ALB

System Administration

Version 2.6.0

Configure ALB to suit your
firm's requirements.

REV1010616IS

Disclaimer

Contents

System administration

This area allows administrators to configure ALB to suit your firm's requirements. From adding users to creating nominal accounts, it deals with all the administrative aspects of using ALB and ultimately defines the behaviour of the software.

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- Introduction
- Getting started
- Core PMS
- Accounts
- Time Recording
- Firm Options
- Administrative Functions
- Licensing and Users
- System Parameters
- Modules
- Documents and Agendas
- Custom Data and Mappings

NOTE

- A PDF version is available from the downloads page.

Introduction

Set up, manage, and adjust all administrative aspects of ALB to suit your firm's requirements.

This document covers all administrative tasks required to configure ALB before and during use. Use it as a reference guide when you need to manage such things as core PMS, accounts and system settings, time rates, users, document templates, and tabular data like branches and departments, etc.

In this section:

- About this document
- Document conventions
- Getting help and support

About this document

This document contains the information you need to become familiar with the System Administration and to help you get started with basic tasks. It is designed to accompany the main online Help, which is available from within ALB, as well as other learning resources, such as training and tutorials.

For more information about additional learning resources visit the online Help or contact Support during office hours on 03300 602102.

In this document, you'll learn about:

- Core PMS
- Accounts
- Time Recording
- Firm Options
- Administrative Functions (Advanced only)
- Licensing and Users
- System Parameters
- Modules
- UD Modules
- Document/Agenda Setup
- Custom Data and Mappings

The aim of this document is to provide you with an understanding of the different aspects of System Administration, so by the end of it you should be comfortable with its operation and better understand its capabilities.

Document conventions

This document is intended to be used as a reference guide, so you can dip in and out of it as and when required. However, it can also be read from start to finish to give you a working understanding of the entire System Administration.

The following table describes important conventions used throughout this document when talking about System Administration and its components.

Conventions

TERM	DESCRIPTION
System Administration	This refers to the area accessed via Utilities in ALB and all of its categories, e.g. Core PMS, Accounts, Time Recording, Firm Options, etc. System Administration may be also referred to as "admin" or "utilities" to improve readability. When talking about System Administration this always refers to the current version, unless stated otherwise.
Common terms	*n/a*
Fields and button names	Field and button names are shown in bold, so that it is easier to identify them. Example: In **Name**, type a name and click **OK**
Menus and commands	Menus and commands are shown in bold, so that it is easier to identify them. Example: Click **File** > **Open**
Notes	Notes (including general notes, cautions, tips, and warnings) are used to call your attention to important advisory. Example: **NOTE** It is good practice to save your work as you go.
Click and press	Click refers to choosing a command or option. Press refers to pressing a key on the keyboard to initiate an action. Example: Click **OK** Press **Ctrl**

Select and clear	Select refers to clicking a check box to place a tick in it. Clear refers to clicking a check box to clear a tick from it. Example:
	Select the **Primary key** check box
	Clear the **Encrypt** check box

Getting help and support

Online Help for System Administration is available from directly within the software itself. Help is web-based and hosted by Advanced so that when you use ALB you get the most recently updated product Help appropriate to the version you are running.

It has a user-friendly interface that supports advanced navigation features. For example, you can perform a full text search across the entire online Help or browse topics page-by-page using the table of contents.

NOTES

- Online Help opens in your default browser.
- A PDF version of the online Help is available for download.
- If you need additional help and support, beyond the information provided in this document or the associated online Help, you can:
  - Access a wealth of resources by visiting the support portal
  - Email the helpdesk at alb.support@oneadvanced.com
  - Speak to a Support representative on 03300 602102
  - Contact me at techauthors@oneadvanced.com

Getting started

This chapter provides you with an overview to system administration, the categories that can be administered, and some common tasks.

In this section:

- PMS Utilities
- Common tasks in Utilities

PMS Utilities

PMS Utilities is the central repository that allows administrators (or anyone with the appropriate permissions) to set up and configure ALB. The Utilities screen can be accessed from ALB itself (Utilities link, top right of the Ribbon) or directly by using the Utilities desktop shortcut.

> **IMPORTANT** Only users with *msAdministrator* or *msPowerUser* permissions can access the Utilities area and make changes, and only *msAdministrator* users can access System Parameters and Licensing and Users. If a user does not have the appropriate permissions, then a message is displayed preventing them from proceeding.

Fig.Utilities screen
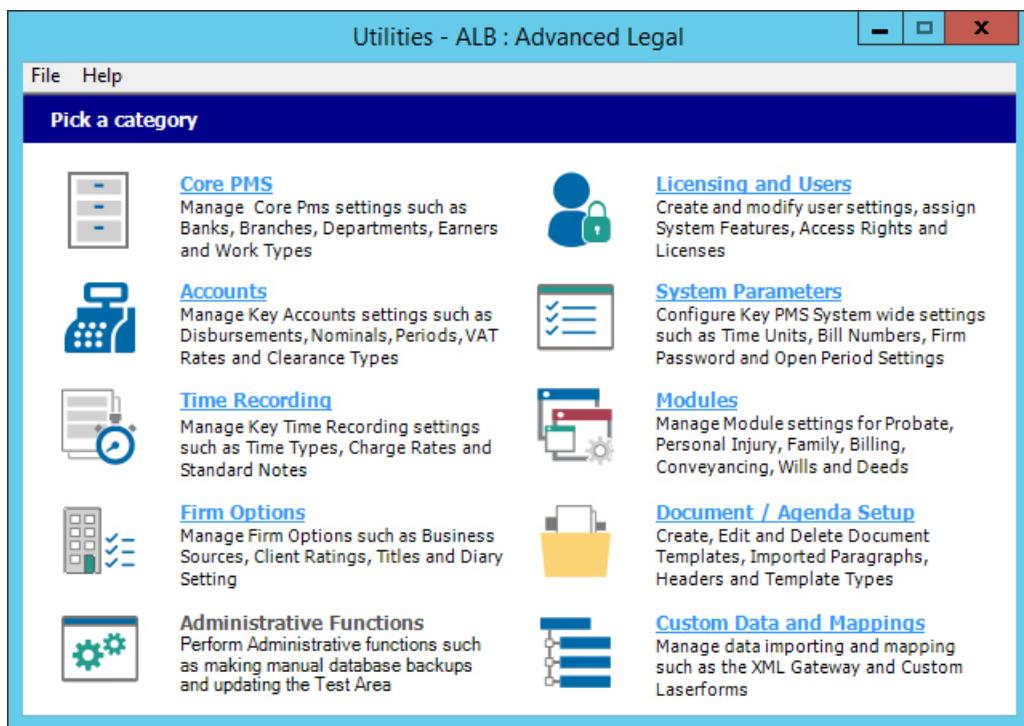
Categories

PMS Utilities is broken down into 11 top-level categories—one for each of the different areas that can be administered.

- Core PMS
- Accounts
- Time Recording
- Firm Options
- Administrative Functions (Advanced only)
- Licensing and Users
- System Parameters
- Modules
- Document/Agenda Setup
- Custom Data and Mappings

Each category opens in a new window, which with the exception of System Parameters and UD Modules is split into 2 panes. The left-hand pane uses a tree structure to show the folders available and the right-hand pane shows the contents of each folder. For example, opening Core PMS and clicking the Bank Accounts folder shows the existing accounts in the right-hand pane.

Fig.Core PMS
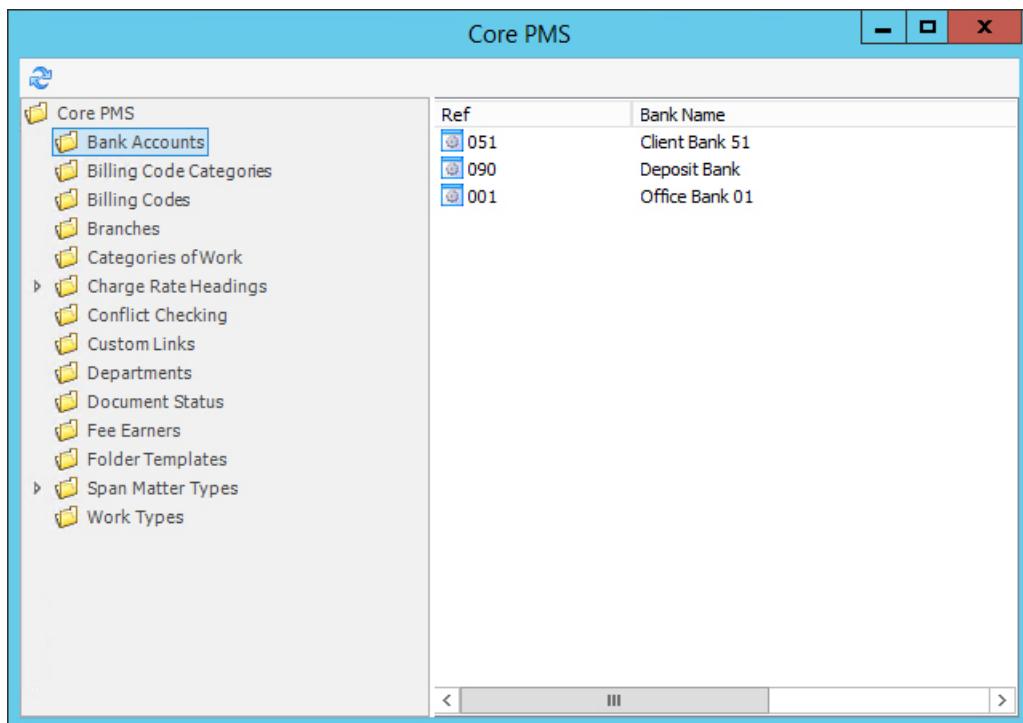
Common tasks in PMS Utilities

The process of adding, editing, and deleting entries in PMS Utilities is the same across all categories. Only the information that is required or that can be edited differs between them. The following procedures outline the basic tasks that you are likely to perform when working in this area.

> **NOTE** It is possible to amend many of the details associated with existing entries and certain entries can also be printed, deleted, or archived. However, this does not apply to every field as some are locked down once they have been created.

To add an entry:

Use this procedure to add a new entry to the selected folder.

1. In **Utilities**, open the desired category (e.g. Core PMS).

2. Right-click the folder in which you want to add a new entry and click **Add**.

3. When the associated dialog box opens, complete the appropriate details.

4. Click **OK** to add the entry.

To edit an entry:

Use this procedure to change the details of an existing entry in Utilities, e.g. a bank account. The information that can be changed is dependent on the type of entry you are editing. Fields that cannot be changed are unavailable, i.e. greyed out.

1. In **Utilities**, open the desired category (e.g. Core PMS) and then click the folder that contains the entry you want to edit, e.g. Bank Accounts. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

3. You can also double-click an entry.

4. When the associated dialog box opens, amend the details as required.

5. Click **OK** to save your changes.

To delete an entry:

Use this procedure to remove an existing entry in Utilities if it is no longer required. However, entries can only be deleted if they are not already used in the database.

1. In **Utilities**, open the desired category (e.g. Core PMS) and then click the folder that contains the entry you want to delete, e.g. Bank Accounts. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to remove and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

   - If the entry is already being used by clients in the database, then it cannot be deleted. A message will be displayed preventing you from proceeding.

To archive an entry:

Use this procedure to archive an existing entry in Utilities. This ensures that the particular entry can no longer be used, but will remain against historic records.

1. In **Utilities**, open the desired category (e.g. Core PMS) and then click the folder that contains the entry you want to archive, e.g. Bank Accounts. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to archive and click **Edit**.

   - You can also double-click an entry.

3. When the associated dialog box opens, tick **Archived**.

4. Click **OK** to save your changes.

To print a list of entries:

Use this procedure to print a list of entries in Utilities. This process generates a listing report which is previewed on screen.

1. In **Utilities**, click the desired category (e.g. Core PMS)

2. Right-click the folder that contains the entries you want to print and click **Print**.

3. When the report opens, do any of the following:

   - Click **Export** to export the list to Excel.
   - Click **Print** to send a copy to your printer.

Core PMS

Maintain the core tables of information that are held centrally and referenced whenever required.

These tables allow you to create and maintain some of the common information that is presented to users for selection or used internally throughout ALB. It allows you to enforce standard listings of things like branches, departments, and work types. This section explains how to manage these lists and their associated settings.

In this section:

- Bank accounts
- Billing code categories
- Billing codes
- Branches
- Categories of work
- Charge rate headings
- Conflict check fields
- Custom links
- Departments
- Document status
- Fee earners
- Folder templates
- Span matter types
- Work types

Bank Accounts

In Core PMS, the Bank Accounts folder stores the details of all the accounts that can be used in ALB. From here you can manage all aspects of bank accounts.

Add bank accounts

Use this procedure to add new bank accounts into ALB. Adding a bank involves entering a unique code, a description and declaring the type of account. This determines which Balance Sheet report the bank appears on.

To add a bank account:

1. In **Core PMS**, click **Bank Accounts**. The existing entries are displayed in the right-hand pane.

2. Right-click **Bank Accounts** and click **Add Bank Accounts**.

3. When the **Bank Accounts** dialog box opens, complete the bank account properties.

4. (Client Banks only) Add bank account interest rates.

5. Click **OK** to add the new bank.

Edit, delete, or archive bank accounts

Once a bank has been added you can amend its details later, even if postings have been made to it. You can also remove entries completely if they are no longer used or archive them if you no longer need them for new clients.

To edit a bank:

Use this procedure to change the details of an existing bank account.

1. In **Core PMS**, click **Bank Accounts**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

   - You can also double-click an entry.

3. When the **Bank Accounts** dialog box opens, amend the details as required.

4. Click **OK** to save your changes.

To delete a bank:

Use this procedure to remove an existing bank if it is no longer required. However, a bank can only be deleted if it is not associated with any client or matter.

1. In **Core PMS**, click **Bank Accounts**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

   - If the entry is already being used by clients in the database, then it cannot be deleted. A message will be displayed preventing you from proceeding.

To archive a bank:

Use this procedure to archive an existing bank account. This ensures that the particular bank can no longer have new matters assigned to it or transactions posted to it, but will remain against historic matters and transactions.

1. In **Core PMS**, click **Bank Accounts**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to archive and click **Edit**.

    - You can also double-click an entry.

3. When the **Bank Accounts** dialog box opens, tick **Archived**.

4. Click **OK** to save your changes. The archived bank is shown in red at the bottom of the list.

Bank account properties

When you add a new bank account you are prompted to enter a number of properties to identify it in ALB and to set certain behaviours. This information is stored in the Bank Accounts dialog box for each account.

Bank Account Properties		
PROPERTY	**DESCRIPTION**	**OPTIONS**
Reference	(Mandatory) Specifies a unique reference for the account. Alphanumeric up to 10 characters.	
Name	(Mandatory) Specifies a name for the account. Alphanumeric up to 100 characters	
Bank Type	Specifies the type of bank account	Client Bank Office Bank Deposit Bank
Currency	Specifies the type of currency used by the account	GB Pounds American Dollars
Account Number	Specifies the bank's account number. Alphanumeric up to 50 characters.	
Bank	Specifies a bank that is already set up as a service. If the bank is not set up,	

	then you can add it by clicking the New button.
Auto Rec Method	Specifies the method of automatic bank reconciliation
Sequence Number for Report Builder Reports	(Advanced only) Specifies a sequence number for use when designing custom reports
PL/BS Header	Specifies the Profit & Loss/Balance Sheet header account for multi-level analysis using the Management Reports
PL/BS Category	Specifies the Profit & Loss/Balance Sheet category for multi-level analysis using the Management Reports
BACS Format	Specifies the export format for the selected bank. This is used by the bank export file in the Purchase Ledger.
Archived	Specifies that the account is longer required
Number of Cheque Per Page	Specifies how many cheques per page (1, 2, or 3) are being used, if you are using Word to print cheques
Word Cheque Template	Specifies the cheque template being used

Add bank account interest rates

> **NOTE** This topic only applies to banks that have been added as Client Banks.

Interest rates are used when ALB calculates the amount of client interest due. Existing rates, along with any threshold limits and Law Society interest days are only present and editable for Client Banks. Therefore, new interest rates can be added as part of adding a new bank of this type.

To add new interest rates:

1. In the **Bank Accounts** dialog box, click the **Interest Rates** tab.

2. Right click in the top browse window and click **New**.

3. When the **Interest Rate** dialog box opens, complete the following:

   - **Date of the rate change**. Specifies the effective date of the new rate.
   - **New base rate**. Specifies the new rate.
   - **Description**. Specifies a brief description of the rate.

4. Click **OK** to add the new rate.

   - If interest is paid at a flat rate, then go to step 8.
   - If interest is paid at different rates, then go to step 5.

5. If interest is to be paid at different rates according to the client balance, then you must enter the threshold amounts. Right-click in the middle browse window and click **New**.

6. When the **Bandwidth** dialog box opens, complete the following:

- **Threshold Amount**. Specifies the balance at which adjustment is applied.
- **Base Rate Adjustment**. Specifies the additional interest applied at the threshold limit.
- For example:

  - Balances up to the first threshold attract a standard rate of 3.00%.
  - Balances over a threshold of £10,000 are uplifted by 0.25% (3.25%).
  - Balances over a threshold of £25,000 are uplifted by 0.50% (3.50%).
  - Balances over a threshold of £50,000 are uplifted by 1.00% (4.00%).

7. Click **OK** to add the threshold and repeat until all thresholds have been entered.

8. Click **OK** to save and exit.

NOTE

- Base rate is the lowest rate of interest to be paid, not bank base rate.

Print a list of bank accounts

Use this procedure to print a list of all bank accounts in ALB. A list will be displayed on screen, from which you can export to Excel or print a hard copy.

To print a list of bank accounts:

1. In **Core PMS**, click **Bank Accounts**. The existing entries are displayed in the right-hand pane.

2. Right-click **Bank Accounts** and click **Print Bank Accounts** to generate the list.

3. When the **Bank Listing Report** opens, do any of the following:

    - Click **Export** to export the list to Excel.
    - Click **Print** to send a copy to your printer.

Billing Code Categories

Billing code categories are used in conjunction with Legal Aid work. They are a series of groups used to classify the billing codes used by your firm. In Core PMS, the Billing Code Categories folder stores the details of all these categories. From here you can manage all aspects of billing code categories.

Note If your firm does not perform Legal Aid work then you can ignore the Billing Code Categories (and Billing Codes) sections of Core PMS. However, they can be used as an extra set of activity codes instead. For example, the Uniform Task Based Management System (UTBMS) codes used by some larger firms. For more details, contact your Account Manager.

Add billing code categories

Use this procedure to add a new billing code category.

To add a billing code category:

1. In **Core PMS**, click **Billing Code Categories**. The existing entries are displayed in the right-hand pane.

2. Right-click **Billing Code Categories** and click **Add Billing Code Categories**.

3. When the **Billing Code Category** dialog box opens, complete the following:

    - **Code**. Specifies a reference for the entry you are adding.
    - **Description**. Specifies a brief description of the entry.

4. Click **OK** to add the new category.

Edit or archive billing code categories

Once a billing code category has been added you can amend its details later. You can also archive them if you no longer need them for new matters, but they are required for historic purposes.

To edit a billing code category:

Use this procedure to change the details of an existing category.

1. In **Core PMS**, click **Billing Code Categories**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

    -   You can also double-click an entry.

3. When the **Billing Code Category** dialog box opens, amend the details as required.

4. Click **OK** to save your changes.

To archive a billing code category:

Use this procedure to archive an existing category. This ensures that the particular category can no longer have billing codes attached to it.

1. In **Core PMS**, click **Billing Code Categories**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

    -   You can also double-click an entry.

3. When the **Billing Code Category** dialog box opens, tick **Archived**.

4. Click **OK** to save your changes.

Billing Codes

Billing codes are used in conjunction with Legal Aid work. They are a series of codes used to classify the billing activities performed by your firm when you submit a claim. In Core PMS, the Billing Codes folder stores the details of all these codes. From here you can manage all aspects of billing codes.

Add billing codes

Use this procedure to add a new billing code.

To add a billing code:

1. In **Core PMS**, click **Billing Codes**. The existing entries are displayed in the right-hand pane.

2. Right-click **Billing Codes** and click **Add Billing Codes**.

3. When the **Billing Code** dialog box opens, complete the following:

   - **Category**. Specifies the billing code category for the code you are adding.
   - **Code**. Specifies a reference for the entry.
   - **Description**. Specifies a brief description of the entry.

4. Click **OK** to add the new code.

Edit or archive billing codes

Once a billing code category has been added you can amend its details later. You can also archive them if you no longer need them for new matters, but they are required for historic purposes.

To edit a billing code:

Use this procedure to change the details of an existing code.

1. In **Core PMS**, click **Billing Codes**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

    -   You can also double-click an entry.

3. When the **Billing Codes** dialog box opens, amend the details as required.

4. Click **OK** to save your changes.

To archive a billing code:

Use this procedure to archive an existing code. This ensures that the particular code can no longer be used.

1. In **Core PMS**, click **Billing Codes**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

    -   You can also double-click an entry.

3. When the **Billing Codes** dialog box opens, tick **Archived**.

4. Click **OK** to save your changes.

Branches

In Core PMS, the Branches folder allows you to maintain the different branch offices attached to your firm, e.g. Leeds, Manchester, etc. These can then be selected when creating new matters. From here you can manage all aspects of branches.

Add branches

Use this procedure to add new branch offices into ALB. Adding a branch involves a number of steps in order to set up all the appropriate information relating to the branch. This includes specifying the name, address, Legal Aid details, and nominal accounts. In addition, branches must also be mapped to departments so that the software knows which types of work will be performed at the branch.

To add a branch:

1. In **Core PMS**, click **Branches**. The existing entries are displayed in the right-hand pane.

2. Right-click **Branches** and click **Add Branches**.

3. When the **Add New Branch** dialog box opens, complete the following:

    -   **Name**. Specifies the name of the branch, e.g. Leeds.
    -   **Reference**. Specifies a reference for the branch. This defaults to the next available number, but can be changed providing it remains unique.
    -   **Company Name**. Specifies the name of your firm.

4. Click **Next** and add the branch address.

5. Click **Next** and, if required, add the Legal Aid details.

6. Click **Next** and, under **Available Nominals**, select the nominal accounts that apply to this branch.

7. Click **Finish**. The **Branch Details** screen opens, completed with the information you have already entered. On the **Departments** tab, add the departments that will operate through this branch, e.g. Conveyancing.

8. Click **OK** to add the new branch.

Add branch address details

> **NOTE** This procedure is part of adding a new branch. Please read that topic first.

Use this procedure to add the postal details of the new branch.

To add the branch address:

1. Add a new branch.

2. When the **Branch Address** screen opens, on the **Address Details** tab, complete the following:

   - **House Number**.
   - **Postcode**.
   - **House Name**.
   - **Address**.
   - **Town**.
   - **County**.
   - **Country**.
   - **DX Address**.
   - **Mailing Address**.
   - **Billing Address**.

3. On the **Additional Information** tab, complete the following:

    - **Organisation**.
    - **Department**.
    - **PO Box**.
    - **Sub-building Name**.
    - **Dependant Locality**.
    - **Comment**.
    - **Last Verified**.

4. Click **Next**, and add the Legal Aid details.

Add branch Legal Aid details

> **NOTE** This procedure is part of adding a new branch. Please read that topic first.

Use this procedure to add Legal Aid details to the new branch.

To add the Legal Aid details:

1. Add a new branch.

2. When the **Legal Aid Details** screen opens, complete the following:

    - **Use London Rates**. Specifies whether London time recording rates apply. For use with the Civil or Criminal modules only.
    - **LSC Region**. Specifies the appropriate region, if applicable.
    - **CLS Contract Number**. Specifies the contract number for civil work.
    - **CLS Contract Year**. Specifies the contract year for civil work.
      - **Unified Civil Contact?** Specifies whether you are working under a unified Civil contract.

- **CDS Supplier Number**. Specifies the supplier number for criminal work.
- **CDS Contract Version**. Specifies the contract version for criminal work.
- **Carter Review?** Specifies whether the Carter Review applies.
- **Include CDS Direct Fee?** Specifies whether to include a CDS direct fee.
- **VAT Registration Number**. Specifies the VAT registration number.
- **No VAT**. Specifies that no VAT is applicable.

3. Click **Next**, and add the nominal accounts to the branch.

Add nominal accounts to a branch

> **NOTE** This procedure is part of adding a new branch. Please read that topic first.

Use this procedure to select all the nominal accounts that apply to the branch.

To add the nominal accounts:

1. Add a new branch.

2. When the **Available Nominals** screen opens, tick or untick the desired nominals. By default, all the available nominal accounts are selected.

3. Click **Finish**, and then add the departments that will operate through this branch.

Add departments to a branch

> **NOTE** This procedure is part of adding a new branch. Please read that topic first.

Use this procedure to add all the departments that will operate through the branch.

To add a department to a branch:

1. Add a new branch and when the **Branch Details** screen opens, click the **Departments** tab.

2. Right-click the browse window and select **Add Department**.

3. When the **Branch Departments** dialog box opens, complete the following:

   - **Branch**. (Read-only) Shows the reference of the branch you are adding.
   - **Department**. Specifies the name of the department.
   - **Client Bank**. Specifies the client bank.
   - **Office Bank**. Specifies the office bank.
   - **Partner**. Specifies the name of the owning partner.

4. Click **OK** to add the department and repeat from step 2 for all other departments.

5. Click **OK** to add the new branch.

Edit, delete, archive branches

Once a branch has been added you can amend its details later. The branch name, reference, and company name can be edited and the departments

associated with branches can be edited or removed. You can also remove branches completely if they are no longer used or archive them if you no longer need them for new clients.

To edit a branch:

Use this procedure to change the details of an existing branch.

1. In **Core PMS**, click **Branches**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

   - You can also double-click an entry.

3. When the **Branch Details** dialog box opens, amend the details as required.

     - To amend the departments attached to the branch, right-click the desired department and click Edit or Delete.
     - To add departments to the branch, right-click any department and click Add Department.

4. Click **OK** to save your changes.

To delete a branch:

Use this procedure to remove an existing branch if it is no longer required. However, a branch can only be deleted if it is not associated with any client or matter.

1. In **Core PMS**, click **Branches**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to remove and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

- If the entry is already being used by clients in the database, then it cannot be deleted. A message will be displayed preventing you from proceeding.

To archive a branch:

Use this procedure to archive an existing branch. This ensures that the particular branch can no longer be assigned to new clients and matters, but will remain against historic clients and matters.

1. In **Core PMS**, click **Branches**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to archive and click **Edit**.

   - You can also double-click an entry.

3. When the **Branch Details** dialog box opens, tick **Archived**.

4. Click **OK** to save your changes. The archived branch is shown in red at the bottom of the list.

Print a list of branches

Use this procedure to print a list of all branches in ALB. A list will be displayed on screen, from which you can export to Excel or print a hard copy.

To print a list of branches:

1. In **Core PMS**, click **Branches**. The existing entries are displayed in the right-hand pane.

2. Right-click **Branches** and click **Print Branches** to generate the list.

3. When the **Branch Listing Report** opens, do any of the following:

- Click **Export** to export the list to Excel.
- Click **Print** to send a copy to your printer.

Categories of work

In Core PMS, the Categories of Work folder holds your LSC contract details. These are the areas of work you can pursue in relation to your Civil or Criminal contracts. Once a contract has been agreed the permitted areas must be set in this screen. The contract details can be changed at any time and you can also print out the details.

Set up categories of work

Use this procedure to set the categories of work for which you have a Civil or Criminal contract.

To set the categories of work:

1. In **Core PMS**, click **Categories of Work**. The list of work categories is displayed in the right-hand pane.

2. Right-click the category you want to set and click **Edit**.

   - You can also double-click an entry.

3. When the **Work Categories** dialog opens, tick both **Do Work In** and **SQM**.

   - If the category of work is not set and SQM is not ticked, then you will not be able to use the Civil or Criminal modules and a UFN will not be generated when adding a matter.

4. Click **OK** to save your changes.

Edit categories of work

Once a billing code category has been added you can amend its details later.

To edit a category of work:

Use this procedure to change the details of an existing code.

1. In **Core PMS**, click **Categories of Work**. The list of work categories is displayed in the right-hand pane.

2. Right-click the category you want to set and click **Edit**.

   - You can also double-click an entry.

3. When the **Work Categories** dialog opens, amend the details as required.

4. Click **OK** to save your changes.

Print a list of categories of work

Use this procedure to print a list of all the categories of work in ALB. A list will be displayed on screen, from which you can export to Excel or print a hard copy.

To print a list of branches:

1. In **Core PMS**, click **Categories of Work**. The existing entries are displayed in the right-hand pane.

2. Right-click **Categories of Work** and click **Print Categories of Work** to generate the list.

3. When the **Categories of Work Listing Report** opens, do any of the following:

- Click **Export** to export the list to Excel.
- Click **Print** to send a copy to your printer.

Charge Rate Headings

Charge rate headings are the way in which private and public funded (Legal Aid) hourly fee earner time recording rates are grouped. Every matter has a private or public funded charge rate associated with it. The private charge rate headings must be present before you can create fee earner rates. For public funding work, the charge rate heading relates to the public funding work combinations. There is no restriction on the number of charge rate headings that you can add.

Add private charge rate headings

Use this procedure to add a new private charge rate heading.

To add a private charge rate heading:

1. In **Core PMS**, double-click **Charge Rate Headings**.

2. Right-click the **Private** folder and click **Add Charge Rate Headings**.

3. When the **Charge Descriptions** dialog box opens, complete the following:

   - **Reference**. Specifies a unique alphanumeric reference.
   - **Description**. Specifies a brief description of the entry.
   - **Currency**. Specifies the type of currency.
   - **Archived**. Flags the entry as no longer in use.

4. Click **OK** to save your changes. The new charge rate heading is now added to every live fee earner record and a message appears advising you to amend their charge rates. Click **OK** to confirm the message.

5. Open the **Fee Earner Details** screen, and on the **Time Rates** tab, add the individual rates for each activity.

NOTE

- Both the reference and description are visible to users when adding or viewing matters.

Add public funding charge rate headings

Use this procedure to add a new public funding charge rate heading.

To add a public funding charge rate heading:

1. In **Core PMS**, double-click **Charge Rate Headings**.

2. Right-click the **Public Funding** folder and click **Add Charge Rate Headings**.

3. When the **Charge Descriptions** dialog box opens, complete the following:

   - **Reference**. Specifies a unique alphanumeric reference.
   - **Description**. Specifies a brief description of the entry.
   - **Public Funding**. Flags the entry as a Public funding charge rate heading.
   - **Court**. Specifies the appropriate court type.
   - **Billing Type**. Specifies the appropriate billing type if the entry is to be used for matters in the Civil, Family Fixed Fee, or Criminal Public Funding modules.
   - **Multi Grade**. (Crown Courts) Flags whether the entry will use graded rates for each time type. If ticked, each time type is split into 3 fee grades; A, B, and C. Separate rates must be set for each one. These grades can then be set against individual fee earners (Earner Grade field on the Fee Earner Details screen) so that when time is recorded they can only choose the appropriate level/rate. For example, a fee earner with grade C can only choose grade C rates, with grade B they can choose grade B or C rates, and with grade A they can choose A, B, or C rates.
   - **Archived**. Flags the entry as no longer in use.

4. Click **OK** to save your changes. The new charge rate heading is now added to every public funding combination and a message appears advising you to amend their charge rates. Click **OK** to confirm the message.

5. Open the **Time Recording** screen, click the new heading and add the individual rates for each activity.

NOTE

- Both the reference and description are visible to users when adding or viewing matters.

Edit or delete charge rate headings

Once a charge rate heading has been added you can amend its details later. For private charge rate headings, the reference, description, currency, archived status can be edited at any time. For public funding headings, the court and billing type can also be amended, but currency can not.

To edit a charge rate heading:

Use this procedure to change the details of an existing charge rate heading.

1. In **Core PMS**, double-click **Charge Rate Headings**.

2. Right-click the **Private** or **Public Funding** folder. The list of entries is displayed in the right-hand pane.

3. Right-click the entry you want to change and click **Edit**.

4. When the **Charge Descriptions** dialog opens, amend the details as required.

5. Click **OK** to save your changes.

NOTE

- When a charge rate is edited it archives the existing one and creates a new one that is then available for new matters. Existing matters remain on the archived charge rate and all need amending before the matter can be used for time recording or billing. It is advisable to create a new charge rate and transfer using the Bulk Matter transfer tool.

To delete a charge rate heading:

Use this procedure to remove an existing charge rate heading if it is no longer required. However, a heading can only be deleted if it does not have any live matters associated with it and it has not been used for time recording. Removing a charge rate heading means that no further time recording is possible for its associated matters. Where this is the case, the matter should be edited and a live charge rate heading selected.

1. In **Core PMS**, double-click **Charge Rate Headings**.

2. Right-click the **Private** or **Public Funding** folder. The list of entries is displayed in the right-hand pane.

3. Right-click the entry you want to change and click **Delete**.

4. When prompted to confirm, click **Yes** to continue. The heading is flagged as archived and it cannot be used with new matters. However, it will remain present (in red) at the bottom of the list and against existing matters that used it.

   - If the entry is already being used by clients in the database, then it cannot be deleted. A message will be displayed preventing you from proceeding.

Conflict Check Fields

The Conflict Checking folder holds all the fields that can be used to check for conflicts when adding new clients. Apart from the mandatory conflict check fields

Address 1, Organisation Name, and Surname, you can set/un-set any number of the other fields in the listing.

Edit conflict check fields

Use this procedure to assign fields that will be used for manual conflict checks, through clients, actions, conflict check. As a result, all of the fields set must match for a conflict to arise.

To edit conflict check fields:

1. In **Core PMS**, click **Conflict Checking**. The list of available fields is displayed in the right-hand pane.

2. Right-click the field you want to set and click **Edit**.

   - You can also double-click an entry.

3. When the **Conflict Check Fields** dialog opens, tick **Default Field**.

4. Click **OK** to save your changes. In the System Default column, a Yes appears against the field.

NOTE

- The Address 1, Organisation Name, and Surname fields are mandatory and cannot be edited.

Custom Links

The Custom Links folder is used to store the network locations of executables (i.e. setup or installation files) or the URLs of web-based resources such as Adobe Reader for viewing PDFs. Custom links for Adobe Reader and PowerPoint are shipped as standard.

Add custom links

Use this procedure to add a new custom link. This allows you to store links to frequently used websites or files. Once created, you can open them from the Custom Links dialog box anytime you like.

To add a custom link:

1. In **Core PMS**, click **Custom Links**. The existing entries are displayed in the right-hand pane.

2. Right-click **Custom Links** and click **Add Custom Links**.

3. When the **Custom Links** dialog box opens, complete the following:

   - **Description**. Specifies a brief description of the entry. This is used as the link text.
   - **File Extension**. Specifies the file extension associated with the executable or file.
   - **Resource Link**. Specifies the location of the executable or file. You can type, paste, or lookup this from your network.
   - **Is System**. (Read-only) Flags a link as system-owned. Advanced use only.

4. Click **OK** to add the new link.

Open custom links

Custom Links added in Core PMS can be opened whenever you like from the Custom Links dialog box.

To open a custom link:

1. In **Core PMS**, click **Custom Links**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to open and click **Edit**.

   - You can also double-click an entry.

3. When the **Custom Links** dialog box opens, click the link shown above the Description field in [blue underline](). The file or website is opened.

4. Click **Cancel** to close dialog box.

Edit or delete custom links

Once a custom link has been added you can amend its details later. You can also remove entries completely if they are no longer needed.

To edit a custom link:

Use this procedure to change the details of an existing link.

1. In **Core PMS**, click **Custom Links**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

   - You can also double-click an entry.

3. When the **Custom Links** dialog box opens, amend the details as required.

4. Click **OK** to save your changes.

To delete a custom link:

Use this procedure to remove an existing link if it is no longer required. However, a bank can only be deleted if it is not associated with any client or matter.

1. In **Core PMS**, click **Custom Links**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

    - If the entry is already being used by clients in the database, then it cannot be deleted. A message will be displayed preventing you from proceeding.

Departments

The Departments folder allows you to maintain the different departments in your firm, e.g. Conveyancing, Family, etc. These can then be selected when creating new matters. Departments must also be linked to branches and work types to establish the firm's structure. For example, the Conveyancing department might be linked to Leeds branch and the Domestic Sale work type.

Add departments

Use this procedure to add new departments into ALB. This process involves creating the department and then attaching it to the branches that it will operate through.

1. In **Core PMS**, click **Departments**. The existing entries are displayed in the right-hand pane.

2. Right-click **Departments** and click **Add Departments**.

3. When the **Departments** dialog box opens, complete the following:

    - **Reference**. Specifies a unique reference for the department. Defaults to the next number, but can be changed.
    - **Name**. Specifies the name of the department, e.g. Conveyancing.

4. On the **Branches** tab, right-click in the browse window and select **Add Branch**.

5. When the **Branch Departments** dialog box opens, select a branch that this department will be attached to and complete the remaining details. Click **OK** to add the branch and repeat until all the required branches have been added.

6. Click **OK** to add the new department.

    - If you click OK without adding at least one branch, then a message will appear advising that the department is not assigned to a branch and that this must done before the department can be used. To do this, double-click the department and follow from step 4 above.

NOTES

- Departments must be attached to at least one branch.
- Departments can also be attached to branches via the Branch Details screen.

Edit, delete, or archive departments

Once a department has been added, the reference and name can be edited at any time. You can also remove departments completely if they are no longer used or archive them if you no longer need them for new matters.

To edit a department:

Use this procedure to change the details of an existing department.

1. In **Core PMS**, click **Departments**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

- You can also double-click an entry.

3. When the **Departments** dialog box opens, amend the details as required. You can also edit or delete the branches to which the department is attached:

  - To edit a branch, click the Branches tab and double-click a branch.
  - To remove a branch, click the Branches tab, right-click a branch and click Delete.

4. Click **OK** to save your changes.

To delete a department:

Use this procedure to remove an existing department if it is no longer required. However, you can only delete a department that is not associated with a branch. Therefore, you should remove the department from any branches prior to deleting. Also, if the department is associated with any matters, it cannot be deleted.

