MITRATECH

# Lawtrac® 4.0



## User Guide

**Lawtrac 4.0 User Guide**

**Document ID: lt_40_UserGuide, published on 10/30/2017**



Disclaimer of Warranty

Mitratech Holdings, Inc. (Mitratech) makes no representations or warranties, either expressed or implied, by or with respect to anything in this document, and shall not be liable for any implied warranties of merchantability or fitness for a particular purpose or for any indirect, special or consequential damages.

Mitratech reserves the right to not support non-standard or non-default functionality and extended functionality available in third-party software, unless specifically documented as supported or certified in the Mitratech product documentation. For further information regarding third-party non-standard or non-default functionality, please contact Mitratech Support.

This document, along with the software that it describes, is furnished under license and may be used or copied only in accordance with the terms of such license. The content of this document is furnished for informational use only, is subject to change without notice, and should not be construed as commitment by Mitratech.

The following document is for the Lawtrac 4.1 release only. Though every effort was made to ensure that the information in this document is correct and reliable, Mitratech does not assume any liability for any errors encountered in this document.

If you need support for Lawtrac 4.1, please contact the Mitratech support team by sending an email to: support@mitratech.com. For more information about Mitratech, visit our web site: http://www.mitratech.com.



GOVERNMENT RIGHTS LEGEND:
Use, duplication or disclosure by the U.S. Government is subject to restrictions set forth in the applicable Mitratech license agreement and as provided in DFARS 227.7202-1(a) and 227.7202-3(a) (1995), DFARS 252.227-7013 (Feb 2012)FAR 12.212(a) (1995), FAR 52.227-19 (Dec 2007), or FAR 52.227-14, as applicable.

CONTACT US:
Mitratech Holdings, Inc.
5001 Plaza on the Lake Suite 111, Austin, TX 78746
Phone: (512) 382-7322

# Acknowledgements

This product includes software developed by the following organizations:

Apache Software Foundation (http://www.apache.org/)

OpenSymphony Group (http://www.opensymphony.com/).

The license agreements for these and other supplemental software packages can be found in your installation media in subfolder Supplemental_Software_Licenses. That subfolder also contains Open Source Components.pdf, which lists the locations, license types, and specific versions of components that are available on the web.

# Table of Contents

# 1 User Guide



Congratulations on your selection of the **Lawtrac** application, the premiere matter management software product on the market today. With Lawtrac's "Total Solution", you are well on your way to achieving your company's goals by better managing matters, expenses, budgets, documents, records and e-Billing.

At Mitratech, our goal is to partner with you in this venture. We have designed Lawtrac to help you succeed, and we stand prepared to provide industry-leading support whenever you need us, beginning with this User Guide.

For those already familiar with Lawtrac, you know that our User Guide is designed to enable quick reference to the information you're looking for. For those new to Lawtrac, we highly recommend reading this guide as you get to know the application. By trying the various tasks described, you'll become more comfortable with Lawtrac and all it has to offer.

## Customizing Lawtrac

The Lawtrac application (sometimes referred to in this User Guide as "the application" or simply "Lawtrac") is designed as a flexible tool. One aspect of that flexibility is that your company can customize many features of the application. For example, your company may:

- Customize the Home page to highlight key information and resources specific to your needs
- Turn off some of the modules or features
- Rename certain areas or fields
- Set up layers of security
- Make other high-level choices that determine how Lawtrac appears and functions on your site

Because of this customization, and especially because of the security settings, what you see when you log in will vary in some ways from what you see in the screen-shots included in this User Guide.

The instructions and illustrations in the User Guide were prepared with all of the modules and most of the features turned ON, and from the log-in of a database administrator with full view/edit access.

## Legal Hierarchy

Matters are categorized according to a three-tiered "Legal Hierarchy" (Type, Keyword, Issues). Some of the customization is related to this Legal Hierarchy. Different matter types may require different handling. You may see different fields and different options. The levels of the Legal Hierarchy may have different labels on your site. Within this User Guide, we sometimes use their database names (Type1, Type2, Type3) for clarification so that Site Administrators can more easily prepare reports and perform database management tasks.

## Business Hierarchy

Matters can also be categorized according to a "Business Hierarchy" (Product and Business Unit; or Type4 and Type5). Each of these areas can have multiple levels. Most companies use at least one level of the Business Unit (Type5) Hierarchy. How, and even whether, the other areas are used varies greatly among LT Online customers.

The word "matter" is used extensively in this User Guide, but your Site Administrator may have changed that label. Your company may be using "Contract" or another term to describe the type of records you'll be tracking within Lawtrac.

## Who Can Access Your Data?

There are references throughout the User Guide as to what Law Firms and Vendors can see and do within the application. The descriptions and illustrations assume that individuals from those companies are logging into your Lawtrac site. Contact your Site Administrator if you are uncertain about who can and cannot access the application.

Just because an external company or individual is listed in the Firms/Vendors Assigned area of a matter does not necessarily mean they can access your data.

## Terminology

As with any software, Lawtrac utilizes its own terminology to define various roles of users and aspects of the application. Some of the following terms are common, but may not be used in their most "common" sense. Other terms may be new to you. Understanding the following terminology will be extremely helpful as you read the User Guide and use Lawtrac.

| | |
|---|---|
| **Base Currency** | The currency type your Lawtrac application is set to. Also known as Currency of Record. |
| **Browser** | A browser, also known as a Web browser, is a software application used to locate and display Web pages. Lawtrac is optimized for use with Internet Explorer 9 or newer, and the latest versions of Google Chrome and Firefox. |
| **Business Hierarchy** | The Business Hierarchy is the second of two matter hierarchy systems used in Lawtrac. This hierarchy has two user-definable |

| | |
|---|---|
| | categories, with 10 levels under each. By default, these are called **Product** and **Business Unit**. Your Site Administrator may re-caption these fields with terms more appropriate for your company. |
| • **Product**<br>**(Business Hierarchy Type4)** | This category is used to track the type of business you operate. This classification can be used to track information down 10 levels, which can be linked or unlinked. If your company is primarily service oriented, use this classification to track each of those services. |
| • **Business Unit**<br>**(Business Hierarchy Type5)** | Not only is this classification used to indicate for which business unit the legal department is working, it is also used to maintain interface codes for Accounts Payable systems. This classification can also track down 10 levels, which can be linked or unlinked. |
| **Button** | In Lawtrac, buttons are captioned and clicking them opens up general application modules or matter-specific data sections. |
| **Currency of Record** | The currency type your Lawtrac application is set to. Also known as Base Currency. |
| **Court/Venue (Type7)** | Used to identify what third-party has jurisdiction or can render a final decision. |
| **Database** | A database is a program that enables you to enter, organize, and select data from tables.<br><br>The Lawtrac database is organized by fields, records, and tables. A field is a single piece of information; a record is one complete set of fields; and a table is a collection of records. For example, a telephone book is analogous to a database. It contains a list of records, each of which consists of three fields: name, address, and telephone number.<br><br>Lawtrac is a hypertext database, so any object—whether it's a piece of text, a picture, or a film clip—can be linked to any other object. |
| **Drop-down Menus *or* Drop-down Lists** | Drop-down menus offer a select list of choices that "drop down" when you click the arrow on the right side of a text box; you are then able to make a selection from the list. All drop-down menus must be maintained by your Site Administrator; these fields do not accept free-form typing. |
| **Entity** | Term used when assigning an association to a matter record when not referring to a specific individual. An entity could be a |

| | |
|---|---|
| | building, company or group of individuals (such as a labor union, other organization or class action grouping). |
| **Finance** | Page in the matter record that has fields for defined financial data, reference fields for invoice totals, insurance amounts, payments between parties recorded to the matter—the core financial tracking data for any matter. |
| **Hyperlink** | Hyperlinks are words, phrases, numbers, etc., usually underlined, that one can click to be taken to certain data screens enabling smooth navigation through the internet or online database. In this User Guide, most are in bold font though they may not always appear that way in Lawtrac's database. |
| **Key Personnel** | Key Personnel are employees of your company who are not in the legal department but who may be given direct access to the information in Lawtrac. They have special screens and can only access matter to which they have been associated. |
| **Lead Administrator** | The lead administrator for a matter may be assigned duties specific to matter types in order to enhance management of particular matter information.<br><br>Because individual permissions can be set at the activity level, an individual assigned to this position may not be privy to financial or other information within a matter, but may help shoulder the responsibility of ensuring that the matter information is up-to-date and accurate. This is not a required field, but, if used, may be re-captioned. |
| **Lead Paralegal** | Often, the second position of responsibility within a matter is reserved for the "primary contact" who is not always a paralegal. This person may be responsible for the day-to-day activities of the matter at the corporate or company level.<br><br>While the Lead Position slot is responsible for reporting on or managing the matter, your outside law firms, vendors and/or other corporate key personnel can be directed to contact the individual in the secondary position when conducting day-to-day business. This is not a required field, but, if used, may be re-captioned. |
| **Lead Attorney**<br><br>***or***<br><br>**Lead Person** | Usually the attorney that has been assigned primary responsibility for a particular matter; this lead position is reserved for the individual responsible for managing the matter and reporting the status of the matter to the corporate/company hierarchy. This person must have the authority for invoice approval of at least one dollar and will generally be notified when significant updates are made to the matter. This position is |

| | |
|---|---|
| | based on the premise that the authority to conduct business within a matter can be delegated to others, but never the ultimate responsibility for the matter itself (this position is often referred to as "Primary" in the Lawtrac User Guide). |
| **Legal Hierarchy** | The primary organizational ranking of any matter. The primary hierarchy consists of three levels or tiers: Matter Type, Matter Category, and Matter Keywords. Site administrators may re-caption these fields to best fit your company's needs. |
| • **Matter Type *or* Type**<br>**(Legal Hierarchy Type1)** | The highest of three levels used for classifying a record's legal purpose. Make your Type1 description broad; the lower levels will be more specific. A matter type is required for every matter record. |
| • **Matter Category *or* Keyword**<br>**(Legal Hierarchy Type2)** | The second tier of the legal hierarchy further classifies the record's reason for being in the matter management system. This information is linked to Type1.<br>If your site manages the Legal Hierarchy by Type2, this becomes the highest level of the hierarchy. |
| • **Matter Keywords *or* Issues**<br>**(Legal Hierarchy Type3)** | The third tier is used to specifically classify the record. More than one Type3 can be recorded against a record while the two higher tiers have only one defining description. Type3 information is typically linked to a Type1/Type2 combination. |
| **Legal Team**<br>**(*aka* Predefined Legal Team)** | Each matter should have a "legal team" even if only one individual is assigned to the matter, and even if your company does not set up the predefined teams described below. The individual who creates the matter can be automatically assigned to the matter's Legal team as a team member. The individual selected on the new matter template is also on the matter's Legal team, appearing as the Lead Attorney (Lead Person). |
| **Matter** | In this User Guide, records are called matter. On your site, records may be called Contracts, Projects, Cases—whatever descriptor your Site Administrator has selected in order to conform to your company's needs. If you're using a term other than "matter", some of your screen titles and link names will differ from those in the illustrations and documentation in this User Guide. Whatever term your company is using, it will be seen throughout the application on your site. |
| **Metadata** | Data about other data—metadata are informational fields which are used to classify and further define documents or files in Lawtrac. For example, document file names, document |

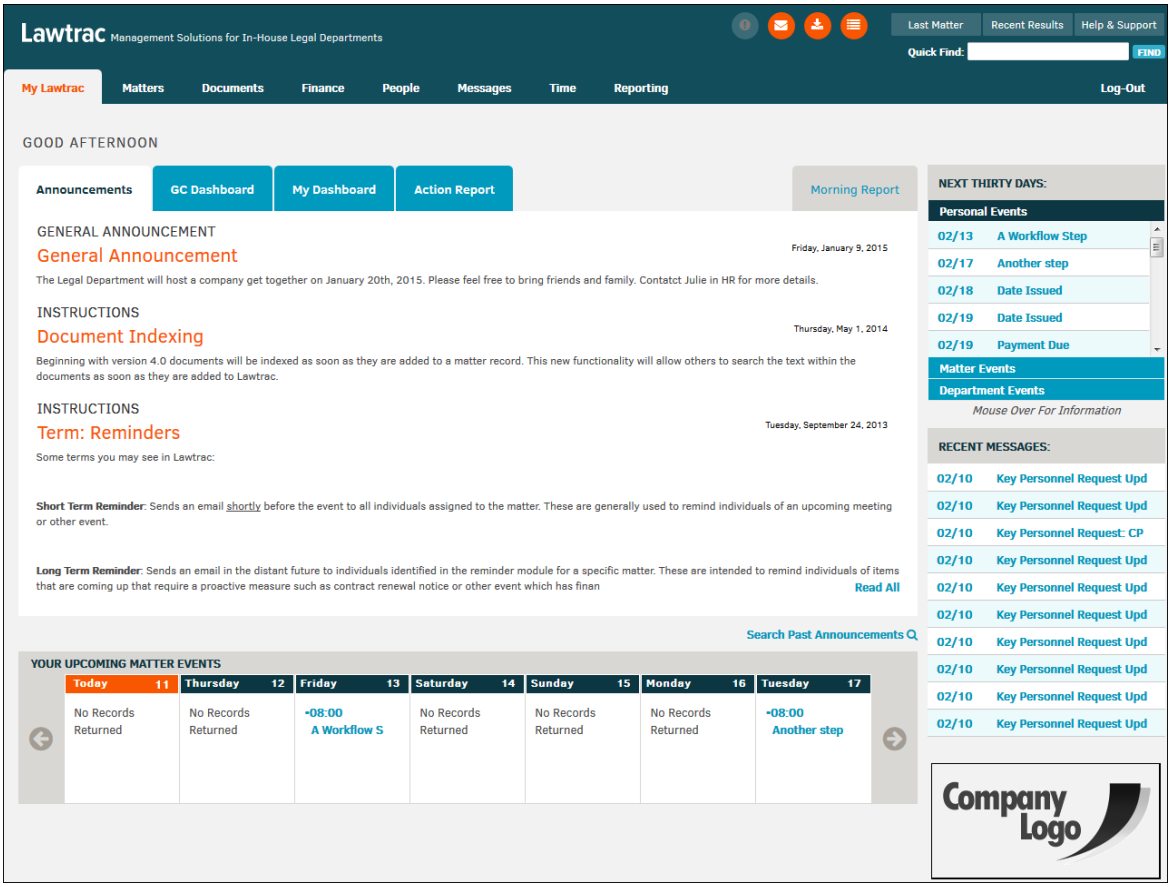
| | |
|---|---|
| | categories, and the date documents that were added are all metadata. |
| **Navigation Bars** | Three main menus by which a user navigates around Lawtrac, moving through tables and screens of data. The Top Navigation Bar is composed entirely of hyperlinks, while the Left Main Menu Navigation Bar and the Right Matter Navigation Bar are composed of hyperlinks and buttons. |
| **Party** | This term is not necessarily used in the true legal sense of "Parties" being Plaintiff and Defendant. In Lawtrac, a "Party" is anyone directly involved with a matter record. |
| **Picklist (UDC6 – UDC10)** | While similar to a drop-down menu, clicking into a picklist field displays a list which includes previous text entries. You can select one of the existing entries or key in a new one. If you key in new text, it will be added to future selection lists for this field.<br><br>***Note:*** *Some picklist fields are activated by your site administrator. Only entries assigned to* ***open*** *matter records will appear on the picklist. To select an entry used for* ***closed*** *matter, you must retype it on an* ***open*** *matter record.* |
| **Predefined Legal Team** | A group of individuals who can be assigned to a matter as a predefined "work-group." The purpose of predefined Legal teams in the Lawtrac application is to save time when initially setting up a matter; subsequent adjustments may be made to the matter record. Your company may group individuals into a predefined Legal team for particular kinds of matter such as an Acquisitions or Litigation Team. |
| **Private Matter** | Matters in Lawtrac may be classified as "Private" by team members in order to limit access to their data fields, documents, etc. The purpose of this designation is to protect particularly sensitive matter from unnecessary exposure. Marking a matter as private restricts access to the matter to only those directly assigned to the matter's team and to the super user. |
| **Site Administrator**<br><br>**(*aka* Lawtrac Administrator**<br><br>***or* System Administrator)** | This is an individual at your site (company) who has access to the **Administration** module, and who has broad rights within the application. Some companies have more than one Site Administrator. |
| **Status *or* Matter Status (Type6)** | Used to define the current "condition" of the record. Examples are Open, Closed, Pending, In Discovery, etc. In conjunction |

| | |
|---|---|
| | with this field, you will see an "as of" date field, to note the status as of a particular date. |
| **Super User** | A super user is someone who has total access to all controls and data for a particular site's Lawtrac application and database, including administrative functions, permissions, etc. |
| **Synopsis** | A synopsis is a brief description of a document or its contents that can be used within the Document Bank.<br><br>There is also a Synopsis link on the right-side Matter Navigation Bar located within Text Records. This provides another text area to make notes regarding a matter. These notes will not be seen by anyone other than members of your Legal Department. |
| **Table(s)** | Forming the basis of Lawtrac's database, tables list various data fields, the length of those fields, and their relationships to other tables. |
| **Team Member** | The person who adds a new matter record into Lawtrac is typically assigned to the team working on that matter. Because security settings can restrict everyone except the people assigned to a matter from viewing its records, there has to be at least one person assigned to each matter's team. This will prevent matter records from being lost within the Lawtrac application. Depending on the view/edit permissions granted to them, individual team members have full authority to interact with the matter information, as do the team leaders. |
| **Type Outcome** | Look-up table defined for use in describing different types or categories of resolutions for the matter. |
| **UDC** | User-Defined Captions/Fields are fields where Site Administrators can enter captions and determine content specific to your company's needs. For example, Court vs. Venue, Tribunal, Agency, etc. |

## 1.1 Lawtrac Home Screen

Your home screen displays after you've successfully logged into the Lawtrac application. It is not only the first screen you see, but the screen you visit most often when using Lawtrac. By clicking the links in the **Recent Activity** area at the bottom of your screen, you can quickly return to the matters, invoices, and budgets that you most recently viewed and/or worked. The home screen is also the location of your **Personal Calendar**, where you can easily view the events and reminders that you've entered into this valuable feature.

Access the Lawtrac home screen by clicking the Lawtrac logo, which is found in the top left corner of every screen.




**Lawtrac Home Page**

### See also:

Lawtrac Buttons

Quick Find

Logging Out

Upcoming Events

Recent Activity

GC Dashboard

My Dashboard

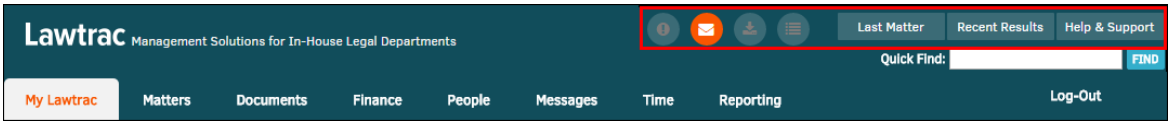
Action Report

Morning Report

## 1.1.1 Lawtrac Buttons

From any page in Lawtrac, you can access the buttons in the top right corner of the screen for messages and alerts.

The buttons appear in orange when there is a new message, document, or invoice.



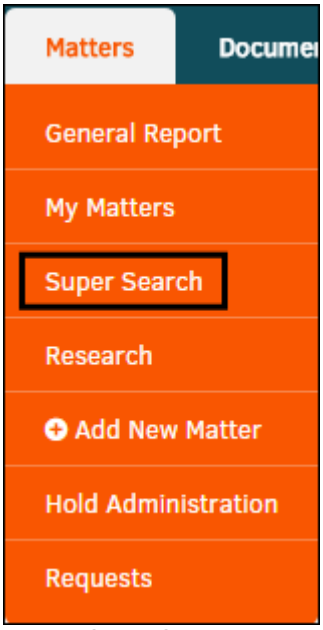

**Lawtrac Buttons**

***Lawtrac Buttons:***

| Button | Description |
|---|---|
| | Click this button to view personal alerts or a new message that contains an alert flag.<br>***Note:*** *The button is only available if there are new messages with alerts in your inbox.* |
| | Click this button to open the **Message Center**.<br>***Note:*** *The button is only available if there are new messages in your inbox.* |
| | Click this button to view new document uploads in the **Message Center**.<br>***Note:*** *The button is only available if there are new document uploads in your inbox.* |
| | Click this button to view new invoices associated to you. |
| Last Matter | Click this button to open the last matter you viewed. |
| Recent Results | Click this button to open the list of saved search results for the matters **Super Search**. |
| Help & Support | Click this button to open the Lawtrac **Support** page to submit a support request or view Mitratech's contact information. |

### 1.1.1.1 Super Search

You can search for specific matter from the **Super Search** page. To open the search, hover your mouse pointer over the **matter** tab and click **Super Search**.




**Super Search**

Lawtrac saves a list of the 20 most recent searches. Click the **Recent** tab on the right side of the screen to see the list of searches.

To save a search more permanently, you can flag a search by clicking one of the saved search results in the **Recent** tab, and then selecting a flag color of your choice at the top right of the results section.


**Setting the Search Flag**

***Super Search Options:***

| Tab | Function |
|---|---|
| Text | Search by text string. |
| Dates | Search by time period or date range. |
| Checklists | Search by comment and checklist question. |
| Court | Search by type of court. |
| Product/s | Search by type of product and product level. |

| Tab | Function |
|---|---|
| Department/s | Search by type of division and department level. |
| Status | Search by matter status (open, closed, discovery, etc.) |

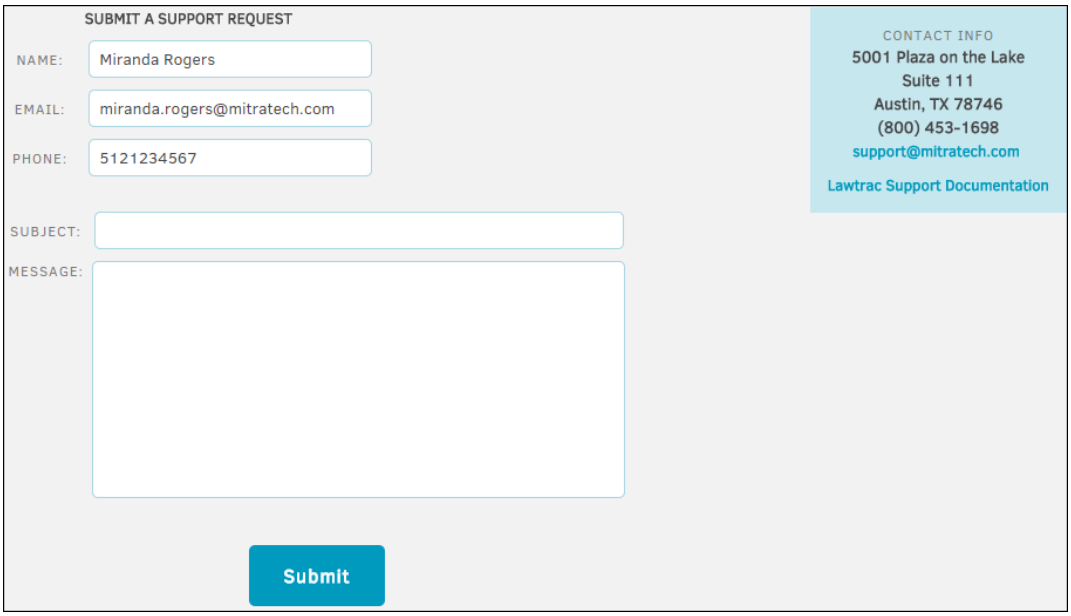
### 1.1.1.2 Support Module

The **Support** module, located at the top right of the Lawtrac site, allows you to submit a query to Lawtrac support.


**Lawtrac Help & Support**

Enter your request in the "Message" text box and click **Submit** to send your support request. This page also displays Mitratech's headquarters contact information.

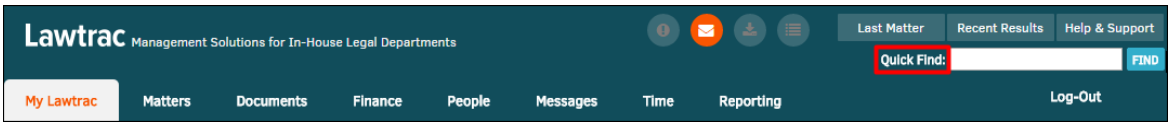
The Lawtrac User Guide is located in the **Lawtrac Support Documentation** hyperlink.




**Submit a Support Request**

## 1.1.2 Quick Find

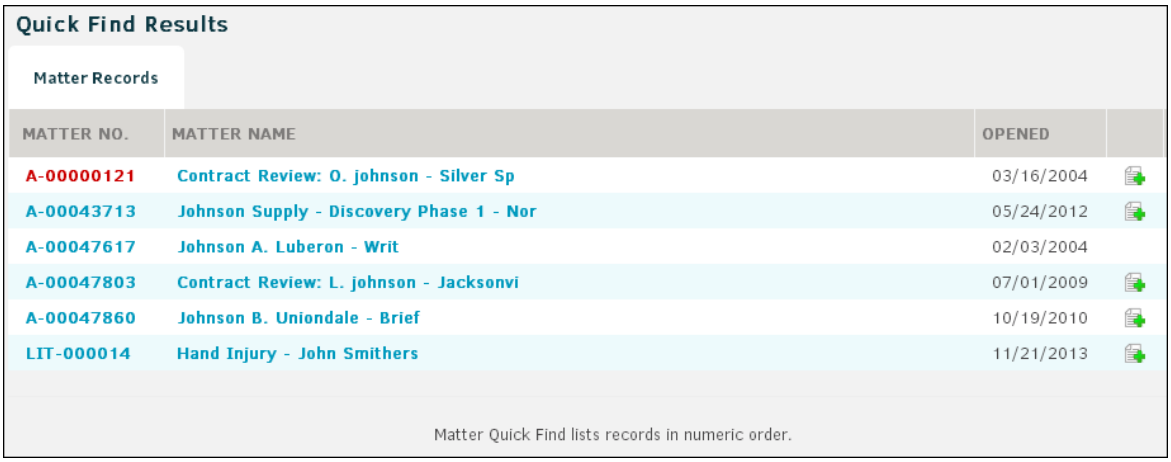
**Quick Find** is one of several ways to locate matter records, invoices, or budgets. Often, it's the fastest way to search and you can access the **Quick Find** at the top of all screens in Lawtrac.




**Quick Find**

**Quick Find** searches must contain at least three characters. The search is not case-sensitive but does return an exact match, as shown in the following examples:

- A search for "john" returns matter containing "John" and "Johnson."
- A search for "LIT" or "lit" would return a matter with a number such as "LIT00003" or a matter name containing "litigation" or "little."

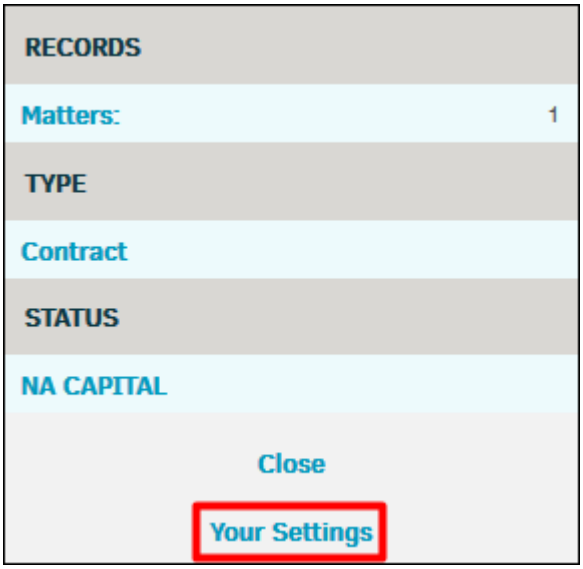



**Quick Find Results**

The  icon in the far right column indicates that the matter record contains document uploads.

### Edit Quick Find Settings

To adjust your **Quick Find** settings, click **Your Settings** located under the Records panel on the **Quick Find Results** page.




**Quick Find Settings**

***Quick Find Settings Options:***

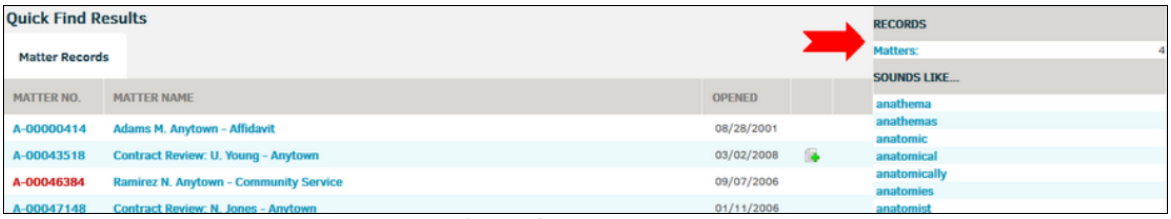
- Set maximum amount of results to return
- Search by matter name, number, or both
- Include only associated matters
- Include matters, documents, invoices, and firms in the search results

Refer to *Refining Results* for detailed instruction.

### 1.1.2.1 Refining Results

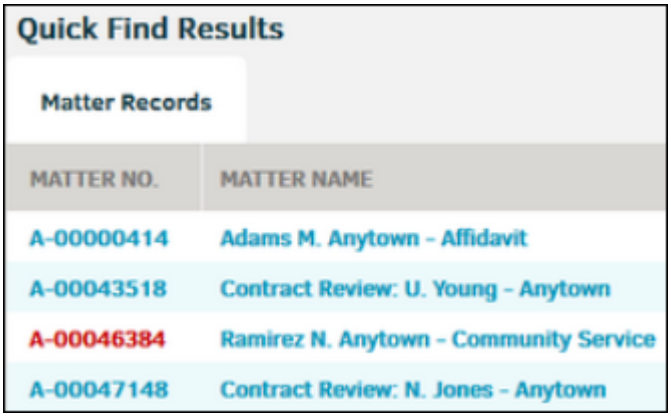
Results can be quickly sorted by Type, Product, Division or Status.

The hyperlink under **Records** provides the ability to filter the list of matter originally generated in your search. It never gives you the ability to search beyond this original list.




**Refining Quick Find Results**

***Note:*** *Refinement items only include those distinct to the records being examined. For example, the Type selection list does not include "Contracts" if the original results list did not include any matter with that Type. Similarly, the Division selection list only contains the categories of records displayed on the original list.*




**Matter Results Expanded**

Text highlighted in red indicates that the matter record is closed. Click the matter number link to view the matter record; click the "Back" browser button to return to the **Quick Find** list.

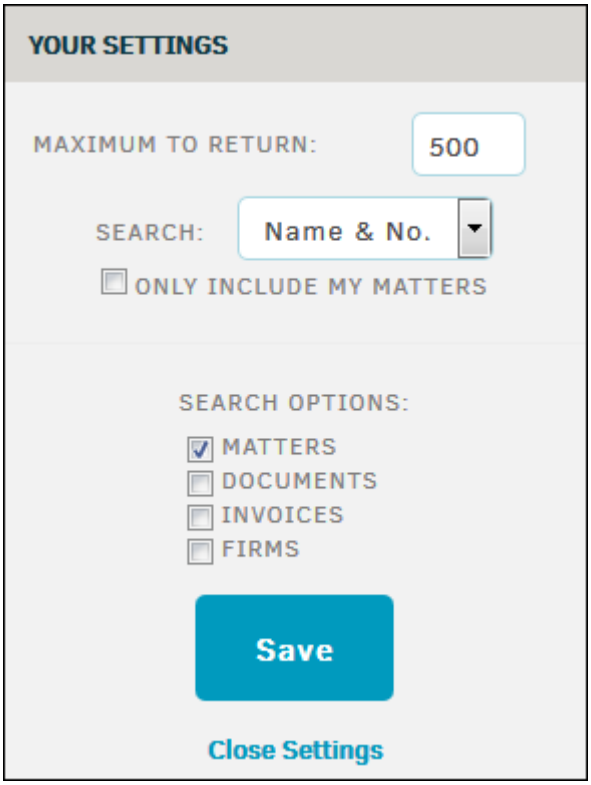
## Settings Adjustment

Click **Your Settings** on the right side of the screen to adjust the maximum number of results returned and the type of output delivered by the search.

Adding additional search elements creates new tabs in the **Quick Find** results page that reflect each section highlighted.

Under **Search Options**, at least one checkbox must be marked for selection. If all checkboxes are unmarked, the settings revert to the last saved applicable changes.

Click **Save** to apply your changes, or **Close Settings** to exit without saving.

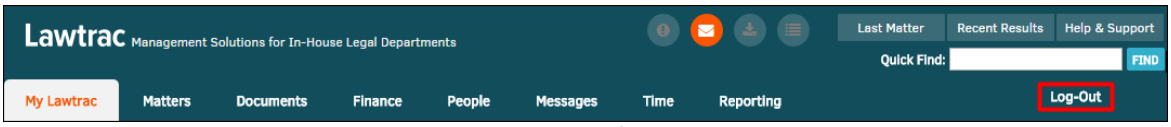



**Change Your Settings**

### 1.1.3 Logging Out

Always log out by using the **Log-Out** link when leaving the application. Logging out each time preserves the security of your site.

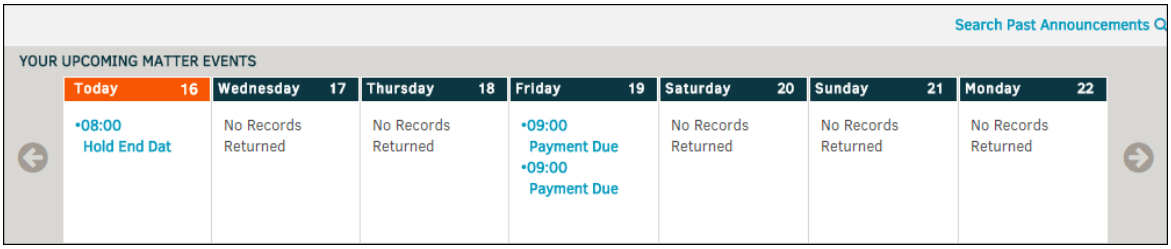
After clicking **Log-Out**, you will be redirected back to the log-in page if your site administrator has not set up a redirect URL.




**Logging Out**

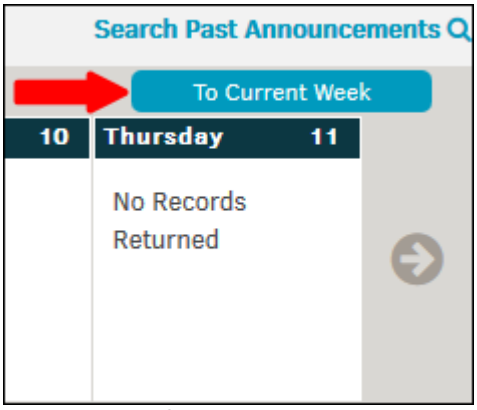
### 1.1.4 Upcoming Events

A weekly calendar appears on the homepage with the current day highlighted in orange. Events associated with matters include a link to the matter record. Click the highlighted event to open the matter detail page.




**Upcoming Matter Events**

Navigate to past or upcoming weeks using the arrow buttons on the left and right sides of the week view. If you want to return to the current week, click the **To Current Week** button.




**Current Week**

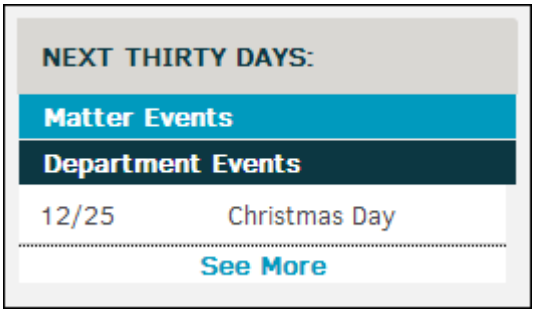
**To search for only past events:**

1. Click **Search Past Announcements**.
2. Enter search criteria into the "Search For" text box.
3. Click **Find**.

View a list of events for the next 30 days on the top right side of the screen.

Events are separated by matter, department, or personal events. Click on each bar to expand the events.

Expand matter Events by clicking **See More** to see a list of matter events in the next 30 days. Click an event to open the matter.

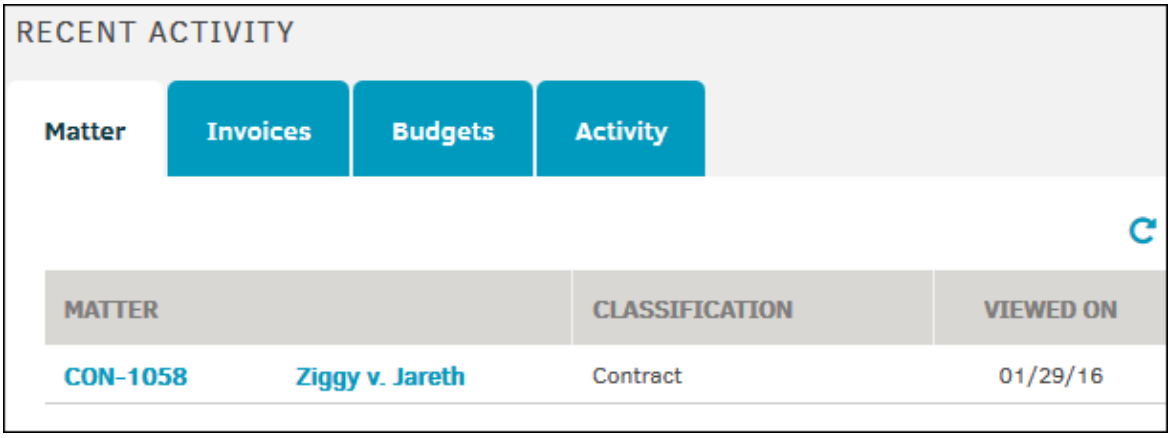



**Next 30 Days**

### 1.1.5 Recent Activity

The **Recent Activity** section at the bottom of the homepage tracks your recent activity in Lawtrac and includes the following tabs:

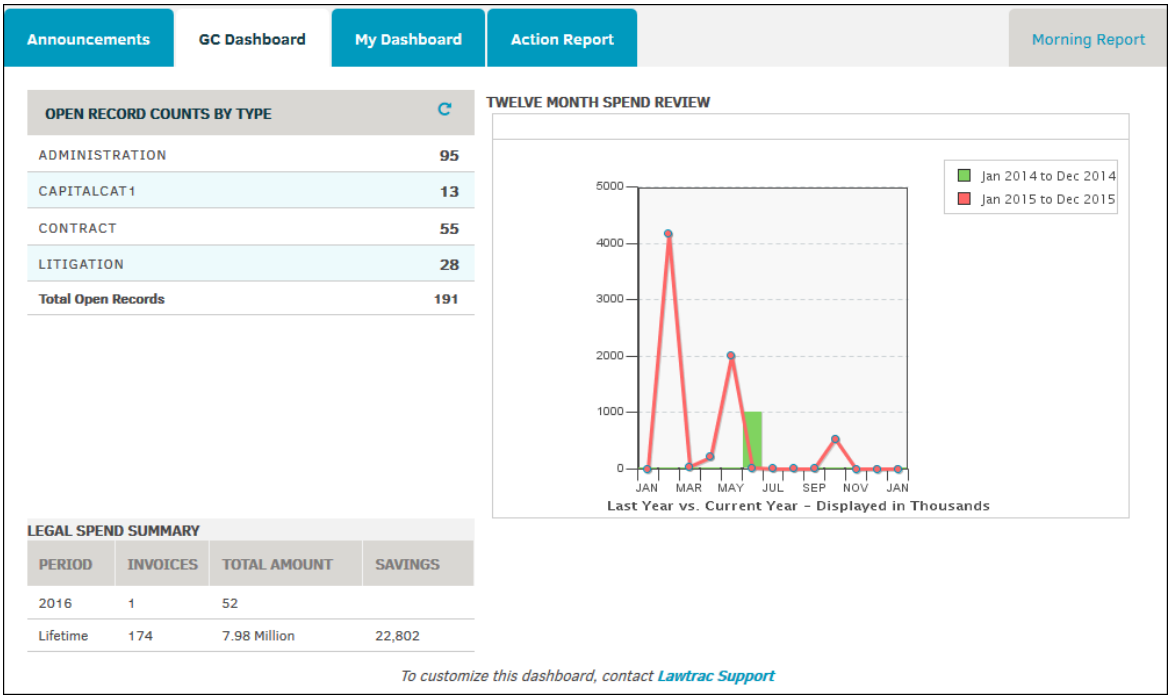
- **Matter**—Lists the 25 most recently viewed matter records.
- **Invoices**—Lists the last 25 invoices you have viewed by firm/vendor, date of most recent view, invoice status, and amount. Click the invoice number to view the invoice in detail.
- **Budgets**—Lists the last 25 budgets you have viewed by firm/vendor, associated matter number, and current budget amount. Click the budget number to view the budget in detail.
- **Activity**—Lists your latest activity in Lawtrac. Tracked activities include logging on, adding or editing budget line items, making changes to a matter's team, changing a matter name, and adding documents. If the activity involved a matter record, a link to that matter is listed under the **Matter** column.




