**: Click to summarize multiple clients. The adjacent Select button becomes available.
  - **Select**: Click to select clients using the Select Clients window.
- **Summarize Entries Up To**: Select the date to summarize only entries posted prior to that date.
- **Summarize Entries**: Check one or more of the following:
  - **Time/Fee**: Check to summarize time and fee entries.
  - **Disbursements**: Check to summarize disbursement entries.

**OK**: Click to advance to a PCLaw prompt:

Exhibit 16. A PCLaw warning prompt that appears prior to Summarizing matter entries

- **Yes**: Click to print client ledgers showing all entries and then to summarize those entries.

Matters in Other PCLaw Modules

Matter information can be managed to a limited extent in other PCLaw modules aside from Matter Manager and the features described in this series of documents. The Matter tab in Client Manager lists matters associated with the current client. The Associated Matter tab in Contact Manager lists matters associated to the selected contact.
Client Manager

<table>
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<th>File &gt; Client Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quick Step:</td>
<td>Practice Management &gt; Client Manager</td>
</tr>
</tbody>
</table>

The Matters tab operates as an interactive client summary for all matters assigned to the client.

Exhibit 17. The Matters tab of Client Manager

Use the Matters tab for:
- balances
  - click a total button to display all transactions that comprise that total
  - print a Client Summary for the matter
- memos/collection memos
  - add or change memos
  - add or change collection memos.

Client summary information appears in the Balances area. If (All Matters) is selected, the overall balance appears for all matters assigned to the client. If an individual matter is highlighted, matter summary information appears for that matter.

Each balance is displayed on a button. Click that button to view detailed transactions that comprise the balance. The displayed transactions are filtered for the selected matter only. The buttons are only interactive for individual matters, and not for client balances.

The bottom area of the Summary tab stores memos for the matter. Memos appear on the Matter Manager > Summary tab and the List of Clients report. Collections Memos tab appears on the Matter Manager > Summary tab, List of Clients and the Receivables by Client reports.

To access the Matters tab, the user must have rights to the Client Manager. To drill down on respective matter totals, the user must have rights to the Register and the reports listed above.

Contact Manager

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The Associated Matters tab enables you to work with matters associated to the selected contact. To access the Associated Matters tab, the user must be assigned rights to the List of Clients report. Use the Associated Matters tab to:
- list all matters associated with the selected contact
- associate a matter to the contact
- change information on a matter that is associated with the contact
- define the role that the contact has with the matter.
PCLaw Features and Reports

Most features and reports in PCLaw are matter based, meaning they can be generated according to matter, client, or major client. This section describes how to run a report, bill, or other applicable PCLaw feature by matter, how to use the Matter tab with respect to clients, when producing PCLaw reports, and selected reports that provide matter information.

Running a Report, Bill, or Other PCLaw Feature By Client

When you see a Matter box, whether it is on a report, bill, or data entry feature, it signifies that information can be generated or processed by matter.

Exhibit 18. A portion of a billing or report window displaying the Matter box

To run the procedure by matter, type the matter nickname in the Matter box. Double clicking or clicking the drop down arrow in the Matter box produces a Pop Up Help - Matter window.

Pop Up Help - Matters

Select the matter you require from the list provided in the Pop Up Help - Matter window. Highlight the desired matter and click OK. The matter nickname displays in the Matter box. To restrict the list of matters, select the Filters check box then click the Filters button. Select additional criteria to define your search.

Exhibit 19. The Pop Up Help - Matters window

The Matter Tab

The Matter tab is found on all matter based reports in PCLaw. This tab allows you to define the report by any combination of selected matters, clients, lawyers, types of law, or matter status. You can also sort by type of lawyer. Only the matter specific options are described under this heading.

Exhibit 20. The Matter tab for matter-based PCLaw reports. Depending on the report, the tab may not contain all options as shown

**All:** Select to run the report for all matters.

**Selected Matters:** Select to generate the report for specific matters. The adjacent Select button becomes available.

**Select:** Click to mark individual matters using the Select Matters window.

**New page for Each Matter:** Check to create a separate page for each matter when printing the report.
Select From: Check one or more of the following:

Active Matters: Include active matters on the report.
Inactive Matters: Include inactive matters on the report.
Archived Matters: Include archived matters on the report.

Note: Not all information for archived matters may be available to include on reports.

List of Clients

**Pull-Down Menu:** Reports > Client > List of Clients

The List of Clients report provides a list of clients and their relevant information. Included on the report are the client number and name, major client number, client introducing lawyer and business phone numbers. When generating the report, you can choose to display client address, a list of associated matters, matter cross references, contacts associated with the matter, memos and collection memos. The report can be run to include active, inactive and archived matters. Purged matters are not included on the report. The Firm Summary quantifies the listed active, inactive and archived matters.

Matter Status Report

**Pull-Down Menu:** Reports > Client > Matter Status Report

The Matter Status Report provides an overview of the last entries to the matter with respect to data entry, billing, documents added, calendar events, notes and memos. If requested, the Matter Status report also displays matter balances. The report is generated for the default entry date, but also includes post dated entries. Matters are included on the Matter Status report if they have activity in the date range of the report.

Client and Matter Change Log

**Pull-Down Menu:** Reports > Clients > Client and Matter Change Log

The Client and Matter Change Log provides a record of changes made to matter information, such as name, address, description and the status of the matter. The report can be generated by matter, client or date range. Use this report periodically to monitor adjustments to matter information.