1. In **Core PMS**, click **Departments**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to remove and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

  - If the entry is already being used by branches in the database, then it cannot be deleted. A message will be displayed preventing you from proceeding.

To archive a department:

Use this procedure to archive an existing department that has been used, but is no longer required. This ensures that the particular department can no longer be

assigned to branches or matters, but will remain against the branches where it is already used. Once archived, departments are shown in red.

1. In **Core PMS**, click **Departments**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to archive and click **Edit**.

   - You can also double-click an entry.

3. When the **Departments** dialog box opens, tick **Archived**.

4. Click **OK** to save your changes. If there are branches that use this department, then you will be asked if you want to remove the association.

5. Click **Yes** to continue or **No** to cancel without archiving.

Print a list of departments

Use this procedure to print a list of all departments in ALB. A list showing all the departments and the branches they are attached to will be previewed on screen. From here, you can export to Excel or print a hard copy.

To print a list of departments:

1. In **Core PMS**, click **Departments**. The existing entries are displayed in the right-hand pane.

2. Right-click **Departments** and click **Print Departments** to generate the list.

3. When the **Department Listing Report** opens, do any of the following:

   - Click **Export** to export the list to Excel.
   - Click **Print** to send a copy to your printer.

Document Status

Document statuses are applied to documents to facilitate document routing and review, e.g. Approved, Rejected, etc. The following statuses are shipped as standard, which cannot be edited or deleted, but you can add, edit, delete, and archive your own statuses.

- Approved
- Downloaded
- Emailed
- Faxed
- New
- Printed
- Ready for Review
- Rejected
- Uploaded

Add document statuses

Use this procedure to add your own document statuses into ALB.

1. In **Core PMS**, click **Document Status**. The existing entries are displayed in the right-hand pane.

2. Right-click **Document Status** and click **Add Document Status**.

3. When the **Document Status** dialog box opens, complete the following:

   - **Status**. Specifies a name for the new status, e.g. Completed.
   - **Reason is Mandatory**. Forces the user to enter a reason for applying this status to a document.
   - **Restricted Usage**. Ensures that only users with permission to use restricted statuses can use this status. For example, you may not want support staff to set a document to a status that approves a document.
   - **Archived**. Archives this document status. See Edit, delete, or archive document statuses.

4. Click **OK** to add the new status.

NOTE

- Users can be given permission to use restricted statuses in Licensing and Users (User Details screen > Features tab > Can Use Restricted Status).

Edit, delete, or archive document statuses

Once a document status has been added, any of its details can be edited. You can also remove statuses completely if they are no longer used or archive them if you no longer need them for new documents.

To edit a document status:

Use this procedure to change the details of an existing document status.

1. In **Core PMS**, click **Document Status**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

   - You can also double-click an entry.

3. When the **Document Status** dialog box opens, amend the details as required.

4. Click **OK** to save your changes.

To delete a document status:

Use this procedure to remove an existing document status if it is no longer required. However, you can only delete a status that is not used by a document. Therefore, you should remove the status from any documents prior to deleting.

1. In **Core PMS**, click **Document Status**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to remove and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

    - If the entry is already being used by branches in the database, then it cannot be deleted. A message will be displayed preventing you from proceeding.

To archive a document status:

Use this procedure to archive an existing document status that has been used, but is no longer required. This ensures that the particular status can no longer be used for new documents, but will remain against documents where it is already used.

1. In **Core PMS**, click **Document Status**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to archive and click **Edit**.

    - You can also double-click an entry.

3. When the **Document Status** dialog box opens, tick **Archived**.

4. Click **OK** to save your changes.

NOTE

- System owned document statuses cannot be edited, deleted, or archived.

Fee Earners

The Fee Earners folder allows you to set up your firm's fee earners. When adding a new fee earner various defaults can be associated with them such as; contact and personal information, private and public funding settings, time recording rates, etc. It is even possible to transfer clients and matters to other fee earners.

Fee earners can also be attached to system users. As a result, work recorded by that user automatically adopts the settings assigned to the associated fee earner. However, these fee earner settings can still be overridden.

> **NOTE** Fee earners are linked to system users, so before a new fee earner can be created they must already be a system user. See Licensing and Users.

Add fee earners

Use this procedure to add a new fee earner into ALB.

> **IMPORTANT** Before you begin, make sure the fee earner has already been added as a system user.

To add a fee earner:

1. In **Core PMS**, click **Fee Earners**. The existing entries are displayed in the right-hand pane.

2. Right-click **Fee Earners** and click **Add Fee Earners**.

3. When the **Add New Fee Earners** dialog box opens, complete the following:

- **User**. Specifies the system user you want to add as a fee earner. Use the Search for User link to find them. When searching for a user, only the users who are not already fee earners are displayed.
- **Earner Ref**. Specifies a reference for the fee earner. Defaults to the user reference, but can be changed. This will appear throughout the software, including reports.
- **Earner Type**. Specifies the type of fee earner; Fee Earner, Partner, or Unassigned Counsel.

4. Click **Finish**. A message is displayed advising that rates have be added to this fee earner, for each private charge rate heading, and that you must edit them prior to time recording.

5. Click **OK** to confirm the message and the **Earner Details** screen opens, completed with the information you have already entered. Work through each tab, adding the following information:

   - Add fee earner details
   - Add fee earner public funding details
   - Add fee earner personal info
   - Add fee earner time rates
   - Add fee earner web options

6. Click **OK** to add the new fee earner.

Add fee earner details

Use this procedure to complete the Fee Earner Details tab when adding a new fee earner. This involves completing general, employment, anti-money laundering, and annual budget information.

To add fee earner details:

1. In the **Earner Details** screen, click the **Fee Earner Details** tab (if not already selected).

2. Under **General Info**, complete the following:

- **Earner Ref**. Shows the fee earner's reference, as already specified.
- **Earner Type**. Shows the fee earner's earner type, as already specified.
- **Earner Grade**. Specifies the grade of time rates for criminal public funding (Legal Aid) matters. Each fee earner must have an earner grade selected.
- **Civil Earner Grade**. Specifies the grade of time rates for civil public funding (Legal Aid) matters. Each fee earner must have a civil earner grade selected.
- **Cost Rate p/h**. Specifies the cost to firm for the fee earner to carry out work for one hour.
- **Recordable Hours p/a**. Specifies the annual target of chargeable and non-chargeable hours. For example, with 4 weeks leave per annum, on a full-time basis; 48 weeks x 5 days x 7 hours = 1680.
- **Roll Number**. Specifies the practising certificate number.
- **Daily Target Hours**.
- **Daily Target Charge**.
- **Archived**. Archives the fee earner. See Edit, delete, or archive fee earners.

3. Under **Employment Dates**, complete the following:

- **Commencement**. Specifies the date the fee earner commenced employment.
- **Admission**. Specifies the date the fee earner was admitted as a solicitor.
- **Leaving**. Specifies the date the fee earner ceased employment.

4. Under **Anti-money Laundering**, complete the following if the Anti-money Laundering module is being used:

- **Authoriser**. Specifies whether the fee earner is permitted to authorise positive client identifications.
- **Password**. Specifies a password if you require the authorisation to be password protected.

5. Under **Annual Budget**, complete the following budget information for use with KPI reports:

- **Budget Private Matter Starts**. Specifies the target number of non-public funding work type files opened by the fee earner.
- **Budget Public Matter Starts**. Specifies the target number of public funding work type files opened by the fee earner.
- **Budget Hours**. Specifies the target for time recorded by the fee earner.
- **Budget Billed Time**. Specifies the annual fees target for the fee earner and feeds into the relevant actual to budget fees reports.
- **Budget Posted Time**. Specifies the target for time posted to the ledger, at charge, for the fee earner.
- **Budget Draft Billed Time**. Specifies the target for time billed at charge, using the draft billing tool, for the fee earner.
- **Budget Claimed Value**. Specifies the target for time transactions marked as claimed through the public funding modules.
- **Budget Unbilled Time**. Specifies the budget for time posted to the ledger that has not been billed at charge rate for the fee earner.
- **Budget Time Written Off**. Specifies the budget for time posted to the ledger that has been written off for the fee earner.
- **Budget Fees Written Off**. Specifies the budget for costs billed that have been written off for the fee earner.

- To define a budget, refer to the procedure below.

To complete the annual budget figures:

Use this procedure to specify the annual budget figures (as shown above) for the fee earner. These can be are entered for the financial year of your choice, broken down into 12 periods. They can be entered for each individual period or as a yearly figure that is divided equally across each period. You can still manually adjust the figures, but they must add up to the global total or you will not be able to apply them. Having a monthly breakdown enables your firm to assess the performance of fee earners that join part-way through the year.

1. Click a lookup adjacent to a budget field.

2. When the **Earner Budget Figures** screen opens, select your **Financial Year**.

3. Specify how you want to enter the budget figures:

- If you want to enter the budget figures individually, select **Individual** and enter the figures into the **Period** boxes.
- If you want to enter a yearly figure, select **Global** and enter the figure into the **Budget** box. The budget is distributed across the 12 periods. However, you can adjust the figures manually, but they must add up to the budget total.
- To exclude a period, untick its check box.
- To enter budget figures as time values, type the time in minutes.

4. Click **OK** to add the budget figures and then repeat until all budgets have been entered.

NOTES

- The budget figures are available for the fee earner to view in PMS, in the Budgets element of My Home Page.
- The budgets set for fee earners are used in the following reports:

  - Time reports:
    - Analysis by Fee Earner
    - Fee Earner Analysis
    - Fee Earner Analysis Summary

  - PMS/KPI reports:
    - Matter Starts
    - Bills Analysis
    - WIP Analysis

Add fee earner public funding details

Use this procedure to complete the Public Funding tab when adding a new fee earner.

> **IMPORTANT** This information must be completed for fee earners using the Criminal Public Funding Billing module.

To add fee earner public funding details:

1. In the **Earner Details** screen, click the **Public Funding** tab (if not already selected).

2. Under **Criminal Designation**, complete the following:

   - **Designated Category**.
   - **Date Designated**.

3. Under **CDS Work Categories**, tick the relevant categories that the fee earner will work in.

4. Under **CDS UFN Range**, enter the Unique File Number range. This can be set for each fee earner and will also be used if they use the Civil Public Funding module.

5. Under **Earners Uplift**, specify the uplift percentage for Family public funding matters. To do this:

   This is only applies to Family public funding matters.

   1. Right-click and select **Add new Earners Uplift**.

   2. When the **Earners Uplift** dialog box opens, select **Family** from the **Work Category** drop-down.

   3. In **Percentage Uplift**, type the amount of uplift (%) required.

   4. Click **OK** to add the uplift.

NOTE

- To use an earner's uplift when time recording, edit each applicable Family public funding time type and tick the Uplift box.

Add fee earner personal info

Use this procedure to complete the Personal Info tab when adding a new fee earner. Some of the information on this screen will be completed based on details that you have already entered. However, you can add further information as appropriate.

To add fee earner personal details:

1. In the **Earner Details** screen, click the **Personal Info** tab (if not already selected).

2. Under **General Info**, complete the following:

   - **Title**.
   - **Forenames**.
   - **Surname**.
   - **Marital or CP Status**.
   - **Previous Name**.
   - **Occupation**.
   - **Sex**.
   - **DOB**.
   - **Place of Birth**.
   - **Birth Name**.

3. Under **Additional Info**, complete the following:

   - **Salutation Letter (Formal)**.
   - **Salutation Letter (Informal)**.
   - **Salutation Letter (Formal)**.
   - **Salutation Envelope**.
   - **Disability**.

- **DOD**.
- **Ethnicity**.
- **Armed Forces**.
- **Armed Forces No**.
- **NI No**.

Add fee earner time rates

Use this procedure to complete the Time Rates tab when adding a new fee earner.

To add fee earner time rates:

1. In the **Earner Details** screen, click the **Time Rates** tab (if not already selected).

2. In the left-hand pane, select a **charge rate heading** from the list. The associated rates are shown in the right-hand pane.

3. Double-click an **activity** and enter the **hourly rate**.

   - If the hourly or item rate is the same for each hourly activity or item, click Auto Rates and enter the required rate. This will then be applied to all time types automatically.

4. Do this for all activities and repeat for each charge rate heading that is being used.

Add fee earner web options

Use this procedure to complete the Web Options tab when adding a new fee earner.

> **IMPORTANT** This information must be completed for fee earners using the Web Case Tracking module.

To add fee earner web options:

1. In the **Earner Details** screen, click the **Web Options** tab (if not already selected).

2. In **PSI Live ID**, type the appropriate ID.

3. Under **NLIS Details**, complete the following:

   - **Transaction Online Name/Password**. Specifies the user name and password for the Transaction Online property search engine.
   - **Search Flow Name/Password**. Specifies the user name and password for the Search Flow property search engine.
   - **Terra Media Name/Password**. Specifies the user name and password for the Terra Media property search engine.

Transfer fee earner matters

Matters can be transferred from one fee earner to another, e.g. when a fee earner leaves.

> **IMPORTANT** We recommended that this utility is run at the end of a day, as potentially it could be a lengthy process.

To transfer matters to another fee earner:

1. In the **Earner Details** screen, click the **Matter Transfers** tab (if not already selected).

2. Select the matters you want to transfer.

    - To select non-consecutive matters, hold down CTRL and click the desired entries.
    - To select consecutive matters, hold down SHIFT and click the first and last entries.
    - To sort by open matters, click the Closed Date column header. This will show all the open matters at the top.

3. Right-click and click **Transfer Matter**.

4. When the **Transfer to Fee Earner** dialog box opens, use the lookup to select the fee earner you want to transfer the selected matters to.

5. Click **Transfer** to start the process.

Transfer fee earner clients

Clients can be transferred from one fee earner to another, e.g. when a fee earner leaves.

> **IMPORTANT** We recommended that this utility is run at the end of a day, as potentially it could be a lengthy process.

To transfer matters to another fee earner:

1. In the **Earner Details** screen, click the **Client Transfers** tab (if not already selected).

2. Select the clients you want to transfer.

    - To select non-consecutive clients, hold down CTRL and click the desired entries.

- To select consecutive clients, hold down SHIFT and click the first and last entries.
- To sort by open matters, click the Closed Date column header. This will show all the open matters at the top.

3. Right-click and click **Transfer Client**.

4. When the **Transfer to Fee Earner** dialog box opens, use the lookup to select the fee earner you want to transfer the selected clients to.

5. Click **Transfer** to start the process.

Edit, delete, or archive fee earners

Once a fee earner has been added you can amend its details later, including fee earner reference. For example, when a new time type is added, you will need to edit a fee earner's charge rates. You can also remove fee earners completely if they are no longer used or archive them if you no longer need them for new matters.

To edit a fee earner:

Use this procedure to change the details of an existing fee earner.

1. In **Core PMS**, click **Fee Earners**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

- You can also double-click an entry.

3. When the **Earner Details** dialog box opens, work through each tab and amend the details as required.

4. Click **OK** to save your changes.

To delete a fee earner:

Use this procedure to remove an existing fee earner if they are no longer required. However, a fee earner can only be deleted if they are not being used anywhere in the software. For example, they cannot be removed if they are linked to historic time recordings, closed matters, or live matters. Where this is the case, the fee earner should be archived so that it remains displayed against existing clients and matters, but cannot be used for new clients, matters, or time transactions.

1. In **Core PMS**, click **Fee Earners**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to remove and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

   - If the entry is already being used in the database, then it cannot be deleted. A message will be displayed preventing you from proceeding.

To archive a fee earner:

Use this procedure to archive an existing fee earner, e.g. if they leave the firm. This ensures that the particular fee earner can no longer be used for new clients, matters, or time transactions, but will remain against historic clients and matters.

1. In **Core PMS**, click **Fee Earners**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to archive and click **Edit**.

   - You can also double-click an entry.

3. When the **Fee Earner Details** dialog box opens, click the **Fee Earner Details** tab and tick **Archived**.

4. Click **OK** to save your changes.

NOTES

- Fee earner time rates must be edited when new time types are added.
- Fee earner time rates cannot be edited if there is unposted time. All time must be posted or deleted beforehand.
- Once an archived fee earner has no financial balances they will no longer appear in reports.
- Archived fee earners can be hidden from fee earner listings if the Hide archived matters option is ticked in Features.

Print a list of fee earners

Use this procedure to print a list of all fee earners in ALB. A list will be displayed on screen, from which you can export to Excel or print a hard copy. The report shows all fee earners (live and archived) with their fee earner reference and full name. You can also print a list of the rates associated with fee earners.

To print a list of fee earners:

1. In **Core PMS**, click **Fee Earners**. The existing entries are displayed in the right-hand pane.

2. Right-click **Fee Earners** and click **Print Fee Earners** to generate the list.

3. When the **Fee Earner Listing Report** opens, do any of the following:

    - Click Export to export the list to Excel.
    - Click Print to send a copy to your printer.

To print a list of fee earner rates:

1. In **Core PMS**, click **Fee Earners**. The existing entries are displayed in the right-hand pane.

2. Right-click **Fee Earners** and click **Print Fee Earner Rates** to generate the list. You will also be asked if you wish to hide archived fee earners. Click as required.

3. When the **Fee Earner Rates Listing Report** opens, do any of the following:

    - Click **Export** to export the list to Excel.
    - Click **Print** to send a copy to your printer.

Folder Templates

Folder templates allow you to define which folders appear in document history for specific work types. For example, you might have a folder template called Conveyancing that contains folders for Land Registry, Estate Agent, and Client, and a work type of Domestic Sale. As a result, any matters created using the Domestic Sale work type would automatically show the Land Registry, Estate Agent, and Client folders in document history.

> **NOTE** Folder templates are not directly linked to matters. When you create a new matter using a work type associated with a folder template, it simply creates a copy of the folders.

Add folder templates

Use this procedure to add folder templates into ALB. This process involves creating a new folder template, then adding the desired folders and work types to it. A folder template can contain any number of folders and work types.

1. In **Core PMS**, click **Folder Templates**. The existing entries are displayed in the right-hand pane.

2. Right-click **Folder Templates** and click **Add Folder Templates**.

3. When the **Folder Templates** dialog box opens, complete the following:

   - **Folder Template Name**. Specifies a name for the new template.
   - **Archived**. Archives the folder template. See Edit, delete, or archive folder templates.

4. Next, under **Folder Names**, right-click and select **Add Folder**. Type the folder name and click **OK**. Repeat until all the required folders have been added.

5. Now do the same for work types. Right-click under **Work Types** and select **Add Work Type**. Type or lookup the work type and click **OK**. Repeat until all the required work types have been added.

6. Click **OK** to add the new template.

Edit, delete, or archive folder templates

Once a folder template has been added, the template name, folders, and work types can be edited at any time. You can also remove folder templates completely if they are no longer used or archive them if you no longer need them for new matters.

To edit a folder template:

Use this procedure to change the details of an existing folder template.

1. In **Core PMS**, click **Folder Templates**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

   - You can also double-click an entry.

3. When the **Folder Templates** dialog box opens, amend the details as required. You can also edit or delete the folders and work types which are attached:

- To edit a folder, right-click it and click Edit.
- To remove a folder, right-click it and click Delete.
- To edit a work type, right-click it and click Edit.
- To remove a work type, right-click it and click Delete.

4. Click **OK** to save your changes.

To delete a folder template:

Use this procedure to remove an existing folder template if it is no longer required. However, deleting a folder template does not remove the associated folders from any matters that already use one of the template's work types, as folder templates are not directly linked to matters. When you create a new matter using a work type associated with a folder template, it simply creates a copy of the folders.

1. In **Core PMS**, click **Folder Templates**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to remove and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

To archive a folder template:

Use this procedure to archive an existing folder template that has been used, but is no longer required. This ensures that the particular template can no longer be used, but will remain against the work types where it is already used.

1. In **Core PMS**, click **Folder Templates**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to archive and click **Edit**.

- You can also double-click an entry.

3. When the **Folder Templates** dialog box opens, tick **Archived**.

4. Click **OK** to save your changes.

Span Matter Types

Span types (1 and 2) are stored in the Span Matter Types folder for use with the Civil Legal Aid module.

> **NOTE** These listings are populated by Advanced.

Print a list of span types

Use this procedure to print a list of span types in ALB. A list showing all the span types will be previewed on screen. From here, you can export to Excel or print a hard copy.

To print a list of departments:

1. In **Core PMS**, double-click **Span Matter Types**. The Span Type 1 and Span Type 2 folders become visible.

2. Print **Span Types 1** or **Span Types 2**. Do one of the following:

   - Right-click **Span Types 1** and select **Print Span Types 1**.
   - Right-click **Span Types 2** and select **Print Span Types 2**.

3. When the **Span Type Listing Report** opens, you can:

   - Click **Export** to export the list to Excel.

- Click **Print** to send a copy to your printer.

Work Types

The Work Types folder allows you to categorise the different types of work. Every matter has a work type associated with it which lets you group matters involving the same type of work. For example, all matters regarding the sale of a domestic property would be attached to the Domestic Sale work type.

Work types must be attached to departments and are sub-divided into private, public funded, and firm work types. Each work type has an "income from costs" nominal associated with it and profit costs posted for bills on matters populate the appropriate costs nominal.

Add work types

Use this procedure to add new work types into ALB.

1. In **Core PMS**, click **Work Types**. The existing entries are displayed in the right-hand pane.

2. Right-click **Work Types** and click **Add Work Types**.

3. When the **Work Types** dialog box opens, complete the following:

   - **Department**. Specifies the department attached to the new work type.
   - **Code**. Specifies a unique work type code. Defaults to the next number, but can be changed. Work types codes can be anything and do not have to follow the 01 for private and 02 for public funding format. These are used purely for migration purposes.
   - **Description**. Specifies a brief description of the entry.
   - **Work Category**. Specifies the LSC category of work. For private work types select Other.

- **Public Funded?** Flags the entry as a public funding work type. Not applicable for private work types.
- **Span Type 1**. Specifies the span type 1 for Civil contract work types. Not applicableAdd work types for private work types.
- **Span Type 2**. Specifies the span type 2 for Civil contract work types. Not applicable for private work types.
- **Quote**. Specifies the amount permitted for quotations.
- **Disbursement Limit**. Specifies the amount permitted for disbursements.
- **Time Limit**. Specifies the amount permitted for time recording.
- **WIP Limit**. Specifies the amount permitted for work in progress.
- **Overall Matter Limit**. Specifies the total amount permitted for matters.
- **Nominal**. Specifies the nominal account. Automatically generated when the work type is saved.
- **Charge Description**. Specifies the appropriate charge rate heading (for private work types) or the public funding combination (for public funding work types). This setting is automatically used when adding new matters, but can be changed per matter.
- **Application**. Specifies the appropriate application. For private work types select PMS.
- **Supplementary Details Category**. Specifies a supplementary category.
- **Billing Code Category**. Specifies the billing code category. Not applicable for private work types.
- **Search for Agenda**. Specifies a matter-based agenda that you would like to associate with all matters of this work type.
- **AML Enabled**. (Default enabled) Deselect for work types where anti-money laundering is not required so users do not see the AML screens.
- **Archived**. Archives the work type. See Edit, delete, or archive work types.

4. Click **OK** to add the new work type.

Edit, delete, or archive work types

Once a work type has been added, the details can be edited at any time. You can also remove work types completely if they are no longer used or archive them if you no longer need them for new matters.

To edit a work type:

Use this procedure to change the details of an existing work type. When you do, the changes apply to all existing live or archived matters that are using it.

1. In **Core PMS**, click **Work Types**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

   - You can also double-click an entry.

3. When the **Work Types** dialog box opens, amend the details as required.

4. Click **OK** to save your changes.

To delete a work type:

Use this procedure to remove an existing work type if it is no longer required. However, you can only delete a work type if it is not associated with a live or archived matter. Where this is the case, you should archive the work type instead so that it remains visible against existing matters, but cannot be selected for new matters. You can only delete a work type that has never been used.

1. In **Core PMS**, click **Work Types**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to remove and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

To archive a work type:

Use this procedure to archive an existing work type that has been used, but is no longer required. This ensures that the particular work type can no longer be attached to new matters, but will remain visible against the matters where it is already used. Archived work types are shown in red.

1. In **Core PMS**, click **Work Types**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to archive and click **Edit**.

   - You can also double-click an entry.

3. When the **Work Types** dialog box opens, tick **Archived**.

4. Click **OK** to save your changes.

5. Click **Yes** to continue or **No** to cancel without archiving.

Print a list of work types

Use this procedure to print a list of all work types in ALB. A list showing all the live work types will be previewed on screen. From here, you can export to Excel or print a hard copy.

To print a list of work types:

1. In **Core PMS**, click **Work Types**. The existing entries are displayed in the right-hand pane.

2. Right-click **Work Types** and click **Print Work Types** to generate the list.

3. When the **Work Type Listing Report** opens, do any of the following:

   - Click **Export** to export the list to Excel.

- Click **Print** to send a copy to your printer.

Accounts

Configure all aspects of accounting and financial transactions in ALB.

This section explains how to set up and administer everything that needs to be in place for you to process financial transactions in the software. It deals with aspects of accounting such as, financial years, periods, disbursement types, VAT rates, and nominal accounts etc.

In this section:

- Aged bands
- Budgets and forecasts
- Clearance types
- Control balance types
- Currency types
- Disbursements
- Exchange rates
- Financial years
- Nominals
- Payment methods
- Periods
- Profit and loss and balance sheet headings
- Posting descriptions
- Purchase Ledger apportionments
- Standard templates
- VAT rates

Aged Bands

Aged bands are used in the Aged WIP, Disbursement and Debtors report. Six standard bands are set as part of the ALB upgrade routine, but these can be edited to tie in with your firm's terms and conditions.

Edit aged bands

You can edit the details of the aged bands at any time. For example, if you do not want a particular band to show in the Aged WIP, Disbursement and Debtors report, then you can remove the Show in Report flag.

To edit an aged band:

Use this procedure to change the details of an existing aged band.

1. In **Accounts**, click **Aged Bands**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

    - You can also double-click an entry.

3. When the **Aged Bands** dialog box opens, amend the details as required.

    - To remove the band from reporting, untick Show in Report.

4. Click **OK** to save your changes.

Budgets and Forecasts

The Budgets/Forecasts folder lists the names of the budgets that have been set up for defining budgets for nominal accounts. Budget names are fixed and so you cannot edit or delete them, or create new ones. However, it is possible to

create, edit, and delete forecasts. Also, you can export budget/forecast data to Excel for manipulation and then import the modified data back into ALB. Budgets are created as part of the year end routine.

Add forecasts

Use this procedure to add a new budget forecast.

To add a budget forecast:

1. In **Accounts**, click **Budgets/Forecasts**. The existing entries are displayed in the right-hand pane.

2. Right-click **Budgets/Forecasts** and click **Add Budgets/Forecasts**.

3. When the **Budget/Forecast** dialog box opens, complete the following:

    - **Description**. Specifies a brief description of the forecast.

4. Click **OK** to add the new forecast.

Edit or delete forecasts

Once a forecast has been added, you can amend its description at any time. You can also remove a forecast completely if it's no longer required.

To edit a budget forecast:

Use this procedure to change the description of an existing forecast.

1. In **Accounts**, click **Budgets/Forecasts**. The existing entries are displayed in the right-hand pane.

2. Right-click **Budgets/Forecasts** and click **Edit**.

- You can also double-click an entry.

3. When the **Budget/Forecast** dialog box opens, amend **Description** as required.

4. Click **OK** to save your changes.

To delete a budget forecast:

Use this procedure to remove an existing forecast if it is no longer required.

1. In **Accounts**, click **Budgets/Forecasts**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to remove and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

- If the entry is already being used by branches in the database, then it cannot be deleted. A message will be displayed preventing you from proceeding.

Import and export budgets and forecasts

For maintenance purposes, ALB provides the capability to export and import budget and forecast data. For example, you might need to uplift a forecast by exporting it to Excel, modifying the forecast and then importing the uplifted forecast back into ALB. You could either import the uplifted forecast to overwrite the existing forecast or import it as a new forecast (however, to do this, you would need to create a new forecast separately first).

Also, you can maintain budgets and forecasts for the following year, before that year has been created in ALB. To do this, export the selected budget or forecast from the current year, maintain it in Excel and then import it once the relevant year has been created.

To export data for a budget or forecast:

Use this procedure to export data associated with nominal accounts for a selected budget/forecast to Microsoft Excel.

1. In **Accounts**, click **Budgets/Forecasts**. The existing entries are displayed in the right-hand pane.

2. Right-click **Budgets/Forecasts** and click **Edit**.

   - You can also double-click an entry.

3. When the **Budget/Forecast** dialog box opens, click **Export**. You are prompted to select the destination folder.

4. In the **Browse For Folder** dialog box, select the folder in which you want to store the export file and click **OK**. The export file is saved and automatically opens in Microsoft Excel.

To import data for a budget or forecast:

Use this procedure to import data associated a budget/forecast that has previously been exported to Excel.

1. In **Accounts**, click **Budgets/Forecasts**. The existing entries are displayed in the right-hand pane.

2. Right-click **Budgets/Forecasts** and click **Edit**.

   - You can also double-click an entry.

3. When the **Budget/Forecast** dialog box opens, click **Import**. You are prompted to select the export file.

4. In the **Open** dialog box, select the export file and click **Open**. The file is checked to make sure it is in the correct format to be imported.

- If the correct format, then you are asked to confirm that it is OK to overwrite the selected budget/forecast.
- If the incorrect format, then you will see a message to that effect and the file cannot be imported.

NOTE

- You can maintain budget and forecast amounts for an individual nominal via the Nominals folder. You can also associate multiple budgets and forecasts with a nominal. See Nominals.

Clearance Types

Clearance types allow clearance days to be applied to debit and credit client transactions. This leads to a potential warning, for example, when you pay out against monies which may not yet be cleared funds. Clearance days are also applied to interest calculations and can be overridden at the time of posting. Clearance days can be cheque or electronic.

Add clearance types

Use this procedure to add a new clearance type.

To add a clearance type:

1. In **Accounts**, click **Clearance Types**. The existing entries are displayed in the right-hand pane.

2. Right-click **Clearance Types** and click **Add Clearance Types**.

3. When the **Clearance Types** dialog box opens, complete the following:

   - **Description**. Specifies a brief description of the entry. This appears at the time of posting.

- **Chq Days**. Specifies the number of cheque clearance days.
- **Elec Days**. Specifies the number of electronic clearance days, if this is an electronic transaction.
- **Credit**. Specifies the entry is applicable to credit transactions. Leave unticked if applicable to debits.

4. Click **OK** to add the new forecast.

Edit, delete, or archive clearance types

Once a clearance type has been added you can amend its details at any time. You can also remove entries completely if they are no longer used or archive them if you no longer need them for new transactions.

To edit a clearance type:

Use this procedure to change the details of an existing clearance type. If the clearance type has already been used in postings, then the details (e.g. description, days, etc.) will have been saved with the posting details at the time of entry. Therefore, when a clearance type is edited, the new details will only apply to postings made after the change is saved.

1. In **Accounts**, click **Clearance Types**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

- You can also double-click an entry.

3. When the **Clearance Types** dialog box opens, amend the details as required.

4. Click **OK** to save your changes.

To delete a clearance type:

Use this procedure to remove an existing clearance type if it is no longer required. Even when clearance types have been used in postings, they can still be deleted, although you need to have at least one debit and credit clearance type set up.

1. In **Accounts**, click **Clearance Types**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to remove and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

To archive a clearance type:

Use this procedure to archive an existing clearance type that has been used, but is no longer required. This ensures that the particular type can no longer be used for new postings, but will remain visible against records that already use it.

1. In **Accounts**, click **Clearance Types**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to archive and click **Edit**.

    *   You can also double-click an entry.

3. When the **Clearance Types** dialog box opens, tick **Archived**.

4. Click **OK** to save your changes.

Print a list of clearance types

Use this procedure to print a list of all the clearance types in ALB. A list will be displayed on screen, from which you can export to Excel or print a hard copy.

To print a list of clearance types:

1. In **Accounts**, click **Clearance Types**. The existing entries are displayed in the right-hand pane.

2. Right-click **Clearance Types** and click **Print Clearance Types** to generate the list.

3. When the **Clearance Types Listing Report** opens, do any of the following:

    - Click **Export** to export the list to Excel.
    - Click **Print** to send a copy to your printer.

Control Balance Types

Control balance types allow you to assign PL/BS headers and/or categories to the client balances, deposit balances and office balances.

Edit control balance types

Use this procedure to change the details of an existing control balance type.

To edit a control balance type:

1. In **Accounts**, click **Control Balance Types**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

    - You can also double-click an entry.

3. When the **Control Balance Type** dialog box opens, assign the relevant PL/BS header and or category.

4.   Click **OK** to save your changes.

Currency Types

Your system will have been set up to use Pounds Sterling as its currency. However, other currencies can be added to the system, but are currently only used for transactions that use the Foreign Currency posting types. These postings only appear as notes under the Foreign Currency posting tab on Accounts Enquiry.

If you have purchased Report Builder you will be able to create a report on the Foreign Currency transactions that have been posted. However, you can use the standard Foreign Currency report.

Add currency types

Use this procedure to add a new currency type.

To add a currency type:

1.   In **Accounts**, click **Currency Types**. The existing entries are displayed in the right-hand pane.

2.   Right-click **Currency Types** and click **Add Currency Types**.

3.   When the **Currency Types** dialog box opens, complete the following:

   - **Ref**. Specifies a unique reference for the currency.
   - **Description**. Specifies a brief description of the currency.
   - **Symbol**. Specifies the currency symbol.
   - **Rate**. Specifies the associated exchange rate. This is displayed on the Exchange Rate tab.
   - **Valid From**. Specifies the date from which the exchange rate is valid.

4. Click **OK** to add the new currency type.

Edit or delete currency types

The details of existing currency types can be amended at any time. You can also remove an entry completely if it's no longer required.

To edit a currency type:

Use this procedure to change the details of an existing currency type.

1. In **Accounts**, click **Currency Types**. The existing entries are displayed in the right-hand pane.

2. Right-click **Currency Types** and click **Edit**.

   - You can also double-click an entry.

3. When the **Currency Types** dialog box opens, amend the details as required.

   > **NOTE** If you entered an exchange rate and valid from date when you created a currency type, these are displayed on the Exchange Rates tab when you edit. You can add, amend, or delete an exchange rate here from the right-click shortcut menu.

4. Click **OK** to save your changes.

To delete a currency type:

Use this procedure to remove an existing currency type if it is no longer required.

1. In **Accounts**, click **Currency Types**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to remove and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

   - If the entry is already being used, then it cannot be deleted. A message will be displayed preventing you from proceeding.

Print a list of currency types

Use this procedure to print a list of all the currency types in ALB. A list will be displayed on screen, from which you can export to Excel or print a hard copy.

To print a list of currency types:

1. In **Accounts**, click **Currency Types**. The existing entries are displayed in the right-hand pane.

2. Right-click **Currency Types** and click **Print Currency Types** to generate the list.

3. When the **Currency Types Report** opens, do any of the following:

   - Click **Export** to export the list to Excel.
   - Click **Print** to send a copy to your printer.

Disbursements

Disbursements may be internal or external. Internal disbursements are designed to be posted for items where your firm has provided a service to the client, e.g. for postage, photocopying, TT fees, etc. For this type of disbursement there is never a bank entry involved and VAT is always added, at the time of billing, on

top of the transaction amount. Internal disbursement VAT is added to the client bill at a rate of 20%.

When a debit entry is posted, the amount debits office and credits an accruals nominal on the balance sheet. When the same debit entry is billed the accruals nominal is debited and the amount credits an income nominal on the profit and loss.

External disbursements are designed to be posted for external agency or 3rd party payments that your firm is paying on behalf of the client. For this type of disbursement there is always a bank or nominal entry, which can be VATable or non-VATable entries.

Add internal disbursements

Use this procedure to add a new internal disbursement type.

Important You must have created new nominals for the disbursement prior to proceeding.

To add an internal disbursement:

1. In **Accounts**, open the **disbursements** folder.

2. Right-click the **Internal** sub-folder and click **Add Internal**.

3. When the **Internal disbursement Types** dialog box opens, complete the following:

    - **Ref**. Specifies an alphanumeric reference.
    - **Description**. Specifies a brief description of the entry. This will appear on the matter's office ledger.
    - **Solicitor**. Specifies that this is a solicitor expense disbursement.
    - **Expense Nominal**. Specifies an expense nominal.
    - **Income Nominal**. Specifies an income nominal.

4. Click **OK** to add the new disbursement type.

Add external disbursements

Use this procedure to add a new external disbursement type.

To add an external disbursement:

1. In **Accounts**, open the **disbursements** folder.

2. Right-click the **External** sub-folder and click **Add External**.

3. When the **External disbursements Types** dialog box opens, complete the following:

    - **Ref**. Specifies an alphanumeric reference.
    - **Description**. Specifies a brief description of the entry. This will appear on the matter's office ledger.
    - **Solicitor**. Specifies that this is a solicitor expense disbursement.

4. Click **OK** to add the new disbursement type.

Edit, delete, or archive disbursements

Once a disbursement type has been added you can amend its details at any time. You can also remove entries completely if they are no longer used or archive them if you no longer need them for new transactions.

To edit a disbursement type:

Use this procedure to change the details of an existing disbursement type. If the disbursement has already been used in postings, then the original details remain displayed for historic entries and the newly edited details are only used for new transactions made after the changes are saved.

1. In **Accounts**, open the **disbursements** folder.

2. Click either the **Internal** or **External** sub-folder. The existing entries are displayed in the right-hand pane.

3. Right-click the entry you want to change and click **Edit**.

   - You can also double-click an entry.

4. When the **disbursement Types** dialog box opens, amend the details as required.

5. Click **OK** to save your changes.

To delete a disbursement type:

Use this procedure to remove an existing disbursement type if it is no longer required. However, disbursements that have already been used in postings cannot be deleted. Such a disbursement can only be archived, so that it remains displayed throughout the software for historic entries, but cannot be selected for new postings.

1. In **Accounts**, open the **disbursements** folder.

2. Click either the **Internal** or **External** sub-folder. The existing entries are displayed in the right-hand pane.

3. Right-click the entry you want to remove and click **Delete**.

4. When prompted to confirm, click **Yes** to continue or **No** to cancel.

   - If the entry has already been used, then it cannot be deleted. A message will be displayed preventing you from proceeding.