**Tabs Under Recent Activity**

### 1.1.6 GC Dashboard

The **GC Dashboard** provides detailed information for users with **General Counsel** permissions.



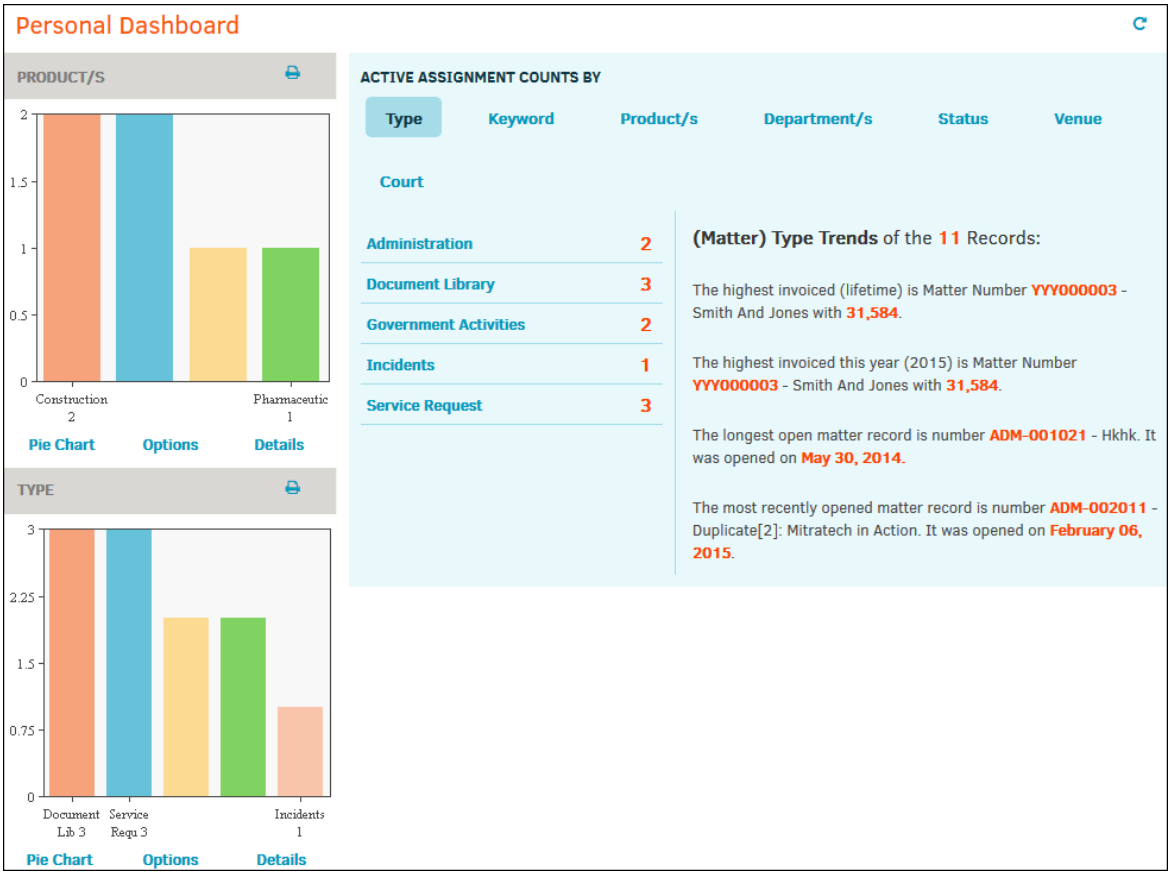

**General Counsel Report**

General counsel members are able to see:

- **Open Record Counts By Type**: Lists the number of open matter records sorted by type.
- **Legal Spend Summary**: Lists the number of submitted invoices per period and total spending and savings during that time.
- **Twelve Month Spend Review**: Maps the spending trends over a twelve-month period.

### 1.1.7 My Dashboard

The **My Dashboard** tab contains the personal graphs related to your assigned matter. These graphs reflect data that appears on your **My matter** screen. Clicking any hyperlink or chart takes you to those specific areas within Lawtrac.




**Personal Dashboard**

The **Active Assignment Counts By** section includes common patterns or "trends" related to your associated matters.

***Types of Trends:***

| Trend | Description |
|---|---|
| Type | Trends for the type of matter (Contract, Incidents, Litigation, etc). |
| Keyword | Trends for keywords added to the matter record. |
| Product/s | Trends for products associated with the matter. |
| Department/s | Trends for company departments or business units associated with the matter. |
| Status | Trends for the status of matter. |
| Venue | Trends for the jurisdictions or courts listed for the matter. |

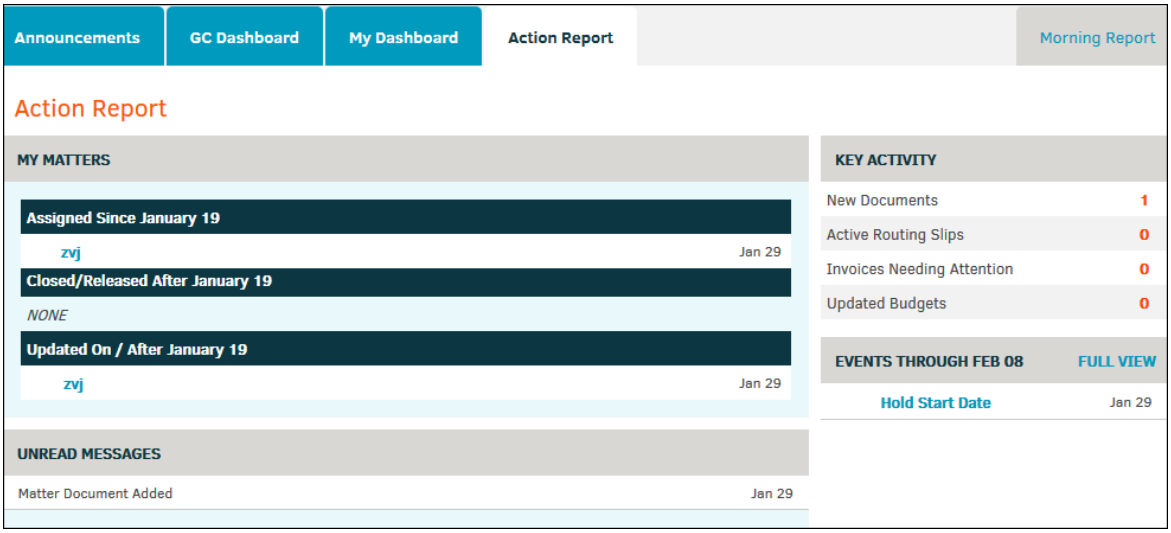
Each trend type includes the following details about that trend:

- The highest invoiced matter to date
- The highest invoiced matter in the current year
- The longest opened matter record
- The most recently opened matter record

You can click each trend category to see a more detailed description of the trend category.

### 1.1.8 Action Report

The **Action Report** tab provides quick access to reports about your activity in the application as well as your events and reminders. You can access the **Action Report** tab from the Home Page.




**Action Report**

This tab includes the following sections:

- **My Matters**—Includes matter assigned, closed/released, and updated since a given date
- **Unread Messages**—Includes any messages that you have not yet read
- **Key Activity**—Includes the number of new documents, active routing slips, invoices needing attention, and updated budgets
- **Events Through [Date]**—Upcoming matter and department events (select **Full View** for search options)

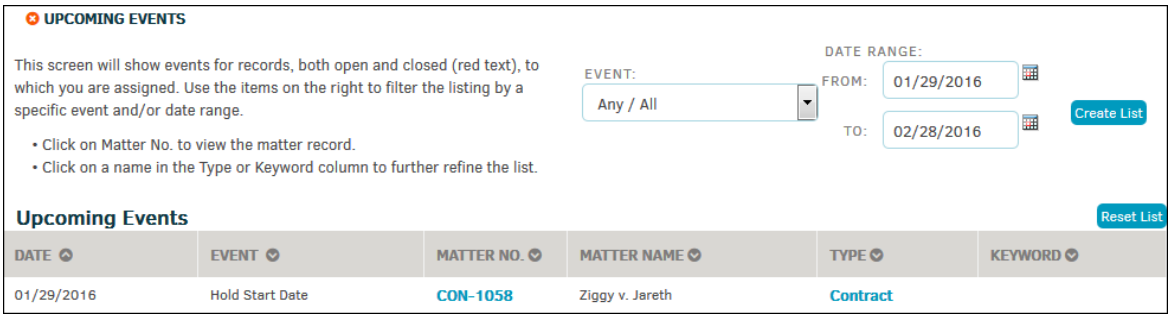
#### Full View Search Options

1. Click **Full View** by the **Events Through [Date]** link for a more detailed list of your events.
2. Select an event from the "Event" drop-down list.
   a. Events can be filtered by date by using the calendar icon.

3. Click **Create List**.

Click matter number to view matter details.

Click the matter type to view all search results for that type.




**Full View Upcoming Events**

## 1.1.9 Morning Report

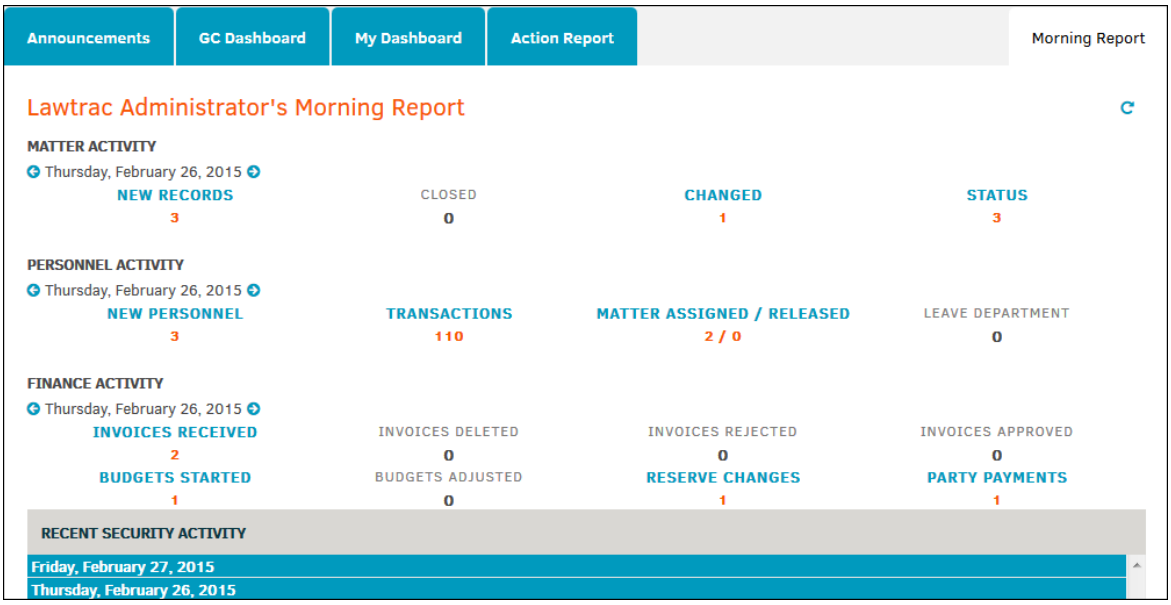
The **Morning Report** tab provides access to the Lawtrac administrator's report. Access the **Morning Report** tab from the homepage, located to the right of the **Action Report** tab.

Lawtrac's **Morning Report** displays all matter activity, personnel activity, and finance activity for the day before.

Use the arrows on either side of the displayed date to view previous and upcoming date records.

The text highlighted in blue are hyperlinks that show additional details about the action, or provide a link to the matter record.

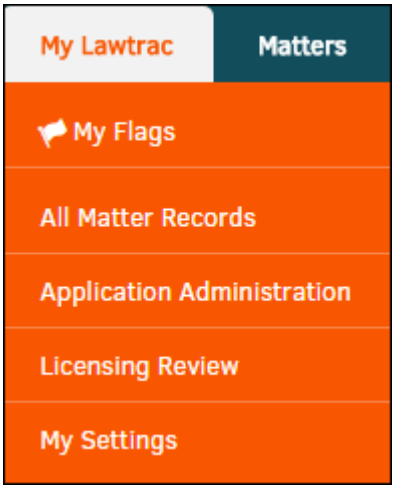
Under **Recent Security Activity**, click the dates to expand actions and activities related to application security.




**Morning Report**

## 1.2 My Lawtrac

**My Lawtrac** is a key tool for using Lawtrac and is found in the Top Navigation Bar. My Lawtrac enables you to customize the program to your specific needs.




**My Lawtrac Tab**

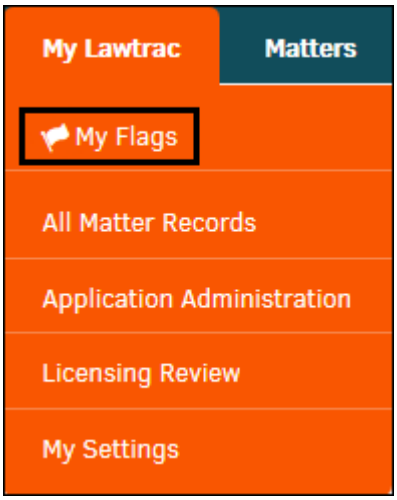
The **My Lawtrac** tab is important in regards to how the application will work for you. It includes options that impact matter listings, searches, and the format of some areas. Settings in **My Lawtrac** only affect your personal log-in. Because of these customization options, what you see when you view a matter may be different than what your colleague sees.

***Note to Site Administrators:*** *It is important to walk your co-workers through the process of setting up their* ***My Lawtrac*** *if they haven't already done so. You may want to set guidelines for the options users select.*

| Page | Function |
|---|---|
| **My Flags** | View matter records, budgets, invoices, reports, or saved searches that you have flagged for ease of reference. See also Quick Reference. |
| **All Matter Records** | View all matter records submitted into the Lawtrac system. |
| **Application Administration** | Manage additional settings as a site administrator. |
| **Licensing Review** | View the total amount of in-house and self-service seats that are used for your Lawtrac application. Grant licenses to users. |
| **My Settings** | View and edit your personal information. See also My Matter Records, Document Drop-box Settings and Security. |

## 1.2.1 My Flags

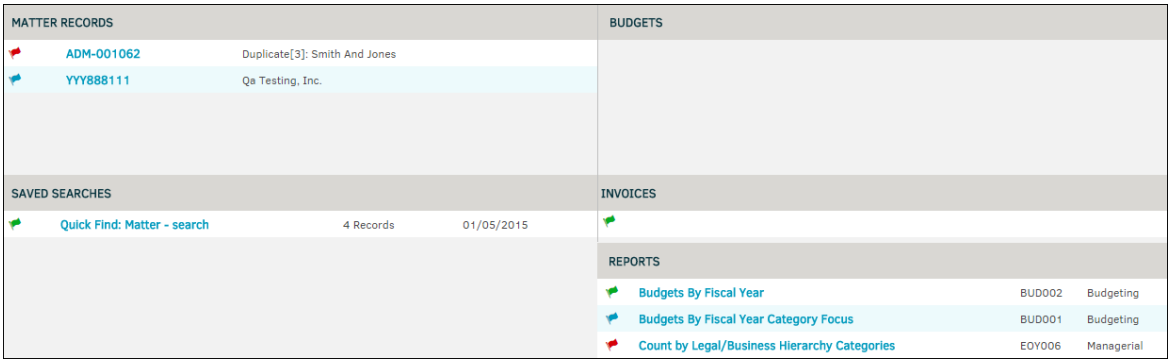
When you want to easily remember and access specific records or search results, Lawtrac gives you the ability to flag them.




**My Flags Link**

Click **My Flags** from the **My Lawtrac** tab to see lists of the following flagged items. Click on the hyperlink to see detailed instructions for flagging each item:

- Matter Records
- Budgets
- Invoices
- Saved Searches
- Reports




**Flagged Items**

### 1.2.1.1 Setting a Flag: Quick Reference

When you want to easily remember and access specific records or search results, Lawtrac gives you the ability to flag them. Click **My Flags** from the **My Lawtrac** tab to see lists of the following flagged items:

- Matter Records

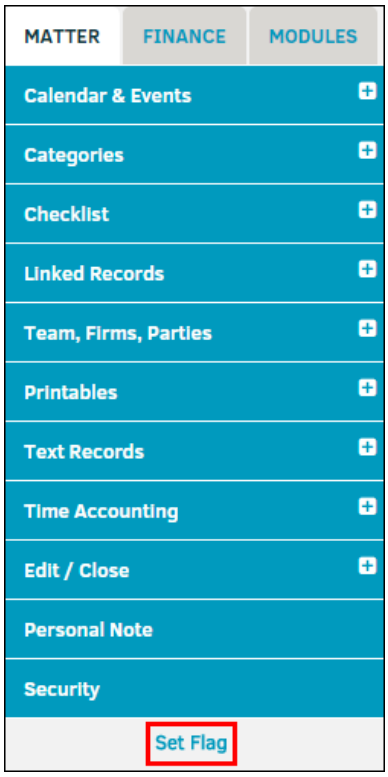
- Budgets
- Invoices
- Saved Searches
- Reports

## Flag a Matter

1. From **Matters | My Matters**, click on a matter from your list to open it.
2. Under the **Matter Navigation Bar** on the right side of the page, click **Set Flag**.
3. Select the flag color of your choice.

***Note:*** *Colors do not have a specific meaning to the Lawtrac database. They are intended for your personal organization.*

To remove the flag, click the **Remove Flag** hyperlink that has replaced the **Set Flag** hyperlink.




**Flag a Matter**

## Flag a Budget

1. From **Finance | Budget Management**, click on a budget number from your list to open it.
2. Under the assigned matter name on the right side of the page, click **Set Flag**.
3. Select the flag color of your choice.

***Note:*** *Colors do not have a specific meaning to the Lawtrac database.*

To remove the flag, click the **Remove Flag** hyperlink that has replaced the **Set Flag** hyperlink.

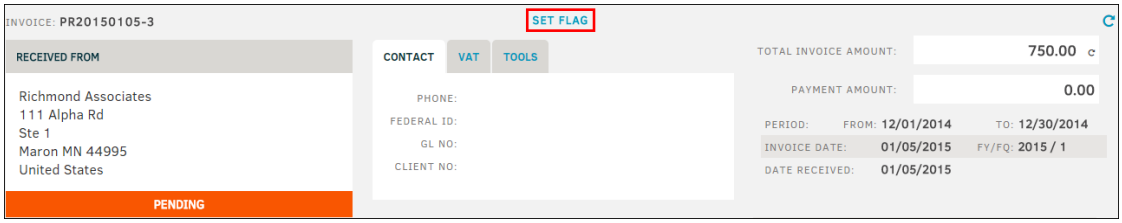

**Flag a Budget**

## Flag an Invoice

1. From **Finance | Invoice Management**, click on an invoice number from your list to open it.
2. At the top of the page, click **Set Flag**.
3. Select the flag color of your choice

***Note:*** *Colors do not have a specific meaning to the Lawtrac database.*

To remove the flag, click the **Remove Flag** hyperlink that has replaced the **Set Flag** hyperlink.




**Flag an Invoice**

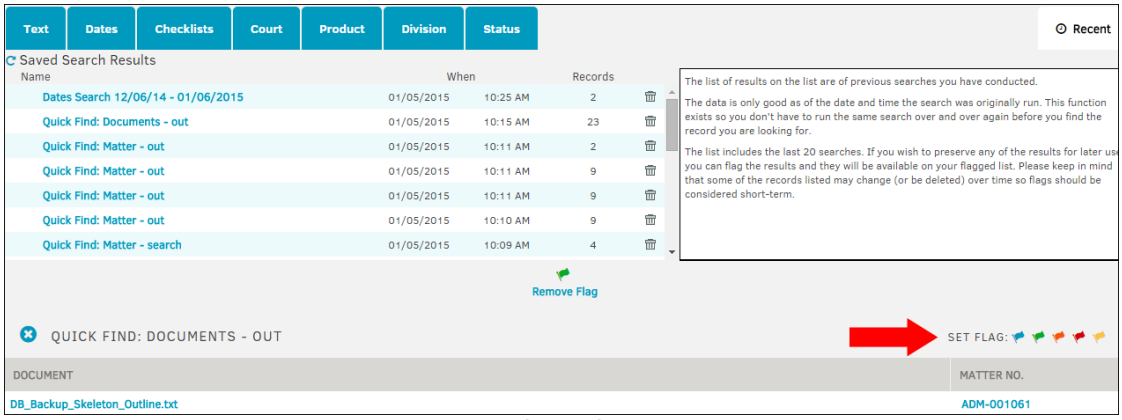
## Flag a Saved Search

1. From **Matters | Super Search**, click on a **Recent** search result from your list to open items associated with it.
2. At the top of the refined list, click the flag color of your choice to set a flag.

***Note:*** *Colors do not have a specific meaning to the Lawtrac database.*

To remove the flag, click the **Clear Flag** hyperlink that has replaced the **Set Flag** hyperlink.

You can also flag a new search by performing a Super Search in any category (Text, Dates, Checklists, Court, Product, Division, Status), then click the flag color of your choice at the bottom of the page.




**Flag a Saved Search**

## Flag a Report

1. Go to **Reporting | Report Listing** and click on a report from your list to open it.
2. Under the list of results, click **Flag as Favorite**.
3. Click the flag color of your choice.

(***Note:*** *Colors do not have a specific meaning to the Lawtrac database*).

To remove the flag, click the **Flag as Favorite** hyperlink again, then click the  icon.

## 1.2.2 All Matter Records

To see a list of all matter records, select **All matter Records** from the **My Lawtrac** tab. The **matter Assignments** section includes a list of all matter in Lawtrac. Filter through this list using the tabs at the top of the page.

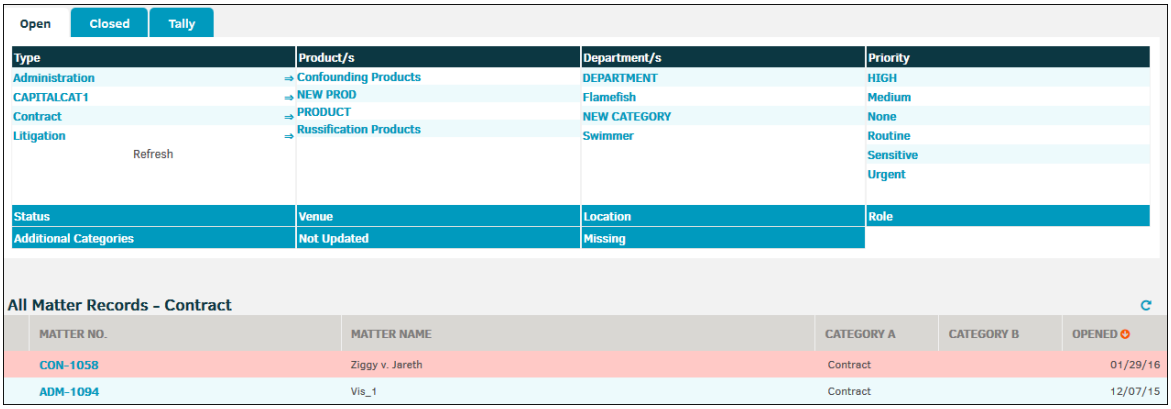

**All Matter Records Link**

This page includes the following tabs for filtering:

- **Open**—All opened matter records appear in the **Matter Assignments** list

- **Closed**—All closed matters appear in the **Matter Assignments** list
- **Tally**—All matters appear in the **Matter Assignments** list and the percentage of use appears in the filter table

If you want to return to the complete list of matter after you select a category, click the button in the right corner above the **Matter Assignments** list.




**All Matter Records**

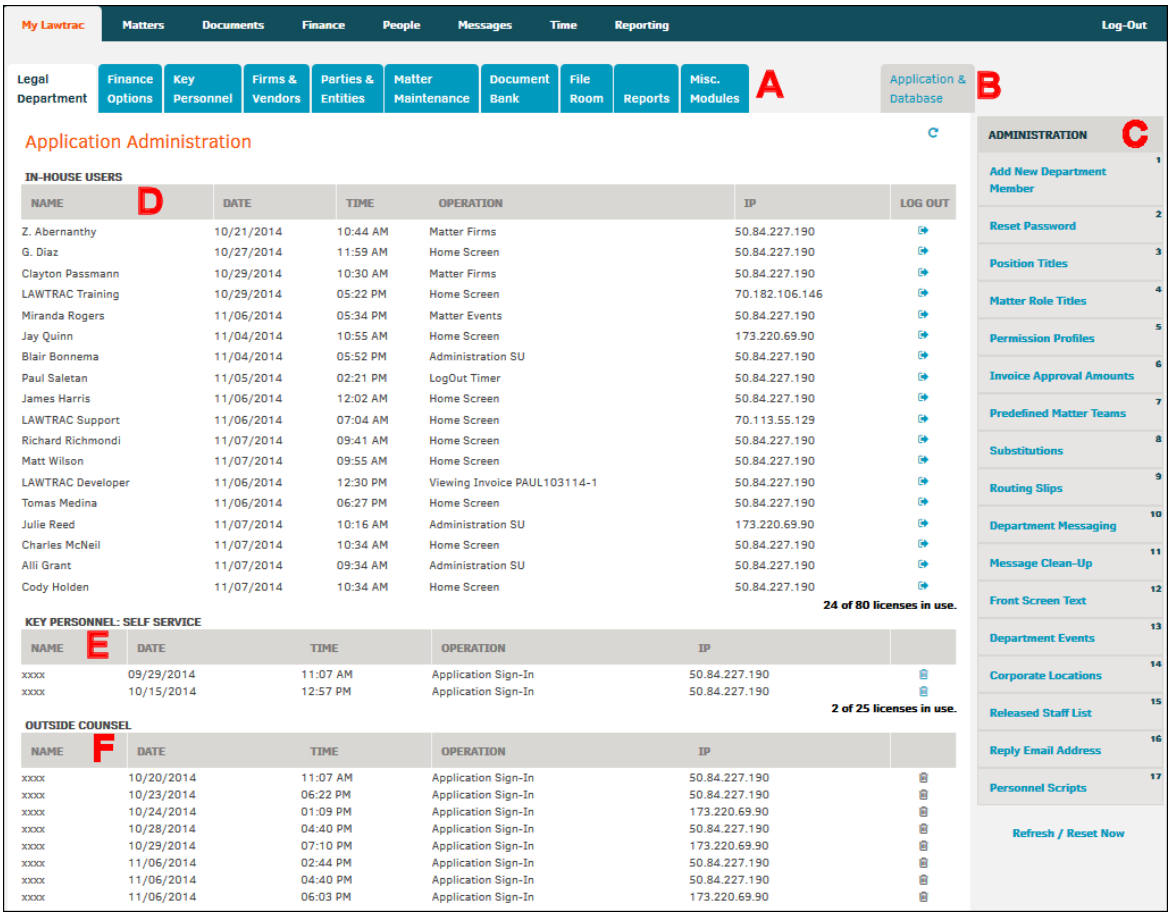
Each tab includes a list of categories that you may use to filter the list of records. Your site administrator can alter these categories as they fit with your company's matter assignments and customize them as necessary.

| Field | Description |
|---|---|
| **Types** | The type of legal purpose for the matter. |
| **Product/s** | The product category of the matter. |
| **Department /s** | The division within the company on the matter. |
| **Priority** | The importance of the matter. |
| **Status** | The status of the matter. |
| **Court/ Venue** | The specified third-party jurisdiction of the matter. |
| **Location** | The geographical location of the matter. |
| **Role** | A user's role on the matter. |
| **Not Updated** | Matters that have not been updated within a certain amount of time. Options are: Over 2,000 days, 1,000 to 2,000 days, 2 Years-1,000 days, 1 to 2 Years, and 6 |

| | |
|---|---|
| | Months to 1 Year. |
| **Missing** | Matters that are missing information considered important but not required. |

### 1.2.3 Application Administration

The **Application Administration** screen allows site administrators to view and edit the personnel associated with their Legal departments and customize the Lawtrac application. The navigation bar at the top of the screen (**A**) allows site administrators and super users to navigate all administrative functions available within Lawtrac. Refer to the *Administrator User Guide* for details on this section.



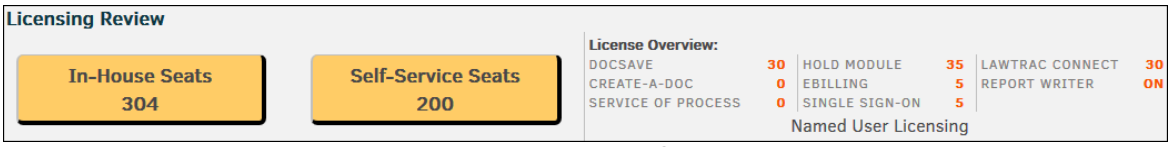

**Application Administration Home Page**

| Marker | Section | Description |
|---|---|---|
| A | **Administrative Navigation Bar** | The **Administrative Navigation Bar** allows administrators to select the section they seek to edit or review. Select any tab in this panel to display a new **Administration Action Bar**. |

| Marker | Section | Description |
|---|---|---|
| B | **Application & Database** | The **Application & Database** tab brings up an **Administration Action Bar** with links to database, security, SQL, and script details. |
| C | **Administration Action Bar** | The **Administration Action Bar** changes based on what section of the **Administrative Navigation Bar** is opened. Utilize this action bar to make edits or changes to the selected screen. |
| D | **In-house Users** | This section details the in-house users assigned to your Lawtrac. The number of available licenses and licenses in use is shown in the bottom right corner. |
| E | **Key Personnel Users** | This section details the key personnel users assigned to your Lawtrac. The number of available licenses and licenses in use is shown in the bottom right corner. |
| F | **Outside Counsel** | This section details the outside counsel users assigned to your Lawtrac. |

## 1.2.4 Licensing Review

The **Licensing Review** page displays the amount of in-house and self-service seats that have been granted for your company to provide to Lawtrac users. The amount seen on this page include seats both available and in use. In-house refers to the Legal team, and self-service refers to key personnel.




**Licensing Review: Seats**

On the right side of the page you can select licensing categories from the **Licensing Review** sidebar.

Click a link within the sidebar to view the amount of seats which are available for use or are in use.


**Licensing Review: Sidebar**

### Grant a License

1. Select a category from the **Licensing Review** sidebar.
2. Click **OPEN**.
3. Enter the user's last name into the text box.

   The application attempts to locate the user automatically. After entering a few letters into the text box, select a name from the generated drop-down list to map the user.
4. Click **Grant**.

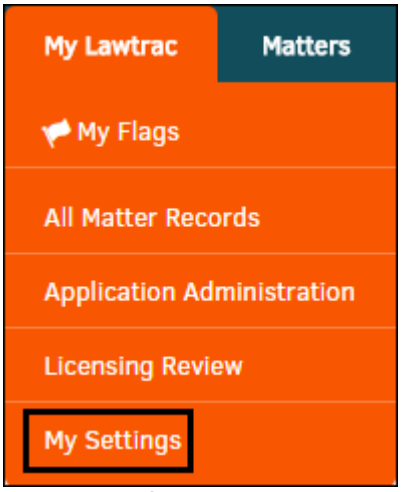

**Grant a License**

### Remove License Use

Click the trash can icon to revoke the user's license and open a seat.

## 1.2.5 My Settings

The **My Settings** hyperlink in the **My Lawtrac** tab displays all personal information you have shared within Lawtrac. Users can also associate their LinkedIn profile to their user settings and join fellow Lawtrac users on LinkedIn.




**My Settings Link**

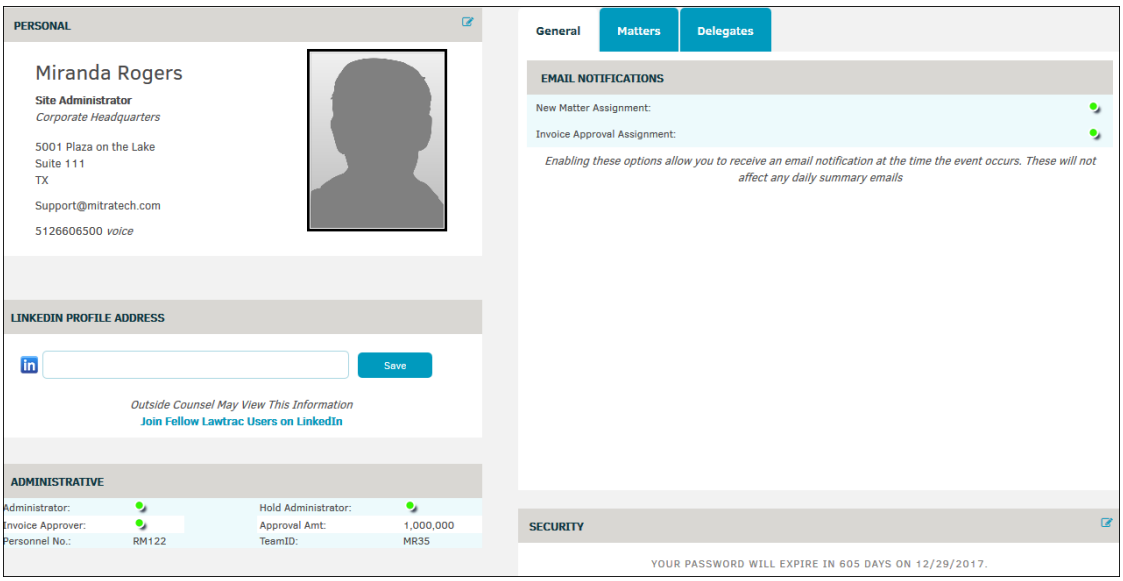
It is important to include your phone number and email address as these are used to auto-populate certain areas within Lawtrac and are included in any error messages automatically sent to Customer Service. This information also aids communication internally with outside counsel and key personnel.

## Edit Settings

To change your contact information and photo ID, click the icon at the top center of the page.

Use the text boxes to fill in the necessary information.

Click **Add Photo** to select a personal picture from your computer files. Once the photo has been set, the **Add Photo** button changes to **Change Photo** and **Delete Photo**.




**My Settings**

- **Administrative**

  The icons indicate your role and approval settings set up by your administrator.

Your Team ID is located here; you will need it to log into Lawtrac Connect.

- **General**

  Click the switches to enable email notifications at the time the event occurs.

  - —Enabled
  - —Disabled

- **Matters**

  Checked boxes indicate what items are hidden on main matter screens. Click on a box to check it or un-check it.

  Display the document drop-box within main matter screens by selecting "Always", "Never", or "Upon Request" from the drop-down list and click **Save**. Refer to Matter Records for additional details.

- **Delegates**

  - **Message Delegate**

    Your message delegate is a person who can read your internal Lawtrac messages. Select an individual from the drop-down box, or select "None/Off", and click **Set**. The concept behind this function is to allow users to mark themselves "out of the office" while still having their messages covered.

  - **Time Accounting**

    Selected individuals may enter time into the time accounting system on your behalf. Hold the **CTRL** button to select multiple individuals, then click **Set**. It is important to note that your delegate(s) are also able to see all your time accounting records as well as edit and/or delete them.

  - **Invoice Print Notification**

    Invoice Print Notification allows users to select individuals to automatically receive notification upon invoice approval. These individuals receive a hard copy of the invoice to be saved or printed.

**See also:**

My Matter Records

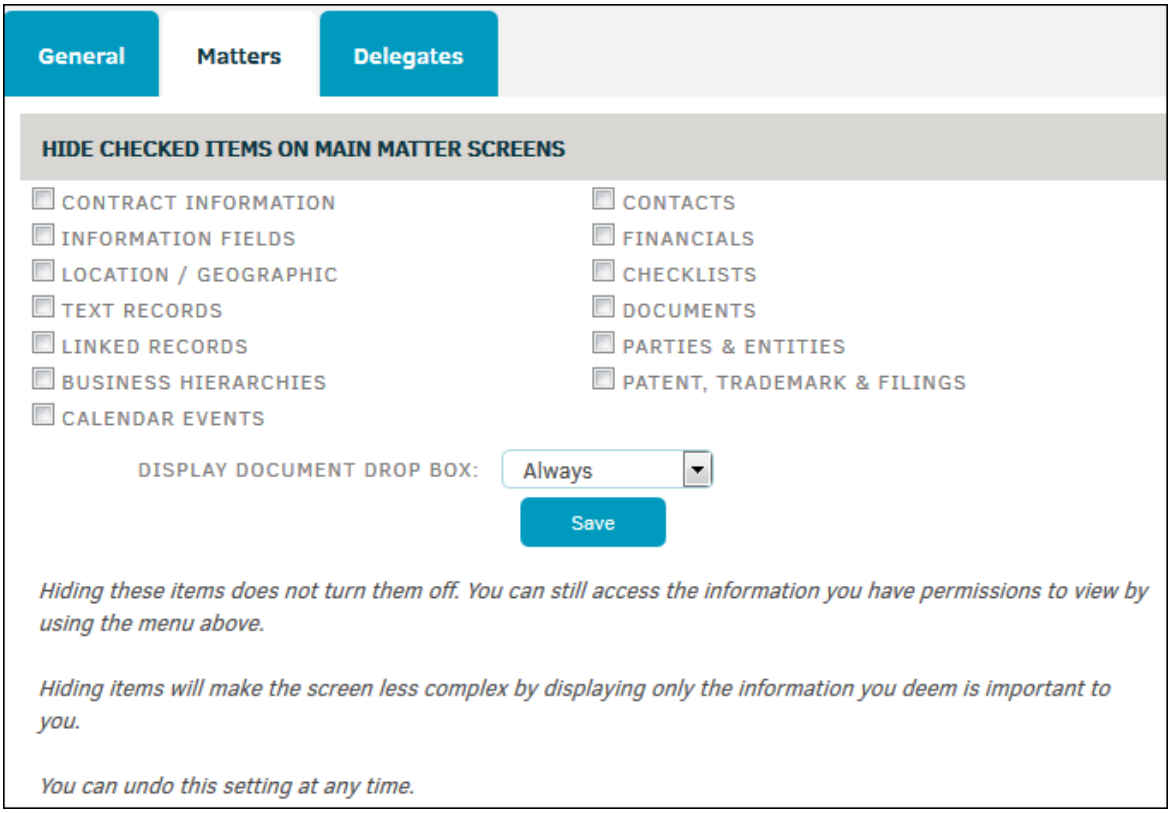
Document Drop-box Settings

Security

### 1.2.5.1 My Matter Records

Use the **Matter Records** settings to personalize the data that appears on your main matter screen.

By clicking a checkbox in the **Matter Records** area you are hiding that area from the matter's main screen, but you can still access some matter areas from the right-hand side **Matter Navigation Bar**.




**Matter Records Settings**

***Important:*** *The following fields can only be viewed from the Main Matter Screen: Contract Information, Location, Company Defined Fields, and Financial (The Numbers). If you do not see data on a matter record and you have not hidden it, it may mean that the site administrator has turned off that area based on the matter type. Site administrator settings impact the matter type display for all users, while the selections you make here only affect how you view your own matters from your personal log-in. Your site administrator may set guidelines regarding options in the* ***Matter Records*** *section of* ***My Lawtrac****. Settings you make in* ***My Lawtrac*** *do not override the settings that your site administrator has made for the Main Matter Screen.*

**See also:**

Document Drop-box Settings

Security

1.2.5.1.1 Document Drop-Box Setting

You can specify from **My Lawtrac | My Settings** whether you want to display the Document Drop-Box on your matter.

1. Select the **Matters** tab.
2. From the **Display Document Drop Box** field, select one of the following options:
   - **Never**—Remove the drop-box from all matter screens.

- **Upon Request**—Display the drop-box when prompted.
- **Always**—Always display the drop-box on matter.