To archive a disbursement type:

Use this procedure to archive an existing disbursement type that has been used, but is no longer required. This ensures that the particular type can no longer be used for new postings, but will remain visible against records that already use it.

1. In **Accounts**, open the **disbursements** folder.

2. Click either the **Internal** or **External** sub-folder. The existing entries are displayed in the right-hand pane.

3. Right-click the entry you want to archive and click **Edit**.

   - You can also double-click an entry.

4. When the **disbursement Types** dialog box opens, tick **Archived**.

5. Click **OK** to save your changes.

Print a list of disbursements

Use this procedure to print a list of all the disbursement types in ALB. A list will be displayed on screen, from which you can export to Excel or print a hard copy.

To print a list of internal disbursement types:

1. In **Accounts**, open the **disbursements** folder.

2. Right-click the **Internal** sub-folder and click **Print Internal** to generate the list.

3. When the **disbursement Types Report** opens, do any of the following:

   - Click Export to export the list to Excel.
   - Click Print to send a copy to your printer.

To print a list of external disbursement types:

1. In **Accounts**, open the **disbursements** folder.

2. Right-click the **External** sub-folder and click **Print External** to generate the list.

3. When the **disbursement Types Report** opens, do any of the following:

   - Click **Export** to export the list to Excel.
   - Click **Print** to send a copy to your printer.

Exchange Rates

Exchange rates are used in conjunction with currency types. They can be created when adding a new currency type or on their own in the Exchange Rates table and attached to a currency type. Adding (or editing) in either area automatically updates the other.

Add exchange rates

Use this procedure to add a new exchange rate.

To add an exchange rate:

1. In **Accounts**, click **Exchange Rates**. The existing entries are displayed in the right-hand pane.

2. Right-click **Exchange Rates** and click **Add Exchange Rates**.

3. When the **Exchange Rates** dialog box opens, complete the following:

   - **Currency**. Specifies the currency related to this exchange rate.
   - **Rate**. Specifies the associated exchange rate.

- **Valid From**. Specifies the date from which the exchange rate is valid.

4. Click **OK** to add the new exchange rate.

Edit or delete exchange rates

The details of existing currency types can be amended at any time. You can also remove an entry completely if it's no longer required.

To edit an exchange rate:

Use this procedure to change the details of an existing exchange rate.

1. In **Accounts**, click **Exchange Rates**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

   - You can also double-click an entry.

3. When the **Exchange Rates** dialog box opens, amend the details as required.

   > **NOTE** You cannot change the currency related to this exchange rate.

4. Click **OK** to save your changes.

To delete an exchange rate:

Use this procedure to remove an existing exchange rate if it is no longer required.

1. In **Accounts**, click **Exchange Rates**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to remove and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

    - If the entry is already being used, then it cannot be deleted. A message will be displayed preventing you from proceeding.

Print a list of exchange rates

Use this procedure to print a list of all the exchange rates in ALB. A list will be displayed on screen, from which you can export to Excel or print a hard copy.

To print a list of exchange rates:

1. In **Accounts**, click **Exchange Rates**. The existing entries are displayed in the right-hand pane.

2. Right-click **Exchange Rates** and click **Print Exchange Rates** to generate the list.

3. When the **Exchange Rates Report** opens, do any of the following:

    - Click **Export** to export the list to Excel.
    - Click **Print** to send a copy to your printer.

Financial Years

This screen shows the list of financial years for which accounts transactions have been processed in ALB. Each year has its own description, e.g. 2005-2006, Financial Year 3, etc. This description can be edited at any time. The year end

date is populated automatically by the Year End process and cannot be edited. The current financial year is the year that has a blank year end date.

> **NOTE** ALB accounts reports may not be usable for all of the years listed here. Some of the years may only have been created for use during a conversion process. Reports should only be run from the period that your installation of ALB went live.

Edit financial years

Use this procedure to amend the description of an existing financial year.

> **NOTE** It is not possible to delete financial years from ALB.

To edit a financial year:

1. In **Accounts**, click **Financial Years**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

   - You can also double-click an entry.

3. When the **Financial Years** dialog box opens, amend the description as required.

   > **NOTE** You cannot change the year end date. This is generated by the Year End process.

4. Click **OK** to save your changes.

Print a list of financial years

Use this procedure to print a list of all the financial years in ALB. A list will be displayed on screen, from which you can export to Excel or print a hard copy.

To print a list of financial years:

1. In **Accounts**, click **Financial Years**. The existing entries are displayed in the right-hand pane.

2. Right-click **Financial Years** and click **Print Financial Years** to generate the list.

3. When the **Financial Years Report** opens, do any of the following:

   - Click **Export** to export the list to Excel.
   - Click **Print** to send a copy to your printer.

Nominals

System nominals

ALB has a number of system nominals that are required for the Accounts system to function. In normal circumstances, these system nominals will already have been set up for your firm and should not be edited. These include the following, which should not be changed:

- Accruals
- Bills Write Off (used for legal aid)
- Client Opening Balance Equity
- Counsel Ledger Control

- Income from Costs
- Interest Nominal
- Office Opening Balance Equity
- Other System Nominal
- Utilities Manual
- Petty Cash
- Pre Payments
- Profit Share
- Purchase Ledger Control
- Realised Loss/ Gain
- Unpaid disbursement
- Unpaid Costs
- Unpaid VAT
- VAT Control

Non-system nominals

Non-system nominals may have any alpha numeric reference (up to a maximum 20 characters) and any free type description. To determine whether a nominal appears as part of the profit and loss or balance sheet, each nominal must have a type.

Non-system nominal types

PROFIT AND LOSS	BALANCE SHEET
Other income	Fixed Assets
Expenditure	Current Assets
Bill Write Off	Current Liabilities
	Partners Accounts
	Long Term Liabilities
	LSC Payments

Nominals are grouped on reports by their nominal type. They can then be further sub-grouped by allocating each nominal its own profit and loss or balance sheet sub-heading. Each nominal must be assigned to at least one branch and each branch must have its own default bank account for use in postings.

Nominal year end reset

In ALB, profit and loss nominals have the Year End Reset option selected and reset to 0 prior to any postings for a new financial year. However, balance sheet nominals do not have Year End Reset selected and any postings for a new financial year debit/credit the opening balance brought forward from the previous year end. This cannot be changed. Adjustments to nominal start balances following a year end procedure should be carried out using the Nominal to Nominal Transfer posting and the Profit Share Nominal.

Nominal security

Any nominal that has the Nominal Security option selected cannot be viewed or posted to by any user who does not have the security option Access secure nominals in their System User Security Features. See Licensing and Users.

Add nominals

Use this procedure to add a new nominal account.

To add a nominal account:

1. In **Accounts**, click **Nominals**. The existing entries are displayed in the right-hand pane.

2. Right-click **Nominals** and click **Add Nominals**.

3. When the **Nominals** dialog box opens, complete the following:

- **Reference**. Specifies a unique alphanumit, delete, or archive nominals.

4. Click **OK** to adderic reference (20 characters max).

  - **Sequence Number**. (Optional) Specifies a sequence number for Report Builder purposes.
  - **Description**. (Mandatory) Specifies a brief description of the entry.
  - **Type**. Specifies the type of nominal account, e.g. Expenditure.
  - **PL/BS Header**. Specifies a Profit & Loss or Balance Sheet header for sub-grouping.
  - **PL/BS Category**. Specifies a Profit & Loss or Balance Sheet category for sub-grouping.
  - **Cash Flow Category**. Specifies a cash flow category, for use with the Cash Flow module.
  - **Branch**. (Mandatory) Specifies the branches to which the nominal is to be added.
  - **Bank**. (Mandatory) Specifies the default bank for each of the branches selected above.
  - **Year End Reset**. (PL nominals only) Specifies that the nominal will be reset to 0 prior to any postings for a new financial year. If this is a Balance Sheet nominal, then leave blank.
  - **Nominal Security**. Specifies that the nominal is confidential nominal. Only users with the *Access secure nominals* permission can view and post. See Licensing and Users.

5. **Archived**. Archives this nominal. See Ed the new nominal account.

  - If you try to add a nominal with a reference that has already been used, then you will be prevented from proceeding until a unique reference has been entered.

Edit, delete, or archive nominals

Once a nominal account has been added you can amend its details (except nominal type) at any time. The nominal type cannot be altered once the nominal

has been saved. You can also remove entries completely if they are no longer used or archive them if you no longer need them for new transactions.

To edit a nominal account:

Use this procedure to change the details of an existing nominal account.

1. In **Accounts**, click **Nominals**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

    - You can also double-click an entry.

3. When the **Nominals** dialog box opens, amend the details as required.

    - If you want to add a nominal budget, click the Budget/Forecast button.

    > **NOTE** You cannot change the nominal type. This is locked down after creation.

4. Click **OK** to save your changes.

To delete a nominal account:

Use this procedure to remove an existing nominal type if it is no longer required. However, nominals that have already been used in postings or any that are part of an internal disbursement cannot be deleted. Also, system nominals cannot be deleted.

1. In **Accounts**, click **Nominals**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to remove and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

    - If the entry has already been used, then it cannot be deleted. A message will be displayed preventing you from proceeding.

To archive a nominal account:

Use this procedure to archive an existing nominal type that has been used, but is no longer required. This ensures that the particular type can no longer be used for new postings, but will remain visible against records that already use it.

> **NOTE** Any nominal can be archived, apart from control nominals.

1. In **Accounts**, click **Nominals**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to archive and click **Edit**.

    - You can also double-click an entry.

3. When the **Nominals** dialog box opens, tick **Archived**.

4. Click **OK** to save your changes.

Print a list of nominals

Use this procedure to print a list of all the nominal accounts in ALB. A list will be displayed on screen, from which you can export to Excel or print a hard copy.

To print a list of nominals:

1. In **Accounts**, click **Nominals**. The existing entries are displayed in the right-hand pane.

2. Right-click **Nominals** and click **Print Nominals** to generate the list.

3. When the **Nominal Listing Report** opens, do any of the following:

    - Click **Export** to export the list to Excel.
    - Click **Print** to send a copy to your printer.

Add nominal budgets

You can associate multiple budgets and forecasts with a nominal account. For details of budgets and forecasts, see Budgets and forecasts. Use this procedure to specify the annual budget figures for a nominal account. These can be are entered for the financial year of your choice, broken down into 12 periods. Alternatively, they can be entered for each individual period or as a yearly figure that is divided equally across each period. You can still manually adjust the figures, but they must add up to the global total or you will not be able to apply them. Having a monthly breakdown enables your firm to assess the performance of fee earners that join part-way through the year.

To add a nominal budget:

Use this procedure to define a budget for the selected nominal.

1. In **Accounts**, click **Nominals**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

    - You can also double-click an entry.

3. When the **Nominals** dialog box opens, click the **Budget/Forecast** button.

4. When the **Nominal Budget/Forecast Figures** dialog box opens, select your **Financial Year**.

5. Specify how you want to enter the budget figures:

    - If you want to enter the budget figures individually, select Individual and enter the figures into the Period boxes.

    - If you want to enter a yearly figure, select Global and enter the figure into the Budget box. The budget is distributed across the 12 periods. However, you can adjust the figures manually, but they must add up to the budget total.

    - To exclude a period, untick its check box.

    - To enter budget figures as time values, type the time in minutes.

6. Click **Apply** to add the budget figures and then repeat until all budgets have been entered.

To define a forecast:

You can associate one or more forecasts with a nominal for a particular financial year. However, before you can define a forecast, it must be created in Budgets/Forecasts (See Budgets/Forecasts). Use this procedure to define a new forecast.

1. In the **Nominal Budget/Forecast Figures** dialog box, select the **Financial Year** for which you want to enter a forecast.

2. Under **Nominal Details**, to the right of the **Forecast** field, click the **Add Forecast** icon.

3. When the **Forecast** dialog box opens, select the name of the forecast (which must have already been set up in Budgets/Forecasts).

4. Enter a figure for each period of the forecast and click **OK**. The forecast is displayed on **Nominal Budget/Forecast Figures** screen.

- To amend a forecast, click the **Edit Forecast** icon.
- To remove a forecast, click the **Delete Forecast** icon.

Periods

Each existing financial year in ALB has 12 accounting periods. The date ranges which are used for each period within each historic year are listed in the Periods screen. Only periods of historic, completed years can be viewed, and they cannot be edited or deleted.

The date ranges in use for the 12 periods of the current financial year are also listed here. The start and end dates of the current year's periods can only be edited prior to any time recording or accounts postings being made for that particular period.

Where open period posting is in use, there will be 13 periods listed for the current financial year. Period 13 should be the date range of the first period of the next financial year. Postings can be made for period 1 of a new financial year prior until the Year End process has been completed. Such postings will appear in period 13 of the current year. Once the Year End process has been completed, the date range for period 13 will be applied to the new financial year's period 1. Any postings carried out prior to the year end in period 13 will automatically populate period 1.

When viewing an existing period, it will detail the period number, the financial year to which the period belongs, and the number of accounts postings which were included in that period (excluding time postings).

Edit periods

The start and end date of existing periods can be amended at any time.

IMPORTANT You can only edit periods within the current financial year which have not been posted to. Also, it is not possible to delete any period from ALB.

To edit a period:

Use this procedure to change the details of an existing period.

1. In **Accounts**, click **Periods**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

    - You can also double-click an entry.

3. When the **Period Details** dialog box opens, amend the start and/or end date as required.

4. Click **OK** to save your changes.

Print a list of periods

Use this procedure to print a list of all the periods in ALB. A list will be displayed on screen, from which you can export to Excel or print a hard copy.

To print a list of periods:

1. In **Accounts**, click **Periods**. The existing entries are displayed in the right-hand pane.

2. Right-click **Periods** and click **Print Periods** to generate the list.

3. When the **Periods Report** opens, do any of the following:

- Click **Export** to export the list to Excel.
- Click **Print** to send a copy to your printer.

PL-BS Categories

User-defined categories can be applied to the Profit & Loss and Balance Sheet reports to enable the sub-grouping of nominals. These categories are added in the PL/BS Categories screen and should be applied to individual nominal references as required.

They are used in conjunction with the PL/BS headers in the Management Accounts reports to allow for multi-level analysis. Nominals are linked to PL/BS categories so they can be grouped together in these reports.

Add PL/BS categories

Use this procedure to add a new Profit & Loss/Balance Sheet category.

To add a PL/BS category:

1. In **Accounts**, click **PL/BS Category**. The existing entries are displayed in the right-hand pane.

2. Right-click **PL/BS Category** and click **Add PL/BS Category**.

3. When the **PL/BS Category** dialog box opens, complete the following:

   - **Ref**. Specifies a unique reference for the category. This will be displayed in this list only and not on the reports themselves.
   - **Description**. Specifies a brief description of the category, as you wish to see it on the Profit & Loss and/or Balance Sheet.
   - **PL/BS Header**. Specifies the PL/BS header that this category will be attach to.

4. Click **OK** to add the new category.

Edit or delete PL/BS categories

The details of existing PL/BS categories can be amended at any time. You can also remove an entry completely if it's no longer required.

To edit a PL/BS category:

Use this procedure to change the details of an existing category. If the category has already been applied to nominals and therefore the accounts reports, the change will update the nominal details and reports automatically.

1. In **Accounts**, click **PL/BS Category**. The existing entries are displayed in the right-hand pane.

2. Right-click **PL/BS Category** and click **Edit**.

    *   You can also double-click an entry.

3. When the **PL/BS Category** dialog box opens, amend the details as required.

4. Click **OK** to save your changes.

To delete a PL/BS category:

Use this procedure to remove an existing category if it is no longer required.

1. In **Accounts**, click **PL/BS Category**. The existing entries are displayed in the right-hand pane.

2. Right-click **PL/BS Category** and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

PL-BS Headings

User-defined headings can be applied to the Profit & Loss and Balance Sheet reports to enable the sub-grouping of nominals. These headings are added in the PL/BS Headers screen and should be applied to individual nominal references as required.

They are used in conjunction with the PL/BS categories in the Management Accounts reports to allow for mulit-level analysis. PL/BS categories are linked to PL/BS headers so they can be grouped together in these reports.

Add PL/BS headings

Use this procedure to add a new Profit & Loss/Balance Sheet heading.

To add a PL/BS heading:

1. In **Accounts**, click **PL/BS Headings**. The existing entries are displayed in the right-hand pane.

2. Right-click **PL/BS Headings** and click **Add PL/BS Headings**.

3. When the **PL/BS Headings** dialog box opens, complete the following:

   - **Ref**. Specifies a unique reference for the heading. This will be displayed in this list only and not on the reports themselves.
   - **Description**. Specifies a brief description of the heading, as you wish to see it on the Profit & Loss and/or Balance Sheet.
   - **Direct Costs**. Specifies that this heading is to be included in the Gross Profit Calculation on Profit and Loss by Group vs. Budget and Estimate report.

4. Click **OK** to add the new heading.

NOTE

- There can be only one PL/BS header with the Direct Costs setting. If you select this and click OK (or Apply), a warning message is displayed if another PL/BS header already has it set.

Apply PL/BS headings to nominals

For a new heading to appear on reports you must apply the required nominals to it. As a result, the heading will appear under the appropriate heading on the Profit and Loss report.

To apply a PL/BS heading to a nominal:

1. In **Accounts**, click **Nominals**. The existing entries are displayed in the right-hand pane.

2. Right-click the desired entry and click **Edit** or just double-click an entry.

   - You can also find a nominal by searching. To do this, right-click Nominals and click Search for Nominal. Enter the search criteria and then double-click the appropriate nominal. The details of the nominal will be displayed.

3. When the **Nominals** dialog box opens, select the required heading from the **PL/BS Header** drop-down.

4. Click **OK** to save your changes.

5. Repeat for other nominals as required.

NOTE

- Any nominal not attached to a heading will automatically appear under No Grouping on the Profit and Loss report.

Edit or delete PL/BS headings

The details of existing PL/BS headings can be amended at any time. You can also remove an entry completely if it's no longer required.

To edit a PL/BS heading:

Use this procedure to change the details of an existing heading. If the heading has already been applied to nominals and therefore the accounts reports, the change will update the nominal details and reports automatically.

1. In **Accounts**, click **PL/BS Headings**. The existing entries are displayed in the right-hand pane.

2. Right-click **PL/BS Headings** and click **Edit**.

   - You can also double-click an entry.

3. When the **PL/BS Headings** dialog box opens, amend the details as required.

4. Click **OK** to save your changes.

To delete a PL/BS heading:

Use this procedure to remove an existing heading if it is no longer required. However, we don't recommend deleting headings. If a heading is no longer required, edit the nominal details and either apply them to another of your own headings or attach them to No Grouping.

1. In **Accounts**, click **PL/BS Headings**. The existing entries are displayed in the right-hand pane.

2. Right-click **PL/BS Headings** and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

- If the heading has any PL/BS categories assigned, then a message is displayed advising that these categories will be assigned to the No Grouping header.

Posting Descriptions

These are your firm's own definable texts which can be quickly applied as the description when posting accounts transactions. They reduce the need for the user to repeatedly type the same text and also prevent typing errors. These descriptions can be edited and further text added to them during the posting process. Each posting description is linked to a particular posting type and each posting type may have more than one posting description preset.

Add posting descriptions

Use this procedure to add a new posting description.

To add a posting description:

1. In **Accounts**, click **Posting Descriptions**. The existing entries are displayed in the right-hand pane.

2. Right-click **Posting Descriptions** and click **Add Posting Descriptions**.

3. When the **Posting Descriptions** dialog box opens, complete the following:

   - **Posting Type**. Specifies the type of posting that the new description applies to. You can see a description of the posting type by hovering your mouse over the information icon.
   - **Details**. Specifies the description that you wish to make available for the selected posting.

4. Click **OK** to add the new description.

Use posting descriptions in postings

Use this procedure to select a posting description when performing an accounts transaction.

To use a posting description:

1. Open the desired posting, e.g. CCC - Client Cash Cheque.

2. In the **Description** field, type the first letter of any posting description. A list of the descriptions for the selected posting type that start with that letter is displayed. For example, if the following posting descriptions were created for the CCC posting type, then typing "M" (in upper or lowercase) would list the bottom three entries.

    -   Completion monies
    -   Balance of monies to client
    -   Mortgage redemption
    -   Mortgage advance
    -   Monies on account

3. Select the desired description by using the keyboard **down arrow** to highlight the description and then pressing **Enter**.

    -   You can also double-clicking a description.

4. (Optional) To add further text to the description for the posting, position the cursor at the end of the text by using the keyboard **right arrow** and then free type.

Edit, delete, or archive posting descriptions

Once a posting description has been added you can amend its details at any time. You can also remove entries completely if they are no longer used or archive them if you no longer need them for new transactions.

To edit a posting description:

Use this procedure to change the details of an existing posting description.

1. In **Accounts**, click **Posting Descriptions**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

   - You can also double-click an entry.

3. When the **Posting Descriptions** dialog box opens, amend the details as required.

4. Click **OK** to save your changes.

To delete a posting description:

Use this procedure to remove an existing posting description if it is no longer required. Even when descriptions have been used in postings, they can still be deleted.

1. In **Accounts**, click **Posting Descriptions**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to remove and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

To archive a posting description:

Use this procedure to archive an existing posting description that has been used, but is no longer required. This ensures that the particular description can no longer be used for new postings, but will remain visible against records that already use it.

1. In **Accounts**, click **Posting Descriptions**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to archive and click **Edit**.

    -   You can also double-click an entry.

3. When the **Posting Descriptions** dialog box opens, tick **Archived**.

4. Click **OK** to save your changes.

Print a list of posting descriptions

Use this procedure to print a list of all the posting descriptions in ALB. A list will be displayed on screen, from which you can export to Excel or print a hard copy.

To print a list of posting descriptions:

1. In **Accounts**, click **Posting Descriptions**. The existing entries are displayed in the right-hand pane.

2. Right-click **Posting Descriptions** and click **Print Posting Descriptions** to generate the list.

3. When the **Posting Description Report** opens, do any of the following:

    -   Click **Export** to export the list to Excel.
    -   Click **Print** to send a copy to your printer.

VAT Rates

VATable accounts postings can be performed using a variety of rates. These are categorised into System and Non-system.

System VAT rates

The following system VAT rates are required for the accounts system and VAT reconciliation to function correctly. However, these cannot be edited, deleted, or archived.

- NV (Not VATable)
- V0 (VATable - Zero rated)
- VN (VATable - Rate N)
- VE (VATable - Exempt)
- VC (VATable - E.C. Rate)

Non-system VAT rates

Non-system VAT rates have also been added to the system to enable VATable entries to have VAT calculated at various percentages, e.g. V1 (VATable at 15%). You may have more than one non-system rate added. However, one rate must be defined as the default rate that will be used to calculate the amount of VAT for VATable entries (unless a different rate of VAT is selected during a posting).

Add VAT rates

Use this procedure to add a new non-system VAT rate.

To add a non-system VAT rate:

1. In **Accounts**, click **VAT Rates**. The existing entries are displayed in the right-hand pane.

2. Right-click **VAT Rates** and click **Add VAT Rates**.

3. When the **VAT Rates** dialog box opens, complete the following:

   - **Reference**. Specifies a unique alphanumeric reference (10 characters max).

- **Description**. (Mandatory) Specifies a brief description of the entry. This appears during postings and in the VAT reconciliation.
- **Percentage**. Specifies the percentage rate at which VAT should be calculated.
- **Default**. Specifies that this rate is the primary VAT rate (from now on).

4. Click **OK** to add the new non-system rate.

- If you try to add a nominal with a reference that has already been used, then you will be prevented from proceeding until a unique reference has been entered.

Edit, delete, or archive VAT rates

Once a non-system VAT rate has been added you can amend its details at any time. However, once a VAT rate has been used in postings or a VAT reconciliation, the percentage cannot be changed. You can also remove entries completely if they are no longer used or archive them if you no longer need them for new transactions.

To edit a non-system VAT rate:

Use this procedure to change the details of an existing non-system VAT rate.

1. In **Accounts**, click **VAT Rates**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

- You can also double-click an entry.

3. When the **VAT Rates** dialog box opens, amend the details as required.

> **NOTE** You cannot change the percentage if the rate has already been used.

4. Click **OK** to save your changes.

To delete a non-system VAT rate:

Use this procedure to remove an existing non-system VAT rate if it has been entered by mistake and hasn't been used. However, non-system VAT rates that have already been used in postings, a VAT reconciliation, or is set as the default VAT rate it cannot be deleted. Where this is the case, we recommend archiving those that are no longer required.

1. In **Accounts**, click **VAT Rates**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to remove and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

    *   If the entry has already been used, then it cannot be deleted. A message will be displayed preventing you from proceeding.

To archive a non-system VAT rate:

Use this procedure to archive an existing non-system VAT rate that has been used, but is no longer required. This ensures that the particular rate can no longer be used for new postings, but will remain visible against records that already use it.

1. In **Accounts**, click **VAT Rates**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to archive and click **Edit**.

- You can also double-click an entry.

3. When the **VAT Rates** dialog box opens, tick **Archived**.

4. Click **OK** to save your changes.

Print a list of VAT rates

Use this procedure to print a list of all the VAT rates (system and non-system) in ALB. A list will be displayed on screen, from which you can export to Excel or print a hard copy.

To print a list of VAT rates:

1. In **Accounts**, click **VAT Rates**. The existing entries are displayed in the right-hand pane.

2. Right-click **VAT Rates** and click **Print VAT Rates** to generate the list.

3. When the **VAT Rates Listing Report** opens, do any of the following:

   - Click **Export** to export the list to Excel.
   - Click **Print** to send a copy to your printer.

Time Recording

Record a list of all the activities and rates relating to time spent working on a matter.

Time recording allows you to post details of the actual time spent working on a matter, based on specific activities (e.g. dealing with incoming telephone calls, meeting clients, writing letters, etc) and then post them to the Time Ledger. Use this section to find out how to store the chargeable and non-chargeable activity codes and public funding charge rates.

In this section:

- Public funding charge rates
- Standard notes
- Time types

Public Funding Charge Rates

The PF Charge Rate Headings folder lists and applies the public funding charge rate headings (also known as public funding combinations) and the actual financial charge rates.

> **NOTE** Refer to Charge rate headings for adding, editing, and deleting new public funding charge rate headings.

Add public funding charge rates

Use this procedure to add a new public funding charge rates.

To add a public funding charge rate:

1. In **Time Recording**, click **PF Charge Rate Headings**. The existing entries are displayed in the right-hand pane.

2. Right-click the **PF Charge Rate Headings** folder and click **Add LA Charge Rates**.

3. When the **PF Charge Rates** dialog box opens, complete the following:

   - **Charge Description**. Specifies a brief description of the entry. Can type or select using the associated lookup.
   - **Time Type**. Specifies the type of time for the new rate.

- **Fee Grade**. Specifies the fee grade, if this combination has been set to Multigrade.
- **SQM**. Specifies the required rate for your system.
- **N SQM**. Specifies the required rate for your system.
- **L - SQM**. Specifies the required rate for your system.
- **L - N SQM**. Specifies the required rate for your system.
- **Claim Code**. Specifies the appropriate criminal claim code.
- **Upliftable**. Specifies whether the rate is upliftable by fee earner.

4. Click **OK** to save your changes.

Edit or delete public funding charge rates

Once a PF Charge Rate has been added, its details can be edited at any time or it can be removed completely.

To edit a PF charge rate:

Use this procedure to change the details of an existing charge rate. However, you can only edit a charge rate if there is no unposted time for the time type associated with the charge rate.

1. In **Time Recording**, click **PF Charge Rate Headings**. The existing entries are displayed in the right-hand pane.

2. In the right-hand pane, double-click the **PF Charge Rate Headings** that contains the rate you want to amend.

3. Right-click the entry you want to change and click **Edit**.Edit or delete public funding charge rates

- You can also double-click an entry.

4. When the **PF Charge Rates** dialog box opens, amend the details as required.

5. Click **OK** to save your changes.

NOTE

- When rates change, a new charge combination must be added if existing matters are to continue on the existing rate.

To delete a PF charge rate:

Use this procedure to remove an existing charge rate if it is no longer required. However, you can only edit a charge rate if there is no unposted time for the heading.

1. In **Time Recording**, click **PF Charge Rate Headings**. The existing entries are displayed in the right-hand pane.

2. In the right-hand pane, double-click the **PF Charge Rate Headings** that contains the rate you want to remove.

3. Right-click the entry you want to remove and click **Delete**.

4. When prompted to confirm, click **Yes** to continue or **No** to cancel.

    - If the PF charge rate has been used in previous time recording entries, then it will be marked as archived.
    - If this PF charge rate has not been used in previous time recording entries, then it will be deleted.

Print a list of public funding charge rates

Use this procedure to print a list of all public funding charge rate headings in ALB. A list showing all the charge rates will be previewed on screen. From here, you can export to Excel or print a hard copy.

To print a list of PF charge rates:

1. In **Time Recording**, click **PF Charge Rate Headings**. The existing entries are displayed in the right-hand pane.

2. Right-click **PF Charge Rate Headings** and click **Print PF Charge Rates** to generate the list.

3. When the **PF Charge Rates Listing Report** opens, do any of the following:

   - Click **Export** to export the list to Excel.
   - Click **Print** to send a copy to your printer.

> **IMPORTANT** Standard time notes are not currently used.

Time Types

In Time Recording, the Time Types folder stores all the chargeable or non-chargeable activities. Time types may be available for private and public matters, or both. They can be charged on an hourly rate or on an item rate. From here you can manage all aspects of time types.

- **Chargeable time types**. The rate to be charged to the matter. This is taken from the Fee Earner Details of the relevant fee earner for private work or from the Public Funding Charge Rate for the relevant combination of Public Funding work.

- **Non-chargeable time types**. There is no charge rate. The time spent on such activities is recorded to a matter for the Firm Client Z****.

Add time types

Use this procedure to add new time types (chargeable or non-chargeable) for private and public matters, or both.

To add a private time type:

Use this procedure to add a new private time type.

1. In **Time Recording**, click **Time Types**. The existing entries are displayed in the right-hand pane.

2. Right-click the **Time Types** folder and click **Add Time Types**.

3. When the **Time Types** dialog box opens, complete the following:

   - **Code**. Specifies a alphanumeric reference (max. 3 characters). Defaults to the next number, but can be changed.
   - **Description**. Specifies a brief description of the entry. This will appear on the time ledger of the matter.

4. Tick **Chargeable** if not already ticked. If unticked, then the Use For drop-down is made unavailable as this is not applicable for non-chargeable time.

5. In the **Use For** drop-down, select **Private Only**.

   - If you select Both, then the activity will be available for both private and public matters. You must complete the Category and Duty Solicitor options as described in adding public funding activities procedure below.

6. Tick **Item Rate** if the activity is going to be charged on a per item basis. Otherwise, left unticked, an hourly rate will be used.

7. Click **OK** to add the new time type. The new entry is now added to every fee earner and a message appears advising you that it does not yet have

a rate associated with it. Click **OK** to close the message and then, for each fee earner that needs to use the new activity, open the Fee Earner Details screen and edit their rates. See Edit, delete, or archive fee earners.

To add a public funding time type:

Use this procedure to add a new public funding time type. This process is almost the same as adding private time types, but with the addition of some extra information.

1. In **Time Recording**, click **Time Types**. The existing entries are displayed in the right-hand pane.

2. Right-click the **Time Types** folder and click **Add Time Types**.

3. When the **Time Types** dialog box opens, complete the following:

    *   **Code**. Specifies a alphanumeric reference (max. 3 characters). Defaults to the next number, but can be changed.
    *   **Description**. Specifies a brief description of the entry. This will appear on the time ledger of the matter.

4. Tick **Chargeable** if not already ticked. If unticked, then the Use For drop-down is made unavailable as this is not applicable for non-chargeable time.

5. In the **Use For** drop-down, select **Public Funding Only**. As a result, the Category and Duty Solicitor options become available.

    *   If you select Both, then the activity will be available for both private and public matters.

6. In the **Category** drop-down, select the appropriate billing category. This selection will trigger the supplementary questions that should be answered during time recording, e.g. the Police Station attended, mileage, etc.

7. Tick **Duty Solicitor** if the activity is to be used by a fee earner acting as Duty Solicitor.

8. Tick **Item Rate** if the activity is going to be charged on a per item basis. Otherwise, left unticked, an hourly rate will be used.

9. Click **OK** to add the new time type. The new entry is now added to every public funding combination and a message appears advising you that it does not yet have a rate associated with it. Click **OK** to close the message and then, for each public funding combination that needs to use the new activity, open the PF Charge Rate Headings screen and edit their rates. See Edit or delete public funding charge rates.

To add a private and public funding time type:

Use this procedure to add a new time type that is available for use by both private and public matters.

1. Follow the steps above for adding a new public funding time type.

2. At step 5, select **Both** (instead of Public Funding Only) and continue.

3. When you click **Save**, a message appears advising you that the entry has been added to every fee earner and public funding combination, but it does not yet have a rate associated with it. Every fee earner and public funding combination must be edited.

NOTES

- The Use For field is only available for chargeable time.
- The Category field is only available for public funding activities.
- The Duty Solicitor option is only available for public funding activities.

Edit, delete, or archive time types

Once a time type has been added you can amend its details at any time. You can also remove entries completely if they are no longer used or archive them if you no longer need them for new clients.

> **NOTE** It is not possible to manually archive time types. If they have already been used for time recording, then they are archived automatically when you attempt to delete them.

To edit a time type:

Use this procedure to change the details of an existing time type. With the exception of the chargeable setting, all other details can be amended.

1. In **Time Recording**, click **Time Types**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

   - You can also double-click an entry.

3. When the **Time Types** dialog box opens, amend the details as required.

4. Click **OK** to save your changes.

To delete a time type:

Use this procedure to remove an existing time type if it is no longer required. However, a time type that has been applied to fee earner charge rates and/or public funding charge rates cannot be deleted.

1. Before attempting to remove a time type you must:

- post all unposted time entries to accounts;
- remove the time type from each charge rate heading for each fee earner by editing each fee earner details; and
- remove the time type from the public funding charge rate headings for each combination.

2. In **Time Recording**, click **Time Types**. The existing entries are displayed in the right-hand pane.

3. Right-click the entry you want to change and click **Delete**.

4. When prompted to confirm, click **Yes** to continue or **No** to cancel.

- If there is unposted time for this type, then it cannot be deleted. A message will be displayed preventing you from proceeding.
- If time has already been recorded using this type, then it cannot be deleted. Instead, the software will archive it. As a result, the time type can no longer be used for new time postings, but will remain visible on ledgers where it has already been used.

Print a list of time types

Use this procedure to print a list of all time types in ALB. A list showing all the live and archived time types will be previewed on screen. From here, you can export to Excel or print a hard copy.

To print a list of time types:

1. In **Time Recording**, click **Time Types**. The existing entries are displayed in the right-hand pane.

2. Right-click **Time Types** and click **Print Time Types** to generate the list.

3. When the **Time Types Report** opens, do any of the following:

- Click **Export** to export the list to Excel.

- Click **Print** to send a copy to your printer.

Firm Options

Manage additional firm-wide information required by ALB.

These tables allow you to create and maintain some of the additional information that used across ALB. It allows you to enforce standard listings of things like address types, business sources, and storage locations. This section explains how to manage these lists and their associated settings.

In this section:

- Address types
- Anti-money laundering
- Association rules
- Business sources
- Client ratings
- Counties
- Diary
- Job types
- NLIS details
- Note types
- Storage locations
- Supplementary details
- Text message providers
- Titles
- Towns

Address Types

Address types are selected when creating new contacts. They allow you to specify the type of address associated with the contact. Although ALB ships with a number of standard address types such as Home, Business, etc, it is possible to define your own. Address types are available under Addresses on the Contact Details tab for the following:

- Individual and organisation
- Individual only
- Organisation only
- Matter only
- Conveyancing only

Add address types

Use this procedure to add a new type of address, e.g. alternate billing.

To add an address type:

1. In **Firm Options**, click **Address Types**. The existing entries are displayed in the right-hand pane.

2. Right-click **Address Types** and click **Add Address Types**.

   - You can also right-click in the blank space under the list of existing address types.

3. When the **Address Type** dialog box opens, complete these details:

   - **Reference**. Specifies a reference for the entry you are adding.
   - **Description**. Specifies a brief description of the entry.
   - **For Individuals**. Makes the entry available when adding individuals.
   - **For Organisations**. Makes the entry available when adding organisations

- **Archived**. Makes the entry unavailable for selection.

4. Click **OK** to save your changes. The new address type will now appear in the drop down.

- To edit an entry, right-click it and select Edit Address Type.
- To delete an entry, right-click it and select Delete Address Type.

Edit, delete, or archive address types

Once an address type has been added you can amend its details at any time. You can also remove address types completely if they are no longer used or archive them if you no longer need them for new clients and matters.

To edit an address type:

Use this procedure to change the details of an existing address type. When you do, this will also amend all other instances of the address type in PMS.

1. In **Firm Options**, click **Address Types**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

- You can also double-click an entry.

3. When the **Address Types** dialog box opens, amend the details as required.

4. Click **OK** to save your changes.

To delete an address type:

Use this procedure to remove an existing address type if it is no longer required. However, you can only delete an address type if it is not associated with a client or matter. Where this is the case, you should archive the address type instead so

that it remains visible against existing records, but cannot be selected for new client or matters.

1. In **Firm Options**, click **Address Types**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to remove and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

   - If the entry is already being used in the database, then it cannot be deleted. A message will be displayed preventing you from proceeding.

To archive a business source:

Use this procedure to archive an existing address type that has been used, but is no longer required. This ensures that the particular address type can no longer be applied, but will remain visible against records that already use it.

1. In **Firm Options**, click **Address Types**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to archive and click **Edit**.

   - You can also double-click an entry.

3. When the **Address Types** dialog box opens, tick **Archived**.

4. Click **OK** to save your changes.

Anti-Money Laundering (AML)

> **IMPORTANT:** This section only applies if the AML add-on has been purchased.

Anti-money laundering (AML) is a term mainly used to describe the legal controls that require you to prevent or report money laundering activities. All the tools needed to comply with these requirements are available in ALB as a chargeable add-on. By default, the AML facilities are switched off, but if you are interested in using them please contact Advanced Legal Website.

This section explains how to set up AML integration.

Set up anti-money laundering

ALB includes tools to monitor, investigate and report transactions of a suspicious nature. However, before using anti-money laundering to process clients, there are a number of setup tasks that need to be completed. These allow you to customise the facility to meet your firm's requirements.

To set up anti-money laundering:

1. Double-click on the **Utilities** desktop icon or select **Utilities** from the **PMS** menu.

2. When the **Utilities** dialog box opens, click **Firm Options**. The Firm Options screen opens.

3. In the left-hand list, expand the **Anti-money Laundering** folder. You will now see the options available for AML. You can:

   - Add evidence types
   - Add justification types

- Add firm notes
- Add officers
- Add stock exchanges

4. In **Core PMS**, open **Fee Earners** and authorise the fee earners who will approve clients in the AML module.

5. Next, in **Licensing and Users**, open **Users** and authorise the users who will view or process clients.

6. Finally, create an area to store the documents relating to the AML regulations.

Add evidence types

Use this procedure to add a new type of evidence, e.g. driving licence.

To add evidence types:

1. In **Firm Options**, under **Anti-money Laundering**, click **Evidence Types**. The existing entries are displayed in the right-hand pane.

2. Right-click **Evidence Types** and click **Add Evidence Type**.

   - You can also right-click in the blank space under the list of existing evidence types.

3. When the **Evidence Type** dialog box opens, complete these details:

   - **Reference**. Specifies a reference for the entry you are adding.
   - **Description**. Specifies a brief description of the entry.
   - **For Individuals**. Makes the entry available when adding individuals.
   - **For Organisations**. Makes the entry available when adding organisations
   - **Archived**. Makes the entry unavailable for selection.

4.   Click **OK** to save your changes.

   - To edit an entry, right-click it and select **Edit Evidence Type**.
   - To delete an entry, right-click it and select **Delete Evidence Type**.

Add justification types

Use this procedure to add a new type of justification, e.g. criminal matter.

To add justification types:

1.   In **Firm Options**, under **Anti-money Laundering**, click **Justification Types**. The existing entries are displayed in the right-hand pane.

2.   Right-click **Justification Types** and click **Add Justification Type**.

   - You can also right-click in the blank space under the list of existing justification types.

3.   When the **Justification Type** dialog box opens, complete these details:

   - **Reference**. Specifies a reference for the entry you are adding.
   - **Description**. Specifies a brief description of the entry.
   - **For Individuals**. Makes the entry available when adding individuals.
   - **For Organisations**. Makes the entry available when adding organisations
   - **Archived**. Makes the entry unavailable for selection.

4.   Click **OK** to save your changes.

   - To edit an entry, right-click it and select **Edit Justification Type**.
   - To delete an entry, right-click it and select **Delete Justification Type**.

Add firm notes

Firm notes are useful for adding instructions or guidance in relation to AML and identification of clients. As new clients are progressed through the process, users are able to view notes relating to the questions in order to confirm policy and procedure before continuing. Use this procedure to add a new firm note.

To add firm notes:

1. In **Firm Options**, under **Anti-money Laundering**, click **Firm Notes**. The list of AML questions is displayed in the right-hand pane.

2. Right-click the question to which you want to add a note and click **Edit Firm Notes**.

    - You can also double-click a question.

3. When the **Firm Note** dialog box opens, the full question is shown at the top. Type the relevant comments into the space provided underneath.

4. Click **OK** to save your changes.

NOTE

- An information icon is displayed against the appropriate questions to indicate that notes are available.

Add stock exchanges

Use this procedure to add a new stock exchange, e.g. London.

To add a stock exchange:

1. In **Firm Options**, under **Anti-money Laundering**, click **Stock Exchanges**. The existing entries are displayed in the right-hand pane.

2. Right-click **Stock Exchanges** and click **Add Stock Exchange**.

  - You can also right-click in the blank space under the list of existing stock exchanges.

3. When the **Stock Exchange** dialog box opens, complete these details:

  - **Reference**. Specifies a reference for the entry you are adding.
  - **Description**. Specifies a brief description of the entry.
  - **Archived**. Makes the entry unavailable for selection.

4. Click **OK** to save your changes.

  - To edit an entry, right-click it and select **Edit Stock Exchange**.
  - To delete an entry, right-click it and select **Delete Stock Exchange**.

Add officers

Use this procedure to add a new reporting or compliance officer.

To add an officer:

1. In **Firm Options**, under **Anti-money Laundering**, click **Officers**. The existing entries are displayed in the right-hand pane.

2. Right-click **Officers** and click **Add Officer**.

  - You can also right-click in the blank space under the list of existing officers.

3. When the **Officers** dialog box opens, complete these details:

  - **Officer Name**. Specifies the name of the officer.
  - **Reporting Officer**. Flags the entry as a reporting officer.
  - **Compliance Officer**. Flags the entry as a compliance officer.

4. Click **OK** to save your changes.

- To edit an entry, right-click it and select **Edit Officer**.
- To delete an entry, right-click it and select **Delete Officer**.

Grant fee earner authorisation rights

In order that fee earners can authorise clients within the AML module they must be granted the appropriate permission. Use this procedure to flag fee earners as AML authorisers.

To authorise a fee earner:

1. Double-click on the **Utilities** desktop icon or select **Utilities** from the **PMS** menu.

2. When the **Utilities** dialog box opens, click **Core PMS**. The Core PMS screen opens.

3. In the left-hand list, expand the **Fee Earners** folder. The existing fee earners are displayed in the right-hand pane.

4. Right-click the desired fee earner and click **Edit**.

- You can also double-click a fee earner.

5. When the **Fee Earner Details** screen opens, under **Anti-money Laundering**, tick **Authoriser**.

- (Optional) If you want the fee earner to enter a password each time they authorise a client you can also enter a password in the Password box.

6. Click **OK** to save your changes.

Grant user access rights

Users must be given access rights so that they can view or process clients in the AML module. They can have access to view AML activities on both client and matter screens, the AML reports, and access to the AML module itself. Use this procedure to give users AML permissions.

To authorise a user:

1. Double-click on the **Utilities** desktop icon or select **Utilities** from the **PMS** menu.

2. When the **Utilities** dialog box opens, click **Licensing and Users**. The System Licensing & Users screen opens.

3. In the left-hand list, expand the **System Users** > **Users** > **Staff** folder. The existing users are displayed in the right-hand pane.

4. Right-click the desired user and click **Edit**.

    - You can also double-click a user.

5. When the **User Details** screen opens, click the **Features** tab, and under **AML**, tick the areas you want the user to have access.

6. Click **OK** to save your changes.

NOTE
- Any user or officer required to report to the National Crime Agency (NCA) must also be given access to report to NCA and the AML reports.

Set training expiry warnings

As well as granting user access rights, it is also possible to record the date that AML training expires for each user. This automatically triggers a warning message when they log in if the expiry date is within 60 days. Reporting officers

also receive a similar message to advise them that a user's training is due to expire.

To set a training expiry warning:

1. Double-click on the **Utilities** desktop icon or select **Utilities** from the **PMS** menu.

2. When the **Utilities** dialog box opens, click **Licensing and Users**. The System Licensing & Users screen opens.

3. In the left-hand list, expand the **System Users** > **Users** > **Staff** folder. The existing users are displayed in the right-hand pane.

4. Right-click the desired user and click **Edit**.

   - You can also double-click a user.

5. When the **User Details** screen opens, click the **Logon Info** tab, and under **Anti-Money Laundering**, type or lookup a date in **AML training expires**.

6. Click **OK** to save your changes.

NOTE

- Training warnings appear as pop-up desktop alerts and also appear in the PMS Messages element of My Home Page.

Store related AML documents

If you wish to, you can create an area in ALB to store any documents relating to the money laundering regulations. This involves creating a new volume in Doc Management and then importing the documents.

To store related documents:

1. Firstly, make a note of where the documents are stored on your network. If they are not already stored on the network, create a new folder and place a copy of them in it.

2. In **Doc Management**, right-click an existing volume and click **Add Volume**.

3. When the **Add New Volume** dialog box opens, complete these details:

   - **Name**. Specifies a name for the new volume.
   - **Description**. Specifies a brief description of the volume.
   - **Type**. Sets the type of volume. Select *Money Laundering Guidance Notes*.
   - **Location**. Sets the path to the folder that contains the documents.

4. Click **OK** to save your changes.

   - To delete a volume, right-click it and select Delete.

5. Right-click the new volume and click **Import Document**.

6. When the **Import Document** dialog box opens, complete the details:

   - **Name**. Sets the path to the document.
   - **Type**. Sets the type of document. Select *General*.
   - **Description**. Displays the document's description, but can be changed.
   - **Notes**. (Optional) Specifies any supporting comments.
   - **Use Versioning**. Retains each saved version (Word and Excel docs only).
   - **Encrypt File**. Encrypts the document for added security.
   - **Make Public**. Makes the document visible via the Self-service module.
   - **Lock Document**. Prevents other users from opening the document.

7. Click **OK** to import the document. It immediately appears in Doc Management.

   - To delete a document, right-click it and select Delete.

8. Repeat from step 4 for each document.

NOTES

- Any type of document can be imported, e.g. Word, Excel, PDF, etc.
- Volumes cannot be removed if they contain any files or sub-volumes.

Edit or delete AML settings

You may wish to amend the information that was entered when an evidence type, justification type, firm note, stock exchange, or officer was added. You can also remove entries where they are no longer required.

To edit an entry:

Use this procedure to change the details stored against evidence types, justification types, firm notes, stock exchanges, and officers.

1. In **Firm Options**, under **Anti-money Laundering**, click the category that contains the entry you want to edit, e.g. Evidence Types. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit [type of entry]**.

   - You can also double-click an entry.

3. When the dialog box opens, amend the details as required.

   - If you are editing a firm note, you can remove all the text if the note is no longer required.

4. Click **OK** to save your changes.

To delete an entry:

Use this procedure to remove evidence types, justification types, stock exchanges, and officers.

1. In **Firm Options**, under **Anti-money Laundering**, click the category that contains the entry you want to remove, e.g. Evidence Types. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to remove and click **Delete [type of entry]**.

   - You can also double-click an entry.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

If the entry is already being used by clients in the database, then it cannot be deleted. A message will be displayed preventing you from proceeding.

To delete a firm note:

This process is slightly different to the other entries because firm notes are associated with AML questions. The questions themselves cannot be deleted, but you can remove the note text which effectively deletes the note.

1. In **Firm Options**, under **Anti-money Laundering**, click **Firm Notes**. The list of AML questions is displayed in the right-hand pane.

2. Right-click the question that contains the note you want to delete and click **Edit Firm Notes**.

   - You can also double-click a question.

3. When the **Firm Note** dialog box opens, remove all the text from box.

4. Click **OK** to save your changes.

NOTES

- Editing a description updates all instances in the database.
- Questions cannot be deleted, only the associated firm notes.
- Evidence types, justification types, and stock exchanges can only be deleted if they are not already used by a client. However, if only required for historic purposes, and not for new clients, they can be archived.

Archive AML settings

Evidence types, justification types, and stock exchanges can be flagged as archived if they are no longer required. As a result, the entry will no longer be available for selection when creating or editing clients. However, the entry is retained against existing clients for historic purposes.

To archive an entry:

Use this procedure to change the details stored against evidence types, justification types, firm notes, stock exchanges, and officers.

1. In **Firm Options**, under **Anti-money Laundering**, click the category that contains the entry you want to archive, e.g. Evidence Types. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to archive and click **Edit [type of entry]**.

   - You can also double-click an entry.

3. When the dialog box opens, tick **Archived**.

4. Click **OK** to save your changes.

Association Roles

The Association Role folder allows you to maintain the different types of businesses you can use when creating clients, e.g. Estate Agents, Accountants, etc.

Add association roles

Use this procedure to add a new association role.

To add an association role:

1. In **Firm Options**, click **Association Roles**. The existing entries are displayed in the right-hand pane.

2. Right-click **Association Roles** and click **Add Association Roles**.

   - You can also right-click in the blank space under the list of existing entries.

3. When the **Association Roles** dialog box opens, complete these details:

   - **Description**. Specifies a brief description of the entry, e.g. Building Society.
   - **Reverse Description**. Specifies a reverse description, e.g. Building Society for.
   - **Industry**. Specifies the associated industry, e.g. Financial, Legal, etc.

   > **NOTE** If you do not set a default industry, the Add/Search Service Contact option will not be active when you add a contact to a matter.

- **Role Tag**. Specifies a unique reference code.
- **Role can be used by**. Specifies which contacts the role can be used with, e.g. an individual.
- **Role applies to**. Specifies which entity the role applies to, e.g. a contact.

4. On the **Modules** tab, tick all the modules that require access to this association role.

5. Click **OK** to save your changes. The new address type will now appear in the drop down.

- To edit an entry, right-click it and select Edit Association Roles.

NOTE

- If you create a new role type for use in a user-defined module it is not automatically made available for PMS. If you want your new role type to be visible in PMS then you must tick the PMS setting as well.

Edit association roles

Once an association role has been added you can amend its details at any time.

To edit an association role:

Use this procedure to change the details of an existing association role.

1. In **Firm Options**, click **Association Roles**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

- You can also double-click an entry.

3. When the **Association Roles** dialog box opens, amend the details as required.

4. Click **OK** to save your changes.

Business Sources

To help your firm identify how cases were introduced to you, business sources can be applied to clients *(Client Details > General Details tab)*, matters *(Matter Details > Additional Info tab)*, or both. For example, if a client was referred to you then you could apply Referral as the business source.

Add business sources

Use this procedure to add a new business source.

To add a business source:

1. In **Firm Options**, click **Business Sources**. The existing entries are displayed in the right-hand pane.

2. Right-click **Business Sources** and click **Add Business Sources**.

   - You can also right-click in the blank space under the list of existing entries.

3. When the **Business Sources** dialog box opens, complete these details:

   - **Description**. Specifies a brief description of the entry.
   - **Archived**. Flags the entry as no longer available.

4. Click **OK** to add the new business source.

   - To edit an entry, right-click it and select Edit Business Sources.

Edit, delete, or archive business sources

Once a business source has been added you can amend its description at any time. You can also remove business sources completely if they are no longer used or archive them if you no longer need them for new clients and matters.

To edit a business source:

Use this procedure to change the description of an existing business source. When you do, this will also amend the description of all other instances of the business source in PMS.

1. In **Firm Options**, click **Business Sources**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

    *   You can also double-click an entry.

3. When the **Business Sources** dialog box opens, amend **Description** as required.

4. Click **OK** to save your changes.

To delete a business source:

Use this procedure to remove an existing business source if it is no longer required. However, you can only delete a business source if it is not associated with a client or matter. Where this is the case, you should archive the business source instead so that it remains visible against existing records, but cannot be selected for new client or matters.

1. In **Firm Options**, click **Business Sources**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to remove and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

    -   If the entry is already being used in the database, then it cannot be deleted. A message will be displayed preventing you from proceeding.

To archive a business source:

Use this procedure to archive an existing business source that has been used, but is no longer required. This ensures that the particular business source can no longer be applied, but will remain visible against records that already use it.

1. In **Firm Options**, click **Business Sources**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to archive and click **Edit**.

    -   You can also double-click an entry.

3. When the **Business Sources** dialog box opens, tick **Archived**.

4. Click **OK** to save your changes.

Client Ratings

To help your firm rate clients, ratings can be applied to them *(Client Details > General Details tab)*. For example, if a someone is a regular client then you apply Regular as the client rating.

Add client ratings

Use this procedure to add a new client rating.

To add a client rating:

1. In **Firm Options**, click **Client Ratings**. The existing entries are displayed in the right-hand pane.

2. Right-click **Client Ratings** and click **Add Client Ratings**.

   - You can also right-click in the blank space under the list of existing entries.

3. When the **Client Ratings** dialog box opens, complete these details:

   - **Description**. Specifies a brief description of the entry.
   - **Archived**. Flags the entry as no longer available.

4. Click **OK** to add the new client rating.

   - To edit an entry, right-click it and select **Edit Client Ratings**.
   - To remove an entry, right-click it and select **Delete Client Ratings**.

Edit, delete, or archive client ratings

Once a client rating has been added you can amend its description at any time. You can also remove client ratings completely if they are no longer used or archive them if you no longer need them for new clients.

To edit a client rating:

Use this procedure to change the description of an existing client rating. When you do, this will also amend the description of all other instances of the client rating in PMS.

1. In **Firm Options**, click **Client Ratings**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

- You can also double-click an entry.

3. When the **Client Ratings** dialog box opens, amend **Description** as required.

4. Click **OK** to save your changes.

To delete a client rating:

Use this procedure to remove an existing client rating if it is no longer required. However, you can only delete a client rating if it is not associated with a client. Where this is the case, you should archive the client rating instead so that it remains visible against existing records, but cannot be selected for new client or matters.

1. In **Firm Options**, click **Client Ratings**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to remove and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

- If the entry is already being used in the database, then it cannot be deleted. A message will be displayed preventing you from proceeding.

To archive a client rating:

Use this procedure to archive an existing client rating that has been used, but is no longer required. This ensures that the particular client rating can no longer be applied, but will remain visible against records that already use it.

1. In **Firm Options**, click **Client Ratings**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to archive and click **Edit**.

- You can also double-click an entry.

3. When the **Client Ratings** dialog box opens, tick **Archived**.

4. Click **OK** to save your changes.

Counties

A full list of counties is shipped as standard. These are stored in the Counties folder and are used when adding an address into the PMS database.

> **IMPORTANT** Adding and deleting counties is not permitted.

Edit or archive counties

You can amend the name of any county or archive them if you no longer need them for new addresses.

To edit a county:

Use this procedure to change the name of an existing county. When you do, this will also amend the name of all instances of the county in PMS.

1. In **Firm Options**, click **Counties**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

- You can also double-click an entry.

3. When the **Counties** dialog box opens, amend **County Name** as required.

4. Click **OK** to save your changes.

To archive a county:

Use this procedure to archive an existing county that has been used, but is no longer required. This ensures that the particular county can no longer be applied, but will remain visible against addresses that already use it.

1. In **Firm Options**, click **Counties**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to archive and click **Edit**.

    -   You can also double-click an entry.

3. When the **Counties** dialog box opens, tick **Archived**.

4. Click **OK** to save your changes.

Diary

Diary resources are available when creating new appointments in the Diary. They allow you to include resources such as meeting rooms, interview rooms, etc. Diary resources are attached to diary types. For example, you may have Interview Room 1, 2, and 3 attached to the Interview Room diary type. ALB ships with 2 default diary resource types; Car Parking Space and Meeting Room. However, you can create your own and attach diary resources to them.

Add diary resource types

Use this procedure to add a new diary resource type.

To add a diary resource type:

1. In **Firm Options**, open the **Diary** folder.

2. Right-click **Diary Resource Types** and click **Add Diary Resource Types**.

    - You can also right-click in the blank space under the list of existing entries.

3. When the **Diary Resource Types** dialog box opens, complete these details:

    - **Reference**. Specifies a unique reference for the entry, e.g. IR.
    - **Description**. Specifies a brief description of the entry, e.g. Interview Room.
    - **Archived**. Flags the entry as no longer available.

4. Click **OK** to add the new diary resource type. You can now add diary resources to this diary resource type.

    - To edit an entry, right-click it and select **Edit Diary Resource Types**.
    - To remove an entry, right-click it and select **Delete Diary Resource Types**.

Add diary resources

Use this procedure to add a new diary resource.

To add a diary resource:

1. In **Firm Options**, open the **Diary** folder.

2. Right-click **Diary Resources** and click **Add Diary Resources**.

- You can also right-click in the blank space under the list of existing entries.

3. When the **Diary Resources** dialog box opens, complete these details:

   - **Reference**. Specifies a unique reference for the entry, e.g. IR1.
   - **Name**. Specifies the name of the resource, e.g. Interview Room 1.
   - **Type**. Specifies the diary resource type, e.g. Interview Room.
   - **Archived**. Flags the entry as no longer available.

4. Click **OK** to add the new diary resource.

   - To edit an entry, right-click it and select **Edit Diary Resources**.
   - To remove an entry, right-click it and select **Delete Diary Resources**.

Edit, delete, or archive diary resources and types

Once a diary resource or resource type has been added you can amend its details at any time. You can also remove entries completely if they are no longer used or archive them if you no longer need them for new appointments.

To edit a diary resource or type:

Use this procedure to change the details of an existing diary resource or diary resource type.

1. In **Firm Options**, open the **Diary** folder.

2. Click **Diary Resource Types** or **Diary Resources**. The existing entries are displayed in the right-hand pane.

3. Right-click the entry you want to change and click **Edit**.

   - You can also double-click an entry.

4. When the appropriate dialog box opens, amend the details as required.

5. Click **OK** to save your changes.

To delete a diary resource or type:

Use this procedure to remove an existing diary resource or diary resource type if it is no longer required. However, you can only delete a diary resource or type if it is not linked to any records. Where this is the case, you should archive the entry instead so that it remains visible against existing records, but cannot be selected for new appointments.

1. In **Firm Options**, open the **Diary** folder.

2. Click **Diary Resource Types** or **Diary Resources**. The existing entries are displayed in the right-hand pane.

3. Right-click the entry you want to remove and click **Delete**.

4. When prompted to confirm, click **Yes** to continue or **No** to cancel.

   - If the entry is already being used in the database, then it cannot be deleted. A message will be displayed preventing you from proceeding.

To archive a diary resource or type:

Use this procedure to archive an existing diary resource or diary resource type that has been used, but is no longer required. This ensures that the particular entry can no longer be used, but will remain visible against records that already use it.

1. In **Firm Options**, open the **Diary** folder.

2. Click **Diary Resource Types** or **Diary Resources**. The existing entries are displayed in the right-hand pane.

3. Right-click the entry you want to archive and click **Edit**.

   - You can also double-click an entry.

4. When the appropriate dialog box opens, tick **Archived**.

5. Click **OK** to save your changes.

IMPORTANT Job types are not currently used.

NLIS Details

If you use the NLIS Online Property Search facility then you must activate the desired service and store the URL to the provider's search engine in the NLIS Details folder. ALB has the ability to integrate with 3 property search engines; Searchflow, Terra Media, and Transaction Online. When initiated (via workflow) the appropriate property search engine is opened in your default browser.

Edit NLIS details

Use this procedure to store your NLIS login details.

To edit your NLIS login details:

1. In **Firm Options**, click the **NLIS Details** folder. Entries for the current services are displayed in the right-hand pane.

2. Right-click the desired provider—**Searchflow**, **TM**, or **Transaction Online**—and click **Edit NLIS Details**.

   - You can also double-click an entry.

3. When the **NLIS Details** dialog box opens, complete these details:

    - **Enabled**. Flags the service as active.
    - **URL**. Specifies the URL of the provider's search engine.
    - **Demo File Path**. (Optional) Specifies a path to the provider's demo site.

4. Click **OK** to update the details.

Note Types

Note types are selected when you add a note against a client, matter, or module (on the Notes tab). These help to organise the different types of notes, e.g. General, Telephone Note, etc. In Firm Options, the Note Types folder stores the details of all the available types. From here you can add, edit, and delete note types.

Add note types

Use this procedure to add a new note type.

To add a note type:

1. In **Firm Options**, click **Notes Types**. The existing entries are displayed in the right-hand pane.

2. Right-click **Note Types** and click **Add Note Types**.

    - You can also right-click in the blank space under the list of existing entries.

3. When the **Note Types** dialog box opens, complete these details:

    - **Description**. Specifies a brief description of the entry.

- **Client Note**. Makes the entry available at client-level.
- **Matter Note**. Makes the entry available at matter-level.
- **Module Note**. Makes the entry available at module-level.

4. Click **OK** to add the new note type. It will now be available for selection on the Notes tab at client, matter, and module-level.

- To edit an entry, right-click it and select **Edit Note Types**.
- To remove an entry, right-click it and select **Delete Note Types**.

Edit or delete note types

Once a note type has been added you can amend its details at any time. You can also remove entries completely if they are no longer used.

To edit a note type:

Use this procedure to change the details of an existing note type.

1. In **Firm Options**, click **Notes Types**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

- You can also double-click an entry.

3. When the **Note Types** dialog box opens, amend the details as required.

4. Click **OK** to save your changes.

To delete a note type:

Use this procedure to remove an existing diary note type if it is no longer required. However, you can only delete a note type if it is not in use.

1. In **Firm Options**, click **Notes Types**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to remove and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

   - If the entry is already being used in the database, then it cannot be deleted. A message will be displayed preventing you from proceeding.

Storage Locations

The Storage Locations folder allows you to manage all the possible places you may use to store archived files, wills, and deeds for a client/matter. Storage locations are grouped into parent and child locations. For example, you may have a parent location called Store Room, which contains different child locations for each shelf in the store room, like Shelf 1, Shelf 2, Shelf 3, etc.

Add storage locations

Use this procedure to add storage locations. You can create brand new storage locations and sub-locations within them.

To add a storage location:

Use this procedure to add a new parent storage location, e.g. Store Room.

1. In **Firm Options**, click **Storage Locations**. The existing entries are displayed in the right-hand pane.

2. Right-click **Storage Locations** and click **Add Storage Location**.

- You can also right-click in the blank space under the list of existing entries.

3. When the **Storage Location** dialog box opens, complete these details:

   - **Reference**. Specifies a unique alphanumeric code for the entry, e.g. SR.
   - **Description**. Specifies a brief description of the entry, e.g. Store Room.
   - **Note**. Specifies any additional notes or comments about the location.
   - **Default**. Flags the entry as the default storage location.

4. Click **OK** to add the new location.

   - To edit an entry, right-click it and select Edit Storage Locations.
   - To remove an entry, right-click it and select Delete Storage Locations.

To add a sub-location:

Use this procedure to add a new sub-location, within a storage location, e.g. Shelf 1.

1. In **Firm Options**, open the **Storage Locations** folder. The existing entries are displayed in the right-hand pane.

2. Right-click the **Storage Location** in which you want to add a sub-location, then click **Add Storage Location**.

   - You can also right-click in the blank space under the list of existing entries.

3. When the **Storage Location** dialog box opens, complete these details:

   - **Parent**. Specifies the reference of parent folder, e.g. SR.
   - **Reference**. Specifies a unique alphanumeric code for the entry, e.g. SHELF.

- **Description**. Specifies a brief description of the entry, e.g. Shelf 1.
- **Note**. Specifies any additional notes or comments about the location.
- **Default**. Flags the entry as the default storage location.

4. Click **OK** to add the new sub-location.

- To edit an entry, right-click it and select **Edit Storage Locations**.
- To remove an entry, right-click it and select **Delete Storage Locations**.

Edit or delete storage locations

Once a storage location or sub-location has been added you can amend its details at any time. You can also remove entries completely if they are no longer used.

To edit a storage location:

Use this procedure to change the details of an existing storage location.

1. In **Firm Options**, click **Storage Locations**. The existing entries are displayed in the right-hand pane.

2. Right-click **Storage Locations** and click **Edit Storage Location**.

   - You can also double-click an entry.

3. When the **Storage Location** dialog box opens, amend the details as required.

4. Click **OK** to save your changes.

To edit a storage sub-location:

Use this procedure to change the details of an existing sub-location.

1. In **Firm Options**, open the **Storage Locations** folder. The existing entries are displayed in the right-hand pane.

2. Open the **Storage Location** that contains the sub-location you want to edit. The sub-locations are displayed in the right-hand pane.

3. In the right-hand pane, right-click the desired entry and click **Edit Storage Location**.

   - You can also double-click an entry.

4. When the **Storage Location** dialog box opens, amend the details as required.

5. Click **OK** to save your changes.

To delete a storage location or sub-location:

Use this procedure to remove an existing storage location or sub-location. However, you can only delete a note type if it is not in use.

1. In **Firm Options**, open the **Storage Locations** folder. The existing entries are displayed in the right-hand pane.

2. Navigate to the entry you want to remove, then right-click it and click **Delete Storage Location**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

   - If the entry is already being used in the database, then it cannot be deleted. A message will be displayed preventing you from proceeding.

Supplementary Details

The Supplementary Details folder allows you to manage extra database fields so that you can capture additional information about a client. These fields are then accessible via the Supplementary Details tab in various screens within PMS, e.g. Client Details. There are a range of pre-defined supplementary fields, but you can add any number of your own. You can also create categories and groups so that supplementary details can be filtered.

Categories relate to grouping fields according to how the supplementary information is used, for example for marketing purposes. Groups relate to grouping fields according to how the supplementary information is recorded. Groups can also be associated with work types so that specific supplementary details are automatically displayed when a new matter is created.

Add supplementary fields

Use this procedure to add a new supplementary field. When adding a new field, it can be assigned to a category and a group. This provides a way of filtering the fields when they are viewed in PMS (Supplementary Details tab). If you wish to do this, make sure that the desired category and group have already been created.

To add a supplementary field:

1. In **Firm Options**, open the **Supplementary Details** folder. The existing entries are displayed in the right-hand pane.

2. Right-click **Fields** and click **Add Fields**.

   - You can also right-click in the blank space under the list of existing entries.

3. When the **Fields** dialog box opens, complete these details:

   - **Name**. Specifies a name for the new field.

- **Data Type**. Specifies the format of the field. You can choose from:

  - **Date**. A date field.
  - **List**. A drop-down field, containing a list of options.
  - **Number**. A numeric field.
  - **Text**. A free text field.
  - **True/False**. A drop-down field, containing the options True and False.
  - **Yes/No**. A drop-down field, containing the options Yes and No.
  - **Category**. Specifies the category in which the new field will be available.

- **Default Group**. Specifies the group in which the new field will be available.
- **Archived**. Flags the field as no longer in use.

4. Click **OK** to add the new field.

  - To edit an entry, right-click it and select **Edit Fields**.
  - To remove an entry, right-click it and select **Delete Fields**.

Add supplementary field categories

Use this procedure to add a new supplementary field category, which can then be attached to supplementary fields. Categories relate to grouping fields according to how the supplementary information is used, for example for marketing purposes. This helps to filter the list of fields (on the Supplementary Details tab) and may be selected manually each time a matter is opened.

To add a supplementary field category:

1. In **Firm Options**, open the **Supplementary Details** folder. The existing entries are displayed in the right-hand pane.

2. Right-click **Categories** Add supplementary field categoriesand click **Add Categories**.

- You can also right-click in the blank space under the list of existing entries.

3. When the **Categories** dialog box opens, complete these details:

  - **Name**. Specifies a name for the new category.
  - **Usage**. Specifies where the new category will be available. You can choose from:

    - **Individual And Organisation**. Specifies that the category will be available for both individuals and organisations
    - **Individual Only**. Specifies that the category will be available for individuals only.
    - **Organisation Only**. Specifies that the category will be available for organisations only.
    - **Users Only**. Specifies that the category will be available for system user records.
    - **Matter**. Specifies that the category will be available for matters.

  - **Archived**. Flags the category as no longer in use.

4. Click **OK** to add the new category.

  - To edit an entry, right-click it and select **Edit Categories**.
  - To remove an entry, right-click it and select **Delete Categories**.

Add supplementary field groups

Use this procedure to add a new supplementary field group, which can then be attached to supplementary fields. Groups relate to grouping fields according to how the supplementary information is recorded.

Groups can also be associated with work types so that specific supplementary details are automatically displayed when a new matter is created. For example, if a Conveyancing work type is selected when creating a new matter, then it will automatically display the group of supplementary fields that relate to

Conveyancing. As with categories, this helps to filter the list of fields (on the Supplementary Details tab), but may be selected manually each time a matter is opened.

To add a supplementary field group:

1. In **Firm Options**, open the **Supplementary Details** folder. The existing entries are displayed in the right-hand pane.

2. Right-click **Groups** and click **Add Groups**.

   - You can also right-click in the blank space under the list of existing entries.

3. When the **Groups** dialog box opens, complete these details:

   - **Name**. Specifies a name for the new group.

4. On the **Items** tab, tick all the supplementary fields you want to include in this group.

5. Click **OK** to add the new group.

   - To edit an entry, right-click it and select **Edit Groups**.
   - To remove an entry, right-click it and select **Delete Groups**.

To associate a group with a work type:

Use this procedure to attach a supplementary field group to a work type. As a result, any matters created with that work type will automatically show the fields associated with the group, on the Supplementary Details tab.

1. In **Core PMS**, click **Work Types**. The existing entries are displayed in the right-hand pane.

2. Right-click the work type you want to associate and click **Edit**.

- You can also double-click the entry.

3. When the **Work Types** dialog box opens, select the desired group from the **Supplementary Details Group** drop-down.

4. Click **OK** to save your changes.

Edit supplementary details

Once a supplementary field, category, or group has been added you can amend its details at any time.

To edit a supplementary field:

Use this procedure to change the details of an existing supplementary field.

1. In **Firm Options**, open the **Supplementary Details** folder. The existing entries are displayed in the right-hand pane.

2. Right-click **Fields** and click **Edit**.

- You can also double-click an entry.

3. When the **Fields** dialog box opens, amend the details as required.

> **NOTE** Data Type cannot be changed as this is locked down to maintain database integrity when a field is created.

4. Click **OK** to save your changes.

To edit a supplementary field category:

Use this procedure to change the details of an existing supplementary field category.

1. In **Firm Options**, open the **Supplementary Details** folder. The existing entries are displayed in the right-hand pane.

2. Right-click **Categories** and click **Edit**.

   - You can also double-click an entry.

3. When the **Categories** dialog box opens, amend the details as required.

4. Click **OK** to save your changes.

To edit a supplementary field group:

Use this procedure to change the details of an existing supplementary field group.

1. In **Firm Options**, open the **Supplementary Details** folder. The existing entries are displayed in the right-hand pane.

2. Right-click **Groups** and click **Edit**.

   - You can also double-click an entry.

3. When the **Groups** dialog box opens, amend the details as required.

4. Click **OK** to save your changes.

Delete supplementary details

Once a supplementary field, category, or group has been added you can remove entries completely if they are no longer used. However, if it is found that a field, category, or group is currently being used, then it cannot be removed.

To delete a supplementary field:

Use this procedure to remove an existing supplementary field. However, you can only delete a field if it is not in use.

1. In **Firm Options**, open the **Supplementary Details** folder.

2. Click **Fields**. The existing entries are displayed in the right-hand pane.

3. Right-click the entry you want to remove and click **Delete**.

4. When prompted to confirm, click **Yes** to continue or **No** to cancel.

   - If the entry is already being used in the database, then it cannot be deleted. A message will be displayed advising you to archive instead. Click Yes to archive or No to cancel.

To delete a supplementary field category:

Use this procedure to remove an existing supplementary field category. However, you can only delete a category if it is not in use.

1. In **Firm Options**, open the **Supplementary Details** folder.

2. Click **Categories**. The existing entries are displayed in the right-hand pane.

3. Right-click the entry you want to remove and click **Delete**.

4. When prompted to confirm, click **Yes** to continue or **No** to cancel.

- If the entry is already being used in the database, then it cannot be deleted. A message will be displayed preventing you from proceeding.

To delete a supplementary field group:

Use this procedure to remove an existing supplementary field group. However, you can only delete a group if it is not in use.

1. In **Firm Options**, open the **Supplementary Details** folder.

2. Click **Groups**. The existing entries are displayed in the right-hand pane.

3. Right-click the entry you want to remove and click **Delete**.

4. When prompted to confirm, click **Yes** to continue or **No** to cancel.

   - If the entry is already being used in the database, then it cannot be deleted. A message will be displayed preventing you from proceeding.

Text Message Providers

IMPORTANT This information only applies if you have purchased the Text Messaging facility from Advanced. Please contact your Account Manager for further information.

The Text Message Providers folder allows you to store the details of your internet Esendex Text Message Account. The PMS database uses these details to enable you to send text messages to saved telephone numbers. The details of the text message will also be stored within the database. Users must have the SMS Texting security feature enabled. See Licensing and Users.

Edit or delete text message providers

When you open the Text Message Providers folder there will be an existing Esendex account. If you are using the Text Messaging facility then you will need to amend the details as required.

> **NOTE** It is not possible to delete the provider details. If this functionality is no longer required, then you should remove the SMS Texting security feature from the appropriate users.

To edit the text message provider:

Use this procedure to change the details of the Esendex account.

1. In **Firm Options**, click **Text Message Providers**. The existing account is displayed in the right-hand pane.

2. Right-click the **Esendex account** and click **Edit**.

    *   You can also double-click an entry.

3. When the **Text Message Provider** dialog box opens, amend these details:

    *   **User Name**. Specifies your firm's Esendex user name.
    *   **Password**. Specifies your firm's Esendex password.
    *   **Account**. Specifies your firm's Esendex account.

4. Click **OK** to save your changes.

Titles

The Titles folder allows you to maintain the different types of title, which must be selected when creating new clients, e.g. Mr, Mrs, Ms, Sir, etc.

Add titles

Use this procedure to add a new title.

To add a title:

1. In **Firm Options**, click **Titles**. The existing entries are displayed in the right-hand pane.

2. Right-click **Titles** and click **Add Titles**.

   - You can also right-click in the blank space under the list of existing entries.

3. When the **Titles** dialog box opens, complete these details:

   - **Title**. Specifies the required title.
   - **Default Sex**. Specifies the gender of the title. Where the title is appropriate for both male and female, this can be edited during entry of client details.

4. Click **OK** to add the new title.

   - To edit an entry, right-click it and select **Edit Titles**.
   - To remove an entry, right-click it and select **Delete Titles**.

Edit, delete, or archive titles

Once a title has been added you can amend its details at any time. You can also remove titles completely if they are no longer used or archive them if you no longer need them for new clients.

To edit a title:

Use this procedure to change the details of an existing title. When you do, this will also amend all other instances of the title in PMS.

1. In **Firm Options**, click **Titles**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

   - You can also double-click an entry.

3. When the **Titles** dialog box opens, amend the details as required.

4. Click **OK** to save your changes.

To delete a title:

Use this procedure to remove an existing title if it is no longer required. However, you can only delete a title if it is not already associated with a client. Where this is the case, you should archive the title instead so that it remains visible against existing records, but cannot be selected for new clients.