**Document Drop-Box Setting**

3. Click **Save** to apply the update.

1.2.5.1.1.1 Drag-and-Drop

***IMPORTANT NOTE:*** *Lawtrac uses a Java applet to implement our document drag-and-drop feature. The implementation of NPAPI (the underlying support for applets) is being removed from Chrome browsers due to security concerns. Chrome will deprecate NPAPI, Edge, and Microsoft's post-IE 11 release also drops support. Lawtrac 4.0 Update 2 contains a patch in which a work-around has been developed for the applet using Drop-zone-based HTML5 solution. This change goes into effect in January, when Microsoft drops support of IE9. For additional information on the Chromium Projects, click here (external link).*

The **Document Drop-Box** allows you to drag documents into a box that automatically saves to the **Document List** of a matter.

***Note:*** *The **Document Drop-Box** is only visible if your site administrator enables the feature and you have the appropriate settings in **My Lawtrac**.*

Before you upload documents, consider the following guidelines:

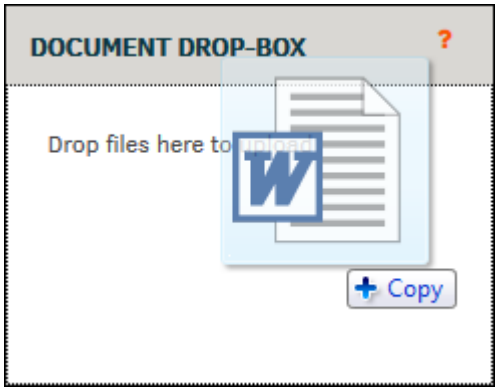
- Do not upload file names with a number symbol (#), Dollar Sign ($), Ampersand (&), or the words SUBMIT, UPDATE, or SCRIPT.
- Do not upload a file with a size of more than 35 MB.

***Note:*** *Your site administrator sets the acceptable file type extensions. You can view these by selecting the orange question mark within the Document Drop-Box.*

## Use Drag-and-Drop

You can add documents with the **Document Drop-Box** in the following ways:

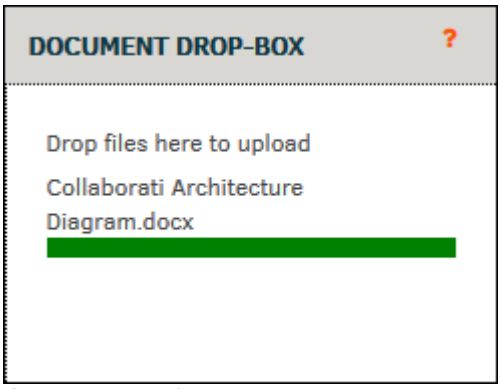
A. Drag a document from your computer to the **Document Drop-Box**, and release the mouse button.




**Dragging a Document into the Drop-Box**

B. Browse for a file on your computer.

1. Click the box.



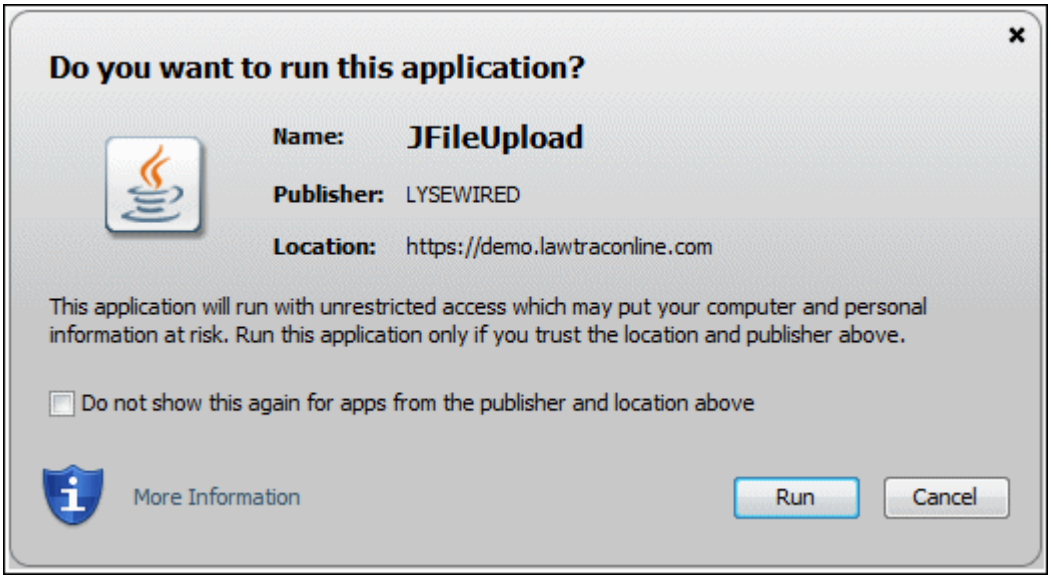

**Selecting Files from the Document Drop-Box**

3. Browse for the document. You can select one or more documents.
4. Click **Open**.

After you add documents to the drop-box, the percent completed indicator bar marks whether the file has uploaded completely. You may need to refresh the screen to see the new files in your Document List.

To view the documents you added, click the **Document Management** tab of the matter. From this tab, you can set the **Category** or the documents.

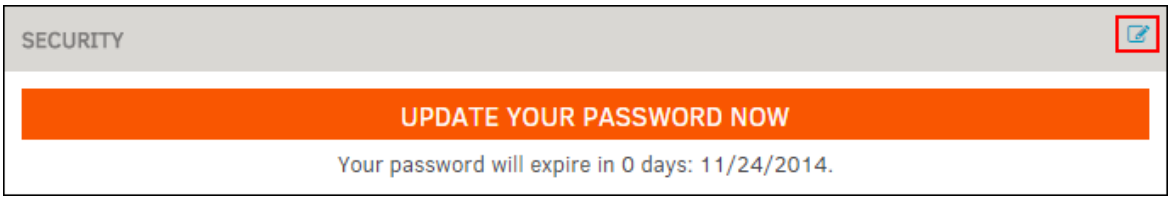
***Note:*** *If you have the* ***Document Drop-Box*** *enabled on your system and you open a matter, you may receive the following pop-up. If you receive this pop-up, place a check mark in the* ***Do not show this again for apps from the publisher and location above*** *field, and click* ***Run****.*




### 1.2.5.2 Security

**To update your password:**

1. Select **My Settings** from the **My Lawtrac** tab.
2. Click the icon.

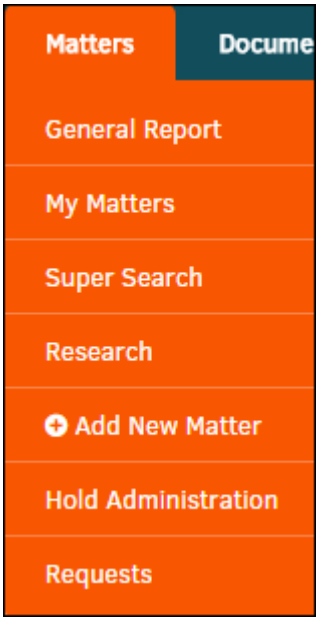



**Security Settings**

3. Type a new password in the text box under your user name, then enter your new password again in the next text box. Password rules are provided to the right of the text fields.
4. Click **Update** to confirm, or **Cancel** to delete changes.

## 1.3 Matters Module

The **Matters** tab allows users to view, create, and report matter records as well as adjust the staff assigned to a matter.




**Matters Tab**

Matter records encompass any type of litigation or dispute, including: Administrative issues, Claims, Contracts, HR issues, Incidents, Intellectual Property issues, Projects, and other litigation.

In the **Matters** tab, you can navigate the following pages:

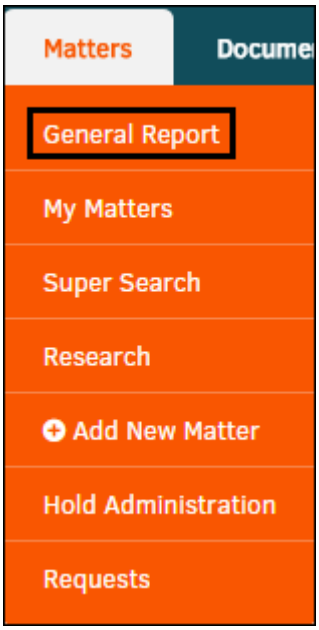
| Page | Function |
|---|---|
| General Report | View a selection of reports on the matters assigned to you.<br>**See also:**<br>Info<br>Flagged<br>Leadership<br>Team<br>Newest<br>On Hold<br>Events<br>Invoices<br>Budgets |

| Page | Function |
|---|---|
| | Routing<br>Settings |
| **My Matters** | View a list of all matter records to which you are assigned.<br>**See also:**<br>Matter Screens<br>Primary Information<br>Legal Team<br>Document Management<br>Firms & Vendors<br>Transaction Records<br>Routing Slips<br>Bottom Links |
| **Super Search** | Customize how you search for matter records.<br>**See also:**<br>Text<br>Dates<br>Checklists<br>Court/Venue<br>Product<br>Department<br>Status |
| **Research** | Search records by type, keyword, issues, product, and division. |
| **Add New matter** | Add a new matter record to the matter list. See also Step Process. |
| **Hold** **Administration** | View active notices, transaction records, message library, and manage recipients.<br>**See also:** |

| Page | Function |
|---|---|
| | Hold Notices<br>Create a New Hold Party Record<br>Transaction Records<br>Message Library<br>Recipient Groups |
| **Requests** | View list of pending, rejected, and accepted requests made by the Legal team and key personnel. See also Accept or Reject a Request. |

### 1.3.1 Matter General Report

The tabs on the **Matter General Report** page allow you to see reports on the matter assigned to you.




**General Report Link**

Tabs displayed are dependent on two things:

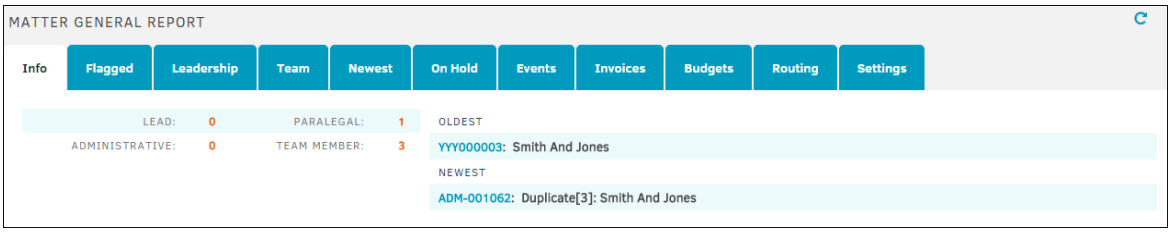
- Your personal selections in the **Matter Tabs** area under **My Settings** in **My Lawtrac**.
- Data relevant to the tab subject must be entered into Lawtrac. Even if a tab category is selected in **My Lawtrac**, it may not display on your **Matter General Report** if related data does not exist.

| Tab | Description |
|---|---|
| Flagged | View matter records you have flagged. |
| Leadership | View assignments in leadership roles. |
| Team | View matter in team member roles. |
| Newest | View most recent assignments in the past five days. |
| On Hold | View assignments that were put on hold. |
| Events | View matter events by time and date. |
| Invoices | View received invoices by number and vendor. |
| Budgets | View budget by assignment. |
| Routing | View routing by assignment. |
| Settings | Control what tabs you see in **Matter General Report**. |

#### 1.3.1.1 Info

The **Info** tab displays a count of your open matters broken down by your role in the matter. In addition, it displays your oldest matter, newest matter and the newest team assignment matter in cases where the newest matter is not your most recent team assignment.

Click the matter number to navigate to that matter's information page.



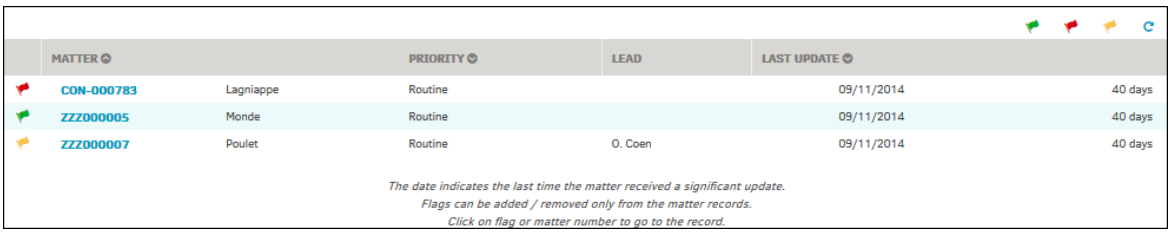

**General Report: Info**

#### 1.3.1.2 Flagged

The **Flagged** tab displays all matter records marked with flags as well as their priority, matter lead, and the date of the last update.

Click the flags at the upper-right corner of the box to further sort the flagged items by your predetermined flag colors. Only flag colors that you use show up here.

Click the matter number to be redirected to that matter page.



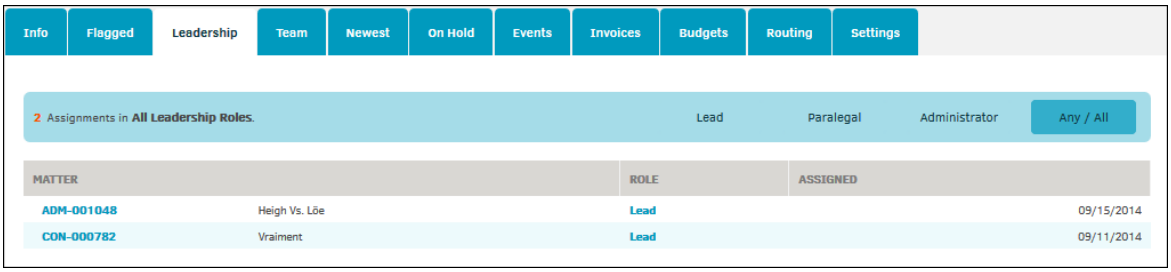
| MATTER | | PRIORITY | LEAD | LAST UPDATE | |
|---|---|---|---|---|---|
| CON-000783 | Lagniappe | Routine | | 09/11/2014 | 40 days |
| ZZZ000005 | Monde | Routine | | 09/11/2014 | 40 days |
| ZZZ000007 | Poulet | Routine | O. Coen | 09/11/2014 | 40 days |

*The date indicates the last time the matter received a significant update.*
*Flags can be added / removed only from the matter records.*
*Click on flag or matter number to go to the record.*

**General Report: Flagged**

### 1.3.1.3 Leadership

The **Leadership** tab lists matter to which you have been identified as an individual with leadership responsibility (Lead, Paralegal, Administrator) for the matter record. If you do not hold a leadership role in any matter, this tab does not appear.




**General Report: Leadership**

If you are listed as **Lead, Paralegal,** or **Administrator** for multiple cases, click the respective title under the **Role** column to further refine your search view.

Click on the matter number to be redirected to that matter page.

### 1.3.1.4 Team

The **Team** tab displays matters to which you have been assigned as a member of the support team, but not in a lead position.

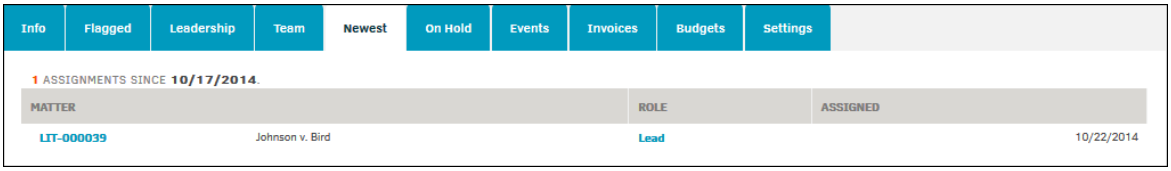
Click on the matter number to be redirected to that matter page.


**General Report: Team**

### 1.3.1.5 Newest

The **Newest** tab shows matter assigned to you in the last five days. You are also able to see to what role you were assigned under the **Role** column.

Click the matter number to be redirected to that matter page.

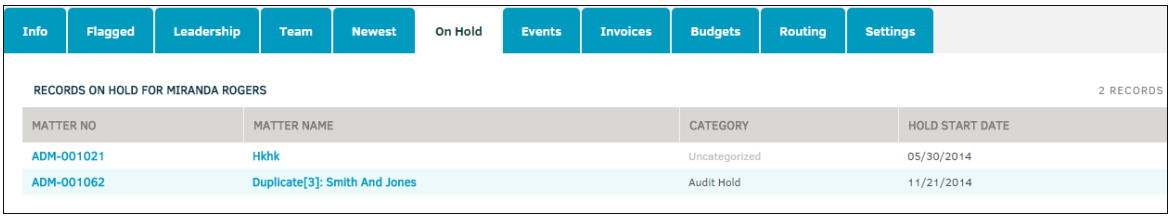



**General Report: Newest**

### 1.3.1.6 On Hold

The **On Hold** tab displays a table of all matters to which you are assigned that are under an active legal hold.

- Click a matter number or name to be taken to that matter record's primary information screen.
- Edit or remove matter holds by clicking the orange bar located above the matter tabs within the matter record.




**General Report: On Hold**

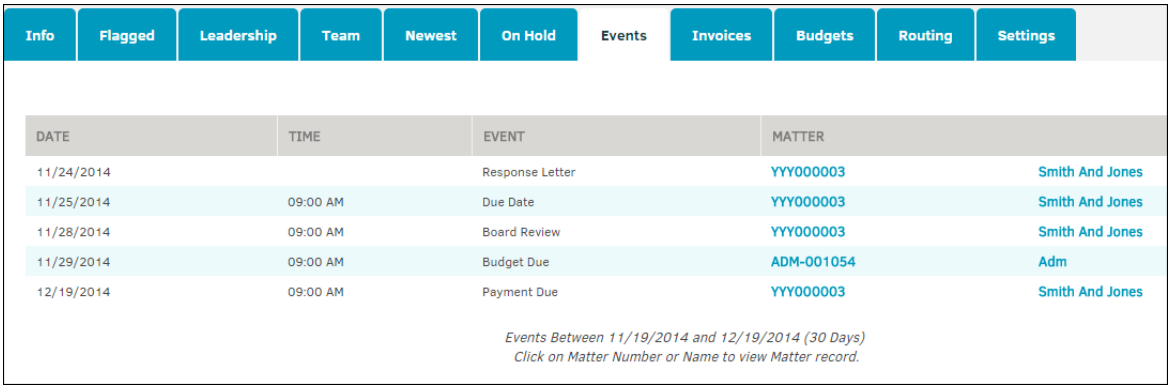
Matter records are placed on hold from within a matter by selecting **Hold Actions** from the **Module Navigation Bar**.

Hold categories are customized by your site administrator through **Application Administration**.

### 1.3.1.7 Events

The **Events** tab shows all upcoming events (up to 30 days) associated with any matter related to you.

Click the matter number or name to be taken to the matter.




**Events Tab**

### 1.3.1.8 Invoices

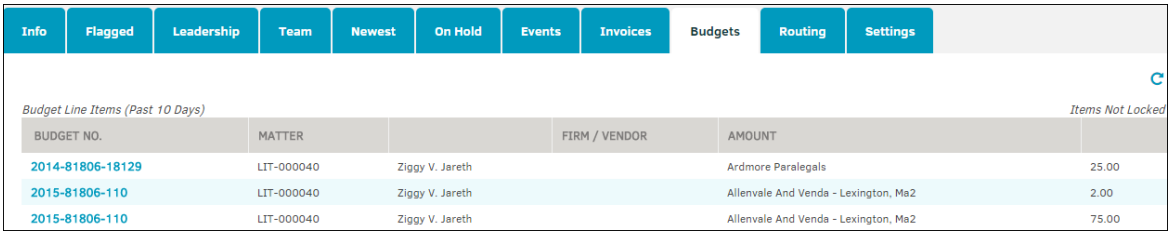
The **Invoice Activity** tab displays only invoices received (recorded in Lawtrac) during the past 10 days that have not yet been reviewed. Once reviewed—whether they're approved or not—they no longer appear on this screen. Click the **View Any/All** hyperlink (at the top right of the list—seen in the graphic below as **Not Reviewed Only**) to view all invoices received in the past 10 days, including those reviewed. Only invoices to which you are assigned or are a part of the approval chain are included.


Invoices can be added to a matter record from **Invoice Management**, and is covered in depth in *Finance Module*.

### 1.3.1.9 Budgets

The **Budgets** tab in **General Report** shows budget line items that occur in a matter record.

Click on the budget number to be redirected to that vendor/firm's budget information page.




**General Report: Budgets**

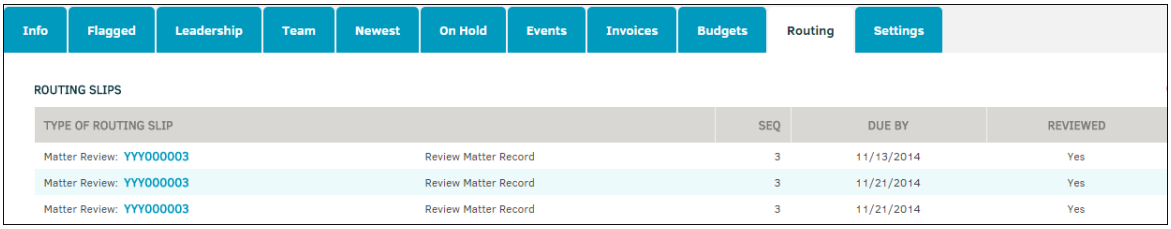
Budgets can be initiated from within a matter record by accessing the **Firms & Vendors** tab and clicking the icon. Additional information can be found in **My matter** under **Initiating a Budget**.

Add line items to a budget by selecting the budget number and navigating to the **View/Add Lines** tab.

#### 1.3.1.10 Routing

The **Routing** tab in **General Reports** shows all routing slips based on matter record, due date, sequence number, and review status.

Click the matter Review code to be redirected to that matter record's primary information screen.

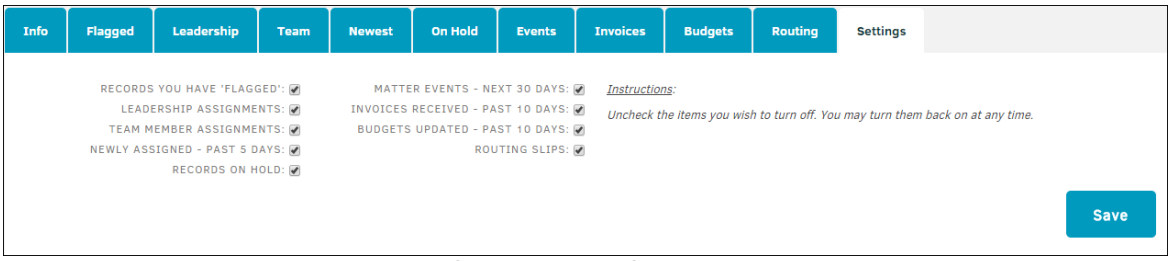



**General Report: Routing**

Routing slips can be created for a matter or matter-related document. matter routing slips request that specific individuals review the matter record as a whole and record their comments. Document routing slips can be applied to more than one document, and request that specific individuals review the document. To add a routing slip, please refer to the **Routing Slips** tab within a matter record.

#### 1.3.1.11 Settings

The **Settings** tab provides for users a way to optimize their **General Report** screen.



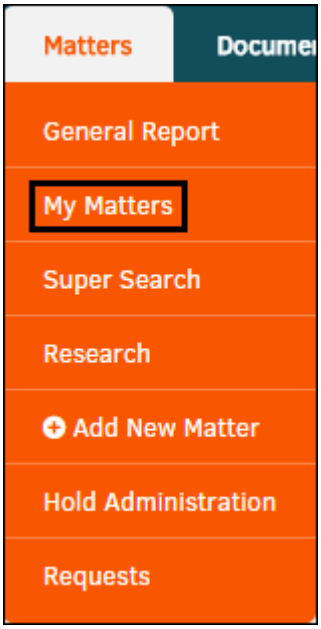

**General Report: Settings**

Click the checked boxes to remove their respective tabs from your **General Report** screen.

Click **Save** and then **Here** on the following prompt to reload the screen and display your new settings.

### 1.3.2 My Matters

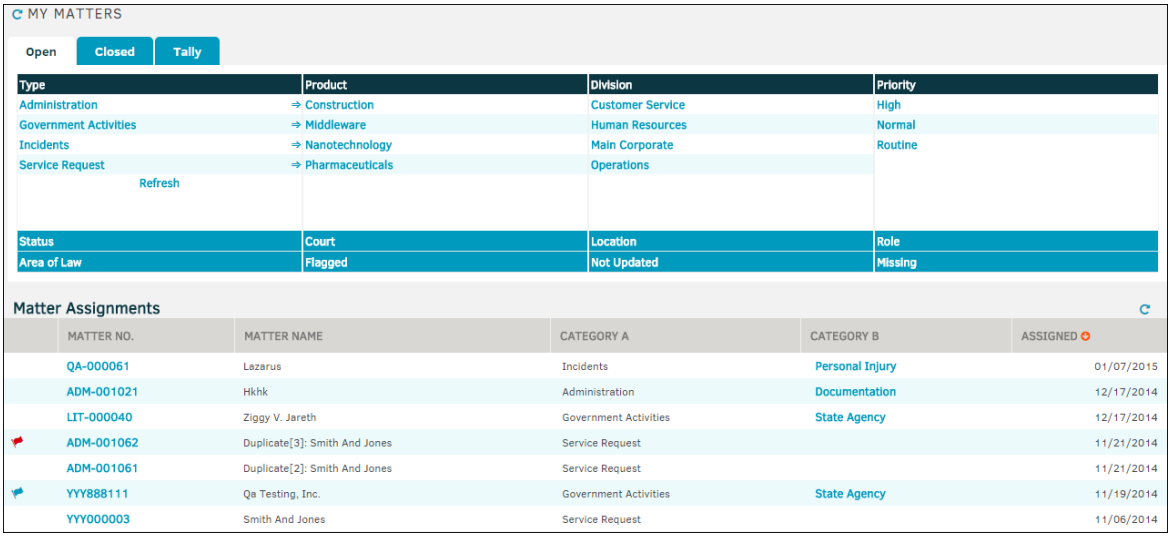
To see a list of all matter records to which you are assigned, select **My Matters** from the **Matters** tab. The **Matter Assignments** section includes a list of all matters in Lawtrac in which you are involved. You can filter through this list using the tabs at the top of the page.




**My Matters Link**

**To filter the list, use the following tabs:**

- **Open**—When you select one of the fields or categories from this tab, all opened matter with that category appear in the **Matter Assignments** list
- **Closed**—When you select one of the fields or categories from this tab, all closed matter with that category appear in the **Matter Assignments** list
- **Tally**—When you select one of the fields, all matter with that category appear in the **Matter Assignments** list; percentage of matters under this category is displayed




**My Matters Overview**

The tabs include a list of the following types of categories:

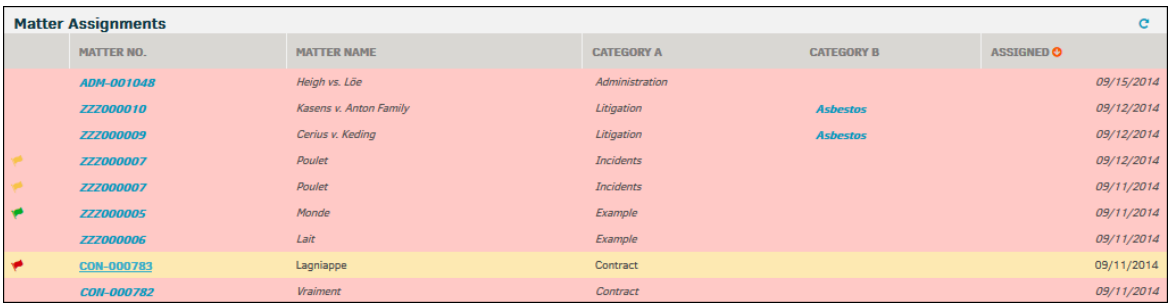
| Field | Description |
|---|---|
| **Type** | The type of matter. Refers to the nature of issues with which the matter record is dealing. |
| **Product** | The product category of the matter. |
| **Department/s** | The division or business unit within the company associated with the matter. |
| **Priority** | The matter priority (High, Normal, Routine). |
| **Status** | The status of the matter (Open, Closed). |
| **Venue** | The specified jurisdiction or court of the matter. |
| **Location** | The location of the matter. |
| **Role** | A role on the matter (Lead, Team Member). |
| **Area of Law** | The field of law of the matter. |
| **Flagged** | Matters that have been marked for access. |
| **Not Updated** | The span of time since the matter was updated. |
| **Missing** | Matters lacking certain categories or information. |

**See also:**

Matter Screens

### 1.3.2.1 Matter Screens

Click a matter name in the **Matter Assignments** section to open the individual matter detail page.



Matter Assignments

| MATTER NO. | MATTER NAME | CATEGORY A | CATEGORY B | ASSIGNED |
|---|---|---|---|---|
| ADM-001048 | Heigh vs. Löe | Administration | | 09/15/2014 |
| ZZZ000010 | Kasens v. Anton Family | Litigation | Asbestos | 09/12/2014 |
| ZZZ000009 | Cerius v. Keding | Litigation | Asbestos | 09/12/2014 |
| ZZZ000007 | Poulet | Incidents | | 09/12/2014 |
| ZZZ000007 | Poulet | Incidents | | 09/11/2014 |
| ZZZ000005 | Monde | Example | | 09/11/2014 |
| ZZZ000006 | Lait | Example | | 09/11/2014 |
| CON-000783 | Lagniappe | Contract | | 09/11/2014 |
| CON-000782 | Vraiment | Contract | | 09/11/2014 |

**My Matters**

Depending on the settings configured by your site administrator, you may see different fields for each matter. You can also control the fields you see using **My Settings** under the **My Lawtrac** tab.

***Important Note:*** *Site Administrators access site-wide customization options via* ***My Lawtrac | Application Administration | Matter Maintenance | Legal Hierarchy Maintenance.***

*Settings you make in* ***My Lawtrac*** *do not override the settings that your site administrator has made for the Main Matter Screen. If you don't notice changes after you've adjusted your settings in* ***My Lawtrac****, please check with your site administrator.*

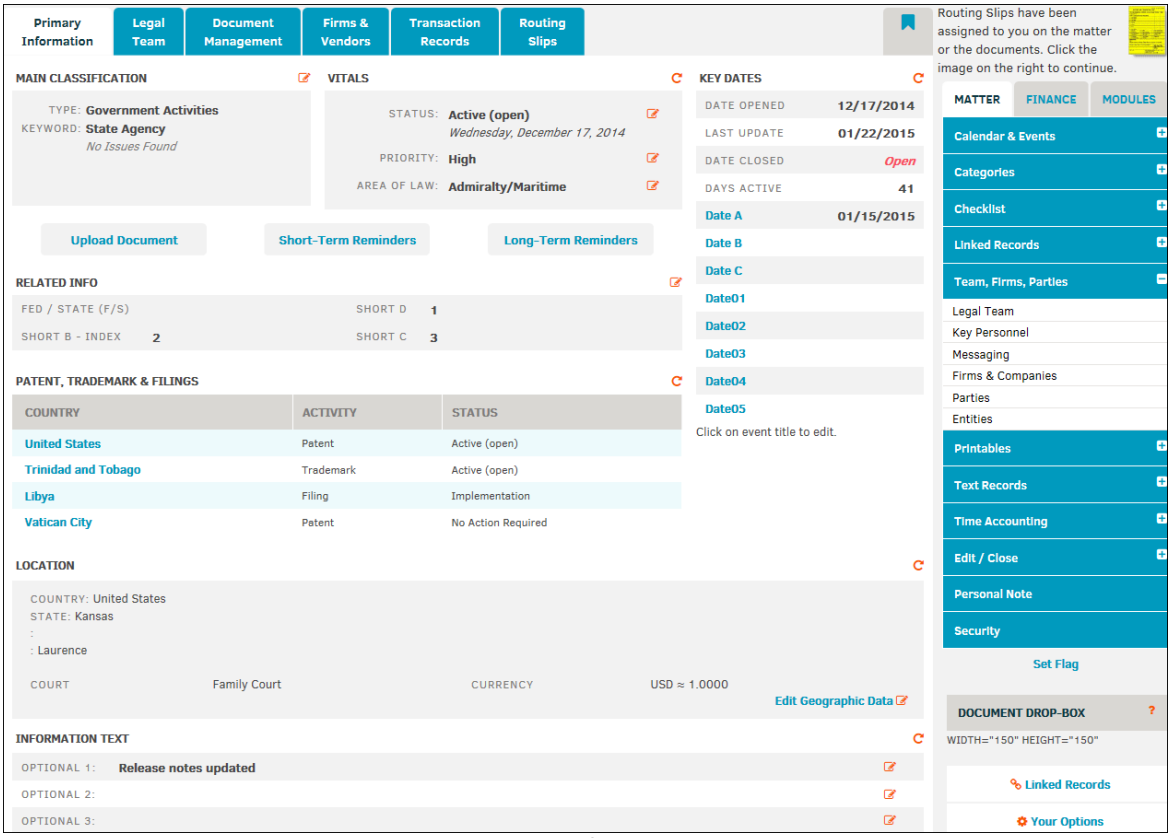
Select a matter screen for more information:

- Primary Information
- Legal Team
- Document Management
- Firms & Vendors
- Transaction Records
- Routing Slips
- Bottom Links

#### 1.3.2.1.1 Primary Information

The **Primary Information** tab displays various details about the matter, related team members and firms, reminders, and document management.

***Note:*** *This screen may appear differently based on the permissions granted to the user.*




**Primary Information**

Each setting can be changed by clicking the edit button (). The table below displays further descriptions of each part of the matter screen.

| Section | Description |
|---|---|
| **Main Classification** | Lists the **Type** of matter and any related **Keywords**. |
| **Vitals** | Lists the Status (open/closed), Priority, and Area of Law related to the matter. |
| **Key Dates** | Lists the date the matter was opened and closed as well as last update and days active. Matter events are also displayed here. |
| **Upload Document** | Allows you to upload a document and set the category, author, keywords, and synopsis for the document. |
| **Short-Term Reminders** | Displays upcoming reminders. See *Reminders*. |
| **Long-Term Reminders** | Displays long-term reminders. See *Reminders*. |

| | |
|---|---|
| **Related Info** | Displays any miscellaneous information related to the matter record. |
| **Patent, Trademark & Filings** | Shows what information has been submitted to government agencies, and their statuses. |
| **Information Text** | Displays optional text fields to supply information to users viewing the matter. |
| **Text Records** | Displays longer text fields that provide relevant data to the matter. |
| **Linked Records** | Lists any records linked to the opened matter and their relationship to the matter. See *View or Create a Linked Record*. |
| **Business Hierarchies** | Displays the Product and Division percentages of the matter record. |
| **Parties and Entities** | Displays parties and entities associated with the matter. |
| **Financials** | Displays current fiscal year totals and lifetime invoice totals. |
| **Documents** | Displays all documents uploaded to the matter. Mark an uploaded document as "Old" or "New" by selecting an option from the available drop-down list. |
| **Location** | Displays geographical data for the matter record. |
| **Matter Navigation Bar** | Contains options for further matter editing and details. See *Matter Navigation* Bar. |
| **Finance Navigation Bar** | Contains options for further details on matter finances. See *Finance Navigation* Bar. |
| **Modules Navigation Bar** | Contains options for matter module configuration. See *Modules Navigation Bar.* |
| **Document Drop-Box** | Allows quick document upload to server. See *Document Drop-box*. |
| **Your Options** | Allows you to hide parts of the screen and selected details. See *Bottom Links*. |
| **Additional Tabs** | |

| | |
|---|---|
| **Legal Team** | Add members to the legal team, swap assignments, adjust roles and view or add key personnel.<br>**See also:**<br>Add an Individual<br>Security Considerations<br>Naming Structure<br>Lead Position<br>Paralegal Position<br>Administrative Position<br>Team Member Position<br>Swap Assignments<br>Released List<br>Invoice Approval<br>Predefined Legal Team<br>Review/Release Legal Team Member<br>Key Personnel |
| **Document Management** | Upload key documents to the matter record so they can be shared with other corporate staff and outside counsel (if designated).<br>**See also:**<br>Documents List<br>Add New Document<br>Drag-and-Drop<br>Version Control<br>Set a Document Category<br>Editing Documents & Document Information<br>Send via Email<br>Document Events<br>Network Documents<br>Files & Folders<br>Add Folder/File<br>Guidelines |

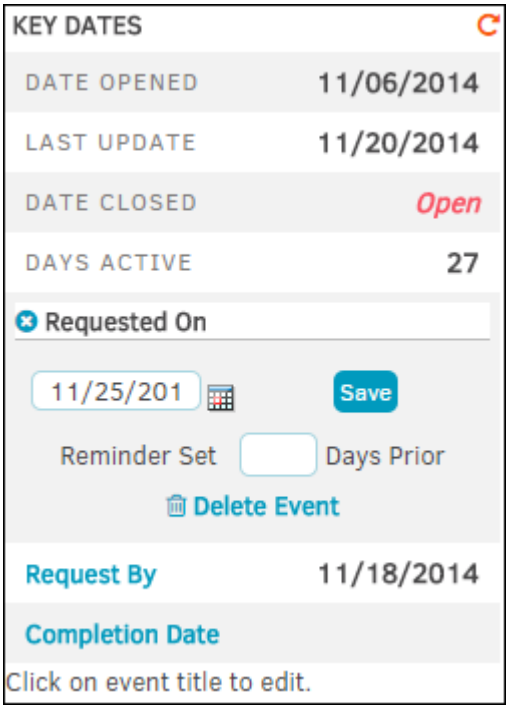
| | |
|---|---|
| **Firms & Vendors** | Add a firm/vendor, view and edit active firms, and set alternate fee arrangements and limits in the billing guidelines.<br>**See also:**<br>Add a Firm or Vendor to a Matter Record<br>Edit a Vendor Relationship<br>Release a Firm/Vendor Assignment<br>Initiate a Budget<br>Released List<br>Alternate Fees<br>Set Limit Flags |
| **Transaction Records** | View when a hold starts or ends and who placed a matter on hold. |
| **Routing Slips** | Review or edit matter records, create a matter routing slip, or create a document routing slip. |

## Key Dates

**To add or change the dates for matter requests and completion dates:**

1. Click the highlighted title of the event.
2. Click the icon to select a date.
3. Set a reminder by typing into the text box below, then click **Save** to confirm changes.

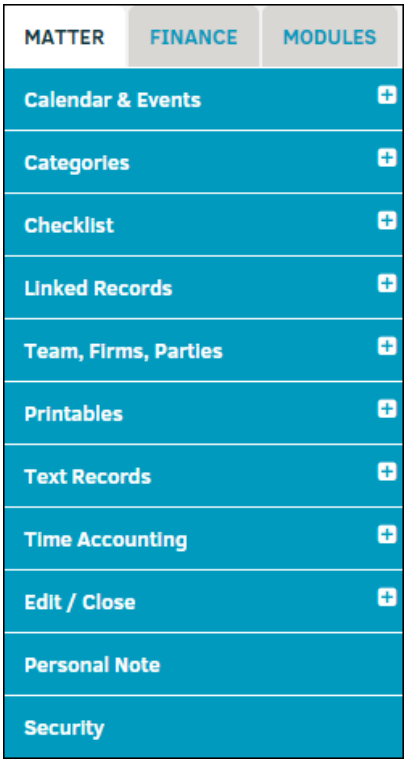
Click the icon to delete the event.




**Edit Key Dates**

1.3.2.1.1.1 Matter Navigation Bar

The **Matter Navigation Bar** within a matter record allows users to adjust or view many facets of the selected matter.

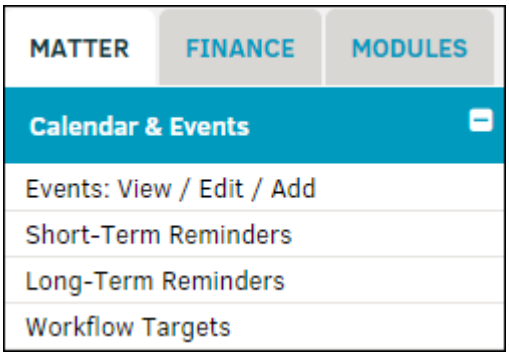



**Matter Navigation Bar**

Click any of the subjects under the **Matter** tab to expand it and view its respective options.

## Calendar & Events

The **Calendar & Events** section allows users to add events, reminders, and workflow targets to their calendars.