1. In **Firm Options**, click **Titles**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to remove and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

   - If the entry is already being used in the database, then it cannot be deleted. A message will be displayed preventing you from proceeding.

To archive a title:

Use this procedure to archive an existing title that has been used, but is no longer required. This ensures that the particular title can no longer be used for new clients, but will remain visible against records that already use it.

1. In **Firm Options**, click **Titles**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to archive and click **Edit**.

   - You can also double-click an entry.

3. When the **Titles** dialog box opens, tick **Archived**.

4. Click **OK** to save your changes.

Towns

A full list of towns is shipped as standard. These are stored in the Towns folder and are used when adding new addresses into the PMS database.

> **IMPORTANT** Adding and deleting towns is not permitted.

Edit or archive towns

You can amend the name of any town or archive them if you no longer need them for new addresses.

To edit a town:

Use this procedure to change the name of an existing town. When you do, this will also amend the name of all instances of the town in PMS.

1. In **Firm Options**, click **Towns**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

    - You can also double-click an entry.

3. When the **Towns** dialog box opens, amend **Town Name** as required.

4. Click **OK** to save your changes.

To archive a town:

Use this procedure to archive an existing town and have it removed from the Address lookup when adding addresses. This allows you to remove towns that are not relevant to your firm's locality.

1. In **Firm Options**, click **Towns**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to archive and click **Edit**.

    - You can also double-click an entry.

3. When the **Towns** dialog box opens, tick **Archived**.

4. Click **OK** to save your changes. The town is now flagged as Archived and will be unavailable in the PMS database.

Administrative functions

Advanced use only.

Licensing and Users

Complete flexibility in terms of how users operate, allowing changes to be made with the minimum of effort, across a multiple user base.

ALB has an extensive security system with controls to ensure the privacy and security of your data. Almost every aspect has security, allowing you to maintain the users who have access and what they have access to. These important security features let you limit the ability of users to perform certain actions, so you can restrict them to just the areas required for their particular job.

> **IMPORTANT** Only users with *msAdministrator* permissions can access the Licensing and Users and make changes.

In this section:

- System licensing
- System users
- Annual licence

System licensing

> Advanced use only.

System Users

The Licensing and Users facility adopts a system user and security group approach. Individual system users are created, containing all the information that defines the user. This includes the user name and password required for the user to log on, plus other user related information. Security groups are also created, to which users are added. Security features (or permissions) for using ALB and accessing its resources are assigned to security groups. These permissions regulate what users have access to and in what manner. The permissions associated with a security group are then applied to all the users in that group.

Types of users

There are three types of users; Clients, Contacts, and Staff. Staff users are members of your firm that use ALB. Client and contact users are clients and contacts that have been given an Internet access account – in relation to the optional Self-service module. Staff users can be added via Utilities, but client and contact users can only be added (and given access to an Internet access account) in PMS. However, it is possible to delete a client or contact user's Internet access account from Utilities or PMS.

> **IMPORTANT** In Utilities, it is important to know the difference between deleting a client or contact user and deleting a staff user. Deleting a client or contact user via Utilities only removes the Internet access account, but

deleting a staff user removes the user account completely (providing the user has never logged on to ALB).

NOTES

- Users do not have to be part of a security group to use the software. They can be assigned their own security features.
- Fee earners must be added as a system user before they can be set up as a fee earner.
- We recommend that you never delete system users. They should remain in ALB due to their association with historic data. A user should only be deleted if they have never logged on.
- When licences are no longer required (i.e. when someone leaves) remove the ex-staff member's security features and edit their password. You will also need to reassign their licence to their replacement.

Add security groups

Security groups should be used where you have multiple users requiring access to the same security features. Each user can be applied to the required security group and will automatically inherit that group's permissions. If changes are made to the security group, you can choose if they are applied to all members of that group or not. This removes the need to edit each individual user. Users can also be members of more than one security group.

To add a security group:

1. In **Licensing & Users**, double-click **System Users** and then click **Groups**. The existing entries are displayed in the right-hand pane.

2. Right-click **Groups** and click **Add Groups**.

   - You can also right-click in the blank space under the list of existing address types.

3. When the **Security Groups** dialog box opens, complete these details on
    the **General** tab:

    - **Group Name**. Specifies the name of the group.
    - **Notes**. Specifies any comments or notes relating to the group.

4. On the **Features** tab, select the **Security Features** required for this group
    by ticking the appropriate boxes. See Security features.

5. Click **OK** to save your changes. The group is now created and can be
    associated with users.

To edit a security group:

1. In **Licensing & Users**, double-click **System Users** and then click **Groups**.
    The existing entries are displayed in the right-hand pane.

2. Right-click on the group to be amended in the right-hand pane and select
    Edit Group.

3. Make the required changes and click **OK**.

4. A messages displays:

    Do you also wish to apply these features to all users assigned to this
    Group?

    Warning: This will overwrite any existing individual permissions for those
    users and apply the features of this Group even if the user is also
    attached to other Groups.

5. Click **Yes** or **No** as ppropriatea.

> **IMPORTANT** When you remove features from a group, for users that belong to more than one group, the feature will only be removed providing it is not granted by another of the user's assigned groups.

To delete a security group:

1. In **Licensing & Users**, double-click **System Users** and then click **Groups**. The existing entries are displayed in the right-hand pane.

2. Right-click on the group to be amended in the right-hand pane and select **Delete Group**.

3. A message displays:

   Are you sure you want to delete *Group name* from the Groups list?

4. Click **Yes**.

Add system users

Use this procedure to add staff users and set their ALB access rights.

> **NOTE** This information only applies to staff users. For help adding client or contact users please refer to the Client Self-service documentation.

To add a staff system user:

1. In **Licensing & Users**, double-click **System Users** and then double-click **Users**. The existing entries are displayed in the right-hand pane.

2. Right-click **Staff** and click **Add Users**.

- You can also right-click in the blank space under the list of existing address types.

3. When the **Add New User** dialog box opens, complete these details:

   - **Logon**. Specifies an alphanumeric logon user name. Once saved, the logon can be changed if required, i.e. change of name.
   - **Password**. Specifies a password. Minimum 8 characters using a combination of letters, numbers, or punctuation.
   - **Confirm Password**. Confirms the password.
   - **NT Username**. Only applies if the Exchange Integration module has been purchased. Specifies the NT user name if the user's Microsoft Exchange diary is going to be shared on the public network. Otherwise, leave as Unknown.
   - **Role**. Specifies the user's role:

     - **msAdministrator**. Full access to Utilities and all system functions.
     - **msPowerUser**. Restricted access to Utilities.
     - **msUser**. No access to Utilities.

   - **Surname**. Specifies the user's surname.
   - **Forenames**. Specifies the user's forenames.
   - **Title**. Specifies the user's title.

4. Click **Finish** to save your changes. The User Details screen opens, completed with the information you have already entered.

   - If the logon you have entered has already been used, you will see an error message. Click OK and enter a different logon.

5. Next, work through the **User Details** tabs shown below, completing the desired information as you go.

   - User Personal Info:

     This tab specifies general personal information such as name, salutation, date of birth, etc.

- Contact Info:

  This tab specifies contact information such as, address, phone numbers, email address, etc.

- Logon Info:

  This tab specifies the login details you entered (**NOTE** Logon Name cannot be changed), plus default settings like fee earner, partner, branch, department, and work type. If the user is also going to be the default fee earner, then this will need to be added later, following the addition of the user as a fee earner.

  Fee Earner. This is the default fee earner for adding matters and time recording by the user.
  Partner. This is the default partner when adding clients to the system by the user.
  Branch. This is the default branch when adding clients and matters to the system by the user.
  Department. This is the default department when adding matters to the system by the user.
  Work Type. This is the default work type when adding matters to the system by the user.

  You can also assign a security group to the user here. Firstly, remove the tick from the default/existing group. Then tick the box of the required group. Once you have confirmed the addition of the group's features, you can view them on the Features tab.

  > **NOTE** A user must not be assigned to more than one security group.

- Features:

  This tab shows the security features of the selected security group (specified on the Logon Info tab). However, if you have chosen not

to assign a security group or you wish to add or remove security features manually for this user, you can tick and untick the desired boxes here.

> **NOTE** If a user's security features are amended to differ from the attached security group, whenever the group is amended these amendments are removed and the user is reverted to the group's features.

The user features has a Search For field to make locating features easier. Enter a key work and press tab to filter the list with those features that include the entered key word.

For more information about security features, please refer to Security features.

- Supplementary Details:

  This tab allows you to store relevant supplementary details for the user. See Supplementary details.

- Conflict Check Fields:

  This tab can be used to configure user-specific conflict checks on the client. For example, the PI Department may want to check on the car registration in addition to the firm wide fields used. All fields have to match when performing a conflict check.

- Notification Preferences:

  This tab allows you to switch off scan notifications for the user by unticking Receive Central Scan Notifications. This only applies if you are using central scanning notifications.

Security features

Security features can be set in 2 ways; you can set them for a security group and then assign that to a user or, if you choose not to assign a security group, you can set them manually at user-level. That said, you can still change the security features at user-level, even if a security group has been assigned to a user. A word of warning though—if the security group attached to the user is amended, then any changes made at user-level will be automatically overridden by the group's features.

The security features selected for each user determine what access rights they have to perform system functions and which reports they are able to view, export, and print, etc. Security features are divided into 4 main application headings; Accounts, AML, Diary, and PMS. However, if you are using any modules then these will have their own headings too. The check boxes for these main application headings will always be ticked for every user. It is up to you to manually configure the individual features that they contain. For an explanation of each feature please refer to the topics below.

- Accounts security features
- AML security features
- Diary security features
- PMS security features

Accounts security features

This table shows an alphabetical list of the security features available under the Accounts heading.

Feature	Description
Access All Account Requests from Dashboard	
Access Client Balances	

Access Secure Nominals	Enables the user to view and post to nominals where "secure nominal" is checked in nominal properties
Access Time Drilldown	
Access to Add/Change Profit Split	
Access to Add/Change Profit Split_Draft Bill	
Access to Add/Change Profit Split_Review Bill	
Access to Individual Postings	Access to all system postings
Access to Create Posting Templates	
Allocation Postings	
Bill Payment Allocations	
Cancel Billing disbursement	
disbursement to disbursement Allocations	
disbursement to Payment Allocations	
Office Payment Transfer	
Anticipated Postings	
Anticipated Bills	
Anticipated disbursements	
Client/Deposit	

	Access Bank Enquiry	Controls access to the Bank Enquiry screen
	Client Cash Cheque	
	Client to Client Transfer	
	Client to Deposit Transfer	
	Client to disbursement Transfer	
	Designated Deposit Interest	
Interest Postings		
	Interest Calculation	
	Interest Enquiry	
Nominals		
	Nominal Cash Cheque	
	Nominal Journal	
	Nominal Petty Cash	
	Nominal to Nominal Transfer	
	Scheduled Transactions	
Office		
	Access Bank Enquiry	Controls access to the Bank Enquiry screen
	Bill Posting	
	Bill to disbursement Transfer	
	Bill Write Off	

Client to disbursement Transfer	
disbursement	
disbursement Transfer	
Legal Aid Bill + Payment	
LSC VAT Adjustment	
Office Bill Payment	
Office Bill Payment (TSF to Client)	
Petty Cash disbursement	
Time	
Edit Time	
Reverse Time	
Split Time	
Time Drilldown	
Time Report	
Time Write Off	
Time Write Off Reversal	
Transfer Time	
View All Time Sheets	
Access to Nominal Details	Ability to search and view non-secure nominals
Access to Reports	Access to all system reports
Aged Debtors	

Aged WIP disbursements and Debtors
Alphabetic Client Listing
Analysis by Fee Earner
Appointments and Tasks
Average Case Costs
Balance Sheet
Batch Postings
Bill Printing
Billing Statements
Billing Guide
Bills Analysis
Budget Reset
Cheque Printing
Client Balance Sheet
Client Cheque Requests
Client Enquiry
Consolidated Trial Balance
Consolidated Trial Balance vs. Budget and Forecast
Deeds Listing
Exchange Synchronisation

Family Fixed Fees - Total Work vs. Certificate Limit
Fast Trial Balance
Fee Earner Analysis
Fee Earner Analysis - Surplus/Deficit
Fee Earner Analysis Summary
Fee Earner Current Files
Fee Earner WIP Analysis
Fee Earner WIP Movement
Financial Balances
Foreign Currency
Income & Work In Progress
Interest Due
Interest Paid
KPI Bills Analysis
KPI Matter Starts
KPI WIP Analysis
Legal Aid Matters Opened/Closed
Limitation Tasks
Marketing Contacts
Marketing Contacts by Company

Matter Enquiry	
Matter Starts by Procurement Area/Access point	
Matters to be Destroyed	
New Matters by Current Matter Fee Earner	
Nominal List	
Office Cheque Requests	
Outstanding Bills	
Payments Received Analysis	
Posted Time	
Profit & Loss	
Profit & Loss by Group vs. Budget & Forecast	
Receive Marketing Review Date	
Split Bills Analysis	
Summary Balance Sheet	
Time Sheet Enquiry	
Time Summary	
Time Write Off/Reversal	
Time Written Off by Fee Earner	
Tolerance Cases	

	Total Hours by Fee Earner	
	Trial Balance	
	Unallocated Time	
	Unbilled disbursements	
	Undertakings Listings	
	Unpaid disbursements	
	Unposted Time	
	User-defined Reports	All areas of definable reporting - building queries from a set list of available fields
	Wills Externally Removed Listing	
	Wills Held in Storage Listing	
	Wills Internally Removed Listing	
	Wills Listing	
Access to VAT Section		Enables access to VAT summary section
Accounts Posting Description Editing		Allows the user to edit posting descriptions
Authorise Cheque Request Higher Amounts		If this is ticked then the limits set against client/office for authorising Higher cheque amounts will be ignored
	Client Cheque Request Higher Amount - 0.00	Sets the limit for authorising client cheque requests
	Office Cheque Request Higher Amount - 0.00	Sets limit for authorising office cheque requests

Authorise Client Cheque Request	Allows the user to authorise client cheques requested electronically
Authorise Office Cheque Request	Allows the user to authorise office cheques requested electronically
Authorise/Post Office Cheque Request	Allows the user to authorise request for office credit for bill or disbursement payment
Automatically Authorise Cheque Requests	Enables the user to authorise cheque request when creating request
Banking	Enables access to bank details, bank balances, bank transactions, bank reconciliation and cleardown
Can Edit Time	Allows the user to edit time that has been posted to Accounts, provided the time is unbilled. Edit via Accounts Enquiry
Can Transfer Time	Allows the user to transfer time from one matter to another, on Accounts Enquiry – Time tab
Counsel Ledger	Access to all Counsel Ledger - supplier enquiries, postings and reports
Access to Counsel Ledger Reports	
Aged Creditors - Counsel Ledger	
Current Creditors - Counsel Ledger	
Invoice Analysis - Counsel Ledger	
Ledger Balances - Counsel Ledger	

Payments List - Counsel Ledger	
Supplier List - Counsel Ledger	
Create Client Cheque Requests	Allows the user to create a client electronic cheque request
Request Client Credits	
Request Client Debits	
Create Office Cheque Requests	Allows the user to create an office electronic cheque request
Create Office Receipt Requests	Allows the user to create request for office credit for a bill or disbursement payment
Edit Bill Payers Details	Allows the user to add, edit and remove additional bill payers for third party billing.
Month End	Enables the user to complete month end procedure
Post Pending disbursements	Allows the user to post pending disbursements
Postings Menu	Posting types are visible
Produce Draft Bills	Where Draft Billing is purchased, allows non-accounts users to create draft bill for accounts to post
Purchase Ledger	Access to all Purchase Ledger - supplier enquiries, postings and reports
Access to Purchase Ledger Reports	
Aged Creditors - Purchase Ledger	

	Current Creditors - Purchase Ledger	
	Invoice Analysis - Purchase Ledger	
	Ledger Balances - Purchase Ledger	
	Payments List - Purchase Ledger	
	Supplier List - Purchase Ledger	
Receive Cheque Request Notification		Enables email notifications in PMS Inbox on Fee Earner console
Receive Draft Bill Notification		Where Draft Bill is purchased, enables email notifications to PMS Inbox on Fee Earner Console
Receive Outlook 2010 Notification		Where Exchange Integration is purchased, enables email notifications to PMS Inbox on Fee Earner Console
Reconciliation Areas		Enables the ability to reconcile VAT
Show Reversed Postings by Default		Displays reversed postings by default
Statement Printing		Enables the Statement Printing icon in the Accounts and PMS ribbons to allow users to produce and print statements.
Time		Enables access to all Time options - or as selected
	Discount Time	
	Edit Time	
	Reverse Time	

	Split Time	
	Time Drilldown	
	Time Report	
	Time Write Off	
	Time Write Off Reversal	
	Transfer Time	
	View All Time Sheets	
	Year End	Enables the user to complete year end procedure

Anti-money laundering (AML) security features

This table shows an alphabetical list of the security features available under the AML heading.

Feature	Description
NCIS	Allows the user to create suspicions for NCA. Marks as reported to NCA.
Reports	
Client ID Checks Out of Date	Allows access to this report.
Matters by Category	Allows access to this report.
Matters by Risk Assessment	Allows access to this report.
Matter Covered by the Act	Allows access to this report.
Matters Not Cover by ML Regulations 2007	Allows access to this report.
Matters Not Covered by the Act	Allows access to this report.
Reported Clients	Allows access to this report.

Unidentified Clients by Category	Allows access to this report.
Unidentified/Unjustified Clients	Allows access to this report.

Diary security features

This table shows an alphabetical list of the security features available under the Diary heading.

Feature	Description
Diary	
Adding of Bookings and Tasks	Allows the user to add bookings and tasks.
Deletion of Bookings and Tasks	Allows the user to delete bookings and tasks.
Editing of Bookings and Tasks	Allows the user to edit bookings and tasks.
Enable Diary Synchronisation with Exchange	Enables diary synchronisation with Microsoft Exchange.

PMS security features

This table shows an alphabetical list of the security features available under the PMS heading.

Feature	Description
Access Central Scan Pending Folder	Enables the Central Scan Pending Folder button on the Tools ribbon.
Allow Automatic Versioning Override	
Allow Custom Website Styling	

Auto Start Timer	Time recording clock starts automatically when the user opens Time Recording.
Can Use Restricted Status	

CLIENTS

Add Clients	Allows the user to add new clients and edit existing client details.
AML - View Suspicions	Where AML module is purchased, reported suspicions are visible.
Assign/Reset Images	Allows the user to assign photographs/images to client details.
Recall Documents from Document History	Where items have been stored against the client record, they can be opened and viewed.
Enable Deletion of Documents	Allows the user to delete documents. By default, users cannot delete documents.
Forms provider - Laserforms	
Substitute Forms in Agendas	When a user actions an agenda step with a form on it, if the form is a different type to that of the provider set up for the user in utilities, the system attempts to substitute a form from the users selected forms provider in its place.
Hide Archived Records	Hides archived fee earners and nominals only.
Hide Fee Earner Console	Allows the user to hide the fee earner console in PMS.
Lock/Unlock Documents	Only allows authorised users to open documents from the document history screen.

MATTERS

Add Matters	Allows the user to add new matters and edit existing matter details.
Allow Bulk Matter Transfer	
AML - View Suspicions	Where AML module is purchased, reported suspicions are visible.
Edit Archived Matters	Allows the user to edit the date of destruction and the file away number on archived matters.
Edit Banks on Matters	Allows the user to edit banks associated with matters. When switched off (i.e. unticked) users will be prevented from editing the bank in the Matter Details screen and the Bulk Matter Transfer tool.
Edit Branches on Matters	Allows the user to edit branches associated with matters. When switched off (i.e. unticked) users will be prevented from editing the branch in the Matter Details screen and the Bulk Matter Transfer tool.
Label Printing	Allows the user to print new matter labels and clear down the labels list. Also, request and print labels for existing matters.
Mark for Archiving	Allows the user to add matters to the list for final closure by Accounts users. Prevents further accounts posting and time recording to matter.
Recall Documents from Document History	Where items have been stored against the matter record, they can be opened and viewed.

Show Open Timers List	Shows a list of all open timers in Time Recording.
SMS Texting	Where SMS Texting facility has been purchased, text messages can be sent from stored client/contact details.
Use the Ribbon Menu	This is the default setting in PMS and accounts.
View All Earners Missing Time Sheets	Enables a drop down list of fee earners in My missing time sheets in the Home page.
View Auditing	Allows the user to use the Audit Viewer to view database audit information. Typically only enabled for administrators.

Edit or delete security groups

Once a security group has been added you can amend its details or security features at any time. You can also remove groups completely if they are no longer used.

To edit a security group:

Use this procedure to change the details of an existing security group. When you do, this updates all users who are assigned to the group.

1. In **Licensing & Users**, double-click **System Users** and then click **Groups**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

   - You can also double-click an entry.

3. When the **Security Groups** dialog box opens, amend the details as required.

4. Click **OK** to save your changes. A message appears asking if you want to update all users in the group. Click **Yes** to confirm.

To delete a security group:

Use this procedure to remove an existing security group if it is no longer required. However, you can only delete a group if it is not assigned to any users. If it is, then all users must be removed from it before it can be removed.

1. In **Licensing & Users**, double-click **System Users** and then click **Groups**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to remove and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

   - If the entry is already being used in the database, then it cannot be deleted. A message will be displayed preventing you from proceeding.

Edit or delete system users

Once a system user has been added you can amend its details or security features at any time. You can also remove users completely if they are no longer used.

To edit a system user:

Use this procedure to change the details of an existing user.

1. In **Licensing & Users**, double-click **System Users** and then click **Users**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

- You can also double-click an entry.

3. When the **User Details** dialog box opens, amend the details as required.

4. Click **OK** to save your changes.

To delete a system user:

Use this procedure to remove an existing user if it is no longer required.

1. In **Licensing & Users**, double-click **System Users** and then click **Users**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to remove and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

- If the entry is already being used in the database, then it cannot be deleted. A message will be displayed preventing you from proceeding.

Change user passwords

Use this procedure if you need to change a user's password.

To change a user's password:

1. In **Licensing & Users** » **System Users** » **Staff**, double-click the user whose password you want to change.

2. When the **User Details** screen opens, click **Change Password** on the **Actions** menu.

3. When the **Change Password** dialog box opens, type a new password in **New Password**. The password must be at least 8 characters long and include a combination of letters with numbers or punctuation.

4. Retype the password in **Confirm New Password**.

5. (Optional) If you want to force the user to change the password to something else the next time they log on, tick **Require change at next logon**.

6. Click **OK** to save your changes.

NOTE

- Users can change their own passwords in the same way, via PMS. On the Home menu, click My Profile to open the User Details screen.

Clear user preferences

If you need to, it is possible to clear any user-defined settings that a user has applied. For example, screen positions for windows or the last used My Home Page element.

To clear a user's preferences:

1. In **Licensing & Users** > **System Users** > **Staff**, double-click the user whose preferences you want to clear.

2. When the **User Details** screen opens, click **Remove Preferences** on the **Actions** menu.

3. When prompted to confirm the removal of all startup preferences, click **Yes** to continue.

NOTE

- Users can clear their own preferences in the same way, via PMS. On the Home menu, click My Profile to open the User Details screen.

Archive system users

In circumstances where users no longer require access (e.g. they have left the firm) it is possible to archive their user account. This prevents them from logging into ALB and also removes them from searches, etc.

To archive a user:

1. In **Licensing & Users**, double-click **System Users** and then double-click **Users**.

2. Next, click **Staff** and the existing entries are displayed in the right-hand pane.

3. Right-click the person you want to archive and click **Edit**.

4. When the **User Details** dialog box opens, click the **Logon Info** tab and then tick **Archived**.

5. Click **OK** to save your changes.

NOTES

- Archived users cannot logon to ALB.

- Archived users are shown in red and appear last in Licensing & Users.

- Archived users do not appear on the left-hand side of matter locking, although they will still appear on the right-hand side in red if previously added to a matter.

- Archived users cannot be allocated a license for an application, although they will still be listed in red if they already have a license.

- Archived users cannot be selected in the Diary Select Users dialog box, although they will still be listed if the current user has previously selected them.

- Archived users are not listed in the two common user lookup controls which are used in such places as cheque printing and document review.

- Archived users will still appear in the following places if the current user has the Hide Archived Records feature turned off; the common user lookups and the Diary Select Users screen.

- User accounts can be re-enabled by unticking the Archived option.

Advanced use only.

System Parameters

Define key system-wide settings to control and configure the behaviour of ALB.

After the installation and setup of ALB the options controlled by the System Parameters section will have been discussed and agreed with your system

administrator. However, for future reference a description of each parameter and the module they relate to can be found on the following pages should you need to change any of their settings.

To assist in locating the required system parameter, a "Search for" field at the top of the list allows you to enter text and the system will filter out and list only those parameters that match the text you have entered. The match is based on "includes" so if you enter "Show", the system will list:

- Show Archived Option on Search Filters
- Show LFM Version Mismatch Warning
- Show Word by Default While Merging.

NOTE the system will return parameters where the entered text matches anywhere within the parameter name, not just at the beginning.

NOTE Items marked as System Critical can only be changed by Advanced.

In this section:

- Filtering system parameters
- Parameters A-Z

Filtering system parameters

In the System Parameters screen you can easily find a setting by filtering the list of parameters. You do this by typing a keyword (i.e. part of a parameter name) or a combination of letters and anything that matches is automatically displayed as you type.

The more you type, the smaller the list of matching entries will be. For example, typing "D" will return everything that contains the letter "D", but typing "Disb" will only return parameters that contain the letters "Disb".

To filter parameters:

1. Open **System Parameters**.

2. In the **Parameter Name Search** field, type the keyword(s) you want to look for and the list will automatically adjust (as you type) to display the matching parameters.

   - To reset the filter, clear the contents of the search field.

> **TIP** The filter is able to pick out a single word that forms any part of a parameter name. For example, a search for "Disb" would find the parameters "Exceed Overall Disb Limit" and "Multi-track Disbursement Warning".

NOTES
- The filter does allow wildcards.
- The filter is not case sensitive.

Parameters A-Z

For ease of use, the following list has been structured into an alphabet of parameters and descriptions. Wherever possible each entry contains the parameter name, the options, a description, and details of any linked parameters or modules. Use the letters below to jump to the desired section.

Go to: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

A

- **Accounts Posting Editing**. (Yes/No).

- **Account Type**. For example, Bills Delivered, Cash on VAT. Do not change without speaking to Advanced.

- **Additional Completed Period Warning**. (Yes/No) Gives a further warning when posting into a previously closed period.

- **Allow archive with uncompleted tasks.** (Yes/No) Defaults to Yes. If Yes, matters with Key Date or Limited diary entries that are not completed can still be archived. If set to No, these entries will need to be flagged as completed before the matter is allowed to be archived.

- **Allow archive with unreconciled balances.** (Yes/No) Defaults to Yes. If Yes, matters that have unreconciled entries can still be archived. If set to No, these entries will need to be reconciled before the matter is allowed to be archived.

- **Allow Overdrawn Client Account**. (Yes/No) Client postings may result in a negative client ledger balance.

- **AML Turned On**. (Yes/No) System Critical. Enables the AML module.

- **Auditing**. (Yes/No) Enables auditing of amendments made to the database, via the Audit Viewer screen. Linked to View Auditing feature – needs to be selected for appropriate users (typically administrators).

- **Automatic Conflict Check**. (Yes/No) Defaults to Yes. When a client, service or contact is added, a conflict check is performed automatically as you move away from certain fields on the wizard for adding a new client, service or contact, and at the end of the wizard when the record is saved. If set to No, conflict checking is only performed automatically at the end of the wizard for adding a new client, service or contact, when the record is saved. Users can perform a manual conflict check at interim points on certain fields as required.

- **Automatic Versioning**. (Yes/No) Defaults to No. Users choose whether or not to use versioning for documents on an individual basis. If set to Yes, the Use Versioning check box, on Document History and Edit Document dialog boxes, is selected by default for all documents created. Users can still choose to deselect Use Versioning on an individual basis.

B

- **Bill Numbering Type**. (Manual/Private only/LA Only/All Bills- Same Sequence/All Bills- Split Sequence) Decide between manual or system generated bill numbering. System generated numbers may be in use for Private bills only, Public Funding bills only or both bill types. System Generated bill numbers may follow on sequentially for all bills or have 2 different numbering sequences. Linked to parameters:

  - Law Society Minimum Interest Value
  - Mags Court – Rep Order – Proceedings
  - No Court – Advocacy Assistance – Prison Law
  - No Court – Rep Order – Proceedings

- **Bill Printing Default Template Type**. (Crystal Reports or Word) Decide between Crystal Reports or Word as the default when producing bills. You can select the option when running the bill. The default setting is Crystal Reports type in keeping with prior functionality.

C

- **Cashflow Turned On**. (Yes/No) System Critical. Enables Cashflow reporting.

- **CDS Counsel Fares**. (Internal or External Disbursement Type) To account for Counsel Fares added in Public Funding Billing time recording. Linked to Public Funding Billing module.

- **CDS Counsel Mileage**. (Internal or External Disbursement Type) To account for Counsel Mileage added in Public Funding Billing time recording. Linked to Public Funding Billing module.

- **CDS Crown Mileage**. (Enter Financial Value, per mile, e.g. 0.45) Rate at which Crown Court matters' mileage is reclaimed. Linked to Public Funding Billing module.

- **CDS Magistrates Mileage**. (Enter Financial Value, per mile, e.g. 0.45) Rate at which Magistrates Court matters' mileage is reclaimed. Linked to Public Funding Billing module.

- **CDS Partner Fares**. (Internal or External Disbursement Type) To account for Partner Fares added in Public Funding Billing time recording. Linked to Public Funding Billing module.

- **CDS Partner Mileage**. (Internal or External Disbursement Type) To account for Partner Mileage added in Public Funding Billing time recording. Linked to Public Funding Billing module.

- **CDS Solicitor Fares**. (Internal or External Disbursement Type) To account for Solicitor Fares added in Public Funding Billing time recording. Linked to Public Funding Billing module.

- **CDS Solicitor Mileage**. (Internal or External Disbursement Type) To account for Solicitor Mileage added in Public Funding Billing time recording. Linked to Public Funding Billing module.

- **Central Scan E-mail Server**. (Server name) The Exchange server that receives email notifications about central scans. This is only needed if E-mail or Both is selected for Central Scan Notify Method. Linked to parameters:

  - Central Scan Fee Earner
  - Central Scan Notify Method
  - Central Scan Pending Folder
  - Central Scan Provider
  - Central Scanning Enabled

- **Central Scan Fee Earner**. (Fee earner name) The fee earner that will receive notifications for scans where the client and matter can't be identified.

  - Central Scan E-mail Server
  - Central Scan Notify Method
  - Central Scan Pending Folder
  - Central Scan Provider
  - Central Scanning Enabled

- **Central Scan Notify Method**. (Do not notify/E-mail/Desktop/Both) Whether and how PMS users will receive notifications about central scans that have been completed. Desktop refers to PMS email and associated pop-up message. Users can turn off their own personal notification.

  - Central Scan E-mail Server
  - Central Scan Fee Earner
  - Central Scan Pending Folder
  - Central Scan Provider
  - Central Scanning Enabled

- **Central Scan Pending Folder**. (Folder path) The full path of the folder that holds central scans for which the matter and client could not be identified. This is the folder that is viewed via the Central Scan Pending Folder screen in PMS.

  - Central Scan E-mail Server
  - Central Scan Fee Earner

- Central Scan Pending Folder
- Central Scan Provider
- Central Scanning Enabled

- **Central Scan Provider**. (Xerox or eCopy) The third party central scanning system being used.

    - Central Scan E-mail Server
    - Central Scan Fee Earner
    - Central Scan Notify Method
    - Central Scan Pending Folder
    - Central Scanning Enabled

- **Central Scanning Enabled**. (Yes/No) Indicates whether central scanning is enabled in ALB. Parameter set by Advanced. Not user editable.

    - Central Scan E-mail Server
    - Central Scan Fee Earner
    - Central Scan Notify Method
    - Central Scan Pending Folder
    - Central Scan Provider

- **Cheque Request Higher Amount**. Obsolete – See Accounts security features on the user now.

- **Client Alternate Text**. Allows the system to display an alternate to "Client" anywhere within the system.

- **Client Delimiter**. This is set to X so that if using the customised client numbering system and the client surname is 2 letters only, the system will automatically enter the delimiter as the 3rd letter.

- **Client Numbering system**. (XXX000) This allows the structure of client numbers to be set to a maximum of 3 letters and 3 numbers. To use an all numeric reference, set to 000000.

- **CLR – No Category – No Court**. (CLR/No Cat/No Court) Enter the relevant combination for this type of work within the civil module. Linked to Civil module.

- **CLS Counsel**. (External Disbursement Type) To represent Counsel Fee disbursement costs on CMRF. Linked to Civil module.

- **CLS Mileage**. (Enter Financial Value, per mile, e.g. 0.45) Rate at which Civil Public Funding matters' mileage is reclaimed. Linked to Civil module. Currently not used.

- **Conflict Check Roles**. (Client/Client Other Side or All Roles) Defaults to Client/Client Other Side, which conflict checks new client/service/contact records against records with the following roles only; Otherside, Buyer, Seller, General contact, Consolidated sanctions, Investment ban, Client/Member. All Roles checks new client/service/contact records against records for all roles. Linked to Automatic conflict check.

- **Conflict Check: Match Values Using**. (Begins With or Contains) The Begins With option will check for the specified character string at the beginning of the contents only, e.g. checking for Smith will find Smith and Smithson but not Cooper-Smith. The Contains option will find all the above examples of Smith irrespective of where it appears in the contents.

- **Consolidated Sanctions List Version**. (Date and time) Date and time that the Consolidated Sanctions list was last added to the database. The list is automatically downloaded and updated by using the Scheduled Tasks application.

- **Cost = Charge**. (Yes/No) If set to Yes, time recording is only shown at charge value. Element of charge minus cost = profit is lost. If set to No, WIP is shown at cost rate.

- **Country**. (Lookup) Allows you to select your location so that the appropriate version of ALB is surfaced. For example, if you are located in Scotland, then setting it to Scotland will enable all the features, labelling, and reports relating to Scotland. The options available are England, Wales and Northern Ireland, Republic of Ireland, and Scotland.

- **Create Client Workflow**. (Lookup) If you have workflow integration switched on, you can use this lookup to select a workflow to run when you click on the Add Client tool in PMS. **NOTE** This lookup displays matter-

level workflows for selection, not client workflows, which allows a master process to be used to power the client inception.

- **Create Matter Workflow**. (Lookup) If you have workflow integration switched on, you can use this lookup to select a workflow to run when you click on the Add Matter tool in PMS.

- **Credit Control Turned On**. (Yes/No) System Critical. Enables Credit Control functionality.

D

- **Database Version**. (Version Number) System Critical.

- **Deeds Autonumber Start At**. (Numeric reference, max. 10 characters) For sequential system generated deed numbering. Linked to when parameter Deeds Use Autonumber = Yes.

- **Deeds Use Autonumber**. (Yes/No) System generated deed numbering. Linked to parameter Deeds Autonumber Start At.

- **Default Activity Code for Dictation**.

- **Default Activity Code for Document Production**. (Time Type) For automatic population of time type field on time recording screen following document merge.

- **Default Activity Code for Emails**. (Time Type) For automatic population of time type field on time recording screen following email merge.

- **Default Credit Control Agenda**. For setting Credit Control agenda.

- **Default Credit Control User Diary**. (Select user) Double-click and select user at Value field.

- **Default Payment Terms**. (Number of days) This can be used to set the number of days if the client/matter is not in the cash collection module.

- **Diary Provider DLL Path**. (PMS Diary or Exchange Integration) Do not change without prior discussion with Advanced.

- **Diary Sync Forward Period**. (Lookup) Select how far in advance of today Exchange and ALB will synchronise.

- **Digital Dictation Provider**. (DLL name; nFlow or BigHand). As new digital dictation providers emerge, further DLLs will be shipped with upgrades. Linked to when parameter Digital Dictation Turned On = Yes.

- **Digital Dictation Turned On**. (Yes/No) Enables Digital Dictation integration. Linked to parameter Digital Dictation Provider.

- **Disallow Reverse Postings**. (Yes/No) Default set to No. If set to Yes, all menu items and options for reverse postings will be hidden.

- **Disbursement Import Type**. The ID of the disbursement type used when creating pending disbursements from the Equitrac import file.

- **Divisional Court – Rep Order – Appeals & Reviews**. (Appeals/Rep Order/Division) Enter the relevant combination for this type of work within the Criminal module.

- **Document History Date Editable**. (Yes/No) If set to No, the Date Created field in the Edit Document dialog box is disabled so users are unable to edit the date either at point of merge or when editing later from the Document History screen.

- **Draft Billing Turned On**. (Yes/No) System Critical. Enables Draft Billing functionality.

E

- **Email Host Server.** Specifies the IP address of the email host server. **NOTE** The sending of emails is dependant on the availability of a SMTP server and the configuration of its IP address in this system parameter.

- **Equitrac Import File**. Specifies the path to the Equitrac import file.

- **EswHartBeatFrequence**. Specifies the number of minutes. Ensures link between Exchange and ALB Diary remains active. Default is 1 minute, increase period if impacting on network.

- **EwsLog**. System Critical. To enable Exchange/ALB Diary Synchronisation.

- **EwsPaTH**. System Critical. Specifies the path to the Exchange.asmx file on the Exchange server for Exchange to ALB Diary integration.

- **Exceed Overall Disb Limit**. (Yes/No) Denotes whether postings can be done that will exceed the matter limit.

- **Exceed Overall Matter Limit**. (Yes/No) Denotes whether postings can be done that will exceed the matter limit.

- **Exceed Overall Time Limit**. (Yes/No) Denotes whether postings can be done that will exceed the matter limit.

- **Exceed Unbilled Disb Limit**. (Yes/No) Denotes whether postings can be done that will exceed the matter limit.

- **Exceed WIP (Unbilled Time) Limit**. (Yes/No) Denotes whether postings can be done that will exceed the matter limit.

- **Exchange Integration**. System Critical. Displays the version of integration with Exchange, if any.