**Calendar & Events Tab**

- **Events: View/Edit/Add**

View, edit, and add matter events here, as well as requirements, reminders, and priority statuses

- **Short-Term Reminders**

  View short-term reminders here and add required/optional reminder recipients

- **Long-Term Reminders**

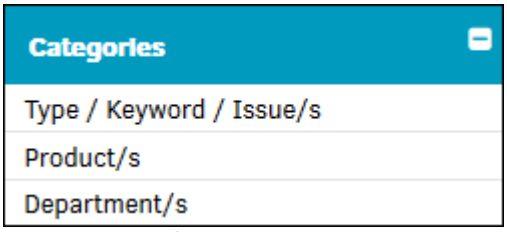
  View long-term reminders here and add required/optional reminder recipients and matter notes

- **Workflow Targets**

  Add workflow targets and details here

## Categories

The **Categories** section allows users to adjust matter details with regard to Type, Product, and Department.




**Categories Tab** C

- **Type/Keyword/Issues**

  Change, create, and adjust keywords and issues related to the matter.

- **Product/s**

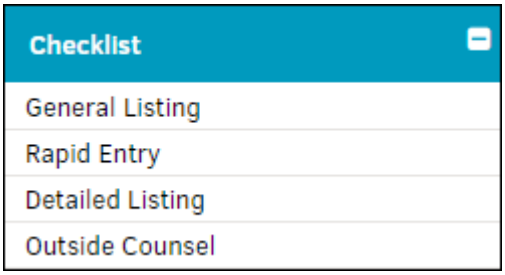
  View the assigned Product area as well as add more products and percentages.

- **Department/s**

  View currently assigned Departments and add additional departments and percentages.

## Checklist

Users can view checklists and general questions in a variety of ways.




**Matter: Checklist**

- **General Listing**

View questions that generally apply to all matters and enter comments.

- **Rapid Entry**

  Answer classification specifics or general questions without opening the details. Clicking the name or subject title opens the details mirrored in **General Listing**.

- **Detailed**

  Open all classification specifics and general questions in detail.

- **Outside Counsel**

  View both general questions and the questions related to assigned outside counsel.

## Linked Records

Users can view linked records and create new links to records here. New records can be listed as Master or Peer Record to the selected matter.

## Teams, Firms, Parties

Users can adjust teams, personnel, firms, and messaging lists here.

## Printables

Users can print **Basic**, **Comprehensive**, or **Custom** reports on the selected matter.

## Text Records

Users can add and view text records related to the matter as well as view a **Synopsis** of all records.

## Time Accounting

Users can log their time here as well as view a detailed breakdown.

## Edit/Close

- **Edit Main Information**

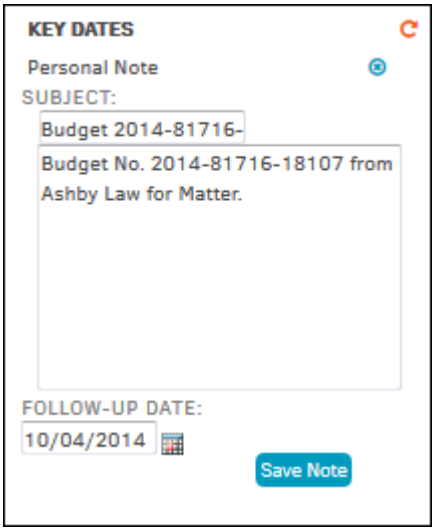
  Users can change the matter **Number**, **Formal Name**, and **Short Name**.

- **Close/Status Actions**

  Users can update status of the matter.

## Personal Note

Users can add an additional note here as an addendum.



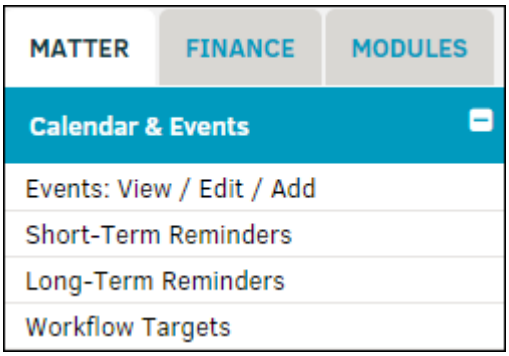

**Personal Note**

## Security

Users can select pre-defined work groups who have access to the record.

Each matter has its own calendar where you can track important events and dates relevant to the management of that specific matter.

The **Calendar & Events** tab in the **Matter Navigation Bar** allows users to add events, reminders, and workflow targets to their calendars.




**Matter: Calendar & Events**

***Options:***

| Page | Function |
|---|---|
| Events: View/ Edit/Add | View, edit, and add matter events here, as well as requirements, reminders, and priority statuses. |
| Short-Term Reminders | View short-term reminders and add required/optional reminder recipients. |

| Page | Function |
|---|---|
| Long-Term Reminders | View long-term reminders and add required/optional reminder recipients and matter notes. |
| Workflow Targets | Add workflow targets and details. Workflow targets allow users to track their goals and deadlines and can be added to calendars. |

## Calendar Icons

Understanding what each icon means is crucial to navigating and managing your calendar options.

- —Review and edit the matter event details
- —Delete events
- —Copy events to your personal calendar

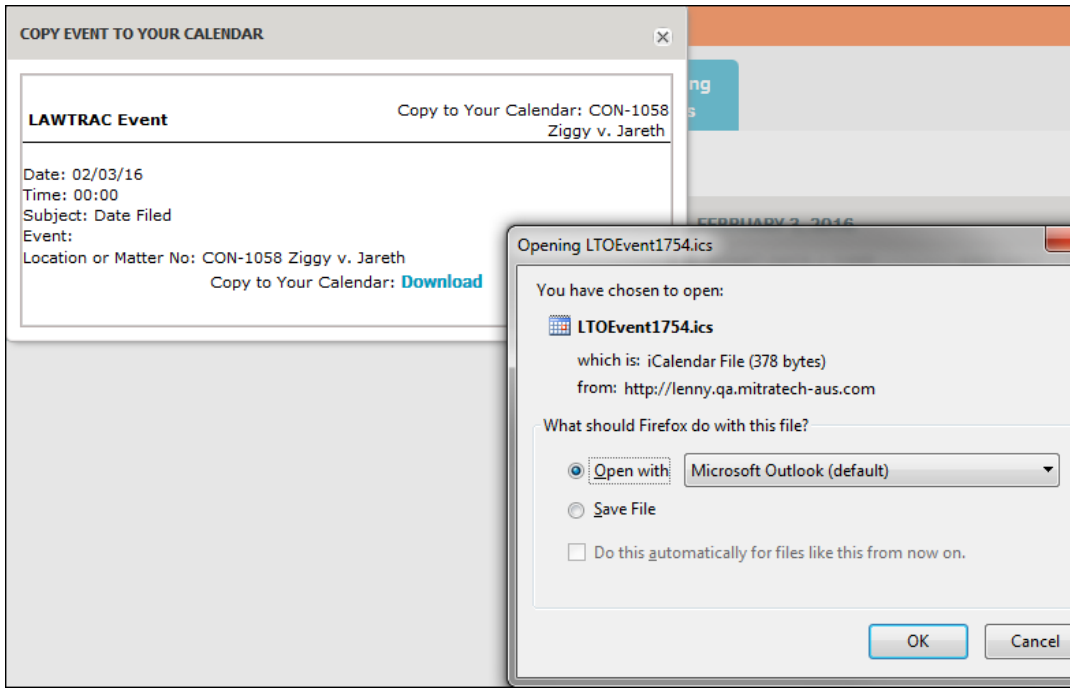
## Copy a Matter Event to Your Calendar

1. Click the icon.

   The details of the event open in a pop-up window.

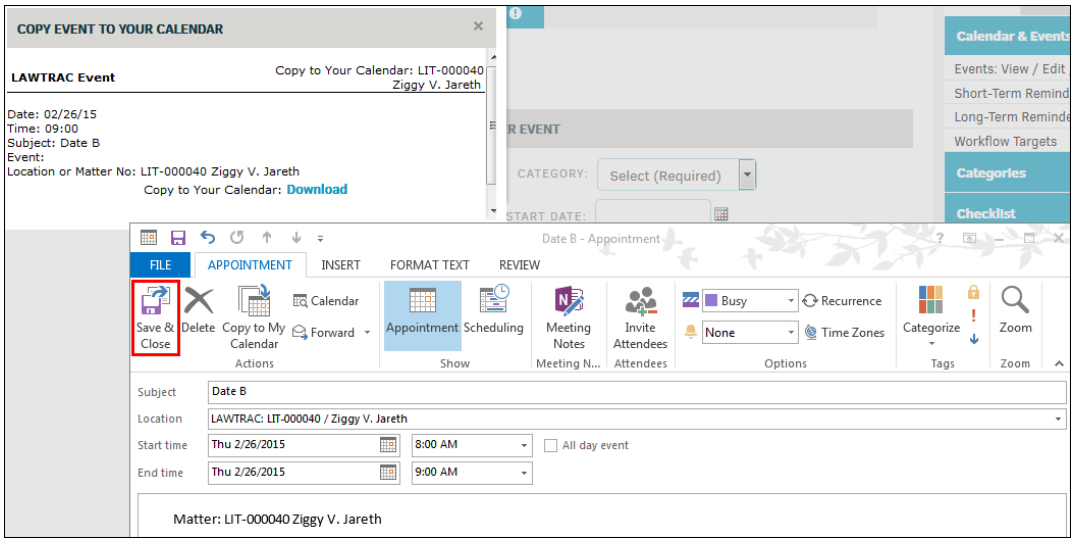
2. Select **Download;**

   The matter event is pulled up as an Outlook appointment. From here, users have the option to share with **Lawtrac Connect**, if it is already installed. If **Lawtrac Connect** is not installed, select the option to open the event with Microsoft Outlook in the download window.



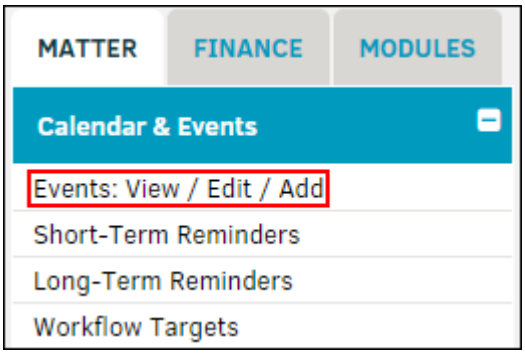

**Open with Outlook**

3. Click **Save & Close** to commit the event to your Outlook calendar.




**Copy Event To Calendar**

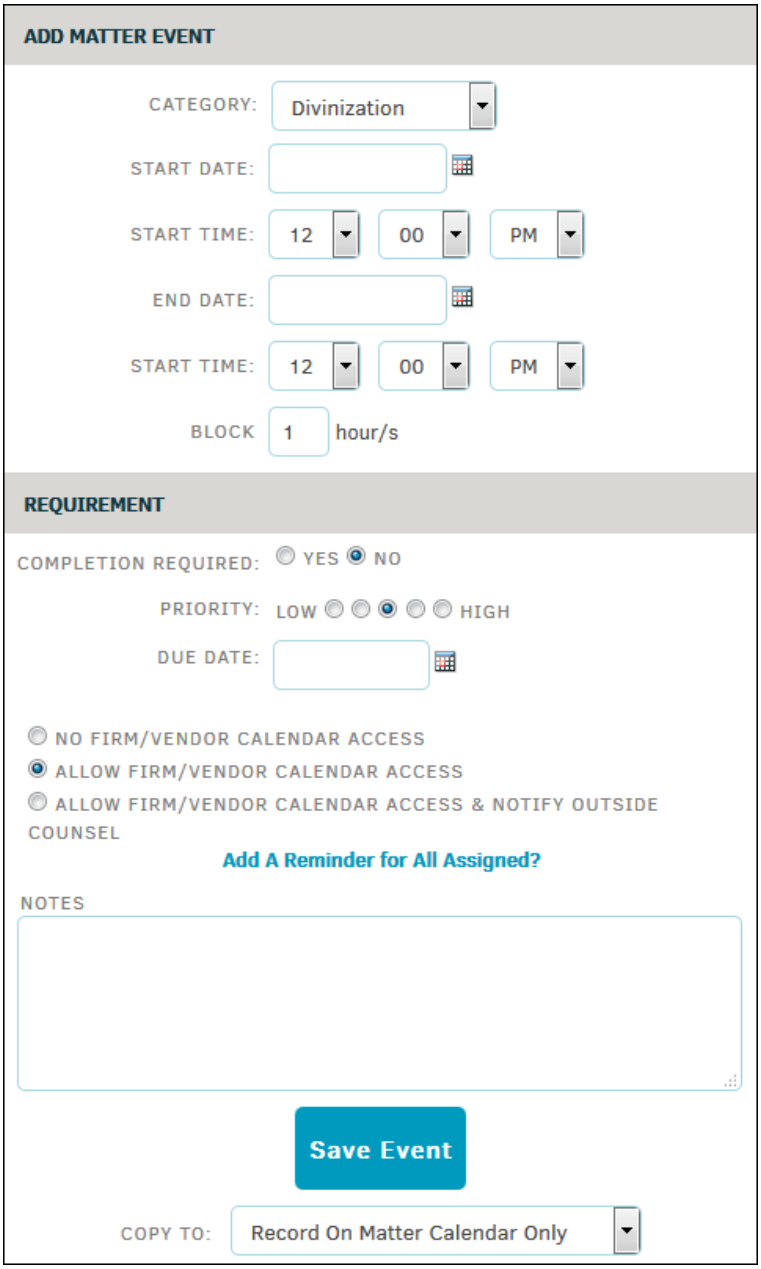
To add a new event to the matter calendar, click the **Events: View/Edit/Add** hyperlink in the **Matter Navigation Bar**.




**Events**

1. Under **Add Matter Event**, select a category from the drop-down list.

   ***Note:*** *A category must be selected in order for the event to be saved.*




**Add Event**

2. Use the icon to select a start date and end date, and then use the drop-down lists to select start and end times.

   Adding a start time for the event is relevant if the event is being added to a calendar or if there needs to be a reminder set. You can choose to enter a number of hours to block off on your calendar to show others that can view your calendar that you are, or will be, busy.

3. Under **Requirement**, select whether there is a completion required, the level of priority, and use the icon to choose a due date.

4. Choose who is able to view this event by selecting the appropriate radio button, and click **Add a Reminder for All Assigned** to send those selected users a reminder for the event.

The default amount of days prior for the reminder is 14, but you can change this number by typing directly into the text box.

5. Add notes or instructions if necessary, then select **Save Event** to add the new event to the list of active matter events.

   a. Using the bottom drop-down list, copy the event to your matter calendar, your Lawtrac calendar, or an internal team's calendar.

**See also:**

Matter Calendar: Your Settings

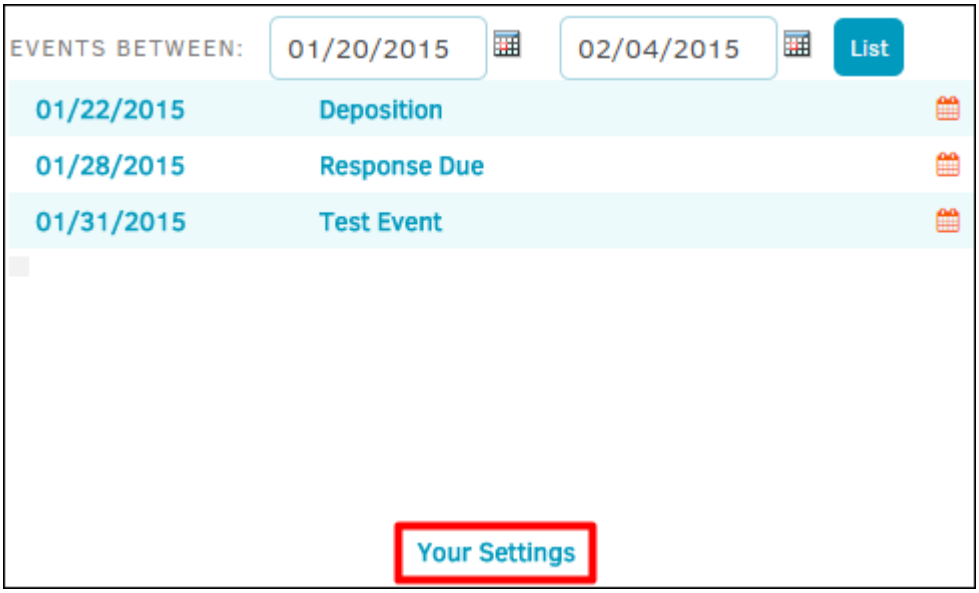
Reminders

Workflow

Adjust event settings from the **Events: View/Edit/Add** page under **Calendar & Events**:

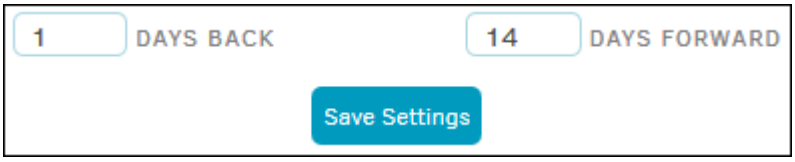
1. Click the **Your Settings** hyperlink located under the list of events on the left side of the page.

   Your matter event settings open on the right.



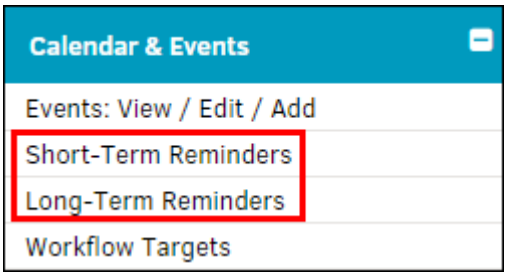

**Edit Your Settings**

2. For events you would like to view that have already passed, enter the amount of days back.
3. For events you would like to view that occur in the future, enter the amount of days forward.
4. Enter settings into the text box and click **Save Settings** to apply changes.




**Your Matter Event Settings**

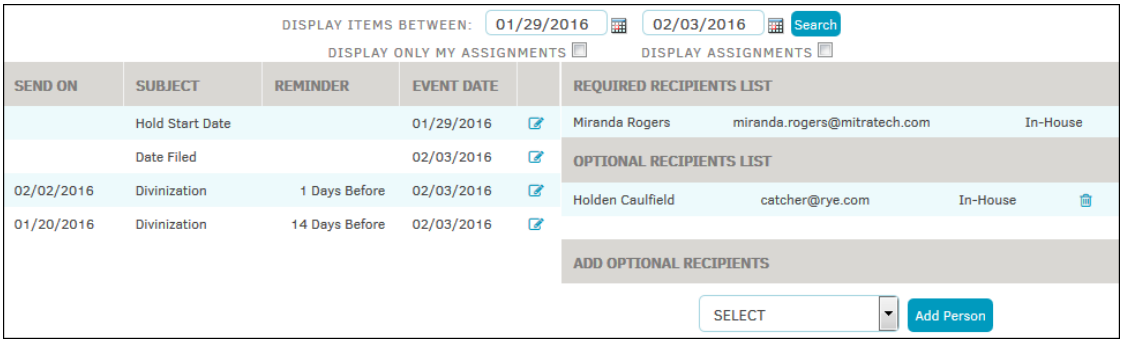
To set or review a reminder, click either **Short-Term Reminders** or **Long-Term Reminders** from the **Calendar & Events** section of the **Matter Navigation Bar**.




**Reminders**

## Short-Term Reminders

Click the **Short-Term Reminders** button in the **Primary Information** tab, or from the **Calendar & Events** tab in the **Matter Navigation Bar**, to view active reminders by event date and add optional recipients to an event list.




**Short-Term Reminders**

- —Search for events between specific dates and click **Search**. Use the radio boxes to choose what information is displayed.
- —View event details.
- —Remove an individual from the event list.

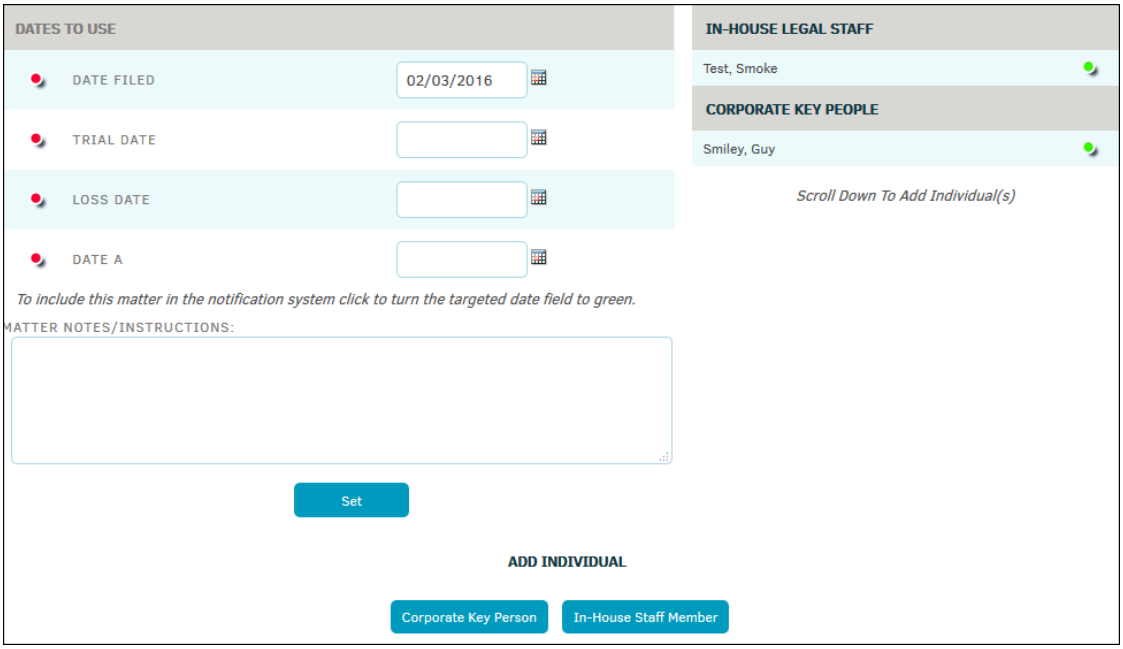
Required recipients are members of the matter record's legal team, and cannot be removed from the recipient list without being removed from the legal team.

**To add optional recipients:**

1. Select an individual from the drop-down list under **Add Optional Recipients**.
2. Click **Add Person**.

## Long-Term Reminders

Click the **Long-Term Reminders** button in the **Primary Information** tab, or from the **Calendar & Events** tab in the **Matter Navigation Bar**, to manage dates and add a corporate key person or in-house staff member to an event. Added staff are able to see all events added on this page.




**Long-Term Reminders**

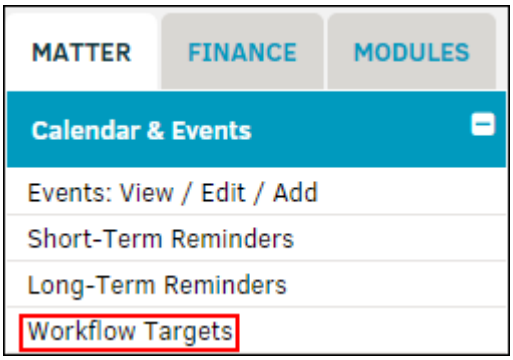
- —Select specific dates for an event. Use the radio boxes to choose what information is displayed.
- —The event is included in the notification system. Notifications are sent to the individuals listed on the right side of the screen.
- —The event is *not* included in the notification system. Click this switch next to an individual's name to remove them from the notification list.
- —Remove an individual from the event list.

Add comments or instructions to a matter reminder by using the "Matter Notes/Instructions" text box. Click **Set** to save the information.

**To add individuals to the Notifications list:**

1. Add either a corporate key person or an in-house staff member by clicking the corresponding button.
2. Select an individual from the drop-down list.
   a. Grant the key person access to the matter record's details by selecting the checkbox.
   b. Click to select a different type of user.
3. Click **Add Individual**.

To view **Workflow Targets** that have been set up and the date they were added to the matter calendar, select **Workflow Targets** under **Calendar & Events** in the **Matter Navigation Bar**.




**Workflow Targets**

Each workflow target lists the target name, the rule on which it was based, and the date and/or way to add the date; any targets that were automatically applied show the date of that target.

Click **Add** under the **On Calendar** column to set the workflow target to your calendar.

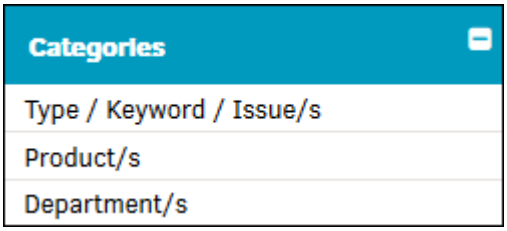
| TARGET | BASED ON | ON CALENDAR |
|---|---|---|
| Response Due | 30 Days After: Date Opened | 01/28/15 |
| Follow-up With Outside Counsel | 30 Days After: Date Closed | Date Closed |
| Answer Due | 30 Days After: Date 1 | Add |
| SampleWorkFlowCloseAction | 0 Days After: Date Closed | Date Closed |
| SampleWorkflowCloseAction1 | 999 Days After: Date Opened | 10/16/18 |

**Workflow Targets Detail**

Links to view and edit a matter's Legal Hierarchy and Business Hierarchy are under **Categories** on the **Matter Navigation Bar**.

***Important Note:*** *If a site administrator did not associate a connector with the matter category, the hyperlink for that category connector does not appear in the* ***Navigation Bar****. For example, in this matter record, "Cause Category" is a connector for Government Activities category types, but not for Administration or HR Issues, so any HR matter record would not have this link. This rule varies based on site administrator preferences. Site administrators also control what items are involved in category connectors.*

Because the categories here differ from what you may use on your Lawtrac application, the information and screenshots used here should be reviewed as an example of how the application responds to users.

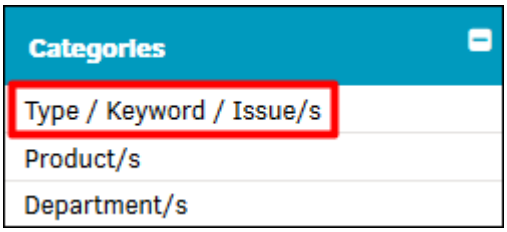



**Matter: Categories**

***Options:***

| Page | Function |
|---|---|
| **Type/Keyword/Issue/s** | Manage the category issue for the matter. |
| **Product/s** | View and assign products to the matter. See also Product Look-up Tool. |
| **Department/s** | View and assign divisions or business units to the matter. See also Department Look-up Tool. |

1. Click on **Type/Keyword** in the **Categories** section in the **matter Navigation Bar**.



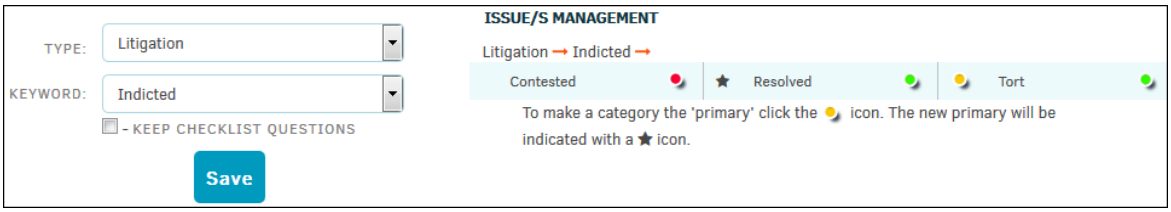

**Type/Keyword Link**

2. Select a type from the drop-down list.
3. Select a keyword from the drop-down list. Options available in the "Keyword" drop-down are contingent on "Type" selection. Issues associated with the keyword appear to the right.

If there is more than one issue you have additional options:

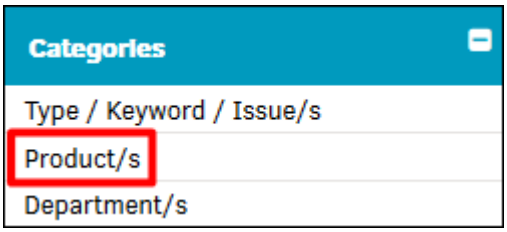
- —Indicates that the category is included. Click this toggle to remove the category from the record.
- —Indicates that the category is not included. Click this toggle to include the category issue.
- —Indicates that the category issue is not set as primary. The new primary is indicated with a ★.

4. Click **Finish** to confirm and save.




**Type/Keyword Issues Management**

Click **Product** located under **Categories** in the **matter Navigation Bar** at the top right of the page.




**Product Link**

Products are initially added during the creation of the matter record.

**To add an additional product:**

1. Make a selection from the drop-down list for the first level.

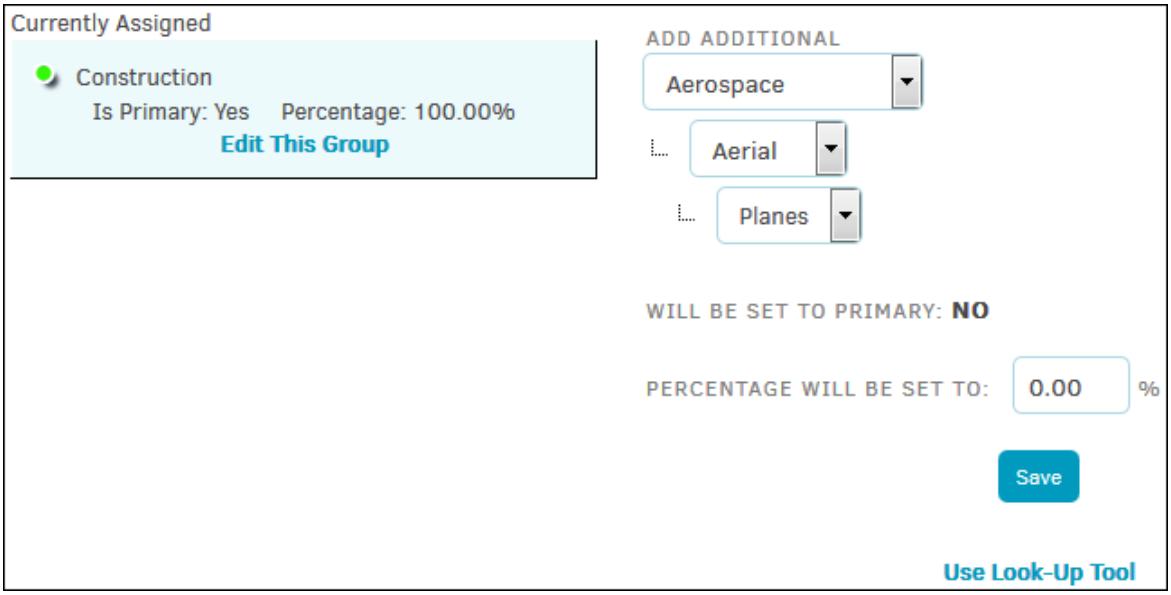
   As the next active level of the hierarchy is reached, the drop-down becomes available for sub-level selections if applicable.

2. Continue to populate the levels until the last level is reached.
3. Input a percentage (must be between 0 and 100).
4. Click **Save**.

***Important Note:*** *If the assigned products' percentage sum is over 100, the next product to be added will already have a percentage level set to a negative number. If the assigned products' sum does not equal 100%, the next percentage is set to an automatic number unless manually changed.*

- —Indicates the assigned product is primary.
- —Indicates the assigned product is *not* primary. Click this switch to toggle permission.
- —Deletes the entry. Access this icon by selecting **Edit This Group**.

If more than one product is added to the matter, adjust the percentage of responsibility accordingly. For reporting purposes, one product may be identified as "primary" over the others.




**Currently Assigned Products**

**See also:**

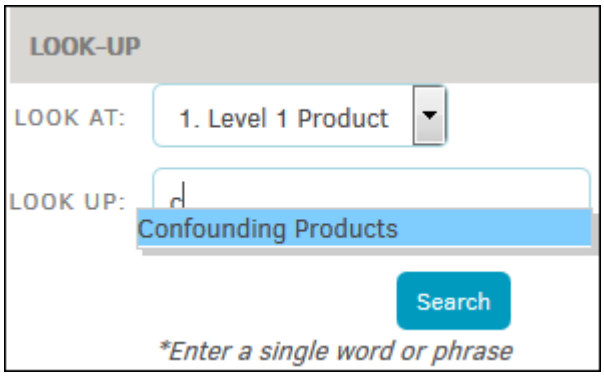
Product Look-up Tool

To find a specific product, click **Use Look-Up Tool** at the bottom of the **Product/s** page.

1. Select a level from the drop-down list.
2. Enter a word or part of a word or phrase in the "Look Up" text box.

   Typing a letter into the text box causes suggestions to appear from which you can choose.
3. Click **Search**.

   The **Look-Up Results** screen displays.

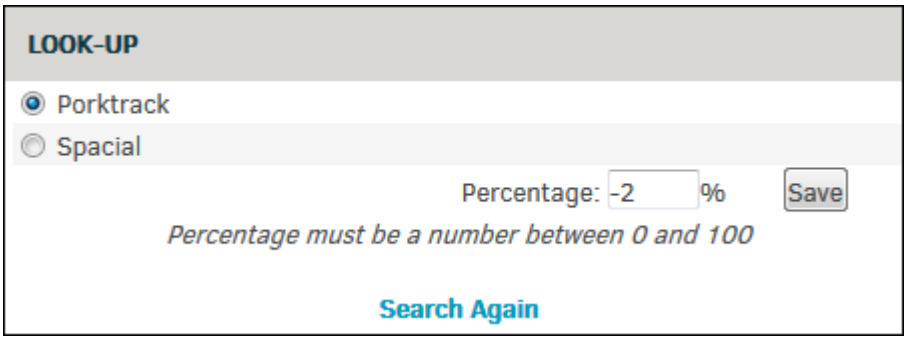



**Use Look-Up Tool**

4. Select the appropriate item by clicking its radio button and enter the percentage.
5. Click **Save**.

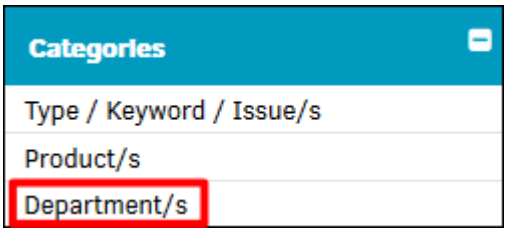
The product is added to the matter hierarchy.

If your desired results did not appear, click **Search Again** to start over the process.




**Use Percentage**

Select **Division/s** or **Department/s** from the **Categories** tab in the **matter Navigation Bar**.




**Division Link**

**To add an additional department:**

1. Make a selection from the drop-down list for the first level.

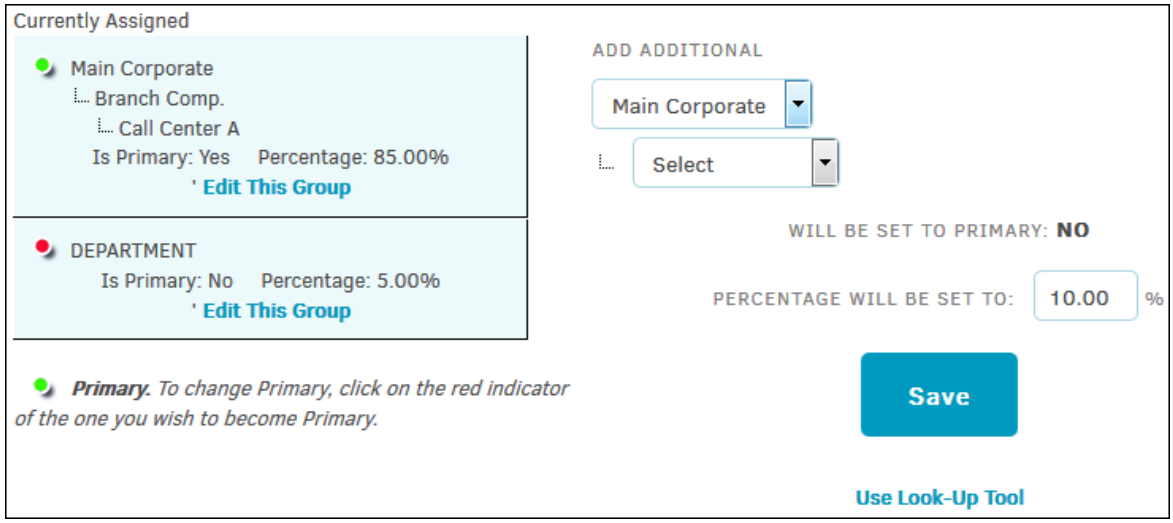
   As the next active level of the hierarchy is reached, the drop-down becomes available for sub-level selections if applicable.

2. Continue to populate the levels until the last level is reached.
3. Input a percentage (must be between 0 and 100).
4. Click **Save**.

***Important Note:*** *If the assigned departments' percentage sum is over 100, the next department to be added will already have a percentage level set to a negative number. If the assigned departments' sum does not equal 100%, the next percentage is set to an automatic number unless manually changed.*

- —Indicates the assigned department is primary.
- —Indicates the assigned department is *not* primary. Click this switch to toggle permission.
- —Deletes the entry. Access this icon by selecting **Edit This Group**.

If more than one department is added to the matter, adjust the percentage of responsibility accordingly. For reporting purposes, one department may be identified as "primary" over the others.




**Division**

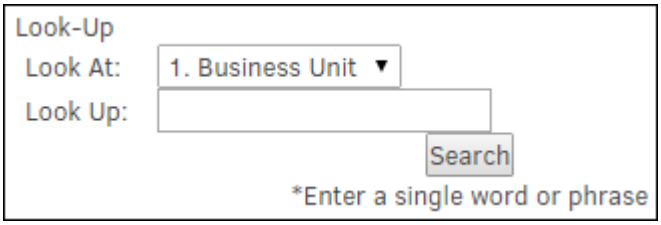
**See also:**

Department Look-up Tool

To find a specific department, click **Use Look-Up Tool** at the bottom of the **Product/s** page.

1. Select a level from the drop-down list.
2. Enter a word or part of a word or phrase in the "Look Up" text box.

   Typing a letter into the text box causes suggestions to appear from which you can choose.

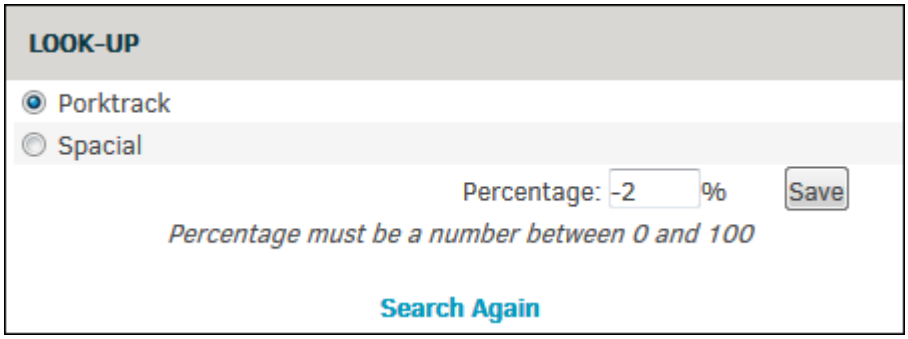



**Division Look-Up Tool**

3. Click **Search**.

   The **Look-Up Results** screen displays.
4. Select the appropriate item by clicking its radio button and enter the percentage.
5. Click **Save**.

   The department is added to the matter hierarchy.



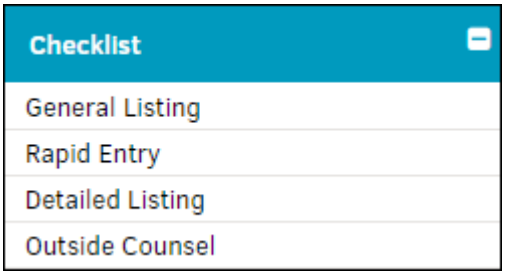

**Use Percentage**

If your desired results did not appear, click **Search Again** to start over the process.

Checklists can be associated to the highest Legal category, so there can be different sets of questions for different types of matter. Your site administrator must set up the Checklist-Type1 relationships before this feature is available to you. There can also be general questions that are available for all matters.

The purpose of pre-established matter checklists is to give managers a "quick-glance" overview of items that have been completed, or have yet to be accomplished.

Links to view and edit a matter's general listing and outside counsel detail are under **Checklist** on the **Matter Navigation Bar**.




**Matter: Checklist**

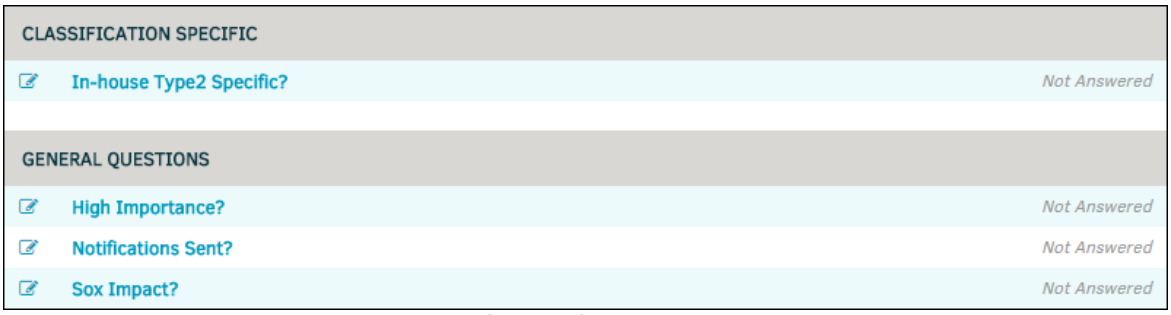
| Page | Function |
|---|---|
| **General Listing** | View, manage, and answer general questions. See also Calibrate Checklist Questions. |
| **Rapid Entry** | Apply an answer quickly from a drop-down list. |
| **Detailed Listing** | Open all general question information in detail. |
| **Outside Counsel** | View all questions and answers made by general counsel. |

To access general questions for a matter, click **General Listing** under the **Checklist** section of the **Matter Navigation Bar**.


**General Listing**

Every question defaults to the answer value of "Not Answered".

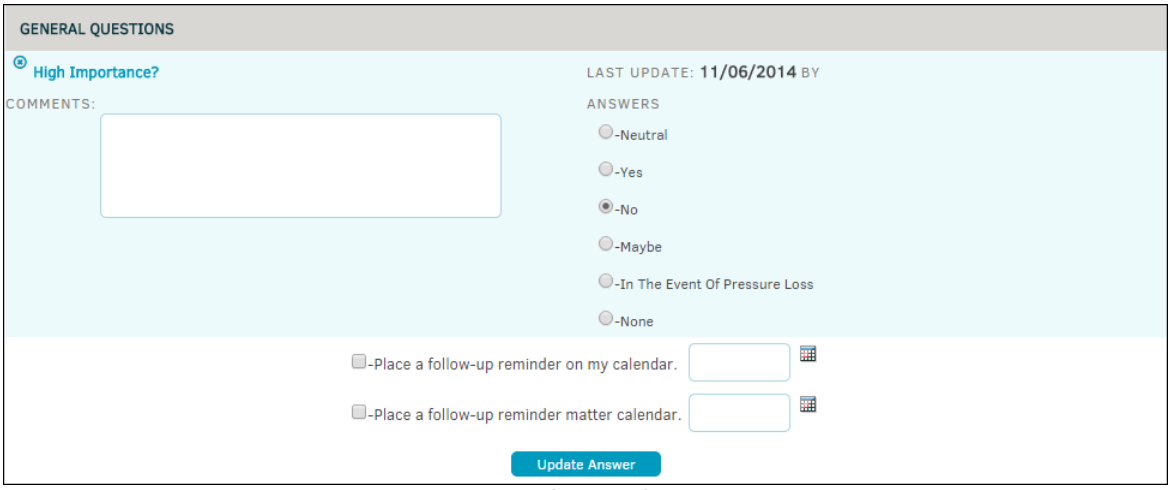
To select a different response, click on the icon. Acceptable answers have been chosen by your site administrator; only answers associated specifically to that question or associated to the matter's type are available in the drop-down for a particular matter.




**General Questions**

## Answer a Question

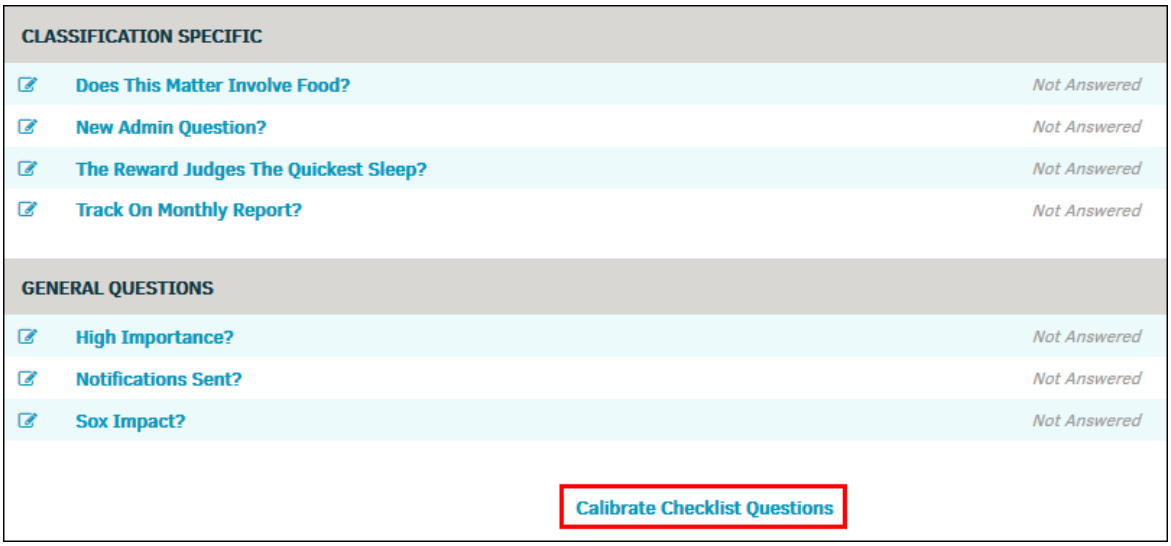
1. Once you're on the **Answer** section of your screen, make your selection from the list by clicking a radio button .
2. Use the **Comments** text box to clarify or expand your response to the question.
3. Click the radio box to place a follow-up reminder on a personal or matter calendar, then use the and to select a date.
4. Click **Update Answer** to confirm and save.




**Answer a General Question**

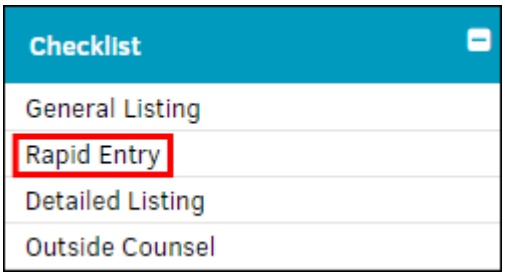
If you see the hyperlink **Calibrate Checklist Questions** under the **General Questions** list, click the link to update the checklist and load new questions.

If this hyperlink does not appear, there are no updates.




**Update Questions**

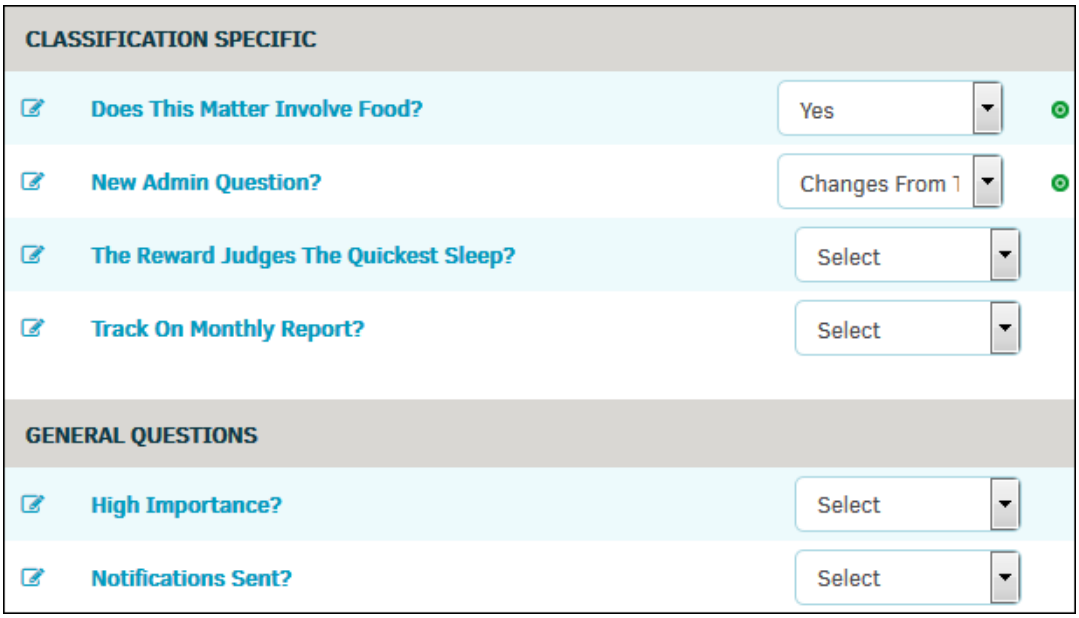
The **Rapid Entry** hyperlink in the **Checklist** section of the **Matter Navigation Bar** allows users to input an answer for a question without opening additional links or viewing details.




**Rapid Entry**

1. Select an answer from the drop-down list. The icon appears to the right to indicate that the answer is saved.

2. Open question details from this page by clicking the icon; the information displays in the same manner as **General Listing** or **Detailed**.



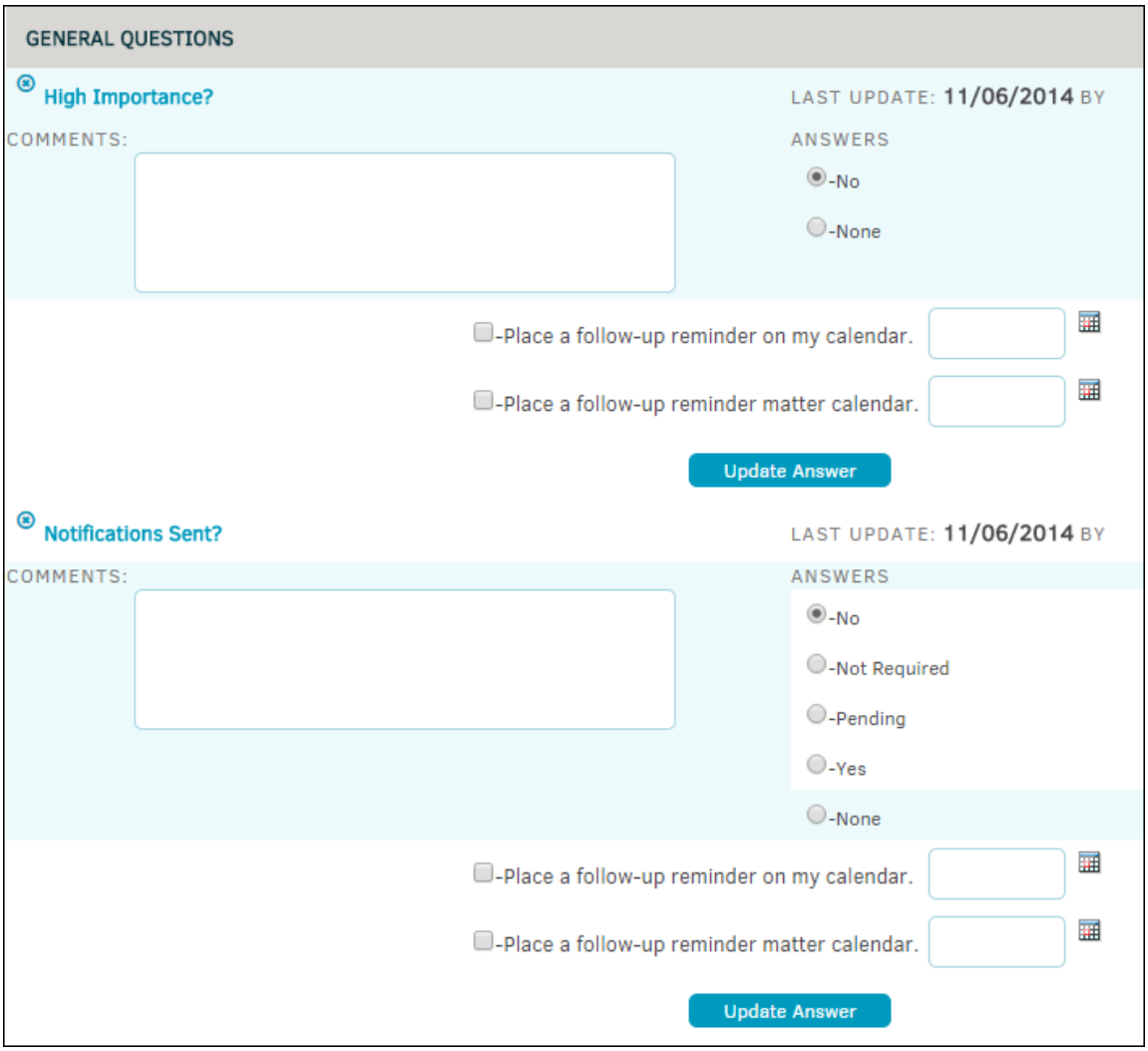

**Rapid Entry**

The **Detailed Listing** hyperlink in the **Checklists** section of the **Matter Navigation Bar** allows users to view all questions' details and add comments, follow-up reminders, and answers without opening additional links.


**Detailed**

- —Close a particular question's information to manage organization
- **Comments**—Clarify or expand your response to the question
- —Place a follow-up reminder to a personal or matter calendar; check the radio box to the left of the date to confirm

After entering all information, click **Update Answer** to confirm and save.




**Detailed Question View**

If outside counsel logs uses Lawtrac to submit invoices, your site administrator may have set up a separate list of checklist questions and answers for them. These can only be answered from an outside counsel log-in.

Click **Outside Counsel** in the **Checklists** section of the **Matter Navigation Bar** to view all of outside counsel's general questions and posted answers.

Butler And Sanchez - Winston, Wv

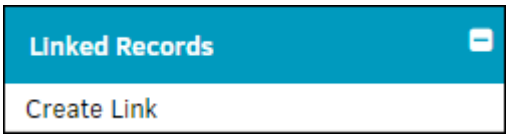
| GENERAL QUESTIONS | |
|---|---|
| Has Local Counsel Been Engaged? | *Not Answered* |
| Lawtrac Status Updates Required? | *Not Answered* |
| Status Updates Required Quarterly? | *Not Answered* |
| Are All Invoices Processed? | *Not Answered* |
| **LEGAL CLASSIFICATION SPECIFIC QUESTIONS** | |
| Has Your Firm Filed Form 3456? | *Not Answered* |
| New Oc Question For Gov Activities | *Not Answered* |
| Add To All Open Gov Activities For Oc? | *Not Answered* |

Cook And King - Retire Here, Fl

| GENERAL QUESTIONS | |
|---|---|
| Has Local Counsel Been Engaged? | *Not Answered* |
| Lawtrac Status Updates Required? | *Not Answered* |
| Status Updates Required Quarterly? | *Not Answered* |
| Are All Invoices Processed? | *Not Answered* |
| **LEGAL CLASSIFICATION SPECIFIC QUESTIONS** | |
| Has Your Firm Filed Form 3456? | *Not Answered* |
| New Oc Question For Gov Activities | *Not Answered* |
| Add To All Open Gov Activities For Oc? | *Not Answered* |

**Outside Counsel Checklists**

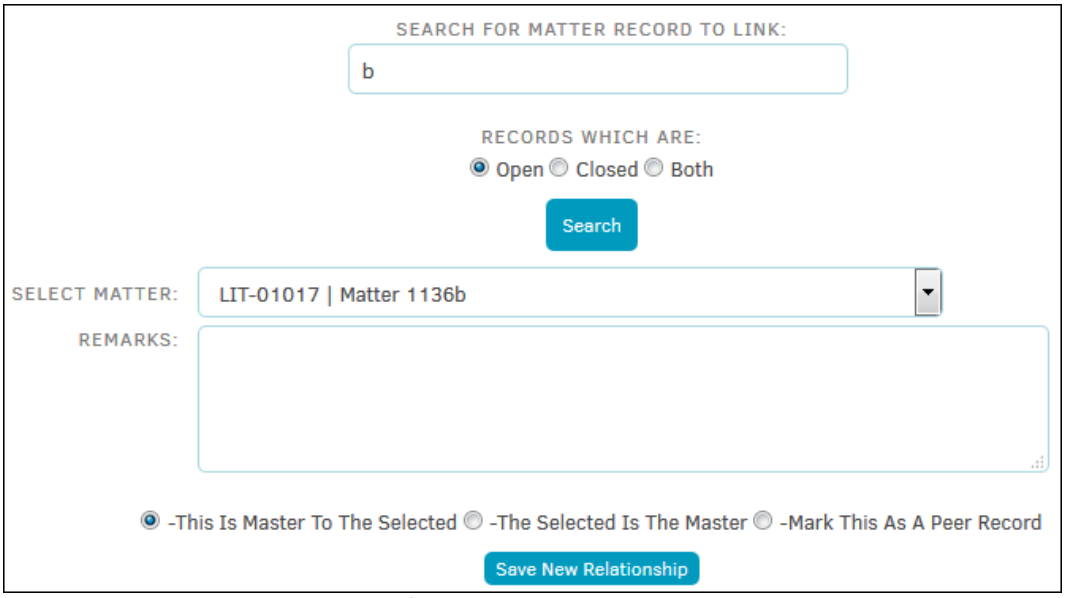
From the **Linked Records** tab, you can create a link between two matter records. If a link already exists, the hyperlink **View Links** appears in this tab.




**Matter: Linked Records**

**To create a linked record:**

1. Enter a search reference in the text field.
   a. Use the radio buttons to search for records which are open, closed, or both. The amount of information put in this field determines how narrow your search results are.



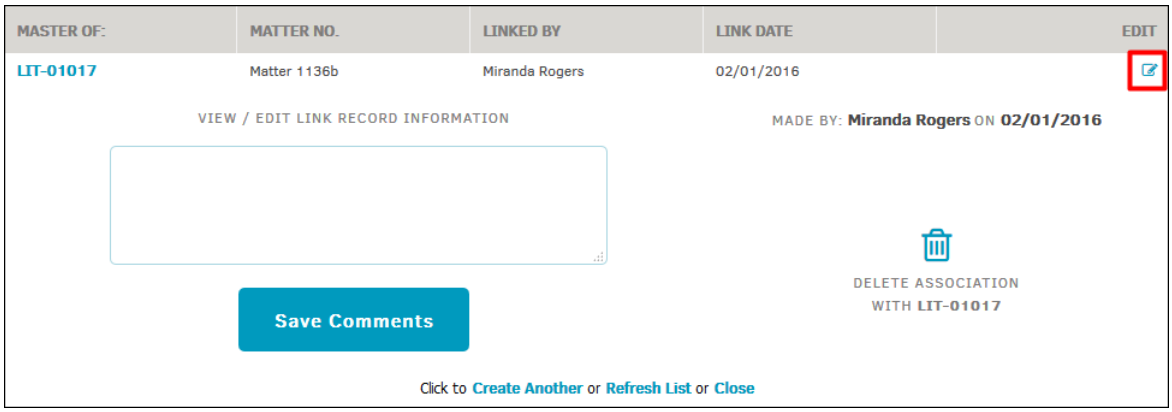

**Create a Linked Record**

2. Select the desired matter from the drop-down list.
   a. Add remarks by typing into the available text field.
3. Use the radio buttons to distinguish what type of record is being linked.
4. Click **Save New Relationship**.

   You are notified by a saved link with a green check-mark at the bottom of the page.

## Edit a Linked Record

1. Click the edit icon.
2. Enter or edit comments, then click **Save Comments**.
3. View the matter associated to the linked record by clicking the highlighted code.
4. Delete the linked record by clicking the trash can icon.




**Edit a Linked Record**

Some fields may not be available for editing depending on your matter permissions. Ask your site administrator if you have questions.

The **Teams, Firms, Parties** tab houses changes to the Legal team structure, related entities and parties, messaging lists and key personnel for the matter.

Click the **Team, Firms, Parties** section in the **Matter Navigation Bar** to expand your options.


**Matter: Teams, Firms, Parties**

View *Legal Team* for extended information.

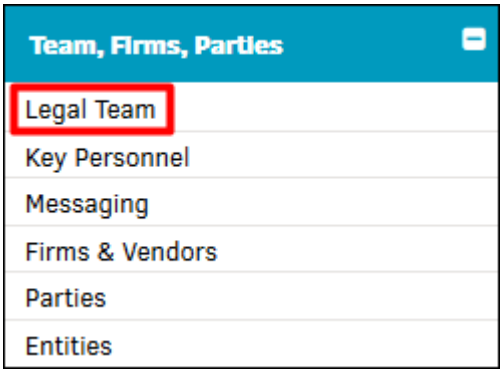
***Options:***

| Page | Function |
|---|---|
| **Legal Team** | Add members to the matter's legal team, swap assignments, and adjust roles. |
| **Key Personnel** | Adjust permissions of key personnel, add and remove team members, and select which members receive notifications. |

| Page | Function |
|---|---|
| Messaging | Adjust automatic message options for different members and member groups. |
| Firms & Companies | Associate firms/vendors with the matter and view details on each listed firm. Change the alternate fee arrangement, if necessary. |
| Parties | View or add related parties and adjust their details. |
| Entities | View entities as well as associate entities related to the matter. |

The **Legal Team** option in the **Teams, Firms, Parties** section of the **Matter Navigation Bar** allows users to add members to the legal team, swap assignments, adjust roles, set the invoice approval chain, and add key personnel.

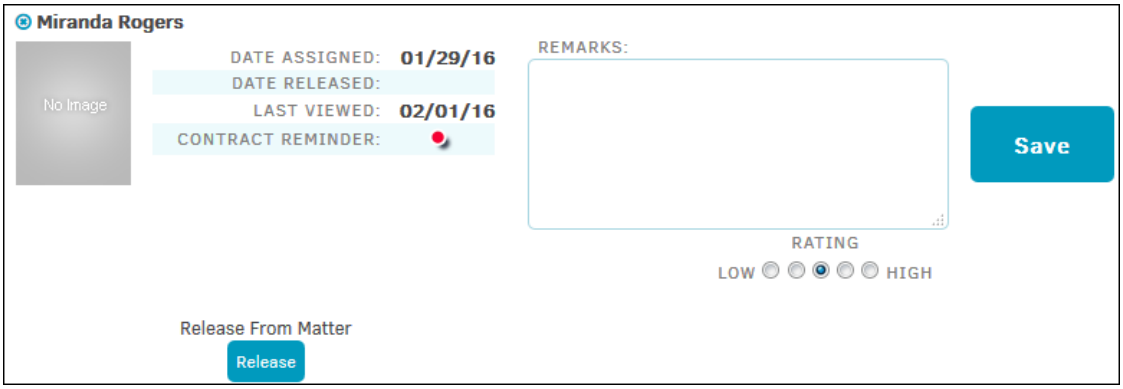
You can also access this page by clicking the **Legal Team** tab at the top of the matter record.




**Legal Team Page**

## Edit the Legal Team

1. Click the team member's name or the edit icon.
2. Add remarks by typing in the available text box.
   a. Set a contract reminder by toggling the switch to green.
3. Click Save to confirm changes, or to exit without saving.
   a. Click the Release button to release a team member from a matter.

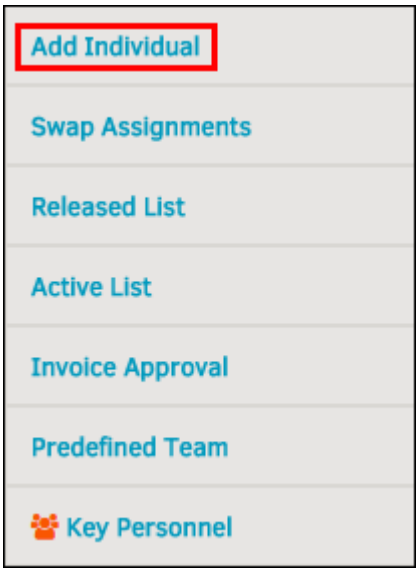



**Legal Team Member Information**

***Additional Options:***

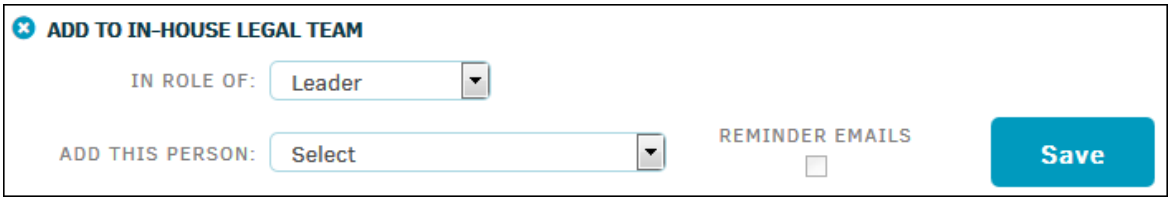
| Page | Function |
|---|---|
| Add Individual | Add a Lawtrac in-house user to your Legal team. |
| Swap Assignments | Move assignment responsibilities between in-house team members. |
| Released List | View a list of individuals released from the matter record. |
| Active List | View a list of individuals actively associated with the matter record. |
| Invoice Approval | View default invoice approval chain, or set an alternate approval chain. |
| Predefined Team | Assign a team from a list of predefined groups by clicking the radio button ( ). |
| Key Personnel | View key personnel and assignment details, add or release a key person. |

To add a member to the matter's Legal team, select **Add Individual** from the **Legal Team** sidebar.




**Legal Team Sidebar**

1. Select the role the member will hold from the "In Role Of" drop-down list. Role determines the user's permissions, which are configured by the site administrator in **Application Administration**. For a detailed description of role titles, click here.
2. Select an individual in the "Add This Person" drop-down list.
   a. Click the checkbox to prompt the system to send contract reminder emails to the individual.
3. Click **Save**.




**Add to Legal Team**

## Lead

A required position, the Lead position within the matter record is reserved for the individual who is responsible for managing the matter and reporting the status of the matter to your corporate/ company hierarchy. This person must have invoice approval authority for at least one dollar ($1).

The person in this position is automatically notified when the matter is updated, either by individuals within the legal department or outside counsel, and when financial considerations are updated (invoices or budgets received).

This position is based on the premise that the authority to conduct business within the matter can be delegated to others, but never the responsibility for the matter.

## Paralegal

The second position is typically reserved for the “primary contact”. This person may be responsible for the day-to-day activities of the matter at the corporate or company level and could be, for example, a paralegal.

Outside law firms, vendors, and other corporate key personnel can be directed to contact the individual in the secondary position in order to keep all information within the matter up-to-date.

## Administrative

This position may work in concert with the secondary position, or may be assigned duties specific to matter types in order to enhance the management of matter information.

Because individual permissions can be set at the activity level, an individual assigned to this position on the Legal team may not be privy to financial or other information within a matter, but may help shoulder the responsibility to ensure the matter data is current and accurate.

## Team Member

The person who adds a new matter record into Lawtrac is typically assigned to the team working on that matter. Because security settings can restrict everyone except the people assigned to a matter from viewing its records, there has to be at least one person assigned to each matter’s team. This prevents matter records from being lost within the Lawtrac application.

Depending on the view/edit permissions granted to the individual team members, they have full authority to interact with the matter information, as do all of those in the higher positions.

To move responsibilities from one team member to another, click **Swap Assignments** in the **Legal Team** sidebar.

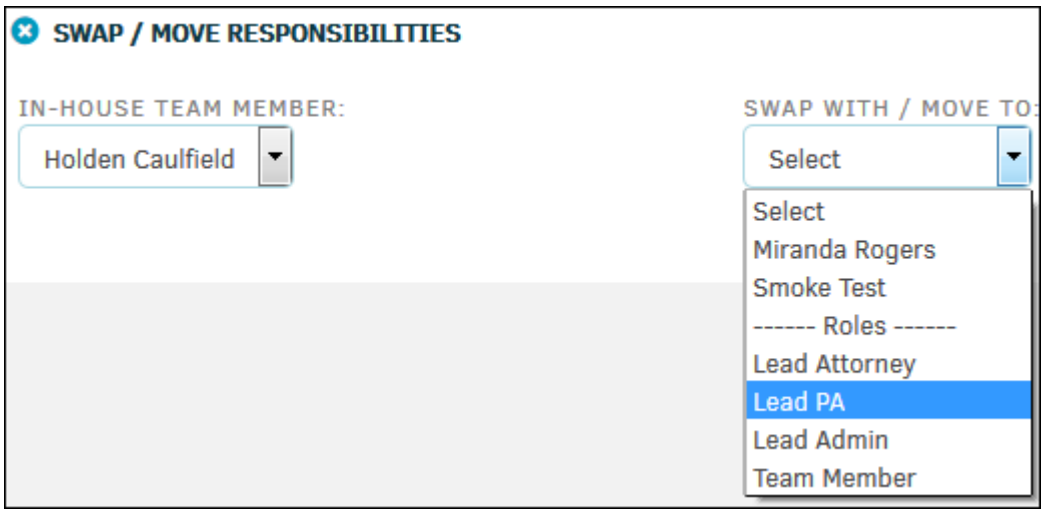

**Swap Assignments**

1. Select an existing team member from the "In-House Team Member" drop-down list.
2. Select the person who is to take over the assignments in the "Swap With/Move To" drop-down list.

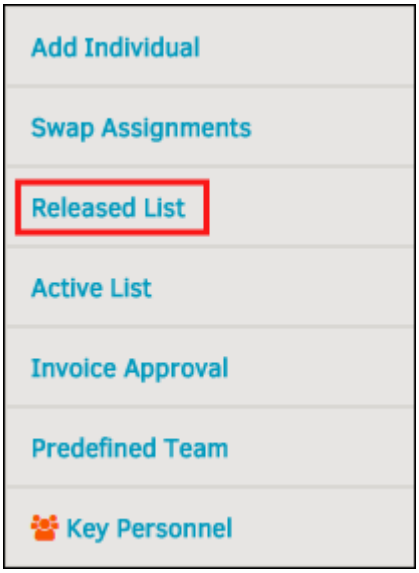

**Move Responsibilities**

## Change a Member's Role

1. Select the individual in the "In-House Team Member" drop-down list.
2. Select a role from the "Swap With/Move To" drop-down list.




Click **Released List** from the **Legal Team** sidebar to view a list of individuals released from the matter record. Releasing an individual from a matter record does not release them as a user from the Lawtrac application.



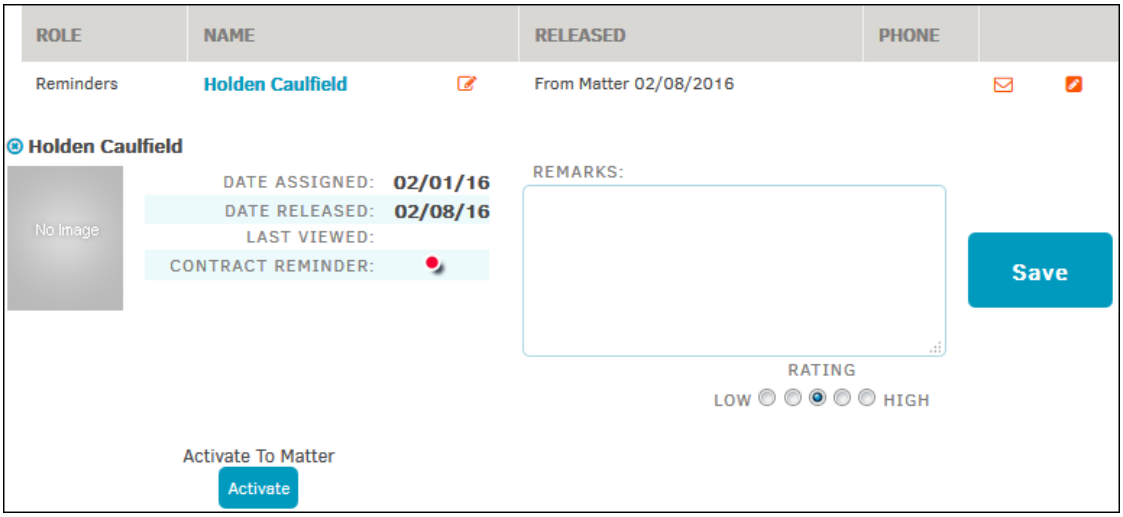

**Released List**

Released individuals are listed in a table that displays the name of the individual, role, phone number, the matter from which they were released, and internal message option.

- —Send the individual an email
- —Send an internal message that they can access in their Lawtrac message bank

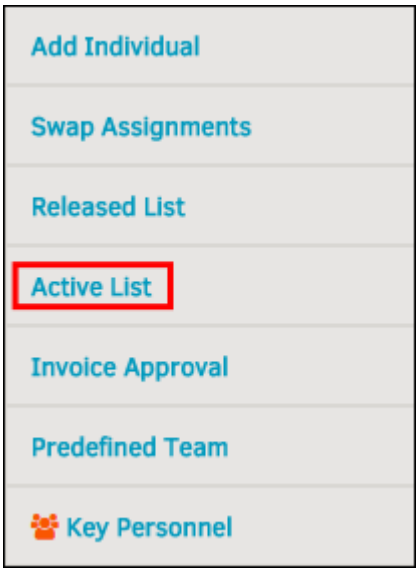
## Reinstate a User to the Matter Record

1. Click the name or the icon.
   a. Add remarks or comments to the text field, or rate the individual.
2. Click **Save** after making changes.
3. Click **Activate** to reinstate the individual.




**Released Individual Detail**

Click **Active List** from the **Legal Team** sidebar to view a list of individuals actively associated with the matter record.




**Active List**

Active individuals are listed in a table that displays their role, the name of the individual, title, phone number, email, and internal message option.

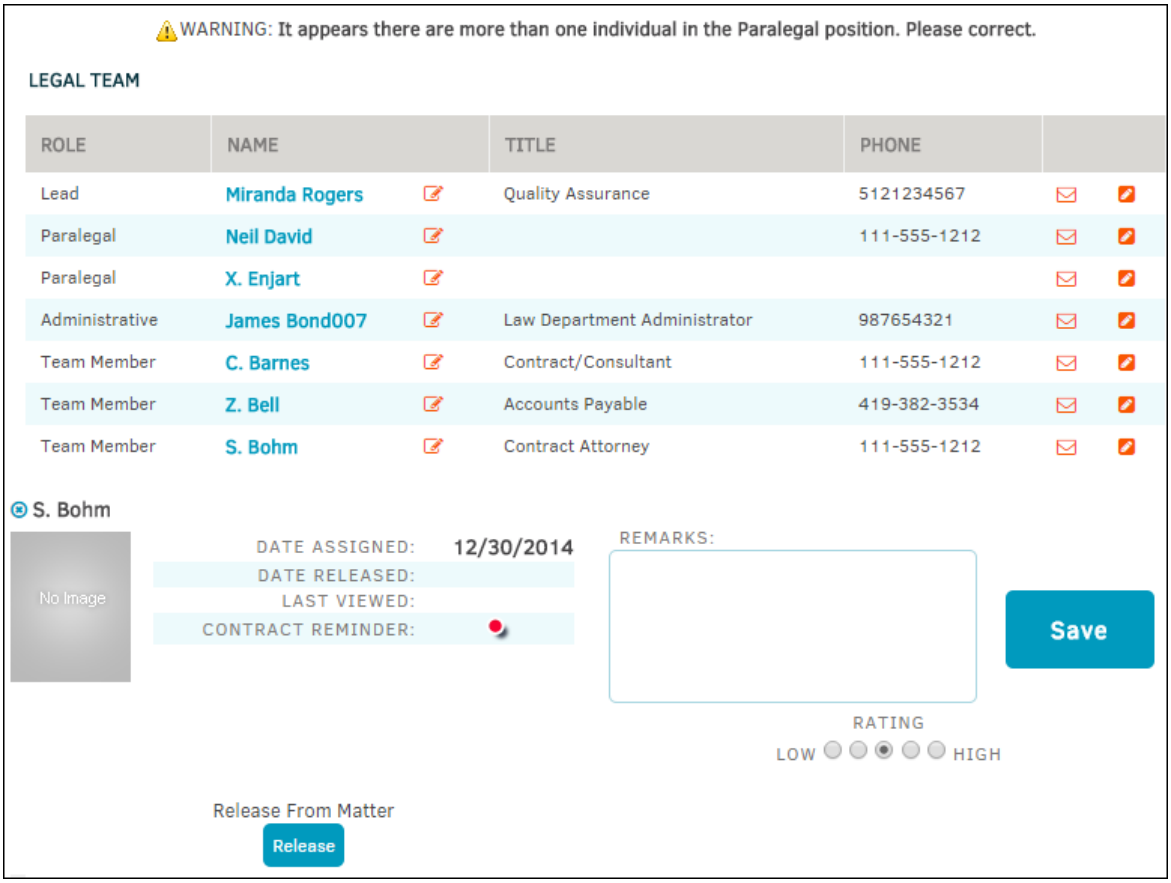
- —Send the individual an email
- —Send an internal message that they can access in their Lawtrac message bank

## Edit or Release the Individual from the Matter

1. Click on the name or the icon.
   a. Add remarks or comments to the text field, and rate the individual.
   b. Click **Save** after making changes.
2. Click **Release** to retire the individual from a matter.

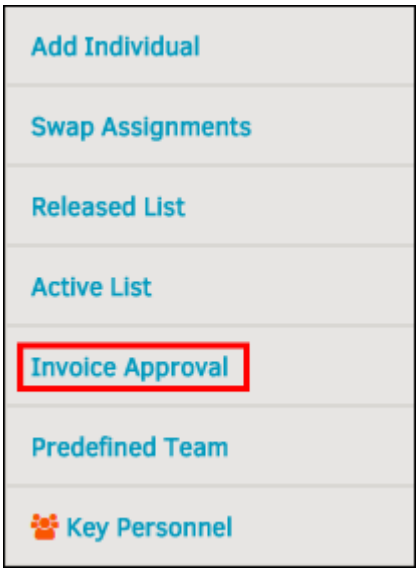
Released users show up in your **Released List**.

***Note:*** *If there is more than one individual within a role that is only designed for one person, a notice appears above the Legal Team list (see following screenshot):*




**Active Team Member Detail**

The **Invoice Approval** hyperlink in the **Legal Team** sidebar allows users to view default approval chain, or set an alternate approval chain using options from the drop-down list.




**Invoice Approval**

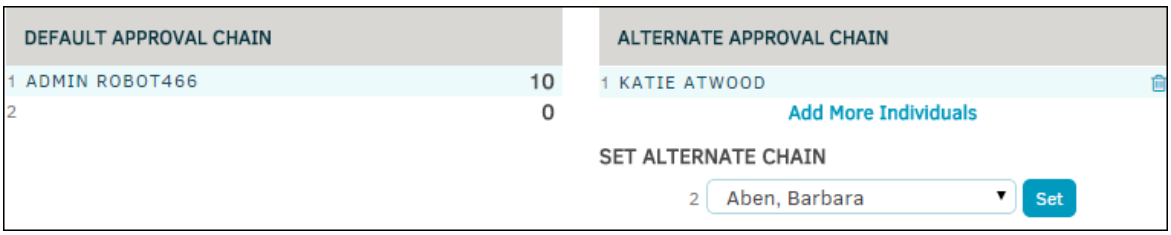
The default approval chain is [set up from within an invoice](#).

## Create an Alternate Approval Chain

1. Click **Set Alternate Approval Chain**.
2. Choose an individual from the drop-down list.
3. Click **Set**.

You can then add more individuals, if necessary.

Click the trash can icon to delete the alternate approvers.

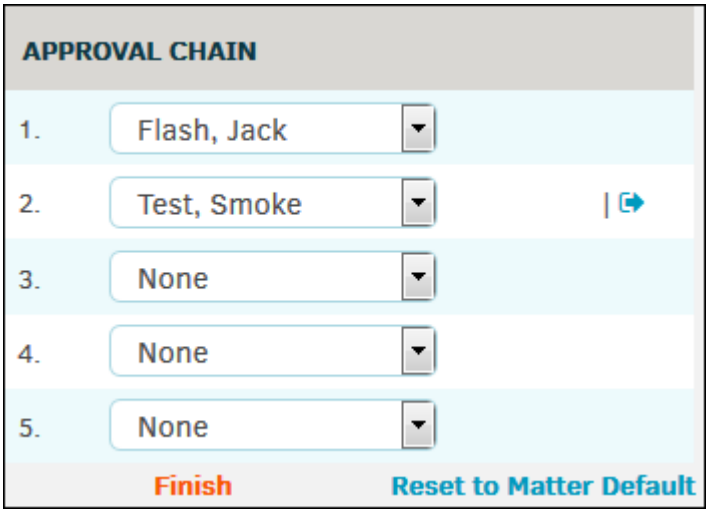



**Set an Alternate Approval Chain**

Click **Adjust Approver Chain** (located in the center of an invoice page) to update the current approval chain. The approval chain controls who needs to review and approve an invoice, and any approval substitutes.