- **Extra Civil Reporting Fields**. (Yes/No) Enables two additional fields in the Civil Public Funding module so that if your firm does work where the client has returned within 6 months, you can report this to your LSC area office.

F

- **FED Root URL**. System Critical. To enable the FED and Client Self-Service.

- **Firm ID**. System Critical.

- **Firm Password**. System Critical.

G

- **Go Live Date**. System Critical.

H

- **HIPS Turned on**. System Critical.

- **Historic Client imbalance**. Historic client imbalance figure will show here.

- **Historic Office imbalance**. Historic office imbalance figure will show here

- **Human Resources Hash**. Password required to get into the Human Resources module.

I

- **ALB/FED Shared Secret**. Enables FED to be opened without a password from the PMS Dashboard element.

- **Investment Ban List Version**.

- **Is SSAR**.

- **Is System Live**. (Yes/No) Specifies whether live accounts postings are available (Yes) or only opening balance postings are available (No).

- **Is Workflow Integrated**. System Critical. Enables Workflow Integration.

- **IsExecutry**. Please contact Helpdesk regarding this (Scotland only).

- **IsModuleSpecific Documents**. (Yes/No) Select Yes to keep the matter and module document history separate, select No to display both document histories together.

J

- None.

K

- None.

L

- **Law Society Minimum Interest Value**. Minimum value of calculated interest on client monies to be reported and paid by your firm. Note: Can be overridden by user when posting interest.

- **Live Matter Export To CSV Export Location**. This is the path and file name of the file created by the export of live matters in CSV format.

- **Logging Level**. (Off/Trace/Debug/Info/Warn/Error/Fatal). Defaults to Off. If set to another level, program events and errors are written to a log file. The purpose of the log file is to assist the alb.support@oneadvanced.com. The log file is stored in the local data folder for the ALB installation e.g. C:\ProgramData\IRIS\ALB\Logging (this folder may be hidden by default). It contains Error and Event log files in .CSV format which grow up to the maximum size specified by the Log File Maximum Size in KB system parameter, and a folder called Packager to log product upgrades. Linked to Log File Maximum Size in KB.

- **Log File Maximum Size in KB**. Defaults to 1024 KB. Defines the maximum size of the log file created if parameter Logging Turned On is set to Yes. Linked to Logging Level.

M

- **Mags Court – Rep Order - Proceedings**. Enter the combination for this type of criminal work to enable billing to work correctly.

- **Map Provider**. Links to postcode entered on client screen to provide directions. Default to Google.

- **Master Currency Type**. Other currency types not in use at this time. Defaults to GB Pounds Sterling.

- **Matter E-mail Subject Prefix**. Defaults to Matter Ref: but can be amended. Used in conjunction with the Outlook Add-in to save incoming emails automatically.

N

- **Next Counsel Ledger Batch No**. (Numeric Reference Max. 11 characters) Sequential system generated, unique document number for each invoice entry.

- **Next File Away Ref**. (Numeric Reference Max. 11 characters) For sequential system generated file away reference numbering during archiving.

- **Next PF Bill Number**. (Numeric Reference Max. 11 characters) For sequential system generated bill number for public funding bills. Linked to when parameter Bill Numbering Type = LA only or All Bills Split Sequence.

- **Next Private Bill Number**. (Numeric Reference Max. 11 characters) For sequential system generated bill number for private bills. Linked to when

parameter Bill Numbering Type = Private only or All Bills Same Sequence or All Bills Same Sequence.

- **Next Purchase Ledger Batch No**. (Numeric Reference Max. 11 characters) Sequential system generated, unique document number for each invoice entry.

- **No Court – Advocacy Assistance – Prison Law**. (No Court/Advocacy/Prison) Enter the relevant combination for this type of work within the criminal module.

- **No Court – Rep Order - Proceedings**. Enter the relevant combination for this type of work within the criminal module.

O

- **Open Period Turned On**. (Date) System Critical. Linked to Parameter Use Open Period.

P

- **Password Expiry Weeks**. Number of weeks that ALB system user passwords remain valid. Default value is 0, that is, passwords do not expire.

- **PDF Docs Application Path**. Specifies the location of PDF documents.

- **PDF Doc Bundle Command Line Parameter**. Adds the parameter /importintopdfdocs when exporting multiple documents and the PDF Docs version number is set to 4 or above (see below) to ensure a single PDF file is produced.

- **PDF Docs Version**. (Numeric) Defaults to version 3. When set to version 4 or above adds the PDF Doc Bundle Command Line Parameter (see above).

- **Personal Injury Portal Poller User**. Future parameter for when notifications can be sent via messages. User to receive messages if there is not a valid fee earner against a matter. Currently notifications are sent to the matter Status tab.

- **Personal Injury Portal WebService Message Length**. Specifies the notification message limit.

- **Personal Injury Portal WebService Password**. Specifies the site-wide password to open the "tunnel" to the MoJ portal.

- **Personal Injury Portal WebService Timeout**. Specifies the timeout period if no activity.

- **Personal Injury Portal WebService URL**. Specifies the web address to the secure MoJ Portal.

- **Personal Injury Portal WebService Username**. Specifies the site-wide user name to open the "tunnel" to the MoJ portal.

- **PMS Appointment Message Class**. (PMS Diary or Exchange Integration) Do not change without prior discussion with you Account Manager.

- **PMS Task Message Class**. (PMS Diary or Exchange Integration) Do not change without prior discussion with your Account Manager.

- **PMSDashboardLoadDataOnOpen**. (Yes/No) For improved performance, this parameter can reduce the time the PMS application takes to load, if your first dashboard element is database-intensive. With this option set to NO you can choose to only have the first dashboard element for each user refreshed when they elect to do so, rather than the database making the call to refresh as part of logging in to PMS. Then, when users log in to PMS, their first dashboard element will no longer be refreshed with data until the Refresh button is pressed. Note: When a user navigates to a tab, the tab will be refreshed; this behaviour is unchanged. Practices may change this value if required. Introduced in version 1.17.

- **Post Timesheets On Log Out**. (Yes/No) Specifies whether the logged in users's unposted timesheets are posted when they log out. Default is No.

- **Produce SPAN Files**. System Critical. To enable the creation of CMRF for electronic submission.

- **Produce SPOCC File**. System Critical. To enable the creation of CDS 6 for electronic submission.

- **Profit and Loss Type**. (Shared or Departmental) Choice of reporting income and expenditure by firm or by individual department.

- **Proxy**. (Proxy server address) If your firm connects to the internet via a proxy server, set Proxy to the address of your proxy server in the format of IP address and port number, or the DNS name, for example proxyserver:1234.

Q

- None.

R

- **Relaxed Nominal Year End Postings**. (Yes/No) Enables you to post nominal transactions into the previous year for up to six months after year end**.**

- **Reporting Services Location**. (File path where Report Builder runs from) Enables Report Builder to be run – requires SQL 2005 for Report Builder.

- **Reset PF Numbering**. (Yes/No) To reset system generated PF bill numbering sequence at year end. Linked to when Bill Numbering Type = LA only or All Bills Split Sequence.

- **Reset Private Numbering**. (Yes/No) To reset system generated private bill numbering sequence at year end. Linked to when Bill Numbering Type = Private only or All Bills Same Sequence or All Bills Same Sequence.

S

- **Scanning Turned On**. System Critical. To enable the integration of a scanner with PMS.

- **Search Rows**. For improved performance to reduce load times of the Client and Matter search screens, this parameter restricts the number of search results returned for each new search, and each consecutive click of the "More" link at the bottom of the search results list to retrieve more results for the same search. Practices may change this value if required. Defaults to 100. Introduced in version 1.17.

- **Shared Calendar Folder**. (PMS Diary or Exchange Integration) Do not change without prior discussion with Helpdesk.

- **Shared Tasks Folder**. (PMS Diary or Exchange Integration) Do not change without prior discussion with Helpdesk.

- **Show Archived Option on Search Filters**. (Yes/No) If set to Yes, a check box displays next to the Fee Earner, Department and Branch filters on search Client/Matters which, if checked, display archived items as "(Archived)".

- **Show LFM Version Mismatch Warning**. (Yes/No) Controls whether a warning message is displayed when, for a Laserform that has been mapped, the user opens a version of the Laserform that is later than the mapped version. Disable such warnings by setting to No.

- **Show Word By Default While Merging**. (Yes/No) For use with the old merge process (.doc templates) and when set to No you do not see the merge process take place on the screen. Word also runs in Draft view mode and together the merge process is faster.

- **Support portal Product Id**. Completed by Advanced and is required to enable calls to be raised by you directly in the Advanced call logging system.

- **Support Portal Service Address**. Completed by Advanced and is required to enable calls to be raised by you directly in the Advanced call logging system.

- **Support Portal Upgrade Contact**. Use the Value drop down to specify the contact to be dealt with for upgrade notifications. The drop down will only list users that have the Support Portal Id completed under the Logo Info tab in the User Details screen.

- System Automation User. For use with XML Gateway. Enter the email address of the person you wish to be notified when automatic data imports are run. The nominated person will receive an email confirming a successful or failed import.

T

- **TAPI Call Starts Timer**. (Yes/No) To enable automatic call timing when using the CTI module. Linked to when parameter TAPI Turned On= YES.

- **TAPI Turned On**. (Yes/No) To enable TAPI for the CTI module. Linked to parameter TAPI Call Starts Timer.

- **Text Message Provider**. System Critical. To enable the sending and recording of Text Messages from the PMS.

- **Third Party Return Threshold**. (Republic of Ireland only) Defaults to 6,000, the current point at which the supplier will need to be included in the report. Only change this amount if the threshold is raised or lowered by the government.

- **Time Postings Reopen Closed Periods**. (Yes/No) To enable the posting of time entries to a closed period or year.

- **Time Units**. (A financial value between 1 and 15) The number of minutes of time per 1 unit of time recording. Defaults to 6.

U

- **Updates Location**. System Critical.

- **Use Batches**. (Yes/No) For Accounts postings. When Yes, entries must be entered into a labelled 'grouping' or batch. This provides an audit trail.

- **Use Bills at Charge**. System Critical. Determines on Bill posting whether fee split is determined by cost value or fee split is determined by charge value.

- **Use Cheque Printing**. (Yes/No) When Yes, contact Account Manager re creating a cheque template.

- **Use Cheque Request**. (Yes/No) Enables users to request cheques electronically.

- **Use Conveyancing Web Case Tracking**. (Yes/No) System Critical.

- **Use Counsel Ledger**. (Yes/No) System Critical. To enable Counsel Ledger functionality.

- **Use HTTPS For WebDav**. (Yes/No)

- **Use Multi Currency**. System Critical.

- **Use Open Period**. (Yes/No) System Critical. To enable the use of Open Period Accounts posting. Linked to parameter Open Period Turned On.

- **Use Postcode Lookup**. (Yes/No) Defaults to Yes. Enables use of the postcode lookup feature.

V

- **Valediction Replacement**. (Yes/No) Used for additional civil fields when client has returned within 6 months.

W

- **Warn If Client Not Identified**. (Yes/No) If set to Yes and AML is switched on, users will receive a warning when making a client posting if the client is not identified.

- **Warn on Duplicate Manual Bill Number**. (Yes/No) If set to Yes, users receive a warning message if they enter a duplicated manual bill number or credit note number.

- **Warn On Reversals Re-opening Closed Periods**. (Yes/No) Defaults to No. When set to Yes, an additional popup warning displays when posting a reversal to a closed period that the closed period will be re-opened. The user can cancel the reversal for the period to remain closed.

- **Warn Near Overall Disb Limit**. (Enter amount of limit) Defaults to 80%.

- **Warn Near Overall Matter Limit**. (Enter amount of limit) Defaults to 80%.

- **Warn Near Overall Time Limit**. (Enter amount of limit) Defaults to 80%.

- **Warn Near Unbilled Disb Limit**. (Enter amount of limit) Defaults to 80%.

- **Warn Near WIP (Unbilled Time) Limit**. (Enter amount of limit) Defaults to 80%.

- **Wills Autonumber Start At**. (Yes/No) System generated will numbering. Linked to when parameter Wills Use Autonumber = YES.

- **Wills Use Autonumber**. (Numeric Reference) For sequential system generated will numbering. Linked to Parameter Wills Autonumber Start At.

- **Workflow Meta Data Dervice URL**. (Path) For Workflow Integration.

- **Workflow Service URL**. (Path) For Workflow Integration.

X

- **XML Gateway Turned On**. (Yes/No) Allows the consumption of external web services and import of 3rd party data, for example import of bulk work and bank statements to use the auto reconciliation.

Y

- None.

Z

- None.

Modules

Set up and maintain important information required in order to use add-in.

Use this section to add, edit, and delete information relating to the optional ALB software modules. These are available separately at additional cost. Please contact your Account Manager for further information about our modules.

> **IMPORTANT** This information only applies if you have purchased any modules. If you have not, then the screens discussed in this section will not be available.

In this section:

- Cash collection
- Central scanning

- Civil family fixed fees
- Civil public funding billing
- Conveyancing
- Criminal public funding billing
- Deeds
- Family
- Logging
- Marketing
- Personal injury
- PI portal
- ERROR: Variable (country-SCO-Executry-not-Probate) is undefined.
- Wills
- XML gateway
- Obsolete modules
- User-defined modules

Cash Collection

Use this section to set your cash collection notes and procedures.

NOTE

- For more information on Cash Collection please refer to the Cash Collection manual.

Add cash collection notes

Use this procedure to add new cash collection notes. These are preset notes that can be used when chasing outstanding invoices for recording the action on the matter.

To add a cash collection note:

1. In **Modules**, open the **Cash Collection** folder. The existing entries are displayed in the right-hand pane.

2. Right-click **Cash Collection Notes** and click **Add Note**.

   - You can also right-click in the blank space under the list of existing notes.

3. When the **Cash Collection Notes** dialog box opens, complete these details:

   - **Action Type**. Specifies the type of action for this note.
   - **Note Text**. Specifies any note text for the entry.

4. Click **OK** to add the new note.

   - To edit an entry, right-click it and select Edit Note.

Add cash collection procedure

Use this procedure to add new cash collection procedure.

To add a cash collection procedure:

1. In **Modules**, open the **Cash Collection** folder. The existing entries are displayed in the right-hand pane.

2. Right-click **Cash Collection Procedure** and click **Add Procedure**.

   - You can also right-click in the blank space under the list of existing procedures.

3. When the **Cash Collection Procedures** dialog box opens, complete these details:

- **Reference**. Specifies a unique code for the entry.
- **Description**. Specifies a brief description of the entry.
- **Chase bills over**. Specifies bills to be chased over the specified amount. Leave this at 0.01 to include all bills or set amount as required.
- **Days until first action**. Specifies the number of days after the bill date that chase procedures take effect.
- **Archived**. Flags that the cash collection procedure has been superseded and is no longer required.

4. Click **Apply** to save the procedure.

5. Next, follow the steps below to add actions to the procedure or click **OK** to exit the new procedure.

- To edit an entry, right-click it and select Edit Procedure.

To add actions to a cash collection procedure:

1. On the **Actions** tab, click **Add Action**.

- If not already open, right-click the desired procedure and select Edit Procedure.

2. When the **Cash Collection Procedure Action Record** dialog box opens, complete these details:

- **Description**. Specifies a brief description of the step, e.g. letter, email, telephone call, etc.
- **Type**. Specifies the type of step. This can be one of the following Manual (e.g. telephone call), Produce Document, Send Email or Send SMS.
- **User instructions**. Specifies instructions for the run-time user.
- **User notes required**. Indicates that the person chasing the outstanding bills must add a credit control note. This will prevent the action being included in an automatic run.
- **Document template**. Specifies the document template.

- **No of copies**. If you have selected Produce Document, then this option specifies how many copies to be printed.
- **Days until next action**. Specifies the number of days until the next action is required. When it is the last action leave this at 0.
- **Email subject**. If you have selected Send Email, then this option allows to enter the subject line of the email.

3. Click **Apply** to save the action.

4. Repeat this process to add further actions.

Central Scanning

Use the Central Scanning section to set up ALB to work with a central scanning system – currently either Xerox or eCopy.

Add, edit, or delete file extensions

Use this procedure to specify the file extensions that ALB will look for when polling for scanned items. Also specify whether or not the file extension indicates that the file is a metadata file. You can add, edit, and delete extensions as necessary.

To add a file extension:

Use this procedure to add a new file extension.

1. In **Modules**, open the **Central Scanning** folder.

2. Right-click **File Extensions** and click **Add Extension**.

- You can also right-click in the blank space under the list of existing extensions.

3. When the **Cental Scanning File Extensions** dialog box opens, complete these details:

    -   **File Extension**. Specifies the letters of the file extension, e.g. PDF, BMP, etc.
    -   **Metadata File**. Specifies that this file is a metadata file rather than an image file.

4. Click **OK** to add the new extension.

To edit a file extension:

Use this procedure to change the details of an existing file extension.

1. In **Central Scanning**, click **File Extensions**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

    -   You can also double-click an entry.

3. When the **Cental Scanning File Extensions** dialog box opens, amend the details as required.

4. Click **OK** to save your changes.

To delete a file extension:

Use this procedure to remove an existing file extension if it is no longer required.

1. In **Central Scanning**, click **File Extensions**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

Add, edit, or delete scanning folders

Use this procedure to specify the folders that scanned files are saved to by the central scanning system, i.e. the folders that ALB needs to check for scans. You can add, edit, and delete folders as necessary.

To add a scanning folder:

Use this procedure to add a new folder.

1. In **Modules**, open the **Central Scanning** folder.

2. Right-click **Folders** and click **Add Folder**.

   - You can also right-click in the blank space under the list of existing extensions.

3. When the **Cental Scan Folders** dialog box opens, complete these details:

   - **Folder Path**. Specifies the location in which the central scanning stores scanned files.

4. Click **OK** to add the new folder.

To edit a scanning folder:

Use this procedure to change the details of an existing folder.

1. In **Central Scanning**, click **Folders**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

   - You can also double-click an entry.

3. When the **Cental Scan Folders** dialog box opens, amend the path as required.

4. Click **OK** to save your changes.

To delete a scanning folder:

Use this procedure to remove an existing folder if it is no longer required.

1. In **Central Scanning**, click **Folders**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Delete**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

Manage general settings

Use this procedure to maintain the central scanning settings listed in the table below.

Central Scanning Settings	
SETTING	**DESCRIPTION**
Central Scanning Enabled	Specifies whether the central scanning feature is turned on or off. This parameter can only be changed by Advanced.
Central Scan Provider	Specifies the central scanning system provider you are using – currently either Xerox or eCopy.
Central Scan Notify Method	Specifies whether and how PMS users will receive notifications about central scans that have been completed. The options are: • Do not notify • E-mail • Desktop (PMS email and associated pop-up message)

- Both (E-mail and Desktop)

Users can turn off their own personal notifications if they wish. This is described in the online Help for Central Scanning.

Central Scan Fee Earner	Specifies which fee earner will receive the notification about a completed scan where the client and matter can't be identified.
Central Scan E-mail Server	Specifies the Exchange server that receives the email notifications. This is only needed if E-mail or Both is selected for Central Scan Notify Method.
Central Scan Pending Folder	Specifies the full path of the folder that holds scans for which the matter and client could not be identified. This is the folder that is viewed via the Central Scan Pending Folder screen in PMS.

To edit a scanning parameter:

1. In **Central Scanning**, click **General Settings**. The parameters are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit**.

   - You can also double-click an entry.

3. When the **Cental Scan General Settings** dialog box opens, amend the settings as required.

   > **NOTE** Central Scanning Enabled cannot be changed.

4. Click **OK** to save your changes.

NOTE

- These general settings are also listed as parameters in Utilities » System Parameters.

For details of this module, please refer to the Family Fixed Fees manual, which is available from the PDF downloads page.

For details of this module, please refer to the Civil Public Funding manual, which is available from the PDF downloads page.

For details of this module, please refer to the Conveyancing manual, which is available from the PDF downloads page.

For details of this module, please refer to the Criminal Public Funding manual, which is available from the PDF downloads page.

Deeds

The Deeds folder allows you to enter all the possible types of deeds you may store for a client or matter. This list can be added to whenever necessary and is linked to the Deed Type field in the Deed Details screen so you can select the relevant type when adding deeds.

NOTES

- Storage locations are also used when adding deeds. These allow you to specify where you have stored the deed for a client or matter, e.g. Store Room, Shelf 1.
- For details of this module, please refer to the Wills and Deeds manual, which is available from the PDF downloads page.

Add deed types

Use this procedure to add new deed types to cater for all the different files you may store for a client.

To add a deed type:

1. In **Modules**, open the **Deeds** folder.

2. Right-click **Deed Types** and click **Add Item**.

    *   You can also right-click in the blank space under the list of existing types.

3. When the **Deed Type** dialog box opens, complete these details:

    *   **Description**. Specifies a brief description of deed type, e.g. Mortgage Deeds.

4. Click **OK** to add the new type.

Edit or delete deed types

Once a deed type has been added you can amend it at any time. You can also remove entries completely if they are no longer used.

To edit a deed type:

Use this procedure to change the description of an existing deed type.

1. In **Deeds**, click **Deed Types**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Edit Item**.

- You can also double-click an entry.

3. When the **Deed Type** dialog box opens, amend **Description** as required.

4. Click **OK** to save your changes.

To delete a deed type:

Use this procedure to remove an existing deed type if it is no longer required.

1. In **Deeds**, click **Deed Types**. The existing entries are displayed in the right-hand pane.

2. Right-click the entry you want to change and click **Delete Item**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

Family

For details of this module, please refer to the Family manual, which is available from the PDF downloads page.

Logging

The Logging folder keeps a record of any exceptions that have occurred while using ALB. This helps Advanced trace any errors.

If you have set up automatic downloading of the Consolidated Sanctions list from HM Treasury, you can view the download log here. The Consolidated Sanctions list is cleared down prior to a new list being loaded. The contents are kept separate from contact records in the database, so that entries in the list do not appear when you do a search.

Export log records to Excel

Use this procedure to export the log to Excel.

To export to Excel:

1. In the **Logging** screen, on the **Reports** menu, click **Export to Excel**.

2. When the **Save As** dialog box opens, specify a folder and filename.

3. Click **Save**. The file is saved and automatically opened in Excel.

Clear down the logging screen

Use this procedure to clear the log history.

To clear the log:

1. First, mark any log entries that you want to keep. To do this, double-click each entry in turn and when the **Logging Edit** dialog box opens, tick **Keep** and click **OK**.

2. Next, in the **Logging** screen, on the **Actions** menu, click **Log Clear Down**. All entries that you have not marked to be kept are deleted from the log.

> For details of this module, please refer to the Marketing manual, which is available from the PDF downloads page.
>
> For details of this module, please refer to the Personal Injury manual, which is available from the PDF downloads page.

PI portal

> For details of this module, please refer to the PI Portal manual, which is available from the PDF downloads page.
>
> For details of this module, please refer to the Probate manual, which is available from the PDF downloads page.
>
> For details of this module, please refer to the Wills and Deeds manual, which is available from the PDF downloads page.

Functionality is available which integrates Web Services into ALB. This mechanism allows developers to construct XML data interchanges for use with Web service providers, such as Call ML (Money laundering Web service).

Web service definitions are used to store the connection/common details which are required by a Web service for all its calls, and the procedure calls which are used to construct and format the XML requests and responses.

> For more information, please contact your Account Manager.

Obsolete modules

The following list shows old modules which are now obsolete.

- Chest Management
- Client Commentary
- Crime
- Investment
- Licensing
- Remortgaging

- ULR

Designer Studio allows you to build custom modules to automate your own business processes. These user-defined modules act as containers for all the components (i.e. screens, fields, workflow, etc.) that orchestrate your process. You can enhance ALB by integrating Designer Studio, which provides all the required tools.

This is a licensed module, available as a chargeable option—it is not shipped as standard. If you would like to know more, please contact your account manager or call 0844 815 5575 to speak to a Sales representative.

Documents and Agendas

Overview

How to create and work with document templates and an introduction to working with agendas.

This section deals with creating and working with Document Templates which are used as the basis for producing client-ready documents.

ALB has a powerful, yet user-friendly facility for producing client-ready documents based on the information stored in your database. Using pre-defined document templates, typically created by administrators, client-ready documents are produced as the end result of merging them with data held in your ALB database. Documents can be letters (or other document types, e.g. statements, wills, etc.) created in Word, email messages created in Outlook and produced via workflow or forms created via Laserform. When templates are merged, the final documents are then stored in a logical structure on your server, in a central repository called Document History.

For more information about Laserform templates refer to Custom data and mappings.

Document templates include standard text as well as field codes that pull data from the contact, client and matter records. This prevents users having to retype information which has already been entered into the database such as names, addresses and matter details. Document templates can also be coded to ensure that documents are produced according to your house style. The style can be applied to any number of documents and any changes made to the style templates affect documents merged from that point on.

You can use your existing standard documents to create document templates and subsequently edit them as required.

For the end user, document templates can be accessed from both the client and the matter screens, however, it is recommended that you produce documents from matter level as there is more information available. Client information can be picked up through Matters but not vice versa.

There are three processes available:

- **Doc_P** is for use with the main ALB modules. This has been greatly improved of late with enhanced performance and better functionality.

- **MT02** is for use with workflows and ALB's User Defined Modules. It can also be used with PMS.

- **MT01** is the original merge process and is for use with the Retain Original Merge process check box in the Document Template Properties dialog box.

The process of creating and working with the document templates using the different merge processes, from an ALB point of view, is more or less the same. The differences appear once you are in Microsoft Word and editing the content of the document templates themselves. Which process is used is dictated by the document template's properties and is indicated by the Merge Type column in the Document Template Management window. The Doc_P and MT01 processes use a Field Code Selector to insert field codes and Header Documents to enforce house styles whereas the MT02 uses a Field Picker and Stationery Templates.

MT02 can be run on a machine other than the machine that initiated it (e.g. by a user working remotely via FED or by a batch process running on a server where

Word is not installed). This gives the added advantage that the speed of document production is not constrained by working with Microsoft Word.

> **NOTE** When using MT02, if you have changed your password during the current session and you run a workflow which produces a new document, the Save to History will fail as the workflow will try to pass the previous password. Logging off and back on with the new password will solve the issue. As a rule, you should always log off and back on whenever you change your password.

As system administrator you can associate documents with agenda steps, when creating master agendas in Utilities » Document/Agenda Setup. When you action an agenda step that contains a document, the document opens and merges as normal, ready for you to check, complete and save.

RELATED TOPICS

- Document Template Production
- Master Agendas

Document Templates

How to create and edit Document Templates for use with either the Doc_P or MT02 processes to create client-ready documents.

In this section:

- Document Template Management
- Add a New Document Template
- Edit Document Template Content
- Edit Document Template Properties
- Copy Document Template
- Delete Document Template
- Import Document Template

- Export Document Template
- Find and Replace in Document Template(s)

Document Template Management

Documents (in the document template management context, the term "document" refers to both documents (letters) and emails) are created based on pre-defined templates, called document templates. These are created by administrators using Microsoft Word and include all the elements required to produce client-ready documents and emails. Templates normally contain the body text (i.e. standard text that does not change), plus field codes which hook into ALB and extract the appropriate information. They can include question and answer sequences so that the document changes depending on user responses. Documents and emails are produced as the end result of merging data into your templates.

Document templates are saved to a central library where they can be accessed by ALB users throughout the firm in PMS, Accounts and modules to produce client-ready documents and emails. Users can also use Agendas and Workflows which access document templates to produce documents.

Document templates can be linked to a Header Documents (Stationery templates, if you are using MT02). These ensure that the documents produced follow the house style which can include page settings, styles, header and footers, logos, etc.

> **NOTE** When merging to an email, header and footer information is not produced and only one recipient is included in the To: field.

You can use your existing standard documents to create document templates and subsequently edit them if required. Document templates can be accessed from both the client and the matter screens, however, it is recommended that

you produce documents from matter-level as more information will be available. Client information can be picked up through matters but not vice versa.

To display the Document Template Management window:

1. Open **Utilities** and click **Document/Agenda Setup**.

2. With the **Document Production** folder selected, the following options are available:

Folder	Description
Document Templates	This is a central storage area for document templates, including Quick Letters and Standard Documents.
Imported Paragraphs	This is a central storage area for optional paragraphs which can be selected at the point of merging. Used with Doc_P only.
Headers	This is where the firm's letterhead templates are stored. Used with Doc_P only.
Template Types	These are used to categorise your documents making them easier for users to find e.g. Conveyancing, Family, Probate or by recipient e.g. Client, Solicitor, Courts. Template types are displayed under the heading template category in Document Template Properties.
Stationery Templates	A stationery template enables administrators to ensure that merged documents follow your house style. Used for MT02 only.

To filter templates in the Document Template Management window:

To make it easier to locate the required template, you can use the Filter options across the top of the dialog box.

The filter options allow you to filter by:

Filter	>Description
Code	Enter relevant text. The search uses 'contains' matching, e.g. enter client and the results will list templates such as ClientCareLet, QuickLetClient etc.
Description	Enter relevant text. The search uses 'contains' matching, e.g. enter client and the results will list templates such as Blank Client Letter, Client Care Letter etc.
Template Type	Drop down list, select the Template type and the list updates to show only those templates of the selected type.
Module	Defaults to the current entity, e.g. PMS or current module. Drop down list, select the Module and the list updates to show only those templates assigned to the selected module.

For Code and Description, enter the relevant text and press Enter or Return and the list is filtered. For Template Type and Module, the list is filtered automatically when you select from the drop down list.

RELATED TOPICS

- Document Template Production

Add a New Document Template

This option allows you to create a new document template and enter text and merge fields so that client-ready documents can be produced by users.

To add a new template:

1. Open **Utilities** (or click **Utilities** on the toolbar) and select **Document/Agenda Setup**.

2. Expand the **Document Production** folder and select **Document Templates**. This displays the full list of templates.

3. Right-click anywhere in the right-hand pane of the Document Template Management window and select **Add New Document Template**.

4. When the Document Template dialog box displays, complete the Template Properties as appropriate and click **OK**.

5. Microsoft Word opens with an additional ribbon. If you are using:

Doc_P	MT02
The new ribbon is **Add-ins** and the **Field Code Selector** displays automatically.	The new ribbon is **ALB** and the **Field Picker** displays automatically.

6. Type the standard letter or document or you can copy and paste text from an existing document.

7. To insert merge fields using:

Doc_P	MT02
Please refer to inserting field codes using The Doc_P Process for full details.	Please refer to inserting field codes using The MT02 Process for full details.

8. If you need the document to follow your firm's house style, you can link the document template to a header document or stationery template to ensure the layout and style is correct. If you are using:

Doc_P	MT02
Please refer to Header Documents for full details.	Please refer to Stationery Templates for full details.

9. When you have completed editing the document click **Save** and then close Microsoft Word or close Microsoft Word and click **Yes** when prompted to save the changes.

RELATED TOPICS

- Edit Document Template Content
- Edit Document Template Properties
- Delete Document Template

Document Template Properties

When you create a document template you are prompted to enter various information to identify it in ALB and to set certain behaviours. This information is called properties and is stored with the document template.

The document production process used will depend on settings in one of two fields, the **Access Extensions** check box or the **Module** field. If you select the Access Extensions check box or select a starter pack or user-defined module in the Module field the document template will use the MT02 process, otherwise it will use the Doc_P process.

> **NOTE** For document templates created using MT01, there is also a check box, **Retain Original Merge Process**, to be used for those templates that have problems with the Doc_P process.

You can check which merge process is being used in the Document Template Management window. The Merge Type column displays the code of the merge process used, Doc_P, MT02 or MT01.

Document Template Properties dialog box

Template properties

FIELD	DESCRIPTION
Code	Enter a unique template ID, e.g. CliCare, Doc1.
Description	Enter a full template description, e.g. Client Care Letter, Client Reply Slip.
Filename	Defaults to the contents of the Description field and will populate the notes field in Document History and Time Recording. However, you can amend the contents if required.
Access Extensions	Selecting this box instructs the template to use the MT02 process and displays the additional fields, Entity, Workflow Only and Stationery Template, see below.
Module	Specifies the module that the document is to be used with, e.g. PMS, Conveyancing, etc. If you select PMS, the template will be available throughout ALB. However, a template associated with a module, will only be available in that module. If you select a starter pack or user-defined module from the module list, the template will be set to use MT02 process and the additional field, Entity, Workflow Only and Stationery Template, see below display.
Template Category	Specifies the category the document is to be used with, e.g. Matter. This is linked by the module selected above and depending on the module, different categories are available. The categories allow you to filter the list of documents displayed when using the Action » Produce Correspondence menu command.

Matter Quick Letter	Specifies that the template should be added to the Actions » Quick Letter list for easy selection when used from the Matter Details screen. Intended for matter letters that are used most often.
Client Quick Letter	Specifies that the template should be added to the Actions » Quick Letter list for easy selection when used from the Client Details screen. Intended for client letters that are used most often.
SMS Template	Specifies that the template is to be used for a text message in an agenda.
Revision Details	Enter any relevant text or comments regarding the template.
Retain Original Merge Process	Select this option should a problem occur with a converted .doc template using the Doc_P merge process. This instructs ALB to use the MT01 process so you can continue to use the document template whilst the problem is investigated.

ADDITIONAL OPTIONS FOR MT02 PROCESS

Entity	Specifies that the template is to be driven by data from a particular entity, e.g. Matter. This tells the Field Picker which fields and other options to display.
Workflow Only	Selecting this box means the template can be used via Workflow only. It will not display in the Quick Letter or Produce Document lists or be available to add to an agenda.
Stationery Template	Specifies a template to be used for formatting styles, headers and footers etc.

NOTE You cannot select Access Extensions once a template has been created. Also, when using Access Extensions the Module and Entity fields cannot be changed once the template has been created.

RELATED TOPICS

- Edit Document Template Properties
- Add New Document Template

Edit Document Template Content

This option allows you to go into an existing document template and make any changes to the text, merge fields or formatting that may be required.

To edit a template:

1. Open **Utilities** (or click **Utilities** on the toolbar) and select **Document/Agenda Setup**.

2. Expand the **Document Production** folder and select **Document Templates**. This will display the full list of templates.

3. Find the document template you need to edit. You can use the filter options across the top of the dialog box to make it easier to locate the required template. Please see Filter Templates for full details.

4. Double-click the required template (or right-click the template and select **Edit Document Template Content**).

5. Microsoft Word opens with an additional ribbon. If you are using:

Doc_P	MT02
The new ribbon is **Add-ins** and the **Field Code Selector** displays automatically.	The new ribbon is **ALB** and the **Field Picker** displays automatically.

6. Make the required changes to the static text and/or field codes then close Microsoft Word and click **Yes** to the prompt to save changes.

RELATED TOPICS

- Edit Document Template Properties
- Delete Document Template

Edit Document Template Properties

This option allows you to go to an existing template and amend the details about the template.

To edit template properties:

1. Open **Utilities** (or click the **Utilities** icon on the toolbar) and select **Document/Agenda Setup**.

2. Expand the **Document Production** folder and click **Document Templates**. This will display the full list of templates.

3. Find the document template you need to edit. You can use the filter options across the top of the dialog box to make it easier to locate the required template. Please see Filter Templates for full details.

4. Right-click the required template document and select **Edit Document Template Properties**.

5. When the Document Template dialog box displays, complete the
   Document Template Properties as appropriate.

   > **NOTE** The Access Extensions, Entity and Module fields (MT02
   > process only) cannot be amended.

6. Click **OK**.

RELATED TOPICS

- Document Template Properties

Copy Document Template

Should you require a document template that is similar to an existing document
template, you can copy the existing template and then make the necessary
changes to the copy instead of creating a new template from scratch. This is
useful where you have different standard letters and saves you having to
recreate the basic structure of the document template each time.

To copy a document template:

1. Open **Utilities** (or click **Utilities** on the toolbar) and select
   Document/Agenda Setup.

2. Expand the **Document Production** folder and select **Document
   Templates**. This will display the full list of templates.

3. Find the document template you need to copy. You can use the filter
   options across the top of the dialog box to make it easier to locate the
   required template. Please see Filter Templates for full details.

4. Right-click the required template and select Copy Document Template from the shortcut menu.

> **NOTE** If you select more than one template the Copy Document Template option will only copy the first document template you selected.

5. The Document Template dialog box displays.

6. In the Code field " - copy" is appended to the code to make it unique but you can amend this. Complete the fields as required, see Document Template Properties, and click OK.

7. The copied document template opens in Microsoft Word for you to make the required changes.

8. Close the Microsoft Word window and click Yes when prompted to save your changes.

9. The new Document Template appears in the list of templates and is now available for users to select when merging.

It is also possible to copy text, e.g. a paragraph or two, from one template to another.

> **NOTE** When using the MT02 process and copying text between document templates, if the text includes merge fields, the merge fields will need to be re-inserted before they will work in the new document template.

RELATED TOPICS

- Export Document Template

- Import Document Template

Delete Document Template

This option enables you to delete a document template that is no longer required.

To delete a template:

1. Open **Utilities** (or click **Utilities** on the toolbar) and select **Document/Agenda Setup**.

2. Expand the **Document Production** folder and select **Document Templates**. This will display the full list of templates.

3. Find the document template you need to delete. You can use the filter options across the top of the dialog box to make it easier to locate the required template. Please see Filter Templates for full details.

4. Right-click the required template and select **Delete Document Template**.

5. Click **Yes** to confirm deletion.

RELATED TOPICS

- Add New Document Template

Import Document Template

You can use this option to make an existing document available through ALB or import an exported document template (see Export Document Template for full details). Once a document has been added to the list of templates, you can edit it and insert field codes so when it is accessed via the matter, information is merged into the document automatically.

To import a document template:

1. Open **Utilities** (or click **Utilities** on the toolbar) and select **Document/Agenda Setup**.

2. Expand the **Document Production** folder and select **Document Templates**. This will display the full list of templates.

3. Right-click the right-hand side of the Document Template Management window and select **Import Document Template**.

4. Browse to the document file and double-click on the file name to import. The Document Template Properties dialog box displays.

> **NOTE** If you are importing an exported document template the dialog box will not display as the properties are included in the xml file and will be set automatically so steps 5 and 6 will not be necessary.

5. Complete the Document Template Properties as appropriate.

6. Click **OK**.

The document will be added to the existing list of document templates.