***Note:*** *You can add up to five approvers, but the order of approvers is not necessarily a chain of command. For example, an approver in the third position can approve the invoice before the second approver.*

1. From the **Select Position No. 1** drop-down list, select an approver.
2. Continue to select approvers until all desired approvers are added.
   a. Click the icon to remove an individual from the approval list, or select "None" from the drop-down selection. ***Note:*** *Since at least one approver is required, this icon does not appear for the first position.*
3. Click **Finish** when you have added all approvers.




**Adjust Approval Chain**

## Reset to Matter Default

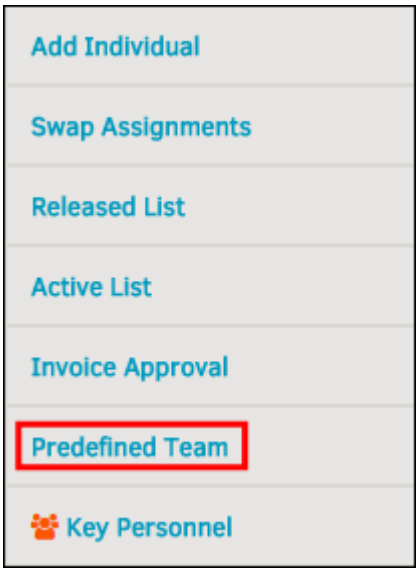
Click the **Reset to Matter Default** hyperlink to reset the approval chain for this invoice to the matter default. Invoice amounts are not affected.

After clicking **Reset to Matter Default**, click **OK** to confirm your decision within the pop-up window.

The approval chain window refreshes (to the non-adjustment view) to show that the chain contains only the default approvers for the associated matter. The invoice is set back to pending, and all reviewers on the chain must review the invoice; any comments added to the invoice are still present.

Click the icon to send a reminder to review the invoice.

The **Predefined Team** hyperlink in the **Legal Team** sidebar allows users to assign a legal team from a list of predefined groups rather than add individuals one-by-one.




**Predefined Team**

Predefined teams are determined by your site administrator in **Application Administration**.

**To assign a predefined team:**

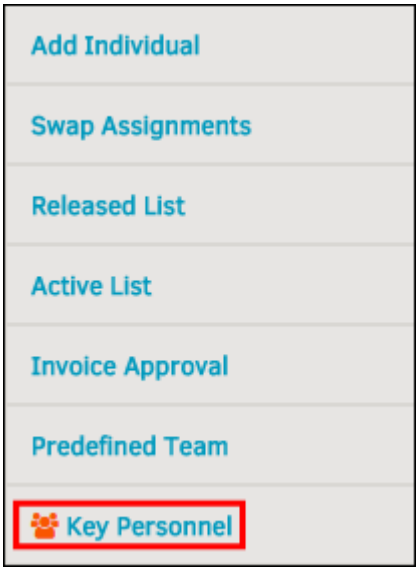
1. Click the radio button next to the name of the desired group.
   a. To assign your own individuals to your legal team, select **Predefined Team Not Required For This Record**.
2. Click **Save**.

| | TEAM | LEAD |
|---|---|---|
| ○ | Austin Group | Todd Lietha |
| ○ | Complaint Handlers | Shawn Anthony |
| ○ | Documentation Team | |
| ○ | eDiscovery Prep | Y. Couenhouen |
| ○ | eDiscovery Review | G. Leadbetter |
| ○ | Incident Review | Paul Vernanhousen |
| ○ | Kashmir | |
| ○ | Key Personnel | |
| ○ | LTO Team | |
| ○ | Matt's Team of One | Matt Wilson |
| ○ | Plaza Group | Annu Kumari |
| ○ | QA Team | Jay Quisley |
| ○ | Special Projects Team | Julie Reed |
| ○ | Team Charles | Charles McNeil |
| ○ | test | Z. Abernanthy |
| ◉ | Predefined Team Not Required For This Record | |

*This will assign all the individuals to the record.* Save

**Select a Predefined Team**

The **Key Personnel** hyperlink in the **Legal Team** sidebar allows users to view key personnel and assignment details, and add or release a key person. This page can also be accessed by clicking the **Key Personnel** hyperlink in the **Matter Navigation Bar**. Refer to this page for details.

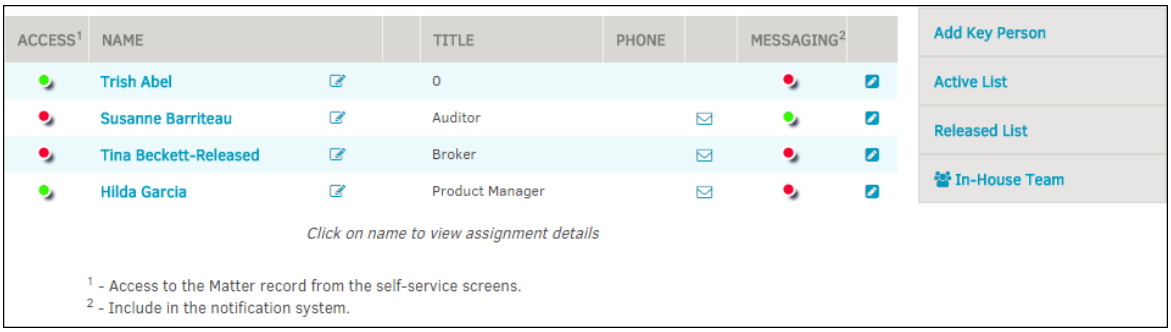



**Key Personnel**

The **Key Personnel** hyperlink in the **Teams, Firms, Parties** tab under the **Matter Navigation Bar** allows users to add members to the key personnel list, adjust access and notifications, and release from the matter.


**Key Personnel**

Key personnel are individuals who work for the company but are not a part of the legal department. They can't see everything that the in-house users see; these permissions can be managed in their profile.




**Key Personnel**

## Edit a Key Personnel Matter Profile

1. Click the **Name** of the individual, or the icon, to add remarks, ratings, or release the individual from the selected matter.
2. Click **Save** to confirm changes made to comments.

- —Email the individual
- —Add an internal note
- —Message notifications or matter access is enabled
- —Message notifications or matter access is disabled

***Note:*** *Without access to the matter record, the key person is still able to receive notifications for events and messages, but is not able to view matter details.*

***Sidebar Options:***

| Page | Function |
|---|---|
| Add Key Person | Add an individual to your key personnel. |
| **Active List** | View all active key personnel. |
| Released List | View all retired key personnel. See also Release Key Person. |
| **In-House Team** | View your Legal team. |

To add an individual to your key personnel list, click **Add Key Person** in the **Key Personnel** sidebar.


**Add Key Person**

1. Select an individual from the drop-down list. If you do not see the individual you want to add, contact your site administrator so they can create a profile for the individual.

2. Click the red icon to enable access or notifications. Access to the matter record and notifications are initially disabled ( ).

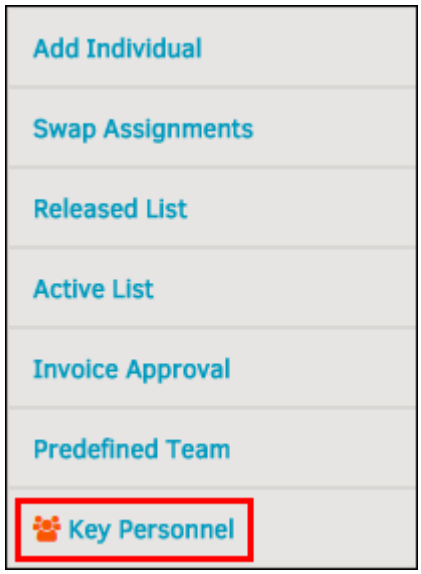
3. Click **Add Record** to confirm.

   The page refreshes to show your updated key personnel list.


**Add Key Personnel Record**

- —Message notifications or matter access is enabled
- —Message notifications or matter access is disabled

To remove an individual from your key personnel list, click **Key Personnel** in the **Legal Team** sidebar.



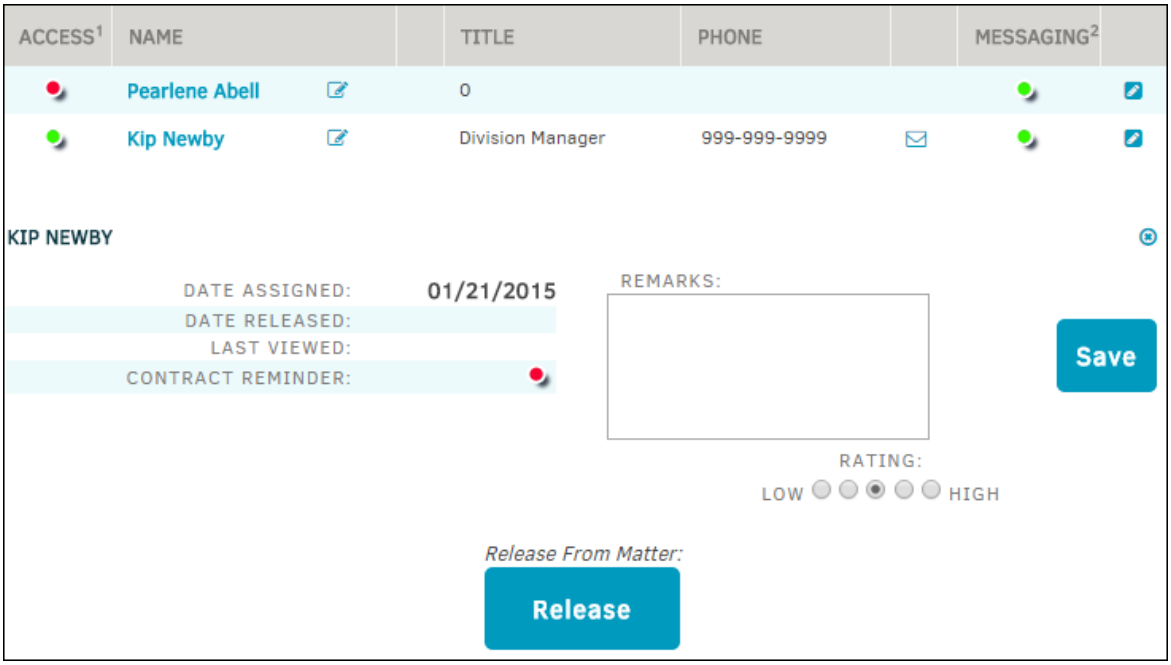

**Key Personnel Link**

1. Click on the key person's name or the icon. The individual's assigned date and remarks display below the key personnel list.

2. Click the **Release** button to remove the individual.

When a key person is released from the matter record, his/her access to the matter record from the self-service screens is turned off, and the individual is removed from the notification system. If you would like the individual to continue to be included in the notification system, access his/her profile in the **Released List** and turn the Messaging switch on .

- —Message notifications or matter access is enabled
- —Message notifications or matter access is disabled




**Release Key Person**

The **Released List** hyperlink in the **Key Personnel** sidebar displays a list of key personnel that have been released from the matter record.


**Released List**

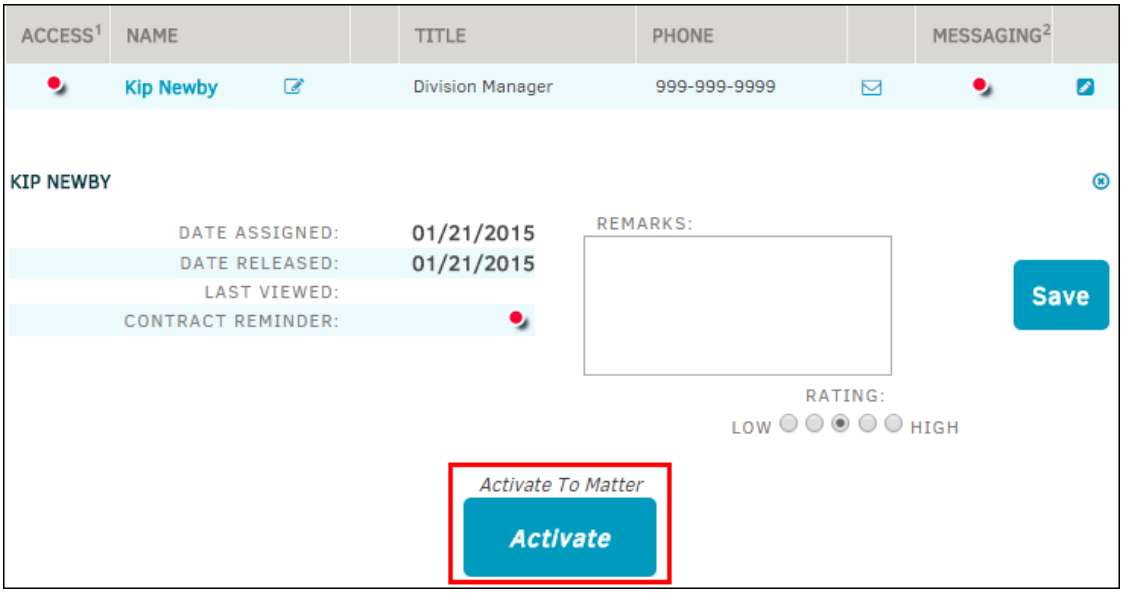
You can still send a released key person internal notes and messages; click the appropriate or icon to do so.

You can also control that person's ability to receive notifications by using the / icons, but you are no longer able to give them access to the matter record from the self-service screens.

- —Message notifications or matter access is enabled
- —Message notifications or matter access is disabled

**To reinstate a key person to the matter record:**

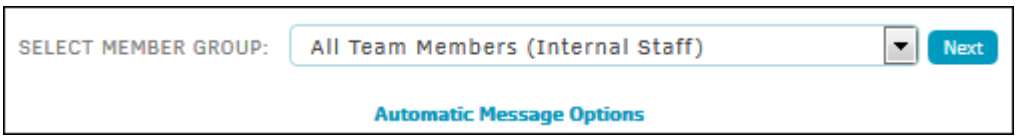
1. Click on the individual's name or the icon.
2. Click **Activate**.




**Reactivate Key Person**

Send a message to all team members (Internal Staff), all associated individuals (Team, Vendors, etc.), or all vendors and law firms.

1. Select **Messaging** from the **Team, Firms, Parties** tab in the **Matter Navigation Bar**.




**Messaging Team Members**

2. Select an option from the "Select Member Group" drop-down list.
3. Click **Next**.
   a. Manage the recipients in the group by clicking the ☑ icons.
4. Use the radio boxes to save the message as a text record, or send a copy to the individual by email.
5. Click **Send** to confirm.

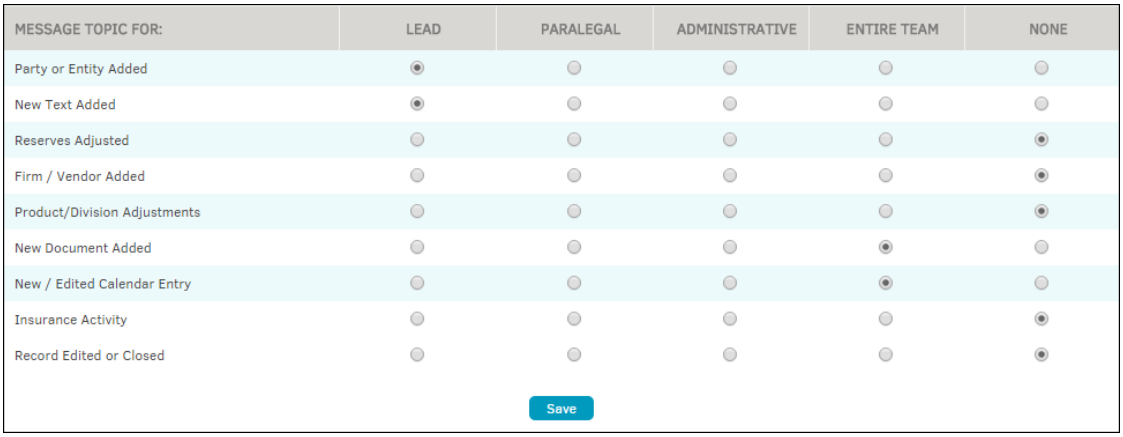
**See also:**

Automatic Message Options

Lawtrac users may adjust automatic message options for different members and member groups.

1. Select **Messaging** from the **Team, Firms, Parties** tab in the **Matter Navigation Bar**.
2. Click **Automatic Message Options**, located under the **Select Member Group** drop-down list.

3. Set message switches by clicking the appropriate radio button.
4. Click **Save** to confirm and refresh.



| MESSAGE TOPIC FOR: | LEAD | PARALEGAL | ADMINISTRATIVE | ENTIRE TEAM | NONE |
|---|---|---|---|---|---|
| Party or Entity Added | ● | ○ | ○ | ○ | ○ |
| New Text Added | ● | ○ | ○ | ○ | ○ |
| Reserves Adjusted | ○ | ○ | ○ | ○ | ● |
| Firm / Vendor Added | ○ | ○ | ○ | ○ | ● |
| Product/Division Adjustments | ○ | ○ | ○ | ○ | ● |
| New Document Added | ○ | ○ | ○ | ● | ○ |
| New / Edited Calendar Entry | ○ | ○ | ○ | ● | ○ |
| Insurance Activity | ○ | ○ | ○ | ○ | ● |
| Record Edited or Closed | ○ | ○ | ○ | ○ | ● |

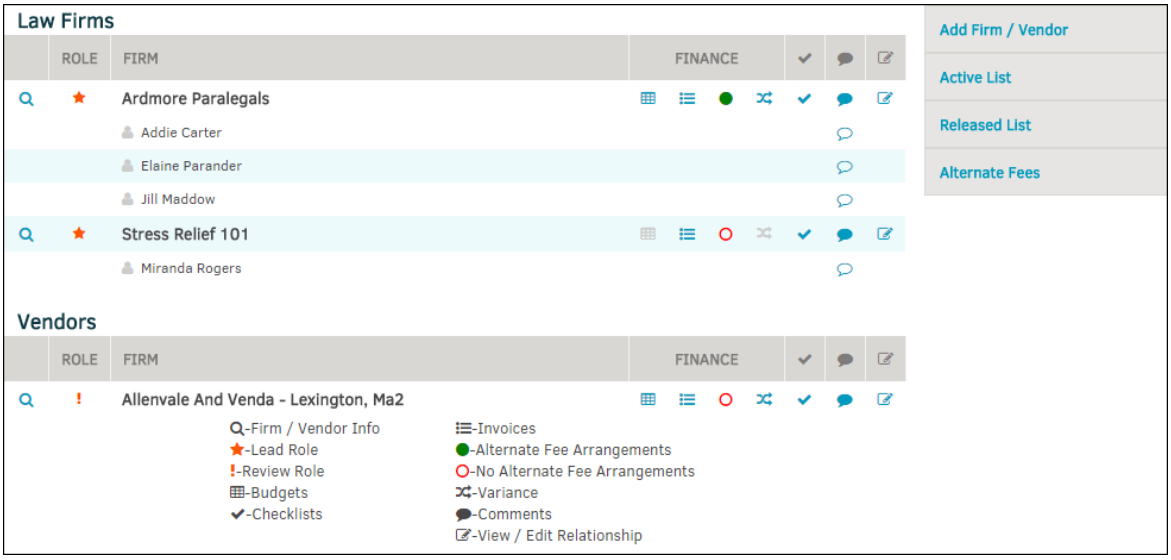
Save

**Set Message Switches**

Lawtrac users with the appropriately assigned permissions can add firms/vendors to a matter record as well as view details on each listed firm. Users can also change the alternate fee arrangement here, if necessary.

A legend is available at the bottom of the list on the **Firms & Companies** page to help navigate using icons.

Click the icon to edit firm/vendor permissions and role, or release employees or the vendor assignment.




**Firms and Companies**

***Sidebar Options:***

| Page | Function |
|---|---|
| **Add Firm/Vendor** | Assign a new firm or vendor to the matter record. |
| **Active List** | View firms and vendors associated with the matter. |
| **Released List** | View firms and vendors that have been released from the matter. |
| **Alternate Fees** | View billing guidelines and set maximum amounts for payments. |

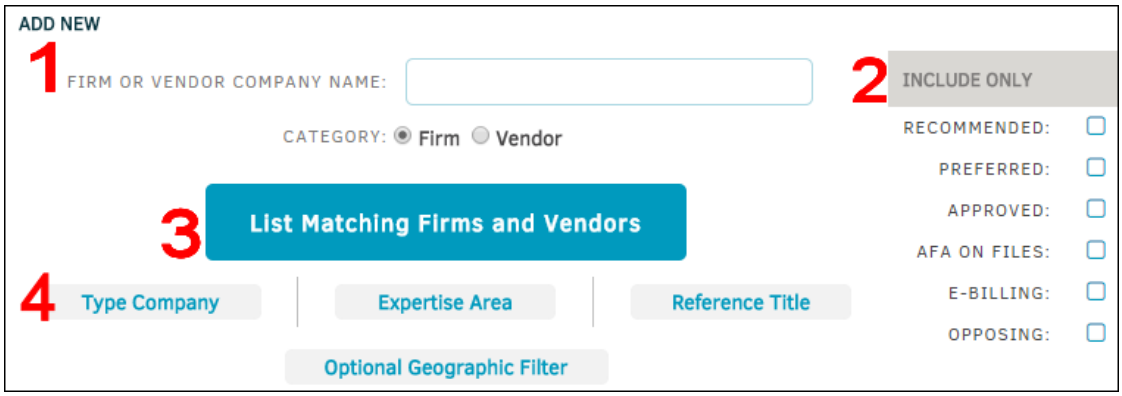
**See also:**

Initiating a Budget

Approving/Rejecting a Budget

1. Access the **Firms & Vendors** tab from within a **Matter Assignment**.

   If you have not yet added any firms or vendors, the following image is what you see when you first select **Firms & Companies** from the **Matter Navigation Bar**, or the **Firms & Vendors** tab at the top of the matter record.




**Adding a Firm/Vendor**

2. Narrow your search results by entering a firm or vendor company name in the text box. Pressing the **List Matching Firms and Vendors** button (**3**) displays a list of all firms or vendors that have the search criteria included in their name.

   ***Note:*** *The result list shows a maximum of 50 firms and vendors.*

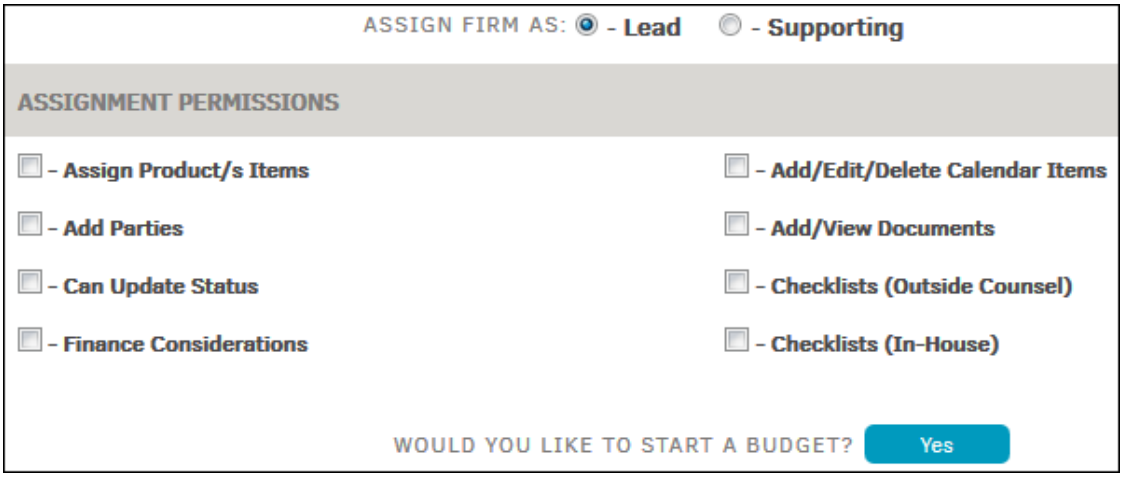
3. Select badge options from the **Include Only** table to further narrow your search results. An icon appears on the selected box and matches the badges in the **Firm/Vendor** list.

4. Click **List Matching Firms and Vendors** (**3**) to apply these changes.

***Important Note:*** *Your site administrator may have changed the description titles for some of these badges (for example, AFA on File is an optional badge title created as an example to be used for this guide).*

| Badge | Data |
|---|---|
| | Recommended |
| | Preferred |
| | Approved |
| | Alternate Fee Arrangement on File |
| | e-Billing |
| | Opposing |

5. Assign the firm or vendor as either Lead or Supporting using the radio buttons at the top.
6. Assign permissions by selecting the checkbox next to each action you would like the firm/ vendor to be able to make.



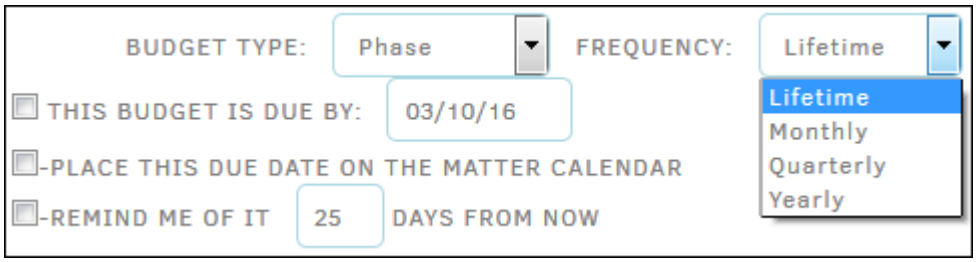

**Assign Permissions**

7. Start a budget by clicking **Yes**.

a. Select budget type by Phase, Task, Work Item or Worksheet and assign a frequency of Lifetime, Monthly, Quarterly, or Yearly.

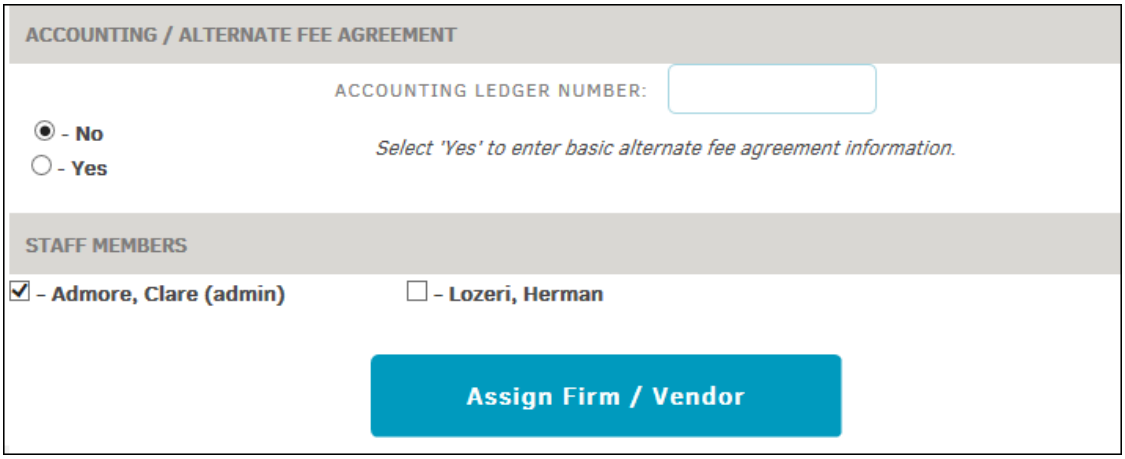
b. Decide if you want the budget due by a certain day by selecting the first checkbox and changing the date as necessary.

c. "Check" the additional boxes to place the due date on the Lawtrac matter calendar, and/or set a reminder on a specified date.




**Add a Budget**

8. Change or enter agreement high points that invoice approvers can use to aid their invoice evaluation by clicking the bubble next to **Yes** under **Accounting/Alternate Fee Agreement.**

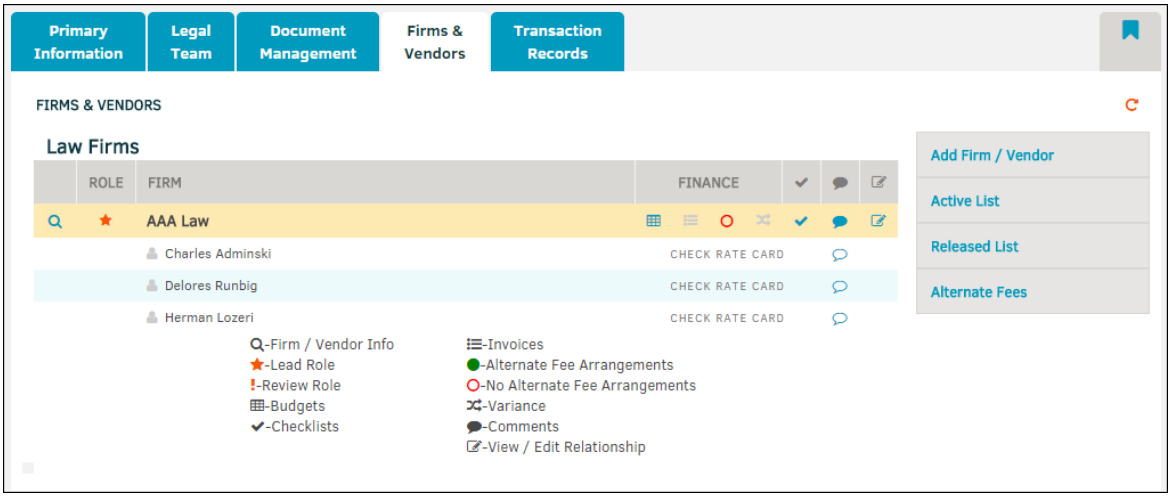



**Fee Agreement**

9. "Check" the boxes next to available staff members to include them in the assignment.

10. Click the **Assign Firm/Vendor** button.

You are redirected to the **Firm & Vendors** tab, where information of the assigned law firms are displayed in the **Active List**.



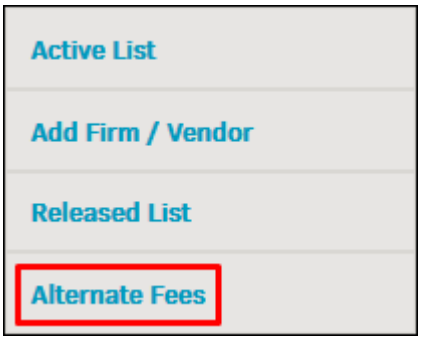

**Firms & Vendors Active List**

## Customize Your Search

- **Type Company** allows you to find companies by legal purpose.
- **Expertise Area** finds a firm or vendor with skill or knowledge in a particular field.
- **Reference Title** focuses the search on a specific role designation or patent.
- Find firms and vendors in a certain location using the **Optional Geographic Filter.**

After selecting the desired firm or vendor from the list, you are directed to a new screen. From here, you can view the firm or vendor's assignment permissions, accounting/alternate fee agreement with their accounting ledger number, and staff members.

Billing guidelines allow you to set maximum amounts that can be submitted by outside counsel or firms/vendors for payment. Crossing these thresholds flags the invoice for reviewer's consideration; it does not automatically result in the invoice being rejected. If no LEDES code is selected, then the amounts apply to all items. If no maximum is set (the default remains zero) then the item is ignored.




**Alternate Fees Link**

- —Delete a guideline

## Edit a Firm's or Vendor's Alternate Fees

1. In the **Firms & Vendors** sidebar, select the **Alternate Fees** link.
2. Click the firm or vendor's name.

BILLING GUIDELINES

| | | PER INVOICE | | PER FISCAL YR | | LIFETIME | |
|---|---|---|---|---|---|---|---|
| FIRM / VENDOR | CODE | MAX CT. | MAX AMT. | MAX CT. | MAX AMT. | MAX CT. | MAX AMT. |
| Butler And Sanchez - Winston, Wv | B110 \| Case Administration | 3 | 50 | 1 | 500 | 1 | 5,000 |
| Cook And King - Retire Here, Fl | B180 \| Avoidance Action Analysis | 1 | 250 | 8 | 6,540 | 10 | 654,894 |
| Duke Silver Firm | None | | | | | | |

**Alternate Fees**

2. Set a LEDES code by choosing a code from the drop-down list.
   a. Use the radio box to block the firm or vendor from use on the matter.
3. Type the count (amount of products/times they are to be paid) and cost (price of product/ activity) into the text fields. Maximum amounts can be set per invoice, fiscal year, or by lifetime.
4. Click **Save** to confirm changes.

SET LIMIT FLAGS FOR Duke Silver Firm

B195 | Non-Working Travel

-Block From Use On This Matter

Save

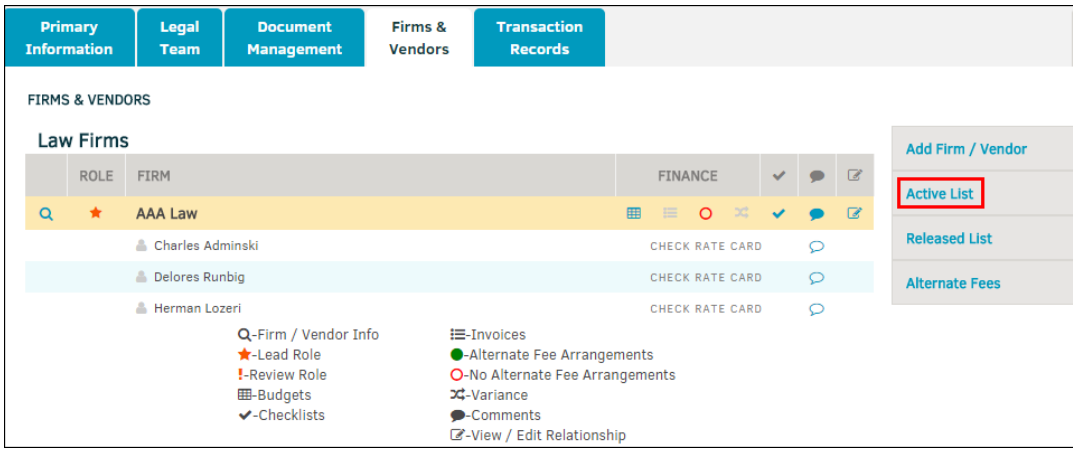
*These settings apply to this specific record only.*
*Enter All Amounts In United States Dollars.*

| PER INVOICE | |
|---|---|
| COUNT | COST |
| 1 | 5 |
| **PER FISCAL YEAR** | |
| COUNT | COST |
| 15 | 25 |
| **LIFETIME** | |
| COUNT | COST |
| 3 | 700 |

**Set Limit**

## Set Alternate Fee Arrangement Details

1. Select **Active List** from the **Firms & Vendors** sidebar.




**Alternate Fee Arrangements in the Active List**

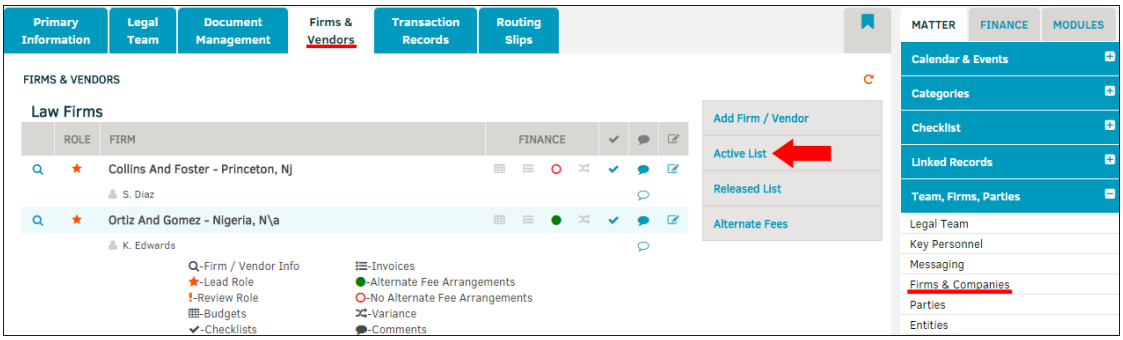
2. Click the ○ icon.
3. Click the checkbox and enter the arrangement details in the text field.


4. Click Update.

   The ○ icon changes to ●; you can now edit the amounts on the **Alternate Fees** screen.

Budgets can be initiated for a firm or vendor separate from their invoice.

1. From the **Firms & Companies** hyperlink under **Team, Firms, Parties** section in the **Matter Navigation Bar** (or the **Firms & Vendors** tab at the top of the matter record), select the **Active List**.




**Firms & Vendors Active List**

2. Click the icon (the far left icon under the **Finance** column).

   You are redirected to a new screen.

3. Select the budget type and frequency of payments from the drop-down lists.

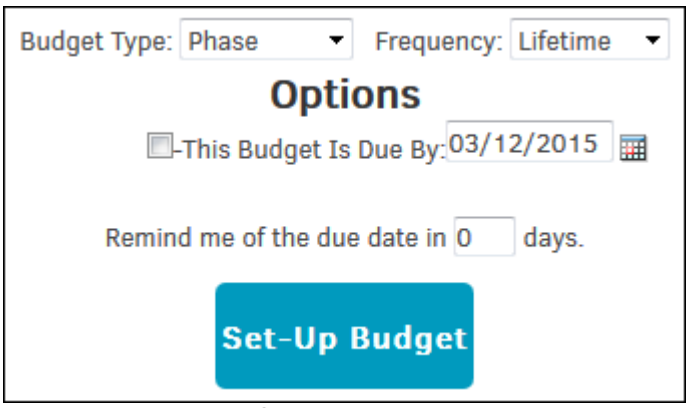
4. Use the icon to determine the due-by date (make sure the checkbox for this option has been marked).

   a. Select the newly generated checkbox to place the date on your matter calendar.

   b. Set a reminder.

5. Click **Set-Up Budget**.

You are redirected to your newly adjusted budget list. From here, open the budget by clicking the budget number to adjust budget line fees. The *Budgets* portion of the *Finance Navigation Bar* section of the guide covers this process thoroughly.




**Set up a Budget**

**See also:**

Approving/Rejecting a Budget

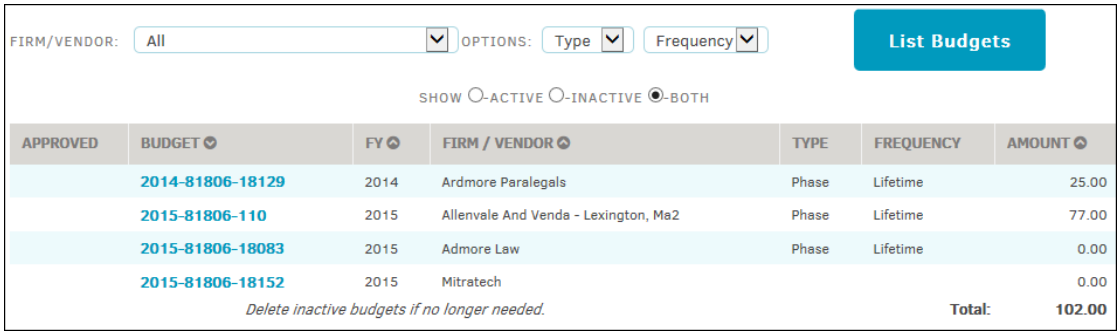
If you have been given budget approval permissions by your site administrator, you can approve or reject an existing budget from your firm/vendor active list on a matter record.

1. Select **Firms & Companies** in the **Team, Firms, Parties** section of the **Matter Navigation Bar**, or go to the **Firms & Vendors** tab at the top of the matter record.

2. Click **Active List** in the sidebar.

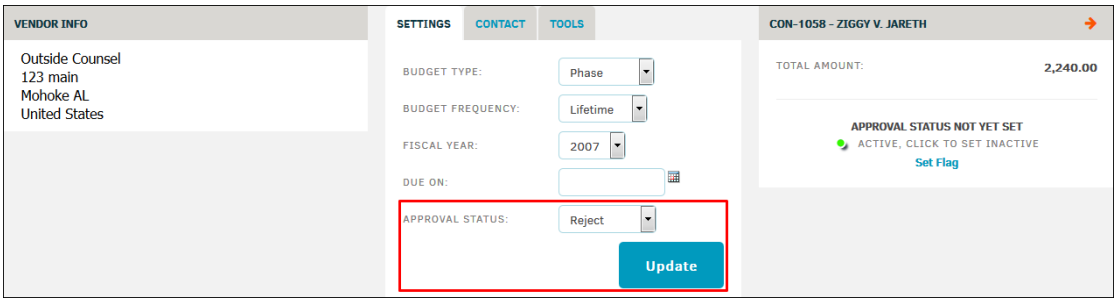
3. Click the icon (the far left icon under the **Finance** column). If the firm or vendor has a budget on file, this icon displays a blue color.