Duplicate Documents

If there are documents with duplicate codes, the following will occur depending on whether the import is for a single non-ALB document or for a exported document template with existing ALB properties:

Single non-ALB Document

When importing a single non-ALB document, if you enter a Code which already exists, when you click OK the warning icon displays next to the Code field which as a tooltip of "This code is already in use - please enter a unique code" when you hover the mouse over it.

ALB-exported Document

When importing using an export file, the Template Import Errors dialog box displays. This gives the number of documents that can be imported and lists those documents that cannot be imported. Click **Import Valid Templates** to proceed or **Cancel** to stop.

RELATED TOPICS

- Export Document Template

Export Document Template

This option allows you to save a copy of one or more document templates outside of ALB so you can import it to another database, e.g. from Development to Live. It is also used as a support tool if the ALB support team requires a copy of the document template to assist them in diagnosing a problem.

To export document templates:

1. Open **Utilities** (or click **Utilities** on the toolbar) and select **Document/Agenda Setup**.

2. Expand the **Document Production** folder and select **Document Templates**. This will display the full list of templates.

3. Find the document template you need to export. You can use the filter options across the top of the dialog box to make it easier to locate the required template. Please see Filter Templates for full details.

4. Right-click the required template and select **Export Document Template**. (Use the Shift/Ctrl key to select multiple templates prior to right-clicking and selecting Export Document Template.)

5. Browse to the location where you wish to save the file, enter a file name and click **OK**.

The template(s) is saved to the selected location as a single file with an .xml extension. To view the document(s) the xml file needs to be imported into a PMS module. Please refer to Import Document Template for full details.

RELATED TOPICS

- Import Document Template

Find and Replace in Document Template(s)

The Find and Replace enables you to change multiple words in one sweep. This is a powerful tool which can be used across multiple templates and should be used with care.

To use the Find and Replace in Templates:

1. Open **Utilities** (or click **Utilities** on the toolbar) and select **Document/Agenda Setup**.

2. Expand the **Document Production** folder and select **Document Templates**. This will display the full list of templates.

3. Find the document template you need to edit. You can use the filter options across the top of the dialog box to make it easier to locate the required template. Please see Filter Templates for full details.

4. Select the templates you wish to change. Use the Shift/Ctrl key to select multiple templates.

5. Once you have your template or templates selected, right-click one and select **Find and Replace in Document Template(s)**.

6. The Find and Replace in Files dialog box displays.

7. Type in the text you wish to find and replace in the fields marked as such and click **Add Find/Replace**. The words are inserted into the list above.

8. If you have more than one set, repeat step 6 to build up a list of words/phrases to action.

> **NOTE** There is a **Remove Selected** button which allows you to remove a set of words from the list if you have second thoughts.

9. When you are ready to proceed, click **OK**.

10. A message displays asking for confirmation as changes are automatically saved.

11. Click **OK** to proceed.

RELATED ITEMS

- Edit Document Template Content

Inserting Field Codes

How to insert field codes into a document template using either the Doc_P process or the MT02 process to enable you to produce customer ready documents.

In this section:

The Doc_P Process

How to insert field codes into a document template using the Doc_P process to enable you to produce client-ready documents.

In this section:

The Field Code Selector

Each field in the PMS database or module has a corresponding field code. You use the field code selector to select the field code and apply formatting if you wish and then drag the field code to the appropriate place in the document template. When a document template is merged it will take the information stored in those fields on the contact, client or matter and transfer them to the merged document. The Field Code Selector is also used to insert fields into Laserforms.

When you create or open a document template, the Field Code Selector displays on the right-hand side of the screen.

Field	Description
FIELD CODES	
Search/Browse Fields	Enter text and the field list will filter only those fields that include the entered characters.
Standard Fields	List of fields in the PMS database and agenda modules.
User-defined Fields	List of fields created using Designer Studio.
Command Codes	List of command codes. See Command Codes Introduction for full details.
Firm Details	List of fields relating to your firm.
FORMATTING OPTIONS	
	Options to ensure data is pulled through to the document in the required format. See Formatting Options for full details.

For example, when entering client information you are asked to provide title, first and last name details:

Title	Ms
Forenames	Suzanne
Surname	Begley

The corresponding field codes display in the document template as follows:

<FC>Title<format></format><RL>PC</RL><AI>1</AI></FC>
<FC>Forenames<format></format><RL>PC</RL><AI>1</AI></FC>
<FC>Surname<format></format><RL>PC</RL><AI>1</AI></FC>

The field code names are followed by formatting and other codes which allow you to instruct the system how to handle the data and how to format it for the final document.

To Close, Reopen and Resize the Field Code Selector:

1. The Field Code Selector can be closed by clicking on the standard Windows close cross.

2. To re-open the side pane, select the **Add-ins** ribbon and select **ALB** Menus.

3. You can move and size the window using standard Windows methods.

> **NOTE** If you move, size and/or close the Field Code Selector, when you next open a template, it will display in its default size and position.

4. Click ALB Menus again to hide the Field Code Selector.

RELATED TOPICS

- Insert Field Codes
- Field Code Formatting
- Add New Document Template
- Edit Document Template Content

Insert Field Codes

You can add field codes to a template document by dragging them from the Field Code Selector window to the required location within the document template.

Field Code Selection

The Field Codes section lists all the fields available for you to select. To make locating the required field easy, the Field Code Selector has a Search/Browse Fields field which filters the list of field codes based on the criteria you type in using a contains match. You can also expand the relevant folders to display the fields and locate the required field manually.

There are also Insert Command Codes and Insert Firm Details folders. The Commands folder which extends the functionality of the merge process with pick lists, questions and standard paragraphs and the Firm Details folder has fields holding branch, fee earner and partner information. Please refer to Commands for full details on their usage.

Once you have selected the field, use the Formatting Options in the lower half of the window to ensure the data is pulled into the document appropriately, e.g. the address in a block or single line.

For full details on formatting, please refer to Field Code Formatting Options.

Having selected the field and appropriate format option, you then click and drag the field to the required location in the document template.

All field codes begin with <FC> and end in </FC>.

To insert a merge field:

1. If necessary, display the **Field Code Selector** (use the **Add-ins** ribbon and click **ALB Menus**).

2. Enter relevant criteria in the **Search/Browse Fields** field or expand the folders to locate and select the required merge field.

3. Select the required formatting.

4. Drag the field into the required position within the document template.

To delete a merge field:

1. Field codes begin with <FC> and end in </FC>, highlight the entire field code and press **Delete**.

> **NOTE** You must make sure to delete the full field code including the start <FC> and end </FC> points.

Search Field Example:

Type surname in the Search/Browse Fields field.

Select Surname in the Standard Fields, Individuals, Client/Contact folders.

In the lower section, the Formatting Options Screen is visible.

Select the appropriate Role, in this example Primary Client.

Drag the Surname field code to the point in the document where you wish the clients surname to appear.

The field is displayed as follows:
<FC>Surname<format></format><RL>PC</RL><AI>1</AI></FC>

Expand Folder Example:

Expand the Standard Fields, Individuals then Clients/Contact folders.

Scroll down until you can see and select the Surname field.

In the lower section, the Formatting Options Screen is visible.

Select the appropriate Role, in this example Primary Client.

Drag the Surname field code to the point in the document where you wish the clients surname to appear.

The field is displayed as follows:
<FC>Surname<format></format><RL>PC</RL><AI>1</AI></FC>

RELATED TOPICS

- Field Code Selector
- Field Code Formatting
- Add New Document Template
- Edit Document Template Content

Supplementary Merge Fields

Administrators can add Supplementary fields via Utilities » Firm Options. (See the System Administration Firm Options section for full details.) Once a supplementary field has been created it is automatically added to the merge field list.

To insert Supplementary Merge Fields:

1. Open or create a new document template.

2. Using the **Field Code Selector** expand the **Standard Fields** folder, then the **Individuals** or **Organisations** folder and select the **Supplementary Details** folder.

3. Once you have highlighted the required supplementary field, the relevant **Formatting Options** will display as they would for the database fields.

4. Select the required format option for the required supplementary field and then drag the field to the appropriate location in the document template.

5. Complete the remainder of the document template then close Word and click **Yes** when prompted to save your changes.

Marketing Fields

In the Marketing module, there is a check box **Use Organisation Address** leading to marketing address fields looking for different address types. As such, there is a group of address fields specifically for marketing documents.

These are found under the **Addresses** folder in the **Marketing** sub-folder and will ensure the correct address details are included in the merged document. Use these in the normal manner, selecting the field, setting the required format and then dragging the field into the document template.

RELATED TOPICS

- Field Code Selector
- Insert Field Codes
- Field Codes Formatting

Field Code Formatting Options

The Formatting Options enable you to choose how the data displays when it is pulled through to the merged document.

The options display under a number of tabs:

Tab	Description
Numerics	- Add Currency Symbol - £3500.00 - Comma Separators (000's) - 3,500.00 - Negatives in Brackets - (3500.00) - Convert to Words - Three Thousand Five Hundred Pounds & Zero Pence - Absolute Value - 3500

Dates	• Leading Zeros on Short Date - 21082015 • No Leading Zeros on Long Date - 21 August 2015 • Date and Time - 21/08/2015 at 15:40 • Time Only - 15:40 • Short Date - 21/08/2015 • Long Date - 21 August 2015
Strings	**Case Formatting**: • Upper Case - IMPORT ADDED • Lower Case - import added • Proper Case - Import Added • None - Import added (exactly as typed)
Data Options	• Check Boxes - Defines which Roles information to merge. If you select multiple roles, e.g. Primary Client and Client, you will get a prompt to select the required associated role during the merge process. Any subsequent merge fields with the same roles and numeric reference will automatically merge with data from the previously selected role. • Line Number - XXX • Don't Use Role Groups - XXX • Role Grouping - Used when multiple contacts of the same role are listed on a document • Assets/Liabilities - For Probate and Personal Injury module lists
Misc	**Delete Options**: • Delete Word if Blank - Stops the system prompting for missing data during the merge process. • Delete Line if Blank - Used to remove extra carriage returns when information is missing from the database, e.g. in short addresses. • Delete Line and Word if Blank - Combines both of the above options • Delete Table - For use with an accounts document template. A field code is formatted with a "delt" code and a delete Word code so if there is missing data the whole table is removed, e.g. separate tables for different types of disbursement and it will

delete those tables where there are no disbursements of that type. See Table Formatting for full details.

- Delete Table Row with Surround - For use with an accounts document template. A field code is formatted with a "delt_1" code and a delete Word code so that if there is missing data that row plus one above i.e. a header/ title row and one below i.e. a totals row are removed, e.g. if there are paid but no unpaid disbursements, the unpaid section of the table with sub-header and subtotals will be removed from the merged document. See Table Formatting for full details.

Operators:

- Add OF - Inserts the word **of** in a document only if the subsequent field is complete.
- Example, when you want to include the address of an individual only if it exists such as, John Smith **of** Smithfield Drive
- Add AND - Inserts the word **and** in a document only if the subsequent field is complete.
- Example, if there are two clients include the word 'and' such as, Alan Smith **and** Helena Jones.
- None - Allows you to deselect the above options.

Table:

- First Column of Table - For use with an accounts document template. A field code is formatted with a "tab" code adds a row for each instance in the list, e.g. where there are paid disbursements, it will add a row for each one of the paid disbursements. See Table Formatting for full details.

Name Block	**Name Display Options**: Use the drop down fields to specify the first, second and third parts of the name. **Includes Section**: - Include Employee - Makes the name of employees of a company available during the merge process. - Include Directors - Makes the name of directors of a company available during the merge process.

	• Include Organisation Name - Inserts the organisation name whatever is specified as the name block. • Include Confirm Contact - Prompts user to confirm the contact.
Address Block	**Address Formatting**: • Horizontal Address Block - displays the address in a single line with appropriate commas. • Vertical Address Block - displays the address in a vertical block for envelopes, tops of letters, etc. During the merge process, any blank lines, where the address is short, are removed to close up any gaps. **Address Details**: • DX Only (if available) - will produce the DX Address if entered or the postal address. • Postal Address Only - will produce the postal address even if a DX Address has been entered. • Both - Will produce the whole address including the DX Address. **NOTE** If you need the text following an address block to start at a set line, e.g. where you are using window envelopes, you can put the address block field into a text box or table with a set height, so any following text is not pulled up as lines in the address block are removed.
Logicals	• Male/Female • Yes/No • True/False

RELATED TOPICS

- Field Code Selector
- Insert Field Codes
- Add New Document Template
- Edit Document Template Content

Command Codes Introduction

Document templates can contain a range of extra commands and field codes which extend the functionality of the merge process. This includes commands which enable you to use conditional logic to determine content, select additional paragraphs and insert paragraphs based on your responses during the merge and questions which can be asked during the merge with text being added depending on your response. There are also commands that work specifically with Header Documents to ensure house style is followed.

These commands are for the Doc_P process located in the Field Code Selector under the Insert Commands Code folder.

RELATED TOPICS

- Supplementary Merge Fields
- Marketing Fields
- Command Codes
- IF Statement
- Imported Paragraphs
- Optional Paragraphs
- Question
- Date
- Sentence
- Start Address
- Your Reference
- Table Formatting

Command Codes

The Command codes instruct the merge process to lay out and format the document correctly. They can also ask for extra information that is not available in the database.

Code	Description
Current Date	Enters the current date into the document. Select the code and set the required date format. Drag the code into the document template.
HD - Single Header	Uses a selected header document to ensure the merged document complies with the house style. See Using Header Documents for full details.
HQ - Multiple Headers	Allows you to select from the list of header documents at the point of merging so the merged document complies with the required house style. See Using Header Documents for full details.
IF - If Statement	Allows you to use conditional logic to determine content of the merged document. For details on using the IF command, see IF Statement.
IP - Imported Paragraphs	This command presents you with a selection of pre-typed paragraphs to select from. For details on using the IP command, see Imported Paragraphs.
OP - Optional Paragraphs	The OP Command is used to insert appropriate text in response to a Yes/No question. See Optional Paragraphs for full details.
RQ - Question	This command allows you to select from a drop-down list of options at the point of merging. See Question for full details.

RD - Date	This command prompts you to confirm or amend a date and then inserts it into the document in the required format.
	See Date for full details.
RS - Sentence	This command prompts you to enter information that is not on the database.
	See Sentence for full details.
SA - Address	This command allows you to specify what information goes in the address section of a document which is subsequently picked up by the Header Document.
	See Start Address and Header Document for full details.
TT - Time Type	This command defaults the time type when time recording in the Document History when the document is saved.
	Highlight the Time Type command and then select the type from the Formatting Options. Drag the command to the document, e.g. <TT>006</TT>. The code does not display in the merged document.
TU - time Units	This command defaults the time units when time recording in the Document History when the document is saved.
	Highlight the Time Type command and drag the command to the document. Enter the number of units in the middle of the code, e.g. <TU>10</TU>. The code does not display in the merged document.
YR - Your Reference	This command allows you to specify the reference of a service, matter or contact which is subsequently picked up by the Header Document. See Your Reference and Header Document for full details.
DR - Document Reference	The Document Reference is a document-unique, system-created number that allows for quick retrieval of documents from Document Management.

RELATED TOPICS

- Field Code Selector
- Insert Field Codes
- Field Codes Formatting

IF Statement

The IF statement command allows you to code tests into documents and Laserforms which can check database fields for appropriate values, then supply relevant text to be used to complete the document. For example, if your client has an informal salutation entered in their record, you will want to use this but use the formal salutation if not. This can be coded into document templates and Laserform mappings.

To build up the logic test, the Formatting Options are split into two sections:

- Choose Operator
- Choose Answers

Choose Operator

This section allows you to select the test you wish to use:

- Equal To
- Not Equal To
- Is Empty
- Is Not Empty
- Less Than
- Less Than Or Equal To
- Greater Than
- Greater Than Or Equal To

> **NOTE** When using the Is Empty or Is Not Empty operators to check for an empty field and not prompt the user, you will need to use the Delete Word If Blank format option for the field code you are testing.

Choose Answers

This section allows you to have an either/or response or just a response if the logic evaluates to Yes or No. You have the option to select:

- Yes and No
- Yes
- No

The default is for Yes and No.

The choose answers options are available for all the operators.

To insert a basic IF statement in a document template:

1. Create a new document template or open the required existing template.

2. Using the **Field Code Selector**, expand **Insert Command Codes**.

3. Highlight the **IF - If Statement** command.

4. Select the required **Operator** and **Answer**.

5. Drag the IF command to the appropriate location in the document.

    > **NOTE** You can click Insert instead if the cursor is in the correct place in the document.

6. The basic coding displays in the document.

    <IF><EQUALTO><YES></YES><NO></NO></IF>

7. Position the cursor after the `IF` section and use the Field Code Selector to insert the field you want to test.

    <IF>*Field Code*<EQUALTO><YES></YES><NO></NO></IF>

8. Position the cursor after the `EqualTo` sections and enter the comparison data.

    <IF>*Field Code*<EQUALTO>*Comparison Field Code or Text*<YES></YES><NO></NO></IF>

9. Position the cursor in the `Yes` section and enter what should be entered into the document.

    <IF>*Field Code*<EQUALTO>*Comparison Field Code or Text*<YES>Field code or text to enter if true</YES><NO></NO></IF>

10. Position the cursor in the `No` section and enter what should be entered into the document.

    <IF>*Field Code*<EQUALTO>*Comparison Field Code or Text*<YES>*Field code or text to enter if true*</YES><NO>*Field code or text to enter if false*</NO></IF>

11. Complete the document, close Word and click **Yes** to save the changes.

Example

The following example shows how you would code a letter where the sign-off depends on the form of address used in the formal salutation. Using a logical test, one letter can cover the range of sign-offs required without user intervention.

As a start point, below show how to set the IF statement command to test if the Formal Salutation contents are "Sir". The test is that if the field has Sir in, the

document will be signed off with Yours faithfully, whereas if it doesn't the sign-off will be Yours sincerely.

Position the cursor in the correct location in the document template and from the **Field Code Selector**, expand the **Commands** folder and select **IF- If Statement**. The default options are correct for this example so click **Insert**.

The following displays in the document:

Fig: Basic IF Statement

Position the cursor between the `IF` and `EqualTo` sections of the command, select the **Salutation Formal** field and set the **Role Formatting** to the **Primary Client**. Click **Insert**. The field code is inserted in the IF statement as highlighted below.

Fig: IF Statement

Position the cursor between the `EqualTo` and `Yes` sections of the command and enter **Sir**.

Position the cursor in the `Yes` section of the command and enter **faithfully**, then similar for the `No` section and enter **sincerely**.

The statement will now look as below:

Fig: IF Statement

Thanking you in advance.

Yours <IF><FC>Salutation Formal<format></format><RL>PC</RL><AI>1</AI></FC><EQUALTO>Sir
<YES>faithfully</YES><NO>sincerely</NO></IF>
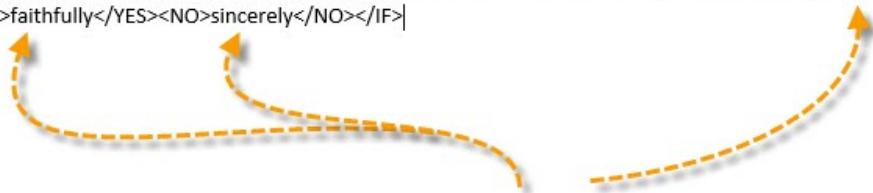
Nesting IF Statements

It is possible to nest IF statements so that you can have more than two conditions. In the example above, the letter sign-off should also be Yours faithfully if the formal salutation contains Madam. In this case, you can enter a second IF statement in the No section of the main IF statement to test the formal salutation field again for Madam and return faithfully if it does.

Fig: Nested IF Statements

Thanking you in advance.

Yours <IF><FC>Salutation Formal<format></format><RL>PC</RL><AI>1</AI></FC><EQUALTO>Sir
<YES>faithfully</YES><NO><IF><FC>Salutation Formal<format></format><RL>PC</RL><AI>1</AI>
</FC><EQUALTO>Madam<YES>faithfully</YES><NO> sincerely</NO></IF></NO></IF>

1
2
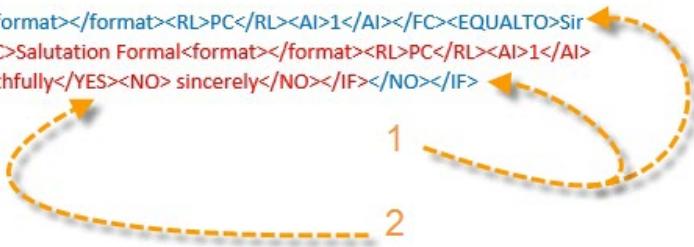
1. Main IF statement, testing the formal salutation for Sir.
2. Nested IF statement, testing the formal salutation for Madam if it is not Sir.

NOTE The colours have been added to highlight the two levels of nesting and are not standard.

RELATED TOPICS

- Field Code Selector
- Insert Field Codes
- Field Codes Formatting

Imported Paragraphs

The Imported Paragraphs function enables a number of pre-typed paragraphs to be displayed for selection during the merge process. You can also setup imported paragarphs so the text is pulled through during the merge process without any intervention by the user.

The process requires two parts, a document with all the paragraphs entered and then a command in the document template which displays the list of paragraphs.

To set up Imported Paragraphs:

1. In the **Document Template Management** window, expand the **Document Production** folder and select **Imported Paragraphs**.

2. In the right pane, right-click and select **Add New Imported Paragraph**. The Imported Paragraph Template dialog box displays.

3. Enter a **code** and **description** for the document and click **OK**.

> **NOTE** Notes will default as in document templates.

4. Using the **Field Code Selector**, expand **Command Codes** and click **PG - Add Paragraph**.

5. Drag the command code to the document template.

6. Type the description of the paragraph between <name> and </name> and type the first optional paragraph underneath like the example below:

    > <para>
    > <id>01</id><name> Sale Only</name>
    > Thank you for letting me have your instructions to act on your behalf in relation to your sale.</para>
    > <para>
    > <id>02</id><name> Sale and Purchase</name>
    > Thank you for letting me have your instructions to act on your behalf in relation to your sale and purchase.</para>
    > <para>
    > <id>03</id><name> Purchase Only</name>
    > Thank you for letting me have your instructions to act on your behalf in relation to your purchase.</para>

    > **NOTE** Each optional paragraph will require a new id number e.g. 01, 02, 03.....

7. Continue to add the PG - Add Paragraph command for each optional paragraph.

8. When you have finished adding paragraphs close the document and click **Yes** to save the changes.

> **NOTE** At point 5, if you enter relevant text into the document without using the codes, the all text in the document will be pulled into the merge document during the merge process automatically.

To use Imported Paragraphs in document templates:

1. Create a new document template or open the required existing template.

2. Using the **Field Code Selector**, expand **Insert Command Codes**.

3. Highlight the **IP - Imported Paragraphs** command.

4. Select the required **Imported Paragraph Document** from the lower panel.

5. Drag the **IP - Imported Paragraphs** Command onto the document at the required location.

6. Complete the rest of the template as required, close Word and click **Yes** to save the changes.

During the merge process a list of paragraphs will display for you to select the relevant ones to be inserted into the merged document. You can also use the up and down arrows to change the order that the paragraphs will appear in the merged document.

If you have entered the text into the imported paragraph document without any coding, all text will be entered into merged document automatically.

RELATED TOPICS

- Field Code Selector
- Insert Field Codes
- Field Codes Formatting
- Other Imported Paragraph Options

Other Imported Paragraph Options

There are other imported paragraph options from the right-click shortcut menu. These allow you to:

- Edit Imported Paragraph Content
- Edit Imported Paragraph Properties
- Copy Imported Paragraph

- Delete Imported Paragraph
- Import Imported Paragraph
- Export Imported Paragraph
- Find and Replace in Imported Paragraph(s)

The options work the same as for document templates. The links take you to the relevant section within the document template chapter.

RELATED TOPICS

- Imported Paragraphs

Optional Paragraphs

This option prompts you during the merge process with a question and inserts relevant text into the merged document depending on the answer selected.

To insert Optional Paragraphs in a document template:

1. Create a new document template or open the required existing template.

2. Using the **Field Code Selector**, expand **Insert Command Codes**.

3. Highlight the **OP - Optional Paragraphs** command.

4. Drag the **OP - Optional Paragraphs** command onto the document at the required location.

5. The following coding displays in the document template.

   <OP>Enter Yes/No Optional Paragraph Question Here<YesAnswer>Enter the text you want to display if the answer is Yes</YesAnswer><NoAnswer>Enter the text you want to display if the answer is No</NoAnswer></OP>

6. Amend the text as required, for example:

<OP>Are There Any
Enclosures?<YesAnswer>Enc</YesAnswer><NoAnswer>No
Enclosures</NoAnswer></OP>

When the document merges, the question will display with a Yes and No button. Depending on which button is clicked, the appropriate text will be entered into the document at the point of the command.

7. Complete the document, close Word and click **Yes** to save the changes.

RELATED TOPICS

- Field Code Selector
- Insert Field Codes
- Field Codes Formatting

Question

This command allows the user to select from a drop-down list of options at the point of merging. You can add up to 10 options.

To insert the Question Command:

1. Create a new document template or open the required existing template.

2. Using the **Field Code Selector**, expand the **Insert Command Codes** folder.

3. Highlight the **RQ - Question** command.

4. In the Format Options, select if the question is to be the standard signatory question or one of your own making.

5. Drag the **RQ - Question** command onto the document at the required location.

6. The following coding displays in the document template (if you select No for the formatting, the signatory coding is structured along similar lines):

    > <RQ>Enter Question Here<answer>Enter Possible Answer 1 Here</answer><answer>Enter Possible Answer 2 Here</answer><answer>Enter Possible Answer 3 Here</answer></RQ>

    > **NOTE** You can have up to ten answers if needed. Copy the <answer></answer> and enter the text between the codes.

7. Amend the text as required, for example:

    > <RQ>What Is The Fee Earner's Position?<answer>Partner</answer><answer>Solicitor</answer><answer>Legal Executive</answer></RQ>

    When the document merges, the question will display and the appropriate text will be entered into the document based on the choice made.

8. Complete the document, close Word and click **Yes** to save the changes.

> **NOTE** The Standard Signatory coding is:
>
> <RQ>Signed By?<answer><RS>Signed By?</RS></answer><answer><FC>User Correspondence Name <format></format></FC></answer><answer><FC>Earner Name<format></format></FC></answer><answer><FC>Matter Branch Company Name<format>Upper</format></FC></answer></RQ>

RELATED TOPICS

*   Field Code Selector

- Insert Field Codes
- Field Codes Formatting

Date

This command allows you to prompt the user to confirm or amend a date and have that date put into the document in the correct format.

To insert a Date command:

1. Create a new document template or open the required existing template.

2. Using the **Field Code Selector**, expand the **Insert Command Codes** folder.

3. Highlight the **RD - Date** command.

4. Select the required date format form the lower panel.

5. Drag the **RD - Date** command into the document at the required location.

6. The following code displays:

   <RD>Enter Prompt Here<format></format></RD>

7. Amend the text as appropriate, for example:

   <RD>Date of Court Hearing<format></format></RD>

8. Complete the document, close Word and click **Yes** to save the changes.

RELATED TOPICS

- Field Code Selector
- Insert Field Codes

- Field Codes Formatting

Sentence

The Sentence command allows you to prompt the user with a question during the merge process and have them enter a response which is then inserted into the merged document.

To use the Sentence command:

1. Create a new document template or open the required existing template.

2. Using the **Field Code Selector**, expand the **Insert Command Codes** folder.

3. Highlight the **RS - Sentence** command.

4. Drag the **RS - Sentence** command into the document at the required location.

5. The following code displays:

    <RS>Enter Prompt Here<format></format></RS>

6. Amend the text as required, for example:

    <RS>What Are You Enclosing?<format></format></RS>

7. Complete the document, close Word and click **Yes** to save the changes.

RELATED TOPICS

- Field Code Selector
- Insert Field Codes
- Field Codes Formatting

Start Address

This coding allows you to specify everything that you want to appear in the Address block by placing the field codes and any text between the symbols <SA></SA> in the document template with the start address code also entered at the appropriate place in the Document Header.

To lay out the Start Address command:

1. Create a new document template or open the required existing template.

2. Using the **Field Code Selector**, expand the **Insert Command Codes** folder.

3. Highlight the **SA - Address** command.

4. Drag the **SA - Address** command into the document. The specific location is not important as this will be determined by the document header.

5. The following coding displays:

    <SA>Enter Field Codes to Transfer to Header Here</SA>

6. Amend the text as required, for example:

    <SA><FC>Salutation
    Envelope<format></format><RL>PC,CL</RL><AI>1</AI></FC>
    <FC>Mailing Address
    Block<format></format><RL>PC,CL</RL><AI>1</AI></FC></SA>

7. Complete the remainder of the document, close Word and click **Yes** to save your changes.

To insert the Start Address command in the document header:

1. Create a new document header or open the required existing document header.

> **NOTE** Please see Document Header Introduction for full details.

2. Using the **Field Code Selector**, expand the **Insert Command Codes** folder.

3. Highlight the **SA - Address** command.

4. Drag the **SA - Address** command into the required location in the document header.

5. The following coding displays:

    <SA></SA>

6. Complete the remainder of the document header, close Word and click **Yes** to save your changes.

RELATED TOPICS

- Field Code Selector
- Insert Field Codes
- Field Codes Formatting
- Header Document

Your Reference

This coding allows you to specify everything that you want to appear in the Your Reference block by placing the field codes and any text between the symbols <YR></YR> in the document template with the your reference code also entered at the appropriate place in the Document Header.

To lay out the Your Reference command:

1. Create a new document template or open the required existing template.

2. Using the **Field Code Selector**, expand the **Insert Command Codes** folder.

3. Highlight the **YR - Your Reference** command.

4. Drag the **YR - Your Reference** command into the document. The specific location is not important as this will be determined by the document header.

5. The following coding displays:

   <YR>Enter Field Codes to Transfer to Header Here</YR>

6. Insert the required contact or service reference fields, for example:

   <YR><FC>Case Number<format></format></FC> </YR>

7. Complete the remainder of the document, close Word and click **Yes** to save your changes.

To insert the Your Reference command in the document header:

1. Create a new document header or open an existing document header.

   > **NOTE** Please see Document Header Introduction for full details.

2. Using the **Field Code Selector**, expand the **Insert Command Codes** folder.

3. Highlight the **YR - Your Reference** command.

4. Drag the **YR - Your Reference** command into the required location in the document header.

5. The following coding displays:

    <YR></YR>

6. Complete the remainder of the document header, close Word and click **Yes** to save your changes.

RELATED TOPICS

- Field Code Selector
- Insert Field Codes
- Field Codes Formatting
- Header Document

Table Formatting

Table formatting is designed to work with accounts documents where you have an indeterminate number of items and enables you to code tables so that they insert the correct number of rows for each disbursement or other item, remove rows where there are no items or even remove the table altogether.

Tab Code

The Tab code will, using Word's table feature, add a row for each instance of a field in a list. It enables you to produce a flexible template for a bill which will list disbursements or time entries, adding as many rows as necessary depending on the number of entries and placing relevant data in columns as required.

To insert the Tab code:

1. Create a new document template or open the required existing template.

2. At the appropriate place, insert a table with the relevant number of columns and a row for the heading and total rows and one row for the data item, e.g. Paid Disbursement.

3. Using the **Field Code Selector**, select the relevant field code and choose **First Column of Table** from the **Table** section in the **Misc** formatting area of the field code selector.

4. Drag the field into the first column of the data item row.

Description	Costs and Disbs	VAT
<FC>Bill_PaidDisbDesc <format>DeleteWord,tab </format><RL>0</RL></FC>	<FC><RA>Bill_PaidDisb_Net</RA><format>DeleteWord</format><RL>0</RL></FC>	<FC><RA>Bill_PaidDisb_VAT</RA><format>DeleteWord</format><RL>0</RL></FC>
Paid Disbursements		

The tab command only needs to be added to the data on the field code in column one.

5. Complete the remainder of the document, close Word and click **Yes** to save your changes.

During the merge process, the system will add a row for each appropriate paid disbursement the matter has.

Delt Code

The Delt code will, using Word's table feature remove the whole table if there is missing data, e.g. where you have separate tables for different types of disbursement it will delete those tables where there are no disbursements of that type.

1. Create a new document template or open the required existing template.

2. At the appropriate place, insert a table with the relevant number of columns and a row for the heading and total rows and one row for the data item, e.g. Paid Disbursement.

3. Using the **Field Code Selector**, select the relevant field code and choose **Delete Table** from the **Delete Options** section in the **Misc** formatting area of the field code selector.

4. Drag the field into the first column of the data item row.

Time	Date	F/E	Charge	VAT
<DL><FC>BPT_Ti meTypeDesc<for mat>deleteword, tab delt</format> </FC></DL>	<DL><FC>BPT _TimeDate<fo rmat>deletew ord</format> </FC></DL>	<DL><FC>BPT_ FeeRef<format >deleteword</ format></FC>< /DL>	<DL><FC>BPT_ TimeCharge<f ormat>delete word</format ></FC></DL>	20%

The tab delt command only needs to be added to the data on the field code in column one.

5. Complete the remainder of the document, close Word and click **Yes** to save your changes.

During the merge process, if there are no appropriate relevant time entries, the entire table will be removed from the document.

Delt_1 Code

The Delt_1 code will, using Word's table feature remove the row plus the row above and below, e.g. where you have separate sections in one table for different types of disbursement it will delete the section with its sub-header and sub-total rows where there are no disbursements of that type.

1. Create a new document template or open the required existing template.

2. At the appropriate place, insert a table with the relevant number of columns and rows for the sub-heading and sub-total rows and one row for each of the data items, e.g. Paid Disbursement and Unpaid Disbursement.

3. Using the **Field Code Selector**, select the relevant field code and choose **Delete Table Row With Surrounding** from the **Delete Options** section in the **Misc** formatting area of the field code selector.

4. Drag the field into the first column of the data item rows.

Paid			
\<FC\>Bill_PaidDisbDesc\<format\>DeleteWord,delt_1 tab \</format\>\<RL\>0\</RL\>\</FC\>	\<FC\>\<RA\>Bill_PaidDisb_Net\</RA\>\<format\>DeleteWord\</format\>\<RL\>0\</RL\>\</FC\>	Vat@\<FC\>Bill_PaidDisbVATPerc\<format\>DeleteWord\</format\>\<RL\>0\</RL\>\</FC\>=\<FC\>\<RA\>Bill_PaidDisb_VAT\</RA\>\<format\>DeleteWord\</format\>\<RL\>0\</RL\>\</FC\>	\<FC\>\<RA\>Bill_PaidDisb_Gross\</RA\>\<format\>DeleteWord\</format\>\<RL\>0\</RL\>\</FC\>
Totals :	\<FC\>\<RA\>Bill_PaidDisb_NetTotal\</RA\>\<format\>DeleteWord\</format\>\<RL\>0\</RL\>\</FC\>	\<FC\>\<RA\>Bill_PaidDisb_VATTotal\</RA\>\<format\>DeleteWord\</format\>\<RL\>0\</RL\>\</FC\>	\<FC\>\<RA\>Bill_PaidDisb_GrossTotals\</RA\>\<format\>DeleteWord\</format\>\<RL\>0\</RL\>\</FC\>
Unpaid			
\<FC\>Bill_NYPDisbDesc\<format\>DeleteWord,delt_1 tab \</format\>\<RL\>0\</RL\>\</FC\>	\<FC\>\<RA\>Bill_NYPDisb_Net\</RA\>\<format\>DeleteWord\</format\>\<RL\>0\</RL\>\</FC\>	Vat@\<FC\>Bill_NYPDisbVATPerc\<format\>DeleteWord\</format\>\<RL\>0\</RL\>\</FC\>=\<FC\>\<RA\>Bill_NYPDisb_VAT\</RA\>\<format\>DeleteWord\</format\>\<RL\>0\</RL\>\</FC\>	\<FC\>\<RA\>Bill_NYPDisb_Gross\</RA\>\<format\>DeleteWord\</format\>\<RL\>0\</RL\>\</FC\>
Totals :	\<FC\>\<RA\>Bill_NYPDisb_NetTotal\</RA\>\<format\>DeleteWord\</format\>\<RL\>0\</RL\>\</FC\>	\<FC\>\<RA\>Bill_NYPDisb_VATTotal\</RA\>\<format\>DeleteWord\</format\>\<RL\>0\</RL\>\</FC\>	\<FC\>\<RA\>Bill_NYPDisb_GrossTotal\</RA\>\<format\>DeleteWord\</format\>\<RL\>0\</RL\>\</FC\>

The delt_1 command only needs to be added to the data on the field code in column one.

5. Complete the remainder of the document, close Word and click **Yes** to save your changes.

During the merge process, if there are no appropriate unpaid disbursements, the Unpaid section (sub-heading, data row and sub-totals) will be removed from the table.

RELATED TOPICS

- Field Code Selector
- Insert Field Codes
- Field Codes Formatting

Document Headers

Introduction

The document header dictates how the final merged document will look. This includes paper size, orientation, margins, styles, headers and footers and logos or other images, together with the layout for the top of the letter which can include standard text and merge field codes.

> **NOTE** If you set headers and footers up for different pages, e.g. different first page, odd and even pages, the headers and footers will be recreated in the merged document appropriately.

Document Templates are linked to Document Headers via a code and when the merge process is complete the resultant document will take on the formatting, etc, from the document header along with the standard text and merge fields from the document template. See Using a Document Header for full details.

Linking documents to the document header means that if you need to make changes to your company letterhead you will only have to change it once in the document header. Any documents merged using document templates linked to the document header from that point on will take on the new settings.