   You are then directed to the budget list page.



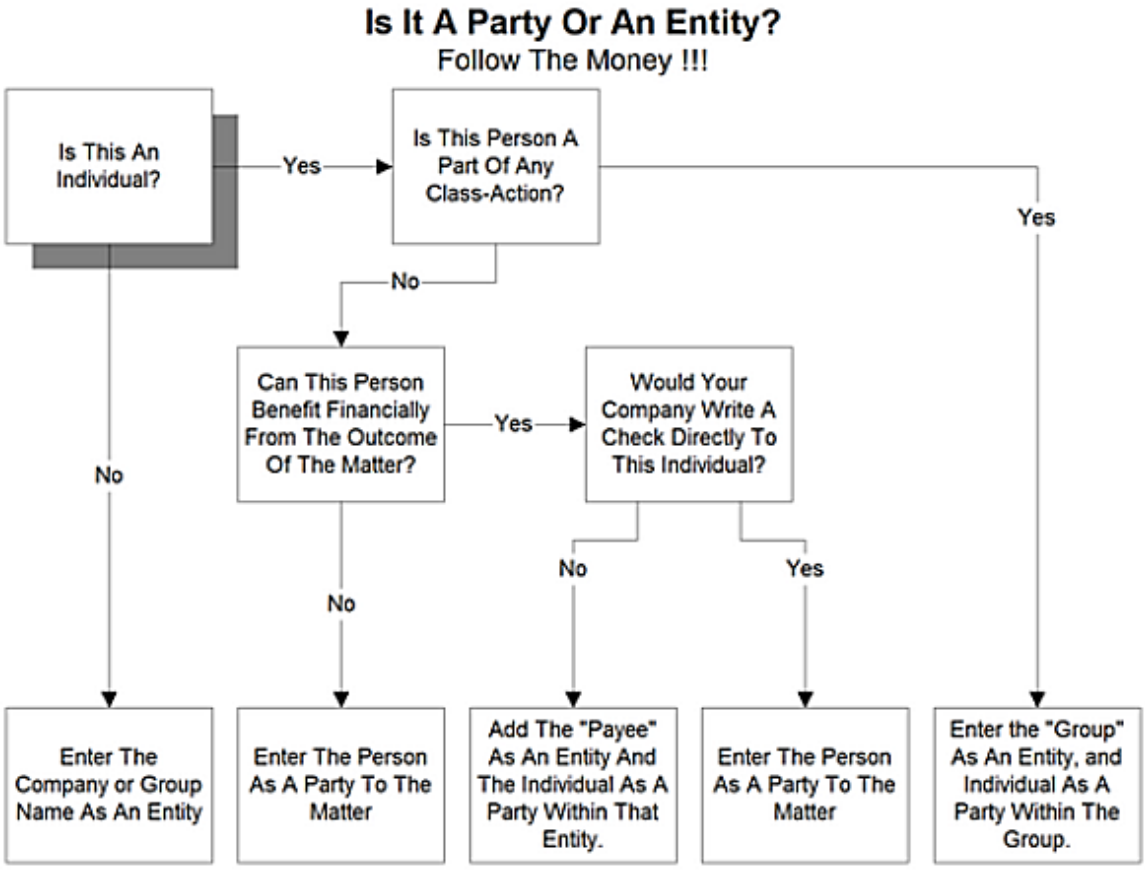

**Budget List**

4. Click the budget number to navigate to the vendor's budget information page.
5. Select either "Approve" or "Reject" from the "Approval Status" drop-down list, located at the top of the page in the **Settings** tab.
6. Click **Update** to confirm.




**Approve or Reject a Budget**

The following flowchart illustrates the differences between a party and an entity.




## Examples of Parties and Entities

The traditional use of parties within a Matter Management System pertains mainly to individuals associated to a matter who are neither part of the corporate structure nor the outside counsel or vendors who also have a direct relationship to that matter.

If John Smith, the individual, is involved with a claim or litigation against your company, he might be a "Party" to the matter.

If John Smith is a corporation (John Smith, Inc.) involved with a claim or litigation against your company, that corporation would be associated to the matter as an "Entity".

If John Smith is the CEO of your company, he would not be identified as a "Party" but rather as a corporate "Key Personnel".

If the person is involved with the matter in a position to gain financially for work or services performed, he would be an outside counsel or vendor.

The traditional requirements of assigning parties to a matter continues to be a function within Lawtrac, but we have introduced a two-tier "hierarchy" system to the parties: the first tier is referred to as "Entity"; the second tier is referred to as "Party".

Individual parties can be associated to a matter, and they can also be a part of an entity that is associated to another matter.

***An Entity can be:***

- An external company
- A subordinate company within the corporation using the Lawtrac application
- An identified class of litigants

***A Party can be:***

- A subordinate individual to an entity
- A subordinate individual to more than one entity
- An individual who can be associated to a matter but who is not associated to an entity

## Matter Relationships to Parties and Entities

When an entity is attached to a matter, subordinate parties are also attached, making their contact information available to all those working on the matter.

Parties are attached to a matter as individuals. An individual who is subordinate to an entity may be attached as an individual, at which point the association is one-to-one and does not involve the entity or other subordinates of any associated entity.

**See also:**

**Party View**

Add a Party

View Party Information

Remove a Party

Record Payments to Parties

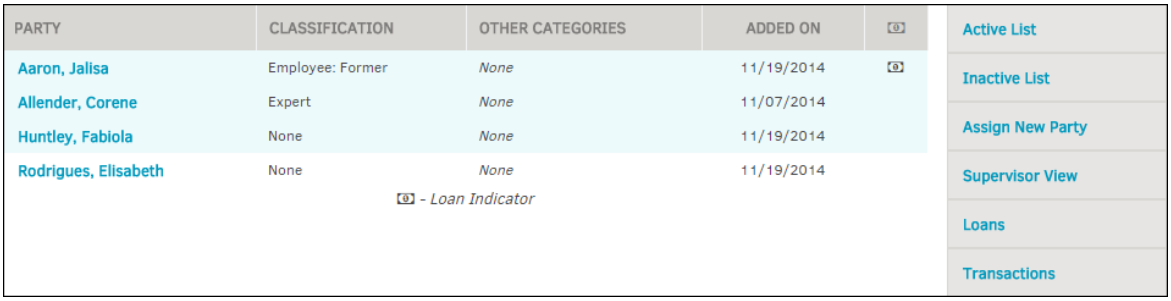
**Entity View**

Associate Entity

View Entity Information

The **Parties** page under **Teams, Firms, Parties** in the **Matter Navigation Bar** displays parties by name, classification, active date, and any information added in Other Categories.

- —The party has a loan




**Party List**

***Sidebar Options:***

| Link | Function |
|---|---|
| **Active List** | View all parties that are currently active. |
| **Inactive List** | View all parties that are currently inactive. |
| **Assign New Party** | Add a new party. |
| **Loans** | View a party's loan information: start date, principal amount, and payment amount. |
| **Transactions** | View the actions taken by or to parties. |

**See also:**

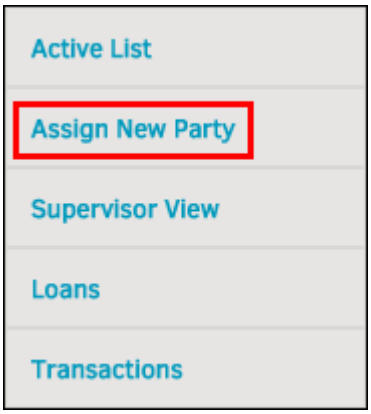
Add a Party

View Party Information

Remove a Party

Record Payments to Parties

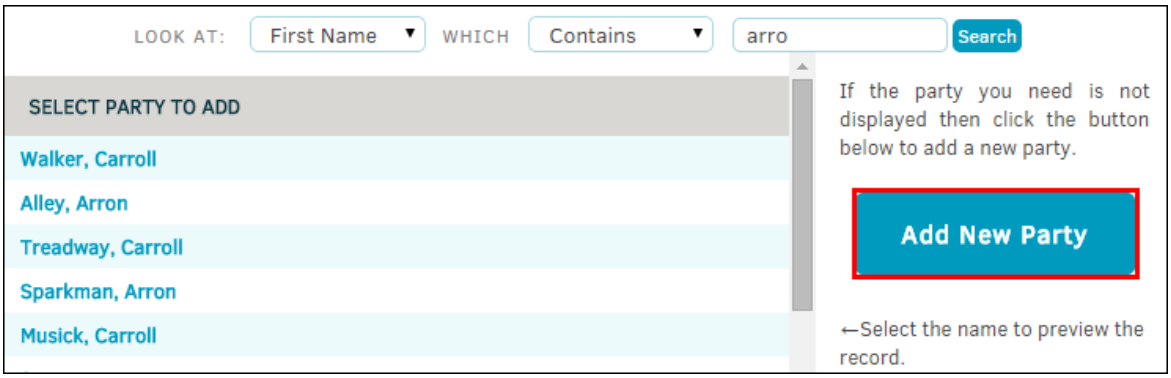
1. Click the **Assign New Party** hyperlink from the **Parties** sidebar.




**Assign New Party**

2. Search for an individual by last name, first name, company, or alias. A minimum of four characters are needed to conduct the search, and the search criteria can be altered to accept characters that the name either begins with, ends with, or contains.
3. Click **Search**.
4. Select a party from the list to add them to the matter record.
   a. If the party you need is not displayed, click the **Add New Party** button to create new party data.

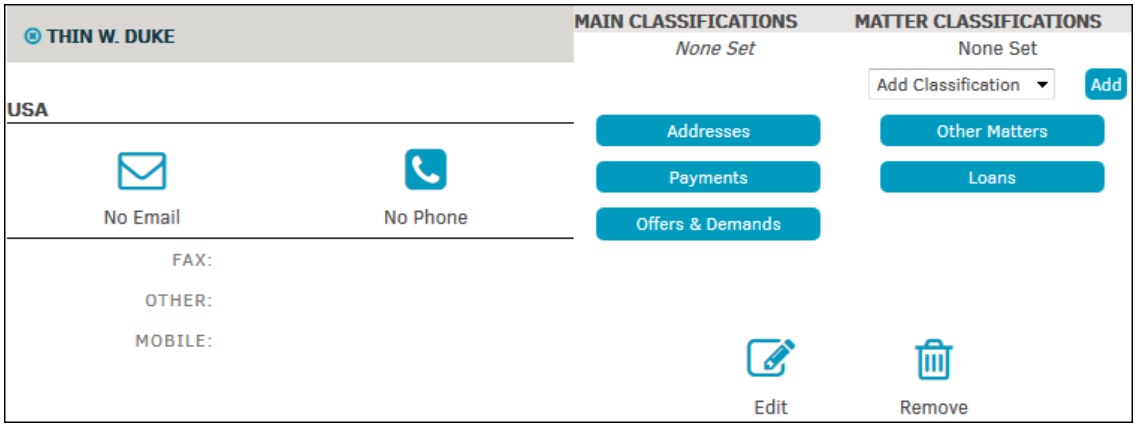
Once the party has been added you are able to edit contact information and payment or loan information. See View Party Information for more details.




**Add New Party**

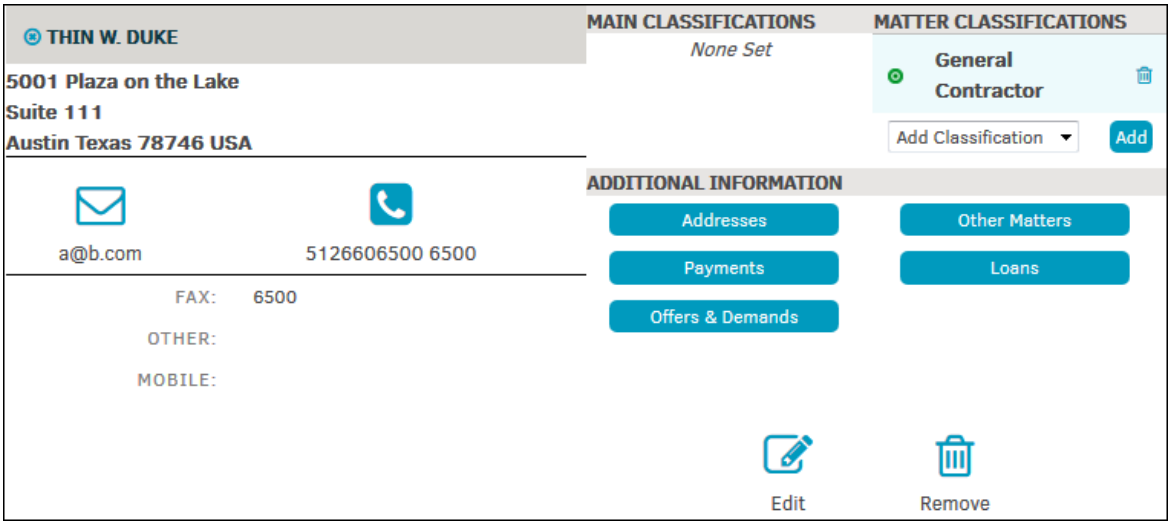
## Add New Party

1. Perform a search, then click **Add New Party**.
2. Enter all information available, first and last name are required.
3. Click **Add New Party**.
4. Click on the party name to add a classification and add or edit an insurance claim number and date. See View Party Information for more details.




**Confirm Selection**

Click the name of the party in the **Parties Active List** to bring up the information screen for the party of your choice.

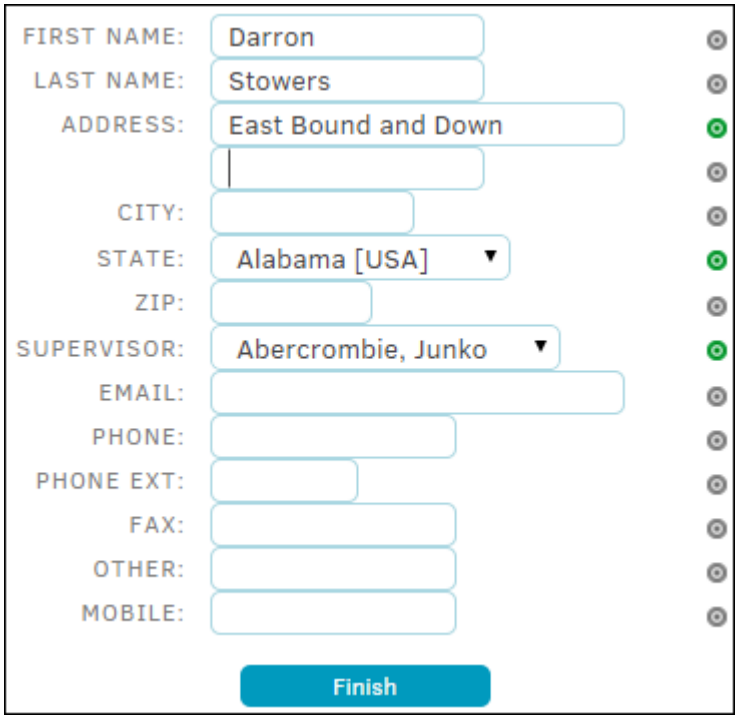



**Party Information**

- —Edit contact information
- —Information has been saved

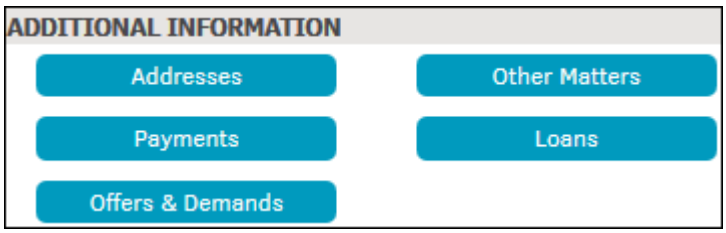
## Edit Party Information

1. Click **Edit**.
2. Use the **Tab** button on your keyboard to navigate through the text boxes. If a change has been made in a text box, using **Tab** or clicking outside of the box initiates the save process.
3. Click **Finish** to confirm saved changes.




**Edit Main Contact Information**

Additional information for **Addresses, Payments, Offers & Demands, Other Matter** and **Loans** can be included at this screen as well by clicking the respective button.




**Additional Information**

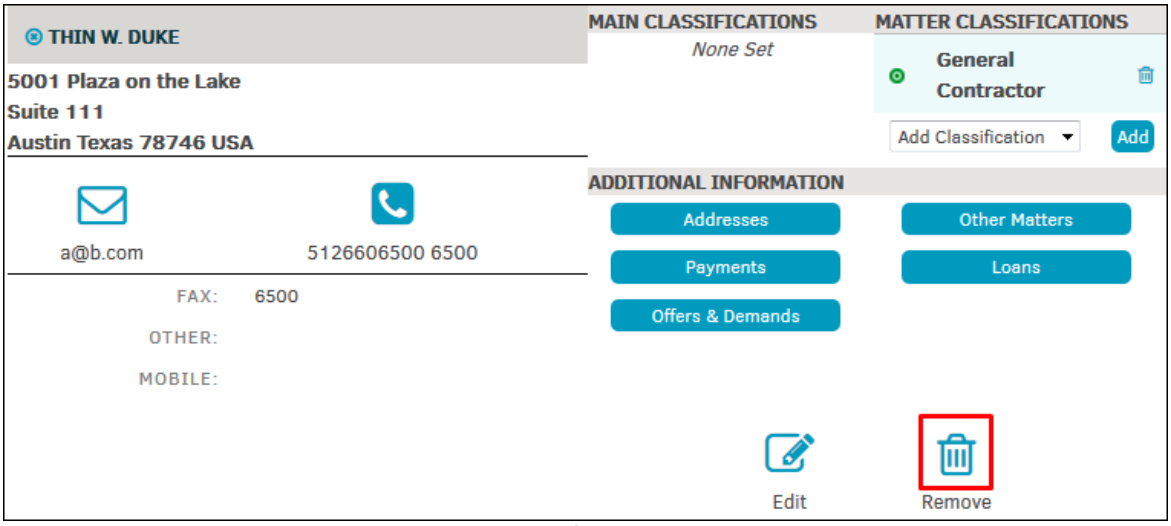
***Additional Information Options:***

| Button | Function |
|---|---|
| **Addresses** | View or add additional address information. |
| **Other Matter** | View other matters to which the party is assigned. |
| **Payments** | View or record a payment. |
| **Loans** | View or add loan information. |
| **Offers & Demands** | View or record an offer/demand. |

Removing a party does not erase the party from the database itself, it only removes its association with that particular matter.

1. Select **Parties** on the right side of the screen under **Team, Firms, Parties** in the **Matter Navigation Bar**.

2. In the **Active List** view, click on a party name.




**Party Information**

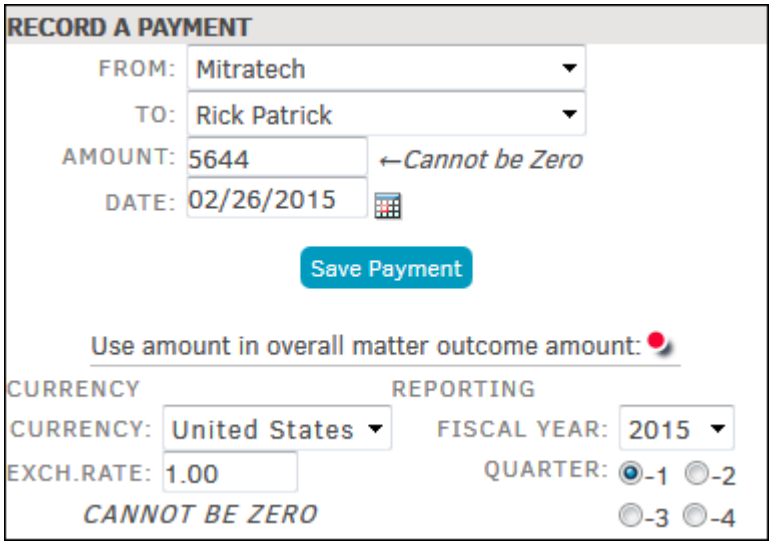
3. Select the icon; a confirmation window pops up.

4. Press **OK** to continue.

***Important Note:*** *If a party has a payment on file, the account will be locked ( ).*

1. Click the name of the party in the **Parties Active List** to bring up the information screen for the party of your choice.

2. Click the Payments button to add a payment.




**Record a Payment**

3. Use the drop-down lists to specify if the payment is to be from the party to your company, or vice versa.
4. Enter the payment amount and payment date in the data fields.
   a. Use the icon to select a payment date.
5. Click the button to use the amount in the overall matter outcome amount.
6. Set the "Fiscal Year" from the drop-down and click the radio button ( ) to the left of the correct "Fiscal Quarter".
7. Select the currency of the payment from the drop-down list and enter the exchange rate, if applicable.
8. Click **Enter Payment**.

Once payments have been recorded against a party or entity, the **Delete** icon is replaced with a **Records-on-File** icon. Parties and entities with payment histories cannot be deleted from a matter.

Click the Payments button again from the main detail screen to view the total payments recorded against the matter.

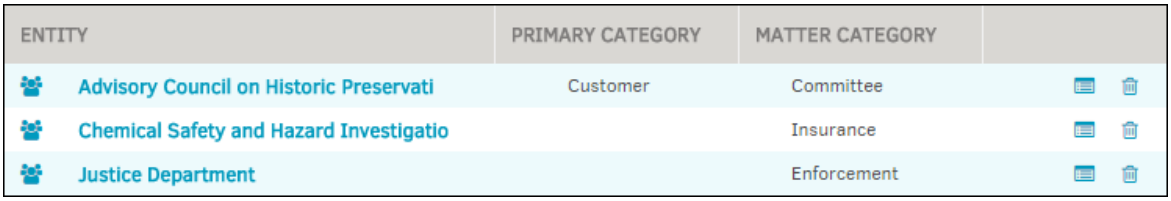
Lawtrac users can view entities as well as associate entities to the matter.

1. Select **Entities** from the **Team, Firms, Parties** tab in the **Matter Navigation Bar**.


**Entities**

The first page you see when selecting this hyperlink is the **Active Entity List** (seen as **List Entities** on the sidebar).

- —View payment history or offers and demands
- —Delete an entity from the list
- —View any party records the entity has on file




**Matter Entity List**

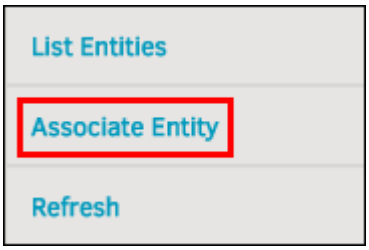
***Sidebar Options:***

| Page | Function |
|---|---|
| **List Entities** | Return to the **Active Entity List**. |
| **Associate Entity** | Add an entity. |
| **Refresh** | Refresh the list to apply changes. |

**See also:**

View Entity Information

1. Select **Associate Entity** from the **Entities** sidebar.



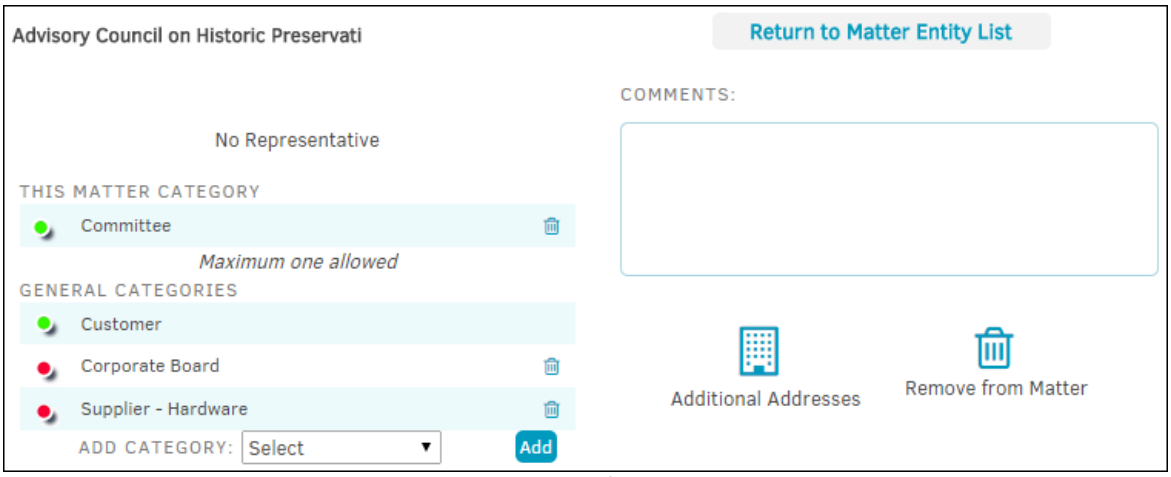

**Entities Sidebar**

2. Search available entities by typing a search term in the text box. Search terms can be a letter or group of letters in the entity's title, and generate a list of all entities with that letter or group of letters in the name.
3. Click **Search**.
4. Click the radio button to the left of the entity name once the entity you want to add appears in the search results.
5. Select a matter category to associate with the entity.
6. Click **Add Entity**.


**Add Entity**

Select **Entities** from the **Team, Firms, Parties** tab in the **Matter Navigation Bar**.

Click on the name of the entity to view their information.




**View Entity Information**

The category under **This Matter Category** is pre-populated from the category chosen when associating the entity. Click the icon to delete the category; you have the opportunity to add a new one.

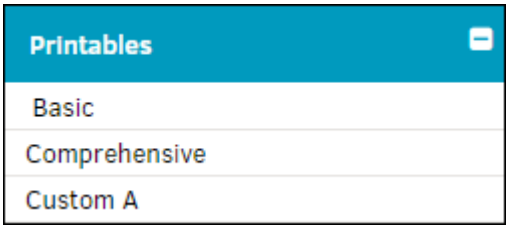
If a matter category was not set during initial association of the entity to the matter record, the space here will be blank, but the icon still appears. Click this icon to open a drop-down list from which you can select a matter category.

Add additional general categories by selecting an option from the "Add Category" drop-down list and click **Add**. General categories can be made primary ( ) by clicking the icon. The first general category you select defaults to primary. A maximum of five (5) categories are allowed.

- —Enter addresses and phone numbers
- —Remove the entity from the matter
- —Category is primary
- —Category is secondary

The **Printables** section in the **Matter Navigation Bar** provides you with three different matter reports (each with varying levels of detail) for meetings or just a quick reference.

Click each report hyperlink within the **Printables** module to open a new window on your screen.




**Matter: Printables**

***Printables Options:***

| Page | Function |
|---|---|
| Basic | Create a summarized report. |
| Comprehensive | Create a detailed report. |
| Custom A | Create a custom report based on preferences configured by your site administrator. |

Basic printables include the following information:

- Matter Name and Matter Number
- Status and Priority
- Important Dates (from Date fields on Main Matter Screen)
- Internal Staff and Team Members
- Correspondence Records
- Document List
- Legal, Product, and Division Hierarchies
- Assigned Firms/Vendors including Invoice Data

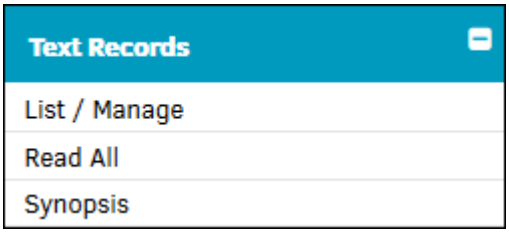
Comprehensive printables include the following information:

- Matter Name and Matter Number
- Status and Priority
- Important Dates (from Date fields on Main Matter Screen)
- Internal Staff and Team Members
- Legal, Product, and Division Hierarchies
- Assigned Firms/Vendors including Invoice Data
- Matter Events (60 Day Outlook)
- UDCs (User Defined Fields)
- Financial Considerations (from the Financial Overview screen)
- Matter Checklist (General and Type-specific)
- Matter Reserves
- Document List

- Linked Matter

Please refer to your company's internal documentation or contact your site administrator.

In addition to the many short and limited text fields found on a matter's **m**ain screen, longer text fields are available in the **Text Records** area in the **Matter Navigation Bar**. Text categories such as Description and Status are standard, and display on some Lawtrac reports. Site administrators can set up additional text categories, and text records can be word-searched.

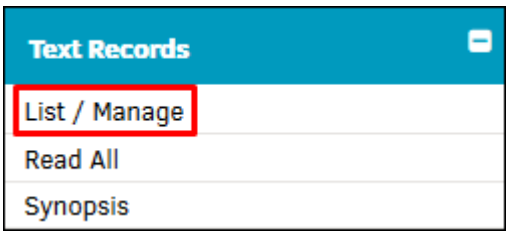



**Matter: Text Records**

***Text Records Options:***

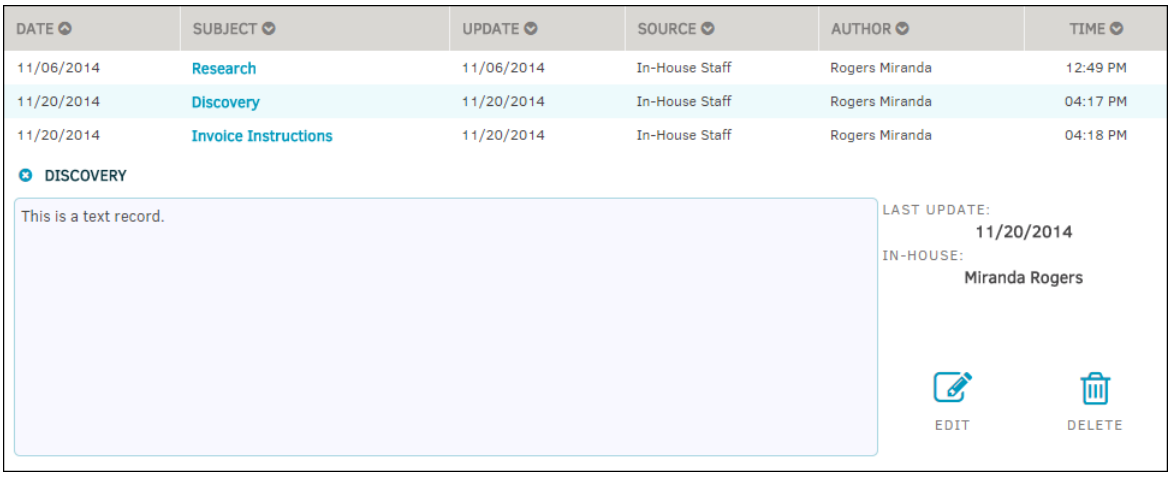
| Option | Function |
|---|---|
| List/Manage | View a list of all text records by subject, update date, source, author, and time added. |
| **Read All** | Open all text records to be read on the same page in chronological order. |
| Add New | Add a text record by category and choose security and notification options. |
| **Synopsis** | Add a summary of the text records by typing in the text box and clicking **Update/Save**. *Can only be viewed by in-house staff.* |

The **List/Manage** screen contains: the **Date** the text was recorded into the database, the **Subject** or Matter Text Category, the last time there was an **Update** to the record, the **Author** of the text record, and the **Time** an entry was added or updated. Each text record lists the **Source** of the entry (in-house or outside counsel), and also identifies the source by **Name** if they are not a part of the in-house staff.



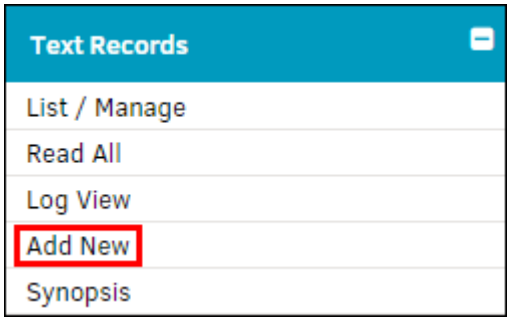

**List/Manage Text Records**

- —Toggle the order of display
- —Edit the text; click **Save** to confirm changes
- —Delete the text record
- Click on the subject of the text record to view the text



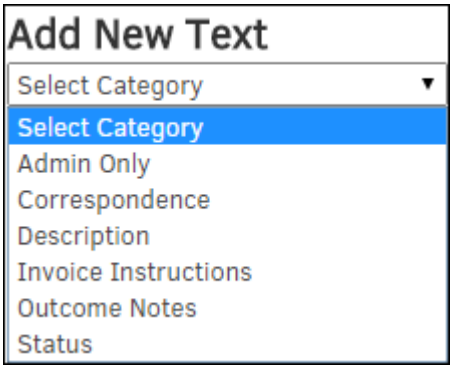

**Edit a Text Record**

1. Select **Add New** under **Text Records** in the **Matter Navigation Bar**.




**Add New**

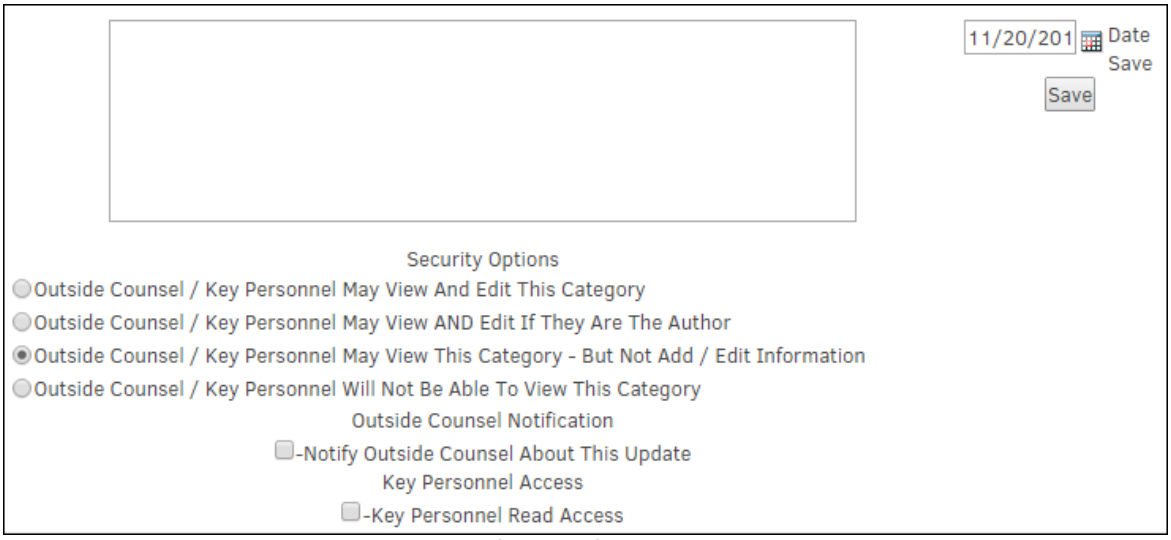
2. Use the drop-down list to categorize the text record. New options automatically appear to the right after selection.




**Select a Category**

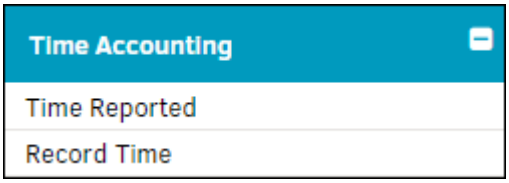
3. Type your message into the text box.
4. Use the radio buttons to choose whether or not to share your text record with outside counsel and grant permissions for how they can interact with it.
5. "Check" the box if you wish to notify outside counsel of this new text record or grant key personnel read access.
6. Verify the Date, click the icon to change the information, and click **Save**.

***Note:*** *You can shield specific text records from view by outside counsel by changing the Security Setting. Click* ***Outside Counsel/Key Personnel Will Not Be Able To View This Category****.*




**Security Options**

Lawtrac users can create time slips for matter phases by date and total amount of time. This function is particularly useful if you need to record how many hours you have worked on separate tasks.

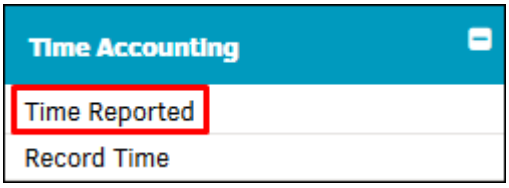



**Matter: Time Accounting**

***Time Accounting Options:***

| Page | Function |
|---|---|
| Time Reported | View time that has been recorded against the matter by LEDES activity. |
| Record Time | Create a time slip by phase and time. |

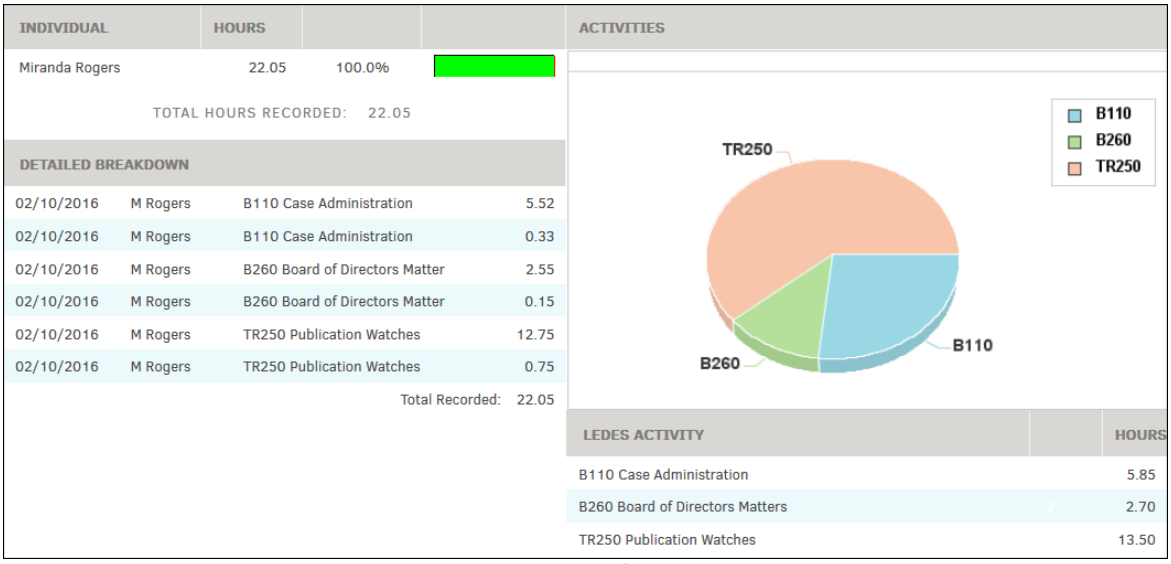
Time that has been recorded against the matter record may be viewed by clicking **Time Reported** under the **Time Accounting** tab on the **Matter Navigation Bar**.




**Time Reported Link**

The **Time Reported** page displays an overview of hours worked by task, showing time reported by individuals in a detailed breakdown of date, individual, LEDES code, and time logged. A pie chart illustrates the time spent on each LEDES code as a visual representation of the amount of time worked divided by 100% of total time recorded.

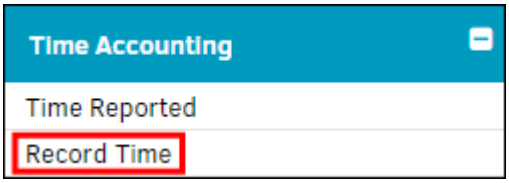
To record hours worked against a matter by task, go to **Time Accounting | Record Time**.




**Time Reported Overview**

**To record time against a matter record:**

1. Click **Record Time** under the **Time Accounting** tab on the **Matter Navigation Bar**.




**Record Time Link**

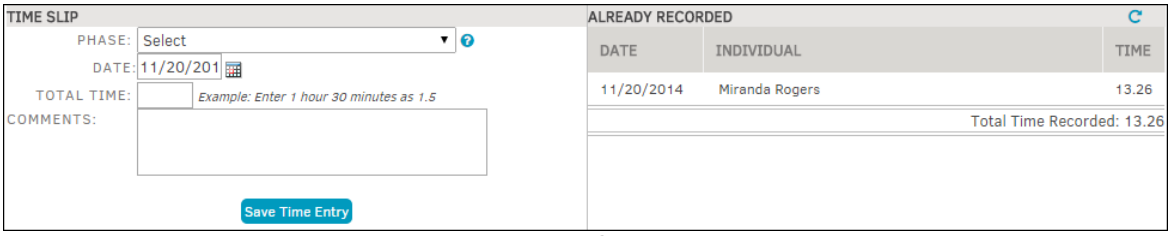
2. Select a LEDES code from the ""Phase" drop-down list.

   a. If you need more information about the LEDES codes, click the question mark to the right of the drop-down menu.