Fig: Example Header Document
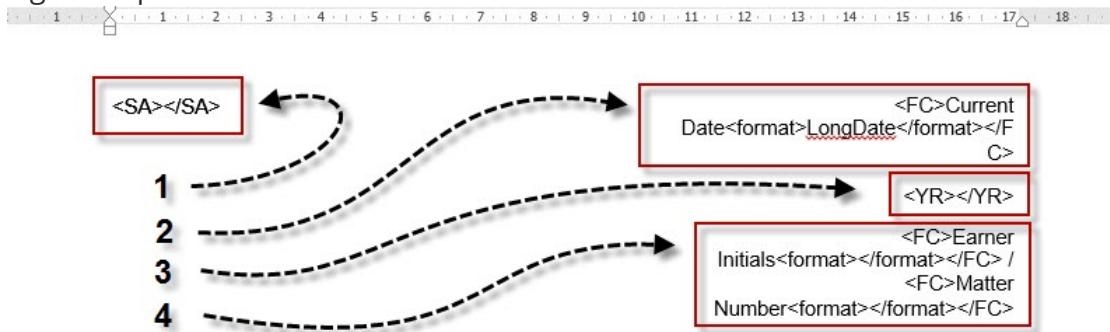
1. This instructs the system where in the letter to start the address.
2. This inserts the current date in the correct format.
3. This code instructs the system where to place Your Reference.
4. This code instructs the system where to insert Our Reference and in what format.

> **NOTE** Logos or other image files can also be added, both to the main letter layout at the top of page one or in headers and footers and these plus the command codes and merge fields can be moved around as required.

If necessary you can create more than one document header, e.g. if a separate layout is required for marketing purposes as opposed to legal correspondence.

Aside form the specific header document codes, above, creating and editing document headers is the same as working with document templates, using the field code selector, static text and any image files, you just need to ensure you are working from the Headers folder in the Document Template Management window.

RELATED TOPICS

- Using a Document Header
- Other Document Header Options

Using a Document Header

Once you have created your document header you need to link it to the relevant document templates. Alternatively, if you have multiple document headers you can code the document template so that it displays a list of available document headers for you to select at the point of merging.

To link a document template to a specific document header:

1. Open the document template from the **Document Template Management** window.

2. Using the **Field Code Selector**, expand the **Insert Command Codes** folder.

3. Select **HD - Single Header**.

4. In the formatting options, select the relevant document header.

5. Drag the **HD - Single Header** code to the top of the document template.

6. The **<HD></HD>** coding **(1)** displays in the document template with the document header's id number and name, similar to the example below.

7. From the **Field Code Selector**, select the **SA - Address** command code and drag it on to the document. The correct position will be dictated by the code in the document header.

8. Insert the relevant field codes between the start and end SA coding **(2)**.

Fig: Header coding
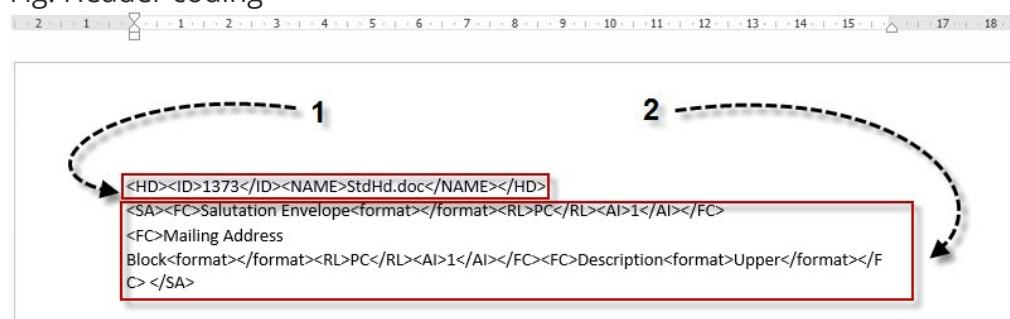
9. If necessary, drag the **Your Reference** code to the document and insert the relevant coding. The document header will dictate the position.

10. Close the document template and click **Yes** to save your changes.

To allow the user to select the header document:

1. Open the document template from the **Document Template Management** window.

2. Using the **Field Code Selector**, expand the **Insert Command Codes** folder.

3. Select **HQ- Multiple Headers**.

4. Drag the **HQ- Multiple Headers** code to the top of the document template.

5. The **<HQ></HQ>** coding displays in the document template.

6. If necessary, drag the **Address** and **Your Reference** codes to the document and insert the relevant coding. The selected document header will dictate their positions.

7. Close the Document template and click **Yes** to save your changes.

When the document template is selected to merge, the Missing Data Assistant displays the list of document headers available for you to select and then click **Continue**.

RELATED TOPICS

- Other Document Header Options

Other Header Document Options

There are other document header options from the right-click shortcut menu.
These allow you to:

- Add New Document Header
- Edit Document Header Content
- Edit Document Header Properties
- Copy Document Header
- Delete Document Header
- Import Document Header
- Export Document Header
- Find and Replace in Document Header(s)

The options work the same as for document templates. The links take you to the
relevant section within the document template chapter.

RELATED TOPICS

- Document Header

The MT02 Process

How to insert field codes into a document template using the
MT02 process to enable you to produce client-ready
documents.

In this section:

- The Field Picker
- Inserting Fields
- Field Selection
- Commands
- Stationery Templates

The Field Picker allows fields from the ALB database to be inserted in a document or stationery template for the MT02 process. During the merge process, the data, based on the merge field, is pulled through to the final document to personalise items such as names and addresses, letter headings, fee earner etc. The Field Picker is also used to insert fields into Laserforms or a screen in a User Defined Module.

When you create or open a document template, the field picker displays on the right of the window.

To Close, Reopen and Resize the Field Picker:

1. The side pane can be closed by clicking on the standard Windows close cross.

2. To re-open the side pane, select the **ALB** ribbon and select Insert Merge Field.

3. The drop down, next to the close icon, allows you move and size the window.

> **NOTE** If you move, size and/or close the field picker, when you next open a template, it will display in its default size and position, i.e. maximised and on the right-hand side of the window.

There are two tabs, Field Selection and Command. For more information on these, click on the links below.

RELATED ITEMS

*   Field Selection
*   Command

Field Selection

Under the Field Selection tab, you can locate and insert field codes from the ALB database in to a document template. The merge process substitutes the field codes with data from ALB to generate a new document bassed on the template.

There are four sections:

- Get Field From
- Find Field
- Choose Field
- Format Field

Get Fields From

This section displays a drop down field which allows you to select the entity for the field code you are looking for, e.g. Client, Matter, Associated Contact, Branch.

Depending on the choice, a second drop down will display. For instance if you select Client, the second drop down allows you to select whether this is the Primary Client or other Client. Similarly with Associated Contact, the second drop down will allow you to select which type of contact, e.g. Agent, Child, Counsel, Court, etc. This list is built up from the contact types you have in your database.

In the second drop down, there is also a [Select on Run] option. This option allows users to select the contact they wish to write to at the point of merging which can be used for Ad Hoc documents or documents produced via a workflow.

Use the General entity for fields relating to the document, currently Current Date and Document Reference.

Find Field

This section enables you to enter information to filter the list of fields displayed. It enables the system to reduce the number of fields on display so you can quickly locate and insert the required field.

It works on a contains basis, so whatever you type in, the list will display all fields that contain the series of characters entered, e.g. type in "li" with Client in context and you will see the address lines 1 2 and 3, client ref, and any other fields that have "li" somewhere in their names.

Choose Field

This section lists the fields for you to insert into the document template. These are grouped dependent on the context selected e.g. Client will have Address, Client, Contact, Contact Details, Individual and Organisation. The groups enable you to locate the required field more quickly. They can also be collapsed to make field selection more efficient.

There is further selection available when dealing with the Address group of fields.

When you first see the Address group, it displays as Address - Main Mailing (Click to change). As addresses have different types, it defaults to the main mailing address type, but if you wish to code the document up to send to the Billing address, click on (Click to Change). This displays a drop down with a list of the different address types set up in your database, e.g. Main Mailing, Billing, Previous etc. Select the required address type and the address group heading changes, displaying the selected group where Main Mailing was before.

Format Field

This section will display the appropriate tab and options, Text, Date, Number and Address Block, depending on the type of field selected in the Choose a Field section.

Text Tab

For the examples in the table below, the text entered is The cat sat on the mat.

Selection	Output
Unformatted	The cat sat on the mat.
Upper Case	THE CAT SAT ON THE MAT.
Lower Case	the cat sat on the mat.
Title Case	The Cat Sat On The Mat.
Sentence Case	The cat sat on the mat.

Date Tab

For the examples in the table below, the date entered is 31/01/12.

Selection	Output
DD/MM/YYYY	31/01/2012
DD Month YYYY	31 January 2012
DDst Month YYYY	31st January 2012
Day Month YYYY	Thirty first January 2012
Show year as two digits	If checked displays all years above as "12"
Show partial date only	If checked drop down displays allowing you to select either Day, Month or Year, using the selected format above.

Number Tab

For the examples in the table below, the number entered is 123456.45678.

Selection	Output
Show as number (decimal places 2) Can have 0 - 9 decimal places.	123456.45
Use 1000 separator (,) With set number of decimal places.	123,456.45
Show partial number - Whole or Decimal	123,456 (whole) 45 (decimal - with set number of places)
Show as text (whole number only)	One hundred and twenty three thousand four hundred and fifty six.

Address Block Tab

For the examples in the table below, the address entered is 25 Idle Road Bradford West Yorkshire BD8 3ED, DX field as 2345 BRADFORD

Selection	Output
Use full address	If Single Line selected: 25 Idle Road, BRADFORD, BD8 3ED If Multi-line selected: 25 Idle Road BRADFORD BD8 3ED
Use DX address	DX 2345 BRADFORD
Use DX if available otherwise use full address	DX 2345 BRADFORD Note: The DX address will only be pulled through if both parts of the DX address have been completed.
Line Layout	A choice of Multi-line or Single Line layout applied to the above selected address type. **Note:** When Use DX is selected, Single Line is

the default with the Multi-line option is greyed out.

When you insert the address block, the code will display as follows when using the Multi-line layout.
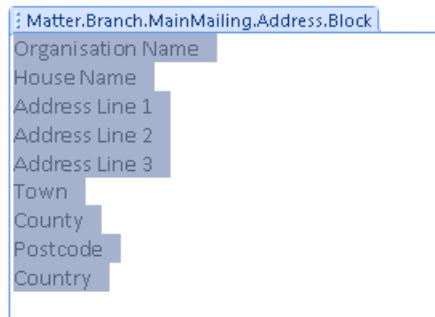
```
Matter.Branch.MainMailing.Address.Block
Organisation Name
House Name
Address Line 1
Address Line 2
Address Line 3
Town
County
Postcode
Country
```

During the merge process, any blank lines, where the address is short, are removed to close up any gaps.

> **NOTE** If you need the text following an address block to start at a set line, e.g. where you are using window envelopes, you can put the address block field into a text box or table with a set height, so any following text is not pulled up as lines in the address block are removed.

Similarly the Single Line layout will display as below, but will use any fields that have data in and use a comma separated format.

```
Matter.PrimaryClient.MainMailing.Address.Block
[ Address Lines, Town, Postcode ]
```
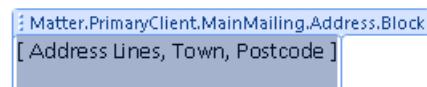
RELATED ITEMS

- Edit Document Template Content
- The Field Picker
- Command

Command

The Command tab allows you to code tests into documents and Laserforms which can check database fields for appropriate values, then supply relevant text to complete the document. For example, if your client has an informal salutation entered in their record, you will want to use this but use the formal salutation if not. This can be coded into documents and Laserforms.

There are some slight differences in how the coding displays in the Custom Laserform Mapping tool used for Laserforms. See Custom Form Mapping for details.

To build up the logic test, the Command tab is split into five sections:

- Select Command
- Field to Compare
- Evaluate using
- Compare with
- Preview

Select Command

This is a drop down allowing you to build up the logic test by selecting

- If
- Else
- ElseIf
- EndIf

See the example on how to piece together the logic test.

> **NOTE** When you select If, the system enters an EndIf command ready for you to enter the text and/or merge fields in between.

Field to Compare

This allows you to specify the field you want to compare. Click on the button with the ellipsis ⬚ to display the field picker for you to select a field. See Field Picker for details.

Evaluate using

This is a drop down which allows you to set the test for the selected field. You have the options of:

- Is equal to (=)
- Is not equal to (<>)
- Is empty
- Is not empty
- Contains
- Is greater than (>)
- Is greater than or equal to (>=)
- Is less than (<)
- Is less than or equal to (<=)

Compare with

The Compare with section allows you to compare the selected field with either a set value or another field (or rather the contents thereof).

Use the drop down to select Value or Field.

If Value, type in the required content. If Field, click on the ellipsis ⬚ to display the field picker for you to select a field. See Field Picker for details.

Preview

The preview section displays the logic statement as you build each section.

Example

The following example will be used to explain how the logical test sections work together. The screen shots show the logic statement and how it appears in a Document Template. For full details on how the same coding will display in a Laserform mapping, see Custom Form Mapping.

Letters to clients and other contacts and services need a sign-off which depends on the form of address used in the salutation. Using a logical test, one letter can cover the range of sign-offs required without requiring user intervention.

As a start point, the screen below shows how to set the Command fields to test if the Formal Salutation was "Sir"
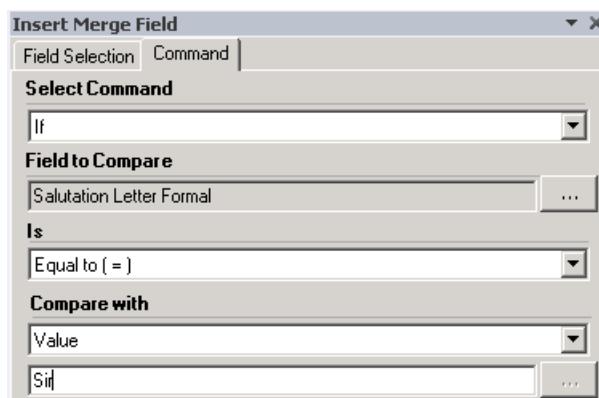
The preview pane displays:
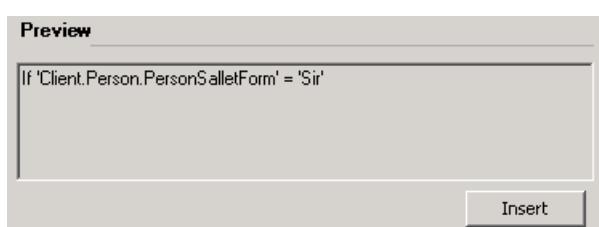
With the cursor at the relevant location in the document, click Insert. The document displays IfEndIf. Position the cursor between the If and Endif and enter faithfully.

Clicking on the If section of the command displays the logic entered if the Field Picker dialog box is hidden.

To take it a step further, the sign off will need to cover other instances, so if the salutation is not Sir, the document should have "sincerely" in the sign off. The Else section in the logic statement instructs the system what to merge if the salutation is not "Sir".

Position the cursor in front of the EndIf and insert the Else command. The other elements of the command become inactive when "Else" is selected as this does not require them.

The cursor is positioned in front of the Else. Type in sincerely.

Yours [If]faithfully[Else]sincerely[EndIf]

When merged against different matters, if the formal salutation is "Sir", "faithfully" will be merged. For all other formal salutations, "sincerely" will be entered. Any white space, including carriage returns included in the document template are also honoured.

In reality, you also need "faithfully" merged when "Madam" is the formal salutation, so you can extend the logic to include an ElseIf section to perform a second test before merging the catch all "sincerely".

Position the cursor in front of the Else and the following screen shows that ElseIf was selected from the Select Command section. The ellipsis was used to select Salutation Letter Formal from the field list. Equal to was selected in the Is section. Value was selected in the Compare with section with the word Madam entered in the field below.
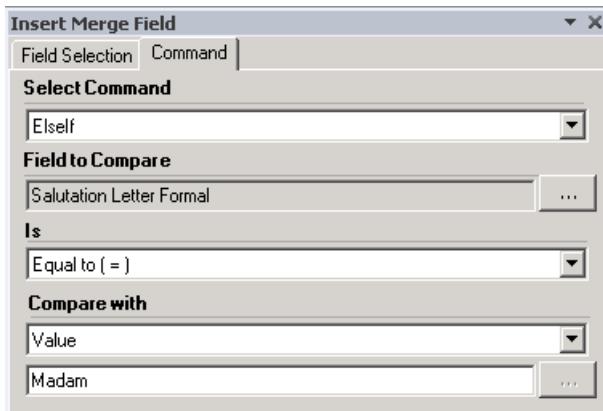
In the document, it looks like (with the ElseIf selected, the logic test displays).

The coding will now merge in "faithfully" where Sir or Madam is the formal salutation and "sincerely" for all other formal salutations.

RELATED ITEMS

- Edit document Template Content
- The Field Picker
- Field Selection

Formulas

As well as static fields, you can also include formulae in both document templates and Laserform mappings.

This powerful feature allows you to select parts of a field's contents, such as splitting post codes into two halves or picking out certain characters such as the day and month from a date field. You can also use a formula to create a central definition, e.g. for a standard sign-off which can then be used in all documents. When a change is required to the sign-off it can be amended once without having to amend every document.

Formulae are created in the ALB Designer Studio and so you need to have purchased this module to make use of this feature.

To enable easy location of the formulae from the Field Picker, there is a section where all available formulae are held.
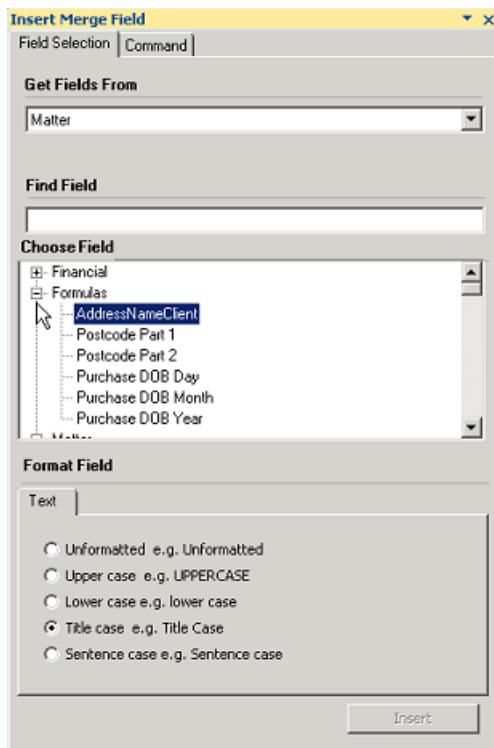
For more detailed information on creating formulae click on formulas in the ALB Designer Studio section of the online help or download the pdf version here.

RELATED ITEMS

- Edit document Template Content
- The Field Picker
- Field Selection

Inserting Fields

Once you have located and selected the required field, set the formatting, you are then ready to insert the field into the document template as the appropriate point.

Inserting Fields into a Document Template

Once you have located the required field, highlight the field and click on the **Insert** button which will now be active.

Alternatively you can double click on the field to insert it.

The field will be inserted in the document at the cursor position, but can, if necessary, be moved using the standard Word functions.

Dear [Salutation Letter Formal]

Confirming your new matter, [Description], which was opened on [Open Date] and will be dealt with by myself under reference [Reference]. If you have any questions, please let me or my secretary, [Contact Name], know.

Yours sincerely
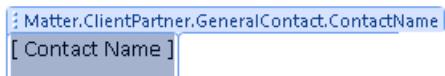
Matter.ClientPartner.GeneralContact.ContactName
[Contact Name]

The field labels display in the document with square brackets around them, but when you click on, or cursor to, them, they display as the Client Partner one does, giving the full field name, otherwise this would display as [Contact Name].

In the above example there are two Contact Name fields. In this case, the first, for the secretary's name, and the second, for the partner's name. This can be confirmed by clicking on the field label, as above on the Partner Contact Name field as specific field information is then displayed above the field label.

You can make the coding in the template easier to read by amending the merge field labels. To change the labels, click on the field label and type a more user friendly name. This does not affect the link to the database field or the data pulled through.

Dear [Salutation Letter Formal]

Confirming your new matter, [Description], which was opened on [Open Date] and will be dealt with by myself under reference [Reference]. If you have any questions, please let me or my secretary, [Secretary Contact Name], know.

Yours sincerely

[Partner Contact Name]

The example above shows the amended labels as [Secretary Contact Name] and [Partner Contact Name], although if you click on Partner Contact Name you will see the link is still to the Matter.ClientPartner.GeneralContact.ContactName database field as in the previous screen shot.

RELATED ITEMS

- Edit document Template Content
- The Field Picker
- Field Selection

Deleting Fields from a Document

Document templates will require updating from time to time and this may require you to delete field codes.

To delete a field from a document template:

1. Click on the field to display the full field name.

2. Click on the three vertical dots at the beginning of the full field name.

3. Press **Delete**.

RELATED ITEMS

- Edit document Template Content
- The Field Picker
- Field Selection

Stationery Templates

A stationery template enables administrators to ensure that merged documents follow your house style. A stationery template can hold:

- static text
- styles
- headers and footers
- margins and other page settings
- merge fields
- watermarks
- logos or other image files

Where the stationery template includes any or all of the above, they will be applied to the merged document. Any specific formatting applied to text in a document template, i.e. not via a style such as bold, font size, will persist through the merge process. Any styles in the merge document but not in the stationery template will also be retained during the merge process.

A stationery template can be assigned to multiple document templates, e.g. all letters will use the same template to ensure a standard house style is applied. Any subsequent changes to a stationery template are reflected when document

templates, using the stationery template, are used to merge documents. Existing merged documents will not be affected by the change.

A stationery template can also be set as a default stationery template, which can be set against document templates easily and means that should the default stationery template be changed, all document templates set to use the default stationery template will change and use the new setting automatically from that point on.

Working with Stationery templates is the same as with document templates. However the following should be noted:

- The body text of the stationery template is replaced by the body text of the document template that is associated with it.

- The stationery template headers/footers take precedent over the document template headers/footer. The document template headers and footers will only be retained where the stationery template does not have any.

- Any specific formatting in the document template, e.g. font, font size, bold, italics, underline added to text will remain in the merged documents even when the stationery template applies a style.

- For information on assigning the stationery template to a document template, see Add document templates.

As such, the items under Stationery Template Options link to the document template instructions.

RELATED TOPICS

- Other Stationery Template Options

Stationery Template Options

The stationery template options from the right-click shortcut menu allow you to:

- Add New Stationery Template
- Edit Stationery Template Content
- Edit Stationery Properties
- Stationery Template Properties
- Copy Stationery Template
- Delete Stationery Template
- Import Stationery Template
- Export Stationery Template
- Find and Replace in Stationery Template(s)

The options work the same as for document templates. The links take you to the relevant section within the document template chapter.

Master Agendas

How to guide users through a standard process, producing and sending documents in the correct sequence, e.g. Client inception, Conveyancing.

In this section:

- Introduction
- Editing a Master Agenda
- Add a New Master Agenda
- Agenda Steps
- Other Master Agenda Options

Introduction

How to use Master Agendas for standard processes.

As system administrator you can associate documents with agenda steps, when creating master agendas in Utilities - Document/Agenda Setup. The majority of agenda steps result in documents being produced. When you action an agenda

step that contains a document, the document opens and merges as normal, ready for you to check, complete and save.

to the left of a step on the Agendas tab indicates that the agenda step has been set up to produce a document or Laserform.

to the left of a step on the Agendas tab indicates that the agenda step has been set up to produce more than one document or Laserform.

To save agenda changes for all future matters you must amend the master agenda(s).

It is also possible for users to edit an agenda for an individual matter and add or remove documents for an agenda step as necessary.

RELATED TOPICS

- Editing a Master Agenda
- Add a New Master Agenda

Editing a Master Agenda

Editing an existing master agenda allows you to customise the steps to suit your firm's working practices.

To make changes to the Master Agendas:

1. Open **Utilities** and select **Document/Agenda Setup**.

2. Expand the **Agendas** folder and select **Master Agendas**.

3. Double click to open the Agenda you wish to edit or right-click and select **Edit Master Agenda**.

4. The Master Agenda screen is displayed:

- **Master Agenda - Tabs**
  - Add Page [image]. Adds a new page tab at the end of the tabs named Page *n*.
  - Delete Page [image]. Deletes the selected page. You will need to confirm the delete instruction.
  - Order Arrows [image] [image]. Enables you to change the order of the pages.

- **Page Details. A list of existing pages**
  - Agenda Details section
  - Ref. Enter a suitable reference for the agenda.
  - Title. Enter a title for the agenda.
  - Application. Select the required application the agenda is to be used with from the drop down list.

- **Page Details section - When you click on a page tab**
  - Page Name. Enter a suitable name for the page.

> **NOTE** When you click on the page tabs, the Add and Delete Page buttons change to Add Step and Delete Step.

5. Click **OK** to save your changes.

For details of building the steps in an agenda, see Agenda Steps.

RELATED TOPICS

- Add a New Master Agenda
- Agenda Steps
- Other Master Agenda Options

Add a New Master Agenda

You can create new master agendas as you require.

To Add a New Master Agenda:

1.   Open **Utilities** and click on **Document/Agenda Setup**.

2.   Expand the **Agendas** folder and select **Master Agendas**.

3.   Right click on the right hand-side of the document management window and click on **Add New Master Agenda**.

4.   The **Master Agenda** screen displays.

5.   Refer to Editing a Master Agenda for details on adding new pages and steps.

6.   Click **OK** to save changes.

7.   For details of building the steps in an agenda, see Agenda Steps.

RELATED TOPICS

- Introduction
- Editing a Master Agenda
- Agenda Steps
- Other Master Agenda Options

Agenda Steps

When you have created the required pages for your agenda you are in a position to build up a series of steps to carry out the required process.

To Add a step:

1. Click on the page where you would like to add a new step.

2. Click on the **Add Step** button OR right click and select **Add Step**.

3. The **Step Details** screen displays:

    *   **Action**. The name of the step.
    *   **Reminder**. Optional. The subject of the reminder to include in the step.
    *   **Reminder Days**. The estimated due date of the reminder, i.e. *x* number of days from the date the reminder is actioned.
    *   **Predecessor**. Optional. When the predecessor step is actioned it will set a target date for the current step.
    *   **Process After**. *X number of days that the target date should be set to from when the predecessor step has been actioned.*
    *   **Make All Documents Public for this Step**. This enables documents generated by this step to be visible to the client if they are using the Self-service module.
    *   **Function to Action**.
    *   **Target Date**. Will be unavailable until the step has been added to the Agenda.

4. To select documents that will be produced when the step is actioned, click on the **Documents** tab.

    *   **Add Document** . Click to select the document to be produced when the step is actioned. See Add Document below.
    *   **Delete Document** . Use to un-assign a document from the step when it is no longer required.
    *   **Order Arrows** . Use to re-order the documents where you have more than one assigned to the step.
    *   **Select All** . Use to select all assigned documents.
    *   **Select None** . Use to deselect all assigned documents.

    Add Document.

The Document Details screen display:

- **Document Template**. Use the lookup button to select from the list of available documents.
- **Make this Document Public**. Set the flag so the user can view the document via the Self-Service module.
- **Email**. Select this box if the document is to be emailed out to the client, contact etc.
- **Fax**. Select this box if the document is to be faxed out to the client, contact etc.
- **SMS Text**. Select this box if the document is to be sent via a text message to the client, contact etc.

Click **OK** to return to the Step Details screen.

5. If the step relates to Web Case Tracking or to online searches, the appropriate step type must be selected.

6. Click on the **Step Types** tab.

- Update IRIS Law Business WCT
- Update LMS STARS
- Link to Transactions Online
- Link to Searchflow
- Link to TM

Select as appropriate.

7. Click **OK** to return to the Step Details screen.

To Edit a Step:

1. Go to the relevant page, right-click on the step and select **Edit Step**.

2. The **Step Details** screen displays.

3. Amend as required, see above, and click **OK** to save the changes.

RELATED TOPICS

- Introduction
- Editing a Master Agenda
- Add a New Master Agenda
- Other Master Agenda Options

Other Master Agenda Options

There are other commands you can use with master agendas, delete, Export, Import and Copy to allow you complete control over the agendas.

For each one, from the Document Template Management window, expand the Agendas folder and click on Master Agendas.

To Delete a Master Agenda:

1. Select the Master Agenda no longer required, right-click and select **Delete Master Agenda**.

2. A warning displays "Are you sure you wish to delete this Master Agenda?"

3. Click **Yes**.

To Export a Master Agenda:

1. Select the Master Agenda to be exported, right-click and select **Export Master Agenda**.

2. The **Save As** dialog box displays.

3. Browse to a relevant folder and enter a suitable file name.

4. Click **Save**.

To Import a Master Agenda:

1. In the right-hand pane of the Agendas screen, right-click and select **Import Master Agendas**.

2. The **Open** dialog box displays.

3. Browse to where the master agenda file is and select it.

4. Click **Open**.

To Copy a Master Agenda:

1. Select the Master Agenda to be copied, right-click and select **Copy Master Agenda**.

2. The master agenda is copied and the name is prefixed with the words **Copy of**.

3. Open the agenda and amend as required.

RELATED TOPICS

- Introduction
- Editing a Master Agenda
- Add a New Master Agenda
- Agenda Steps

Custom Data and Mappings

Map ALB database fields to produce custom-mapped Laserforms or XML data interchanges.

This section explains how to create Laserform templates with field mappings. This gives your firm the flexibility to decide which ALB database fields you want to map to which Laserform fields. For information about merging Laserforms please refer to Document and Form Production.

NOTE Custom form mapping is only available for forms provided by Laserform.

In this section:

- Laserform templates

Laserform Templates

Laserforms consist of static text and fields where data can be entered manually or, using ALB, merged from a database. The process requires that the Laserform fields are mapped to appropriate fields in the ALB database. Once the Laserform template has been mapped, the merge process pulls data from the IRIS Law Business database field into the mapped Laserform field. When the merge process has completed, the user is still able to amend the form, if necessary.

Laserform templates are created from Utilities > Custom Data and Mappings by a system administrator. The administrator selects the required form and then maps the form fields to the relevant ALB database fields. Static text can also be used in the template, if appropriate. This gives your firm the flexibility to decide which ALB database fields you want to be mapped to Laserform fields. Custom mappings can either be based on a blank Laserform, or on a Laserform that has been pre-mapped by Advanced.

The links below detail the basic method of mapping Laserform fields. However, there are more powerful methods available that enable you to merge forms, perform automatic spell-checks on forms, and so on. If you would like to take advantage of the advanced features of mapping Laserforms, please contact your Account Manager.

NOTE
- The mapping is against a specific version of the Laserform (displayed in both the mapping tool and the form production dialog under the heading "Version"). When you install a Laserform form update, ALB will continue to merge against the older, mapped version of the form. To pick up the new version of the form, there is a refresh tool in the mapping dialog box which will copy the mapping to the latest form version.

Create Laserform templates

> **IMPORTANT** To create and amend Laserform templates, you must have administrator permissions as this is carried out in the Utilities section.

Creating a Laserform template involves mapping the Laserform fields to ALB fields so that during the merge process ALB knows where to put the data in the form. Fields can also hold static text as appropriate. Once the template has been created, users can then open a matter and merge the form template in a similar way to merging documents.

To create a Laserform template:

1. In **Utilities**, open **Custom Data and Mappings** and in the left-hand pane, click **Laserform Mapping**.

   - You can also click the Laserform mapping tab in the right-hand pane.

2. In the right-hand pane, right-click anywhere in the blank area underneath the existing mappings and click **Add Mapping (Version 1)**.

   > **NOTE** The Add Mapping (Version 2) menu option uses the MT02 process and should be selected if you are creating the template for use with a user defined module or workflow.

3. When the **Laserform Mapping** screen opens, click on the binoculars adjacent to the **Form** field to display the **Laserform Browser**. This displays a list of standard Laserforms folders for you to expand to locate the required form. To make the form selection easier, you can also use the filters at the top of the screen. Use the **Category** drop-down and select the relevant category from the list or type into the **Code** or **Description** fields to narrow the list accordingly.

4. Once you have located the relevant form, double-click it to open it in the **Laserform Mapping** screen. The form name is then displayed. If the form is an ALB mapped form, you will be asked whether you want to inherit the Advanced mapping and base your custom mapping on it:

- If you want to start your form mapping from scratch, click No.
- If you want to keep the If you want to keep the ALB mappings, click Yes. You will still be able to change these mappings, or revert to a blank form at a later point, if you need to.
- mappings, click Yes. You will still be able to change these mappings, or revert to a blank form at a later point, if you need to.

5. When the **Laserform Mapping** opens, complete the template metadata.

6. Once you have finished mapping fields, click **OK** to save your changes. You are returned to the Custom Data and Mappings screen and a tick icon indicates that it is a valid mapping. Forms that have errors are indicated by cross icon.

Laserform template metadata

When you create a Laserform template you are prompted to enter various information to identify it in ALB and to set certain behaviours. This information is stored, across the following 3 tabs, in the Laserform Mapping dialog box for each template.

Mapping tab		
FIELD	**DESCRIPTION**	**OPTIONS**
Form	Specifies the form name once a form has been selected.	
Application	Specifies the ALB or user-defined module that contains the fields you want to map, e.g. to select any conveyancing fields, select	

	Conveyancing. You can select a different application as required when you need to access fields across different applications. However, a warning message will display stating that "Changing the application may invalidate your mappings. Do you want to discard the currently mapped fields". If you click No, the system will flag up the fields that are causing problems.	
Ref	Specifies a unique reference for the mapping. This will default to *FormName_*custom, but you can amend this as required. You can create more than one mapping for the same base form. For example, you could use an EX160 form for both Family and Personal Injury, so need to be able to differentiate between them by using a unique reference. A warning icon displays if there is an existing mapping with the same reference when you try to save it.	
Version	Specifies the Laserform version number and should not need to be changed. Where an updated version of the form has been released, click on the Refresh button to pick up the latest version of the form and copy the mapping to this version. **NOTE** If you wish to keep the old copy of the mapping, change the Ref (above) before saving.	
Entity	Specifies that the template is to be driven by data from a particular	Contact Matter

	entity. This drives the Field Picker. Defaults to Matter.
Description	Specifies a full template description. Defaults to the text pulled through from the Laserform application. However, you can change this if required, e.g. to differentiate between two mappings of the same form.
Advanced	Advanced form options are designed for use by Advanced Professional Services. For further details, contact your Account Manager.
Inherit	Specifies that you want to clear any ALB mappings if you open an ALB mapped version of the form.
Selected Field	Specifies the selected field. Defaults to No Field Selected. Click on the field in the Laserform in the left-hand pane and the field name will display here.
Field Mapping	Displays coding, if any, for the currently selected Laserform field, showing the ALB field (with relevant format) or static text. To map a field, click on the field in the form and the click on Field Code Selector to display a list of fields or type text directly into the box. You can also have any combination of plain text and field codes. Carriage returns can also be used. The red cross icon clears the Field Mapping box and the green pencil icon opens the Field Mapping Editor - a larger floating window.

Field Code Selector	Displays the Field Code Selector or Field Picker, depending on whether you selected Add Mapping (Version 1) or Add Mapping (Version 2). For more information on using these, click on Field Code Selector or Field Picker.
Database Code Selector	This feature is for use with the legacy (.doc) merge process and is not available.
Advanced	This feature is for use with the legacy (.doc) merge process by ALB and is not available.
Test Custom Form Mapping	This feature is for use with the legacy (.doc) merge process by ALB and is not available.

Field Mapping tab

DESCRIPTION

The Field Mapping tab displays the coding, if any, for the currently selected field in the Laserform.

Mapped Fields tab

DESCRIPTION

This lists the current form's fields that have a mapping defined. If the form is an ALB mapped form, there will be fields listed. If it is a blank form, there will be no fields listed until you define a mapping.

Edit Laserform templates

Once a Laserform template has been created, you can edit the mappings whenever necessary, e.g. if the form changes or new fields have been added to ALB.

To edit a template:

1. In **Utilities**, open **Custom Data and Mappings** and in the left-hand pane, click **Laserform Mapping**.

2. In the right-hand pane, right-click the template you want to edit and click **Edit Mapping**.

- If you want to keep the original template, give the template you are editing a new reference to save it as a new, separate template.

3. When the **Laserform Mapping** screen open, edit the form mappings as necessary and save the form.

NOTE

- Do not click the binoculars icon and select another Laserform while you are editing a template. Any changes you have made will be lost when the new form opens.

Delete Laserform templates

Once a Laserform template has been created you can amend its details at any time. However, if a template becomes obsolete, you can delete it to prevent continued use.

To delete a template:

1. In **Utilities**, open **Custom Data and Mappings** and in the left-hand pane, click **Laserform Mapping**.

2. In the right-hand pane, right-click the template you want to remove and click **Delete Mapping**.

3. When prompted to confirm, click **Yes** to continue or **No** to cancel.

Import Laserform templates

The import Laserform template facility allows you to import templates exported from other database systems. For example, you might need to do this when you are working in a development database and then deploying to the live database. You may also wish to do this before you make amendments to a template so you can easily roll back in case of any issues.

To import a template:

1. In **Utilities**, open **Custom Data and Mappings** and in the left-hand pane, click **Laserform Mapping**.

2. In the right-hand pane, right-click and select **Import Mapping**.

3. When the **Open** dialog box is displayed, locate the desired export file and click **Open**. The file will have an extension of **.lfmmap**.

Export Laserform templates

The export Laserform template facility allows you to store your templates outside of ALB. This enables templates to be moved between separate installations of ALB, keep a copy of the templates for backup and archive purposes.

To export a single template:

Use this procedure to export a single Laserform template.

1. In **Utilities**, open **Custom Data and Mappings** and in the left-hand pane, click **Laserform Mapping**.

2. In the right-hand pane, right-click the template you want to export and select **Export Mapping**.

3. When the **Save As** dialog box is opens, select or create a suitable folder to save the template and give the export file a suitable name.

   - By default, the file is saved with an **.lfmmap** extension.

4. Click **Save**. The template is exported to the specified location.

To export all templates:

Use this procedure to export all Laserform templates to another system. All form definitions and mappings are saved to one file, so when you go to import them to a new system, you select the one export file using the same import mapping you do for a single template.

1. In **Utilities**, open **Custom Data and Mappings** and in the left-hand pane, click **Laserform Mapping**.

2. In the right-hand pane, right-click an template and select **Export All Mappings**.

3. When the **Save As** dialog box is opens, select or create a suitable folder to save the templates and give the export file a suitable name.

   - By default, the file is saved with an **.lfmmap** extension.

4. Click **Save**. The template file is exported to the specified location.

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