   Hourly charges, or fees, are broken into Task codes which encompass Litigation, Counseling, Project, and Bankruptcy transactions. Tasks may be summarized into phases which are identified by the same first letter and digit of a particular Task code (example B100, B110 and B120).

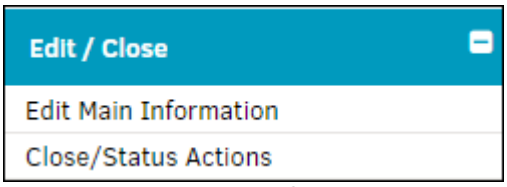
3. Use the calendar icon to change the date.
4. Type the amount of time worked into the "Total Time" text box.
5. Type any necessary comments into the "Comments" text field.
6. Click **Save Time Entry**.

All recorded time entries appear in a list on the right side. To see a pie chart of the hours worked, go to **Time Accounting | Time Reported** within the matter record**.**




**Time Slip**

From the **Edit/Close** section in the **Matter Navigation Bar**, you can edit a matter number, formal name, and short name. You can also update the matter record status for outcome, recovery/payment and disposition.



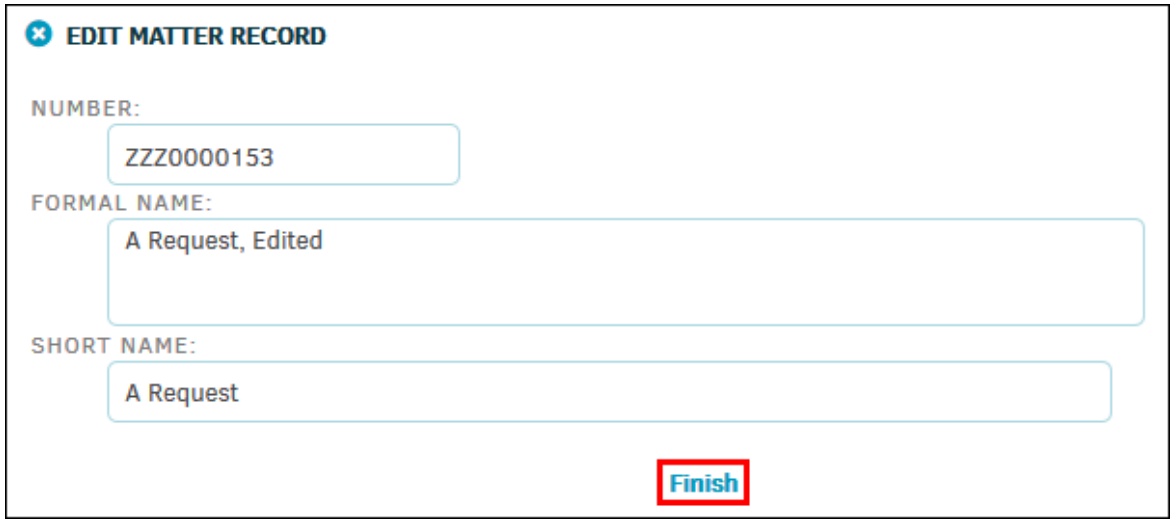

**Matter: Edit/Close**

***Edit/Close Options:***

| Page | Function |
|---|---|
| Edit Main Information | Edit the matter formal and short name and number. |
| Close/Status Actions | Update matter record status based on outcome, recovery/ payment, or disposition. |

The **Edit Main Information** hyperlink in the **Edit/Close** tab of the **Matter Navigation Bar** allows users to edit the matter record number, formal name, and short name.

To edit these fields, type directly into the corresponding text box, then click **Finish**.




**Edit Matter Information**

The **Close/Status Actions** hyperlink in the **Edit/Close** tab of the **Matter Navigation Bar** allows users to update matter record status.

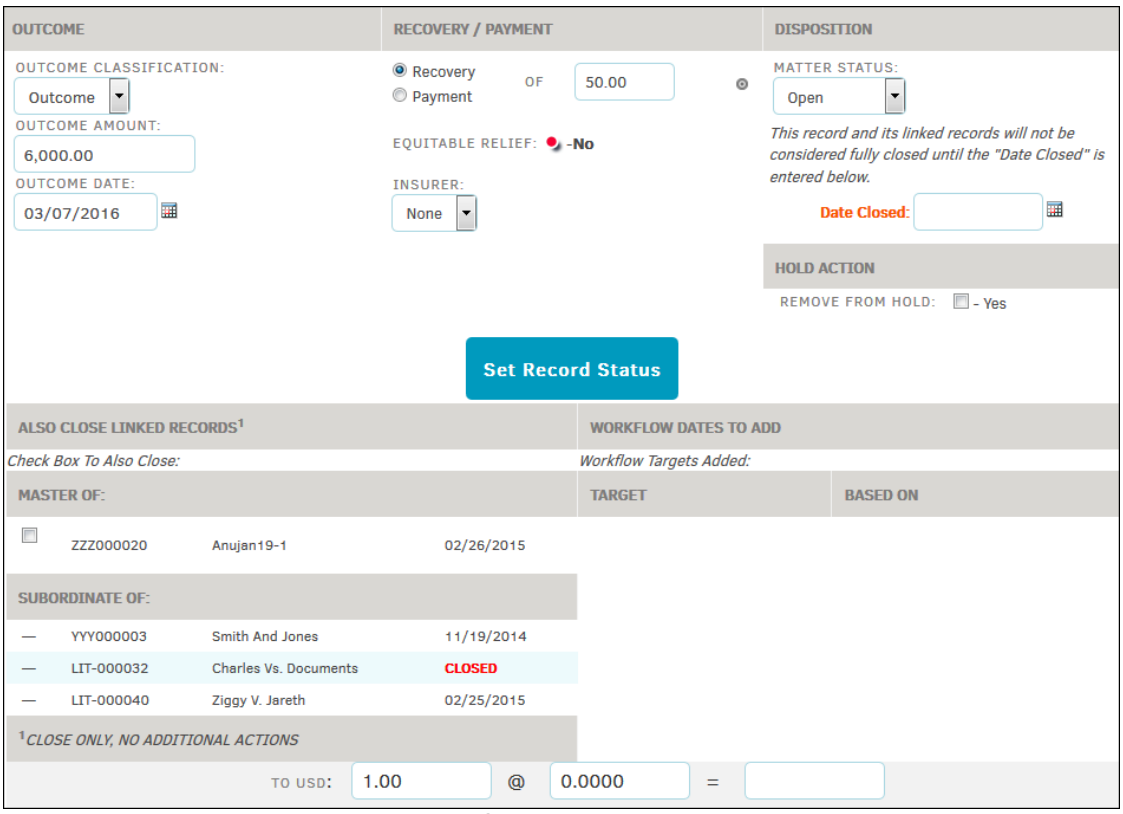
- **Type Outcome:**
  1. Select an outcome classification from the drop-down list.
  2. Type an outcome amount into the "Outcome Amount" text box.
  3. Click the calendar icon to select the outcome date.
- **Recovery/Payment:**
  1. Use the radio buttons to choose whether the matter record is a recovery or a payment, then
  2. Type an amount into the "Of" text box.
     a. Press **Tab** on your keyboard or anywhere outside of the box to save the amount (successful save indicated by the green icon).
  3. Click the colored switch to indicate that the record is an equitable relief, or not.
  4. Select an option from the "Relief Sought" drop-down list.
- **Disposition:**
  1. Select a matter status from the drop-down list.
  2. Click the icon to select a close date.
  3. If the matter has been placed on hold, select the "Yes" checkbox to remove the hold status.
- **Remove Matter from Hold:**

  If the matter has been placed on a Hold, there will be a section under **Disposition** titled **Hold Action**.

  1. Under **Hold Action**, click the checkbox to remove the matter from its Hold status.

After clicking **OK** and then **Set Record Status**, a release from Hold Message will be sent to the notification recipients.

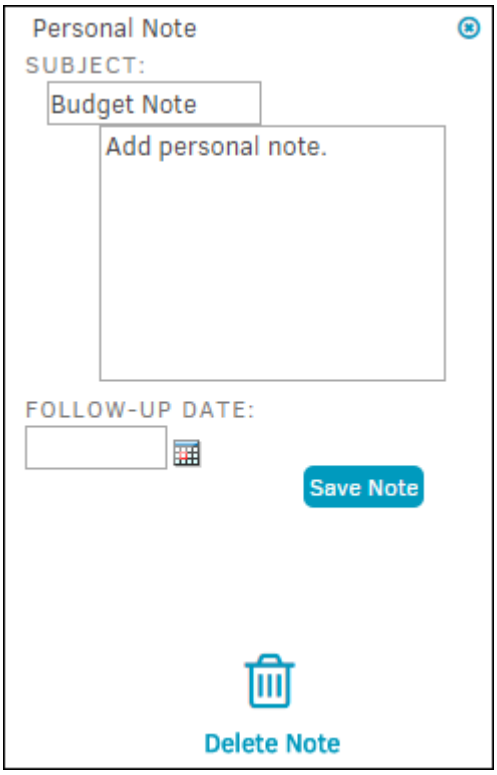
2. Click **Set Record Status** to save any changes.




**Status Actions**

If any matter records have been linked to this selected matter, they show up under "Also Close Linked Records". Linked records that are subordinate to the currently opened matter record show up under "Master Of", and can be removed from this page. Linked records that are considered "Master" to the currently opened matter record need to be deleted in the **Linked Records** section.

The **Personal Note** hyperlink in the **Matter Navigation Bar** allows users to add a private note regarding the matter record. No one else is able to see a note that you've added.



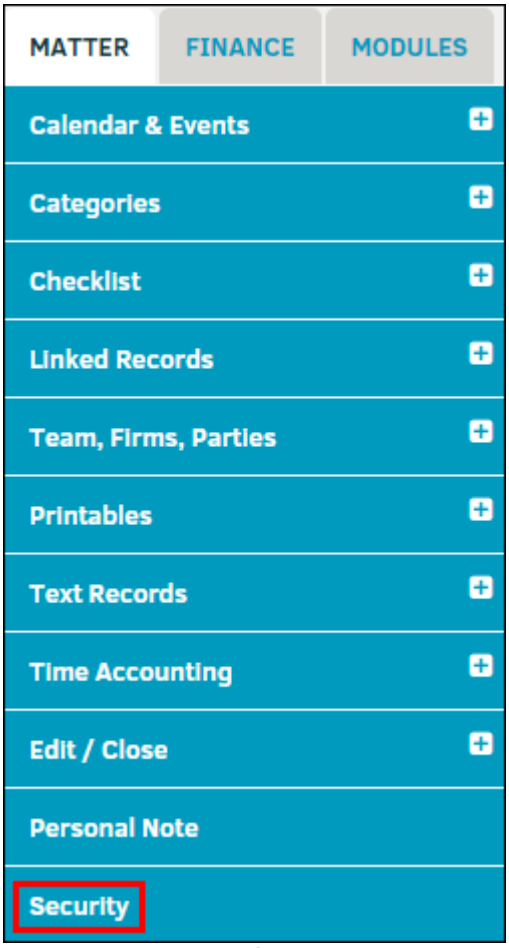

**Personal Note**

1. Type your information into the "Subject" and "Note" text fields.
2. Indicate whether you'd like a follow-up reminder.
   a. Click the icon to select a date if a reminder is to be set.
3. Click **Save Note**.

**To access your personal notes and view follow-up reminders:**

1. Select the **Messages** tab in the top navigation bar.
2. Click **My Notes**.
   a. Additional personal notes may also be added here.

The **Security** tab in the **Matter Navigation Bar** allows access control to Lawtrac users with the appropriate permissions. Individual users have a specific work/security group to which they are assigned, which is set within their user profile. Users only have access to matters which work/security group matches the user's.




**Matter: Security**

Toggle the icon next to the security/work group to grant them access to the matter or revoke it. The titles of the security/work groups are configured and managed by your site administrator or super user.

—Access to the record is enabled

—Access to the record is disabled

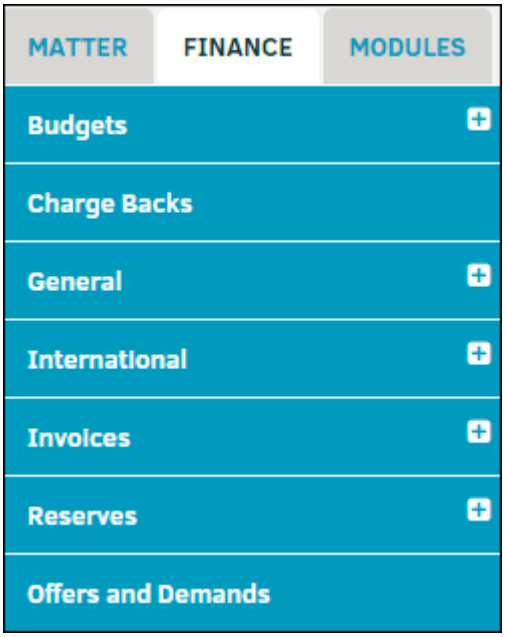
| | | | | | |
|---|---|---|---|---|---|
| Reporting Group 1 | ● | Reporting Group 10 | ● | Not Used | ● |
| Reporting Group 2 | ● | Federal Govt. | ● | Not Used | ● |
| Reporting Group 3 | ● | State Govt. | ● | Not Used | ● |
| Reporting Group 4 | ● | Reporting Group 13 | ● | Executives | ● |
| Reporting Group 6 | ● | Reporting Group 14 | ● | Reporting Group 22 | ● |
| Reporting Group 7 | ● | Reporting Group 15 | ● | Reporting Group 23 | ● |
| Reporting Group 8 | ● | Reporting Group 16 | ● | Reporting Group 24 | ● |
| Reporting Group 9 | ● | Reporting Group 17 | ● | Reporting Group 25 | ● |

**Security Switches**

1.3.2.1.1.2 Finance Navigation Bar

The **Finance Navigation Bar** on the **Primary Information** screen allows users to adjust or view financial records of the selected matter, including **Budgets**, **Chargebacks**, **Insurance**, **International Finances**, **Reserves**, and **Offers and Demands**.

***Important Note:*** *If the matter record is not associated to a firm/vendor with an invoice, certain subjects may not be present. To view firm/vendor invoice information, please see* ***Invoice Management*** *in the* ***Finance*** *module.*

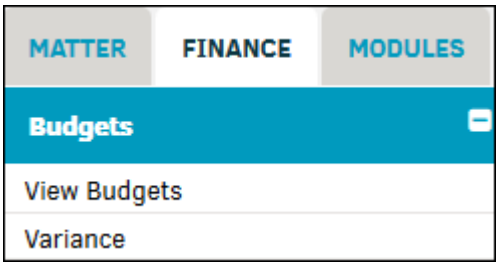



**Finance Navigation Bar**

Click any of the subjects under the **Finance** tab to expand it and view its respective options.

| Page | Function |
|---|---|
| **Budgets** | View all active and inactive budgets and delete inactive budgets. Sort budgets by Type/Phase and Frequency/Lifetime occurrence. See also View/Add Lines and Approve/Reject a Budget |
| **Chargebacks** | View details of recorded chargebacks. |
| **General** | • **Insurance**—View insurance policies here as well as assign a new policy. Click the policy name and continue to review and edit details. All policy and coverage information will be displayed and can be edited before being reapplied to the Matter.<br>• **Finance Summary/Overview**—View outcome amount, invoices received, and an overview of finance by adversary and company. |
| **International** | View international financial details, payments, invoices and reserves. See also Summary, Reserves, Party Payments, and Invoices & Receipts. |
| **Invoices** | The **Invoices** tab in the **Finance Navigation Bar** offers you three reports: **Invoice List, Invoice Documents,** and **Invoice Chronology.** |
| **Reserves** | View all reserves as well as add reserve amounts and details. The **Breakdown: Categories** and **Breakdown: Fiscal Years** tabs provide further graphical detail on all existing reserves. See also Add Reserve Amount. |
| **Offers and Demands** | View offers and demands from outside vendors and parties. See also Edit an Offer/Record Counter Offer and Record New Offer. |

The **Budgets** tab within the **Finance Navigation Bar** displays budgets related to the matter that have been recorded in Lawtrac. The budget number is a hyperlink. The budget code, firm or vendor, type, frequency, and budget amount are also shown.



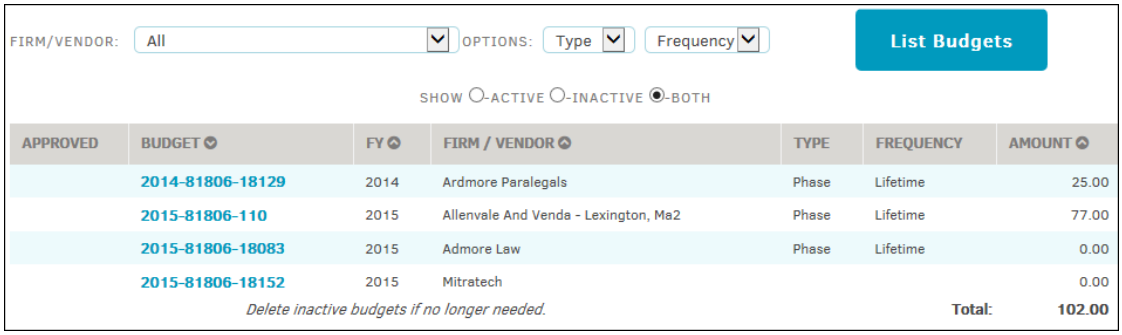

**Finance: Budgets**

To view a list of your matter budgets, select **View Budgets**.

## Search Budgets

1. Click a radio button ( ) to show a list of active budgets, inactive budgets, or both.
2. Under Options, select the drop-down list to show budgets by type or frequency.
3. Click **List Budgets** to confirm and refresh the page.

Use the arrows in the column titles to filter the arrangement of the list by budget number, fiscal year, firm/vendor, or amount.




**Budget List**

## Edit a Budget

1. Click on the budget code from the matter budget list.

   You are redirected to a new page with the budget detail.

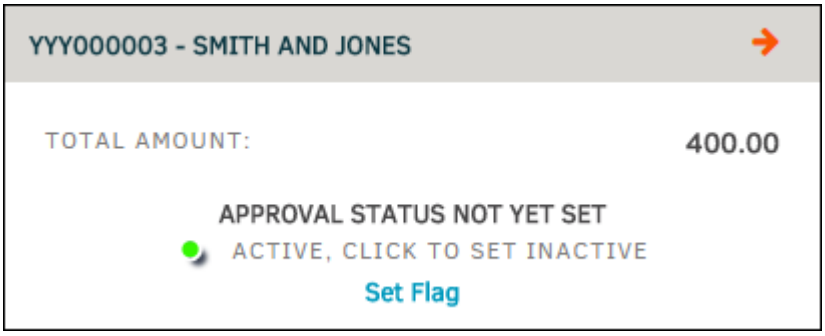
   a. Click the at the top right of the screen to be taken back to the matter record.

For information about initiating a budget, refer to the ***Firms & Vendors*** section.

## Flag a Budget

1. Navigate to that budget's detail page.
2. Click **Set Flag** at the top right of the screen.
3. Toggle the icon to make the budget active or inactive.

- —Budget is active
- —Budget is inactive




**Flag a Budget**

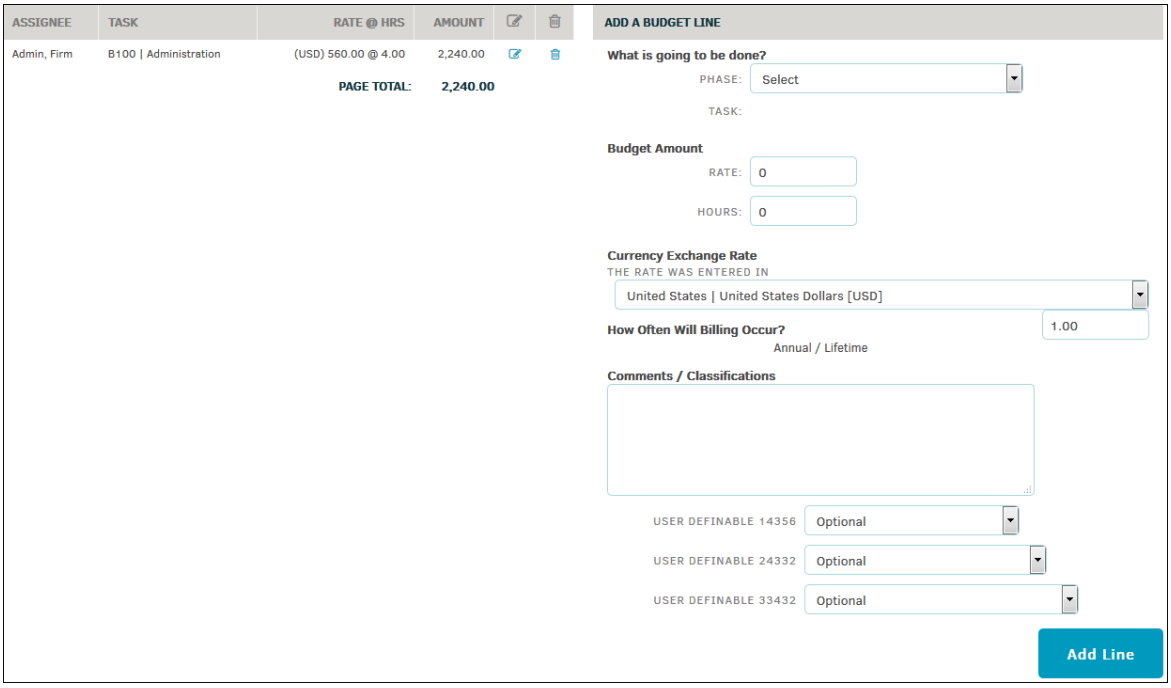
**See also:**

View/Add Lines

Approve/Reject a Budget

**Lawtrac** users who manually create budgets are able to quickly and easily edit line items for budgets that were created either in-house or submitted by outside counsel.

***Note:*** *You are only able to modify line items on budgets that you have permission to change. All changes made to line items are recorded for audit purposes.*




**Add a Budget Line**

1. Select the **View/Add Lines** tab at the bottom of a budget detail page.
2. Select a phase from the drop-down list.

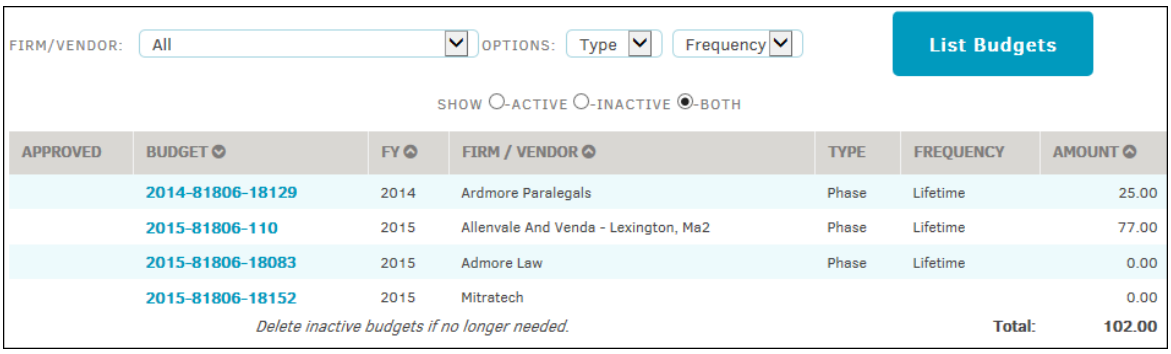
   When a phase has been selected, an optional drop-down list for "Task" appears, if applicable.
3. Set a Budget Amount for "Rate" and "Hours" by entering numbers into the appropriate text fields.
   a. Comments/Classifications and user definable drop-down list information is optional.
   b. Click **Add Line** to confirm and update.

You can approve or reject an existing budget from your firm/vendor active list.

1. Select **Firms & Companies** in the **Team, Firms, Parties** section of the **Matter Navigation Bar**, or go to the **Firms & Vendors** tab at the top of the matter record.
2. Click **Active List** in the sidebar.

3. Click the icon (the far left icon under the **Finance** column). If the firm or vendor has a budget on file, this icon displays blue.

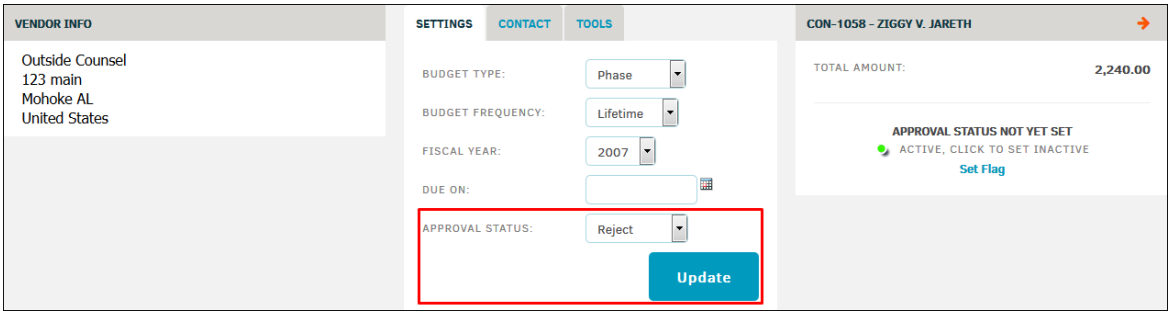
You are then directed to the **Budgets** page.




**Budget List**

4. At the top of the page, in the **Settings** tab, select either "Approve" or "Reject" from the "Approval Status" drop-down list.

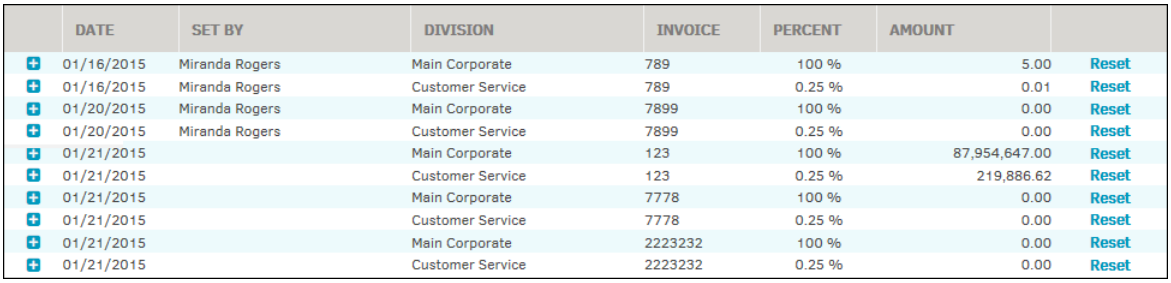
5. Click **Update** to confirm.




**Approve or Reject a Budget**

The **Chargebacks** hyperlink on the **Finance Navigation Bar** allows users to view details of recorded chargebacks.

- —Expand details for the chargeback
- **Reset**—Set and pre-approve the invoice

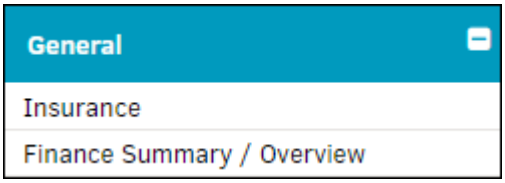


| | DATE | SET BY | DIVISION | INVOICE | PERCENT | AMOUNT | |
|---|---|---|---|---|---|---|---|
| + | 01/16/2015 | Miranda Rogers | Main Corporate | 789 | 100 % | 5.00 | Reset |
| + | 01/16/2015 | Miranda Rogers | Customer Service | 789 | 0.25 % | 0.01 | Reset |
| + | 01/20/2015 | Miranda Rogers | Main Corporate | 7899 | 100 % | 0.00 | Reset |
| + | 01/20/2015 | Miranda Rogers | Customer Service | 7899 | 0.25 % | 0.00 | Reset |
| + | 01/21/2015 | | Main Corporate | 123 | 100 % | 87,954,647.00 | Reset |
| + | 01/21/2015 | | Customer Service | 123 | 0.25 % | 219,886.62 | Reset |
| + | 01/21/2015 | | Main Corporate | 7778 | 100 % | 0.00 | Reset |
| + | 01/21/2015 | | Customer Service | 7778 | 0.25 % | 0.00 | Reset |
| + | 01/21/2015 | | Main Corporate | 2223232 | 100 % | 0.00 | Reset |
| + | 01/21/2015 | | Customer Service | 2223232 | 0.25 % | 0.00 | Reset |

**Chargebacks**

Lawtrac users can easily view insurance activity, assign policies to a matter, and view matter finance summary from within a selected matter.

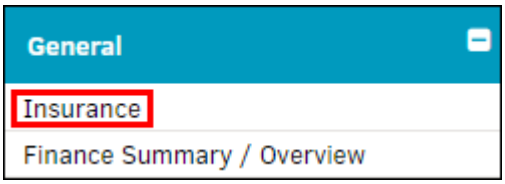
Select the **General** tab in the **Finance Navigation Bar** to access **Insurance** and **Finance Summary/Overview**.




**Finance: General**

| Page | Function |
|---|---|
| Insurance | View insurance activities and assign policies to the matter. |
| Finance Summary/Overview | View the matter's finance summary and overview by adversary and company. |

By clicking the **Insurance** hyperlink under **General** in the **Finance Navigation Bar**, users can view current policies assigned to the matter, and add or remove insurance policies.




**Insurance Link**

Policies already associated with the matter are listed on the right side of the page.

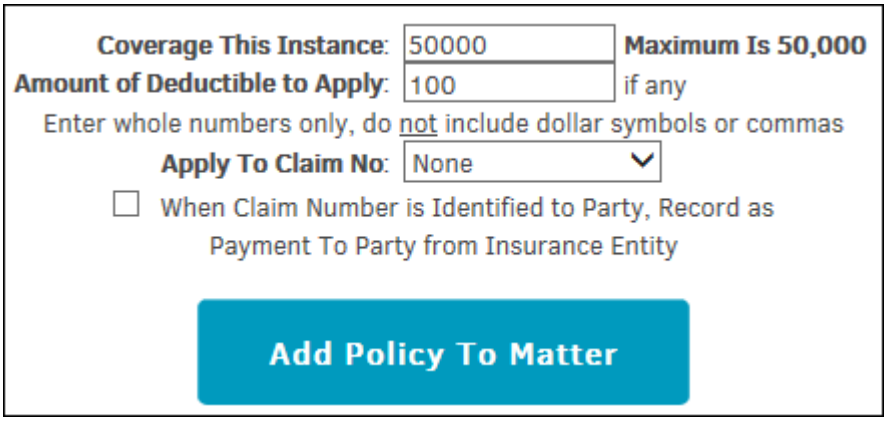
## Assign an Insurance Policy

1. Select a policy to add by clicking the corresponding radio button .
2. Click **Continue**.

The policy information is displayed, allowing you to adjust the coverage and amount of deductible to apply if necessary.

- Apply or change coverage for the instance and the amount of deductible to apply by typing in the appropriate text boxes.
- Record the policy as a payment to a party from an insurance entity by clicking the radio box .

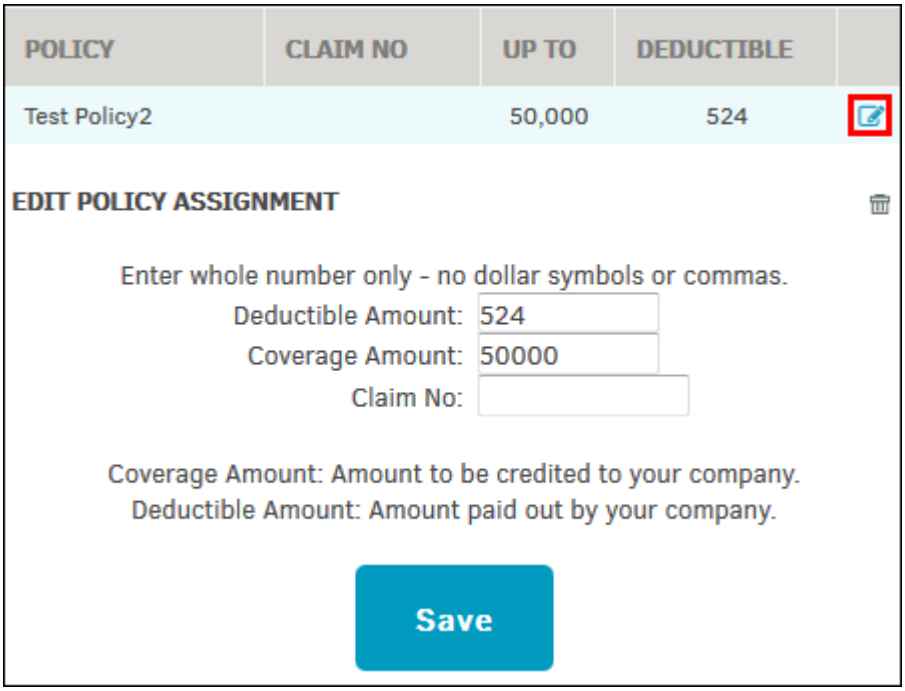
3. Click **Add Policy to Matter** to confirm, or click the icon at the top left of the page under **Policy Information** to cancel and return to the list of active policies.




**Add Policy**

## Change the Deductible or Coverage Amount

1. Click the icon.
2. Edit deductible amount (amount paid out by your company), coverage amount (amount to be credited to your company), and claim number by typing into the appropriate text box.
3. Click **Save** to confirm changes.
   a. To delete the assignment, click on the to the far right of **Edit Policy Assignment**.



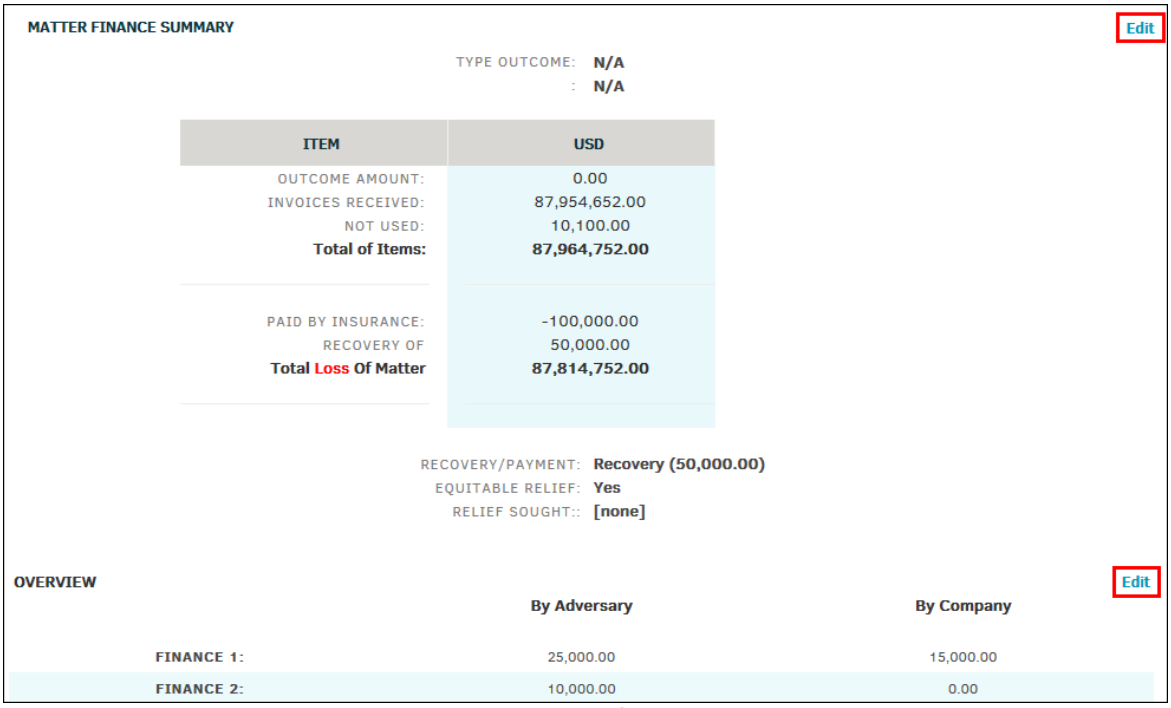

**Insurance Activity**

The **Finance Summary/Overview** hyperlink in the **Finance Navigation Bar** provides you with a financial overview for the matter. For matter where the currency field is different than the base

currency, the **Matter Finance Summary** screen displays both the base currency and foreign currency data.


**Finance Summary/Overview Link**

Click **Edit** to edit summary data. The top **Edit** hyperlink allows you to adjust recovery/payment amount and relief sought. The bottom **Edit** hyperlink allows you to adjust adversary and company finances.

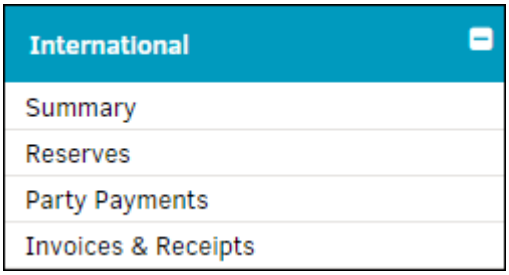



**Matter Finance Summary**

The **International** tab in the **Finance Navigation Bar** enables you to view a matter's financial data in different currencies concurrently. If the matter has invoices submitted in currencies other than your company's base currency, or if the matter's currency is set at something other than your company's currency, you can quickly view the totals in their currency and in your company's currency. Similarly, if your **My Lawtrac** currency is set at something other than the base currency of your company and you enter financial information such as Reserves, the **International Finance** screens quickly show the original total and the total converted to your company's base currency.

***Note:*** *The* ***International*** *link is only visible if your site administrator has the International Finance Screens turned on.*

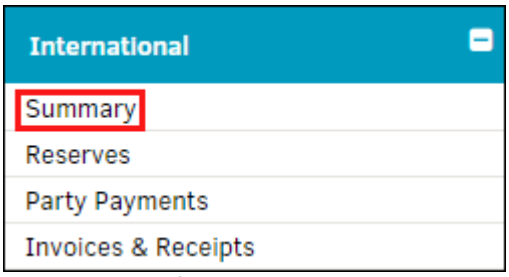
The following screens are from a matter with a base currency of United States Dollars (USD). If your **My Lawtrac** is set with yet a different currency (for example, EUR), then the **Currencies Used In Matter** (found in the **Summary** and **Reserves** section) shows a fourth line for "My" with your currency code and current exchange rate.




**Finance: International**

| Topic | Function |
|---|---|
| **Summary** | View loss summary and expense summary. |
| **Reserves** | View reserves for fiscal quarter/year, and loss summary. |
| **Party Payments** | View payments from and made to parties. |
| **Invoices & Receipts** | View all receipts and invoices on file. |

The **Summary** hyperlink under **International** in the **Finance Navigation Bar** allows you to view loss summary and expense summary.




**Summary Link**

| LOSS SUMMARY 1 | ORIGINAL CURRENCY | | USD | |
|---|---|---|---|---|
| Outstanding Loss Reserve[1] | USD | 0.00 | USD | 0.00 |
| Total Loss Payments[2] | USD | 0.00 | USD | 0.00 |
| Total Loss Recoveries[3] | USD | 0.00 | USD | 0.00 |
| Total Loss Incurred Position[4] | USD | 0.00 | USD | 0.00 |

| EXPENSE SUMMARY 2 | ORIGINAL CURRENCY | | USD | |
|---|---|---|---|---|
| Outstanding Budget[6] | USD | 2,240.00 | USD | 2,240.00 |
| Paid Invoices[7] | USD | 0.00 | USD | 0.00 |
| Receipts[8] | USD | 0.00 | USD | 0.00 |
| Total Expense Incurred Position[9] | USD | 2,240.00 | USD | 2,240.00 |
| Total Incurred Position[9] | | | USD | 2,240.00 |
| Insurance Recoveries | | | USD | 0.00 |
| Net Matter Balance | | | USD | 2,240.00 |

CURRENCIES USED IN MATTER 3

| CURRENCY | CODE | EXC.RATE[5] |
|---|---|---|
| Base | USD | 1.0000 |

[5] Most Current Rate

**Loss and Expense Summary**

## 1. Loss Summary

The currency initially used in the invoice appears in the **Original Currency** column. The **USD** column displays the exchanged rate in U.S. dollars.

- Outstanding Loss Reserve = Total Reserves – Payments from Firm/Vendor.
- Total Loss Payments: Payments from your company.
- Total Loss Recovery: Payments to your company.
- Total Loss Incurred Position = Total Outstanding Loss Reserves + Total Loss Payments – Total Loss Recoveries.

## 2. Expense Summary

The currency initially used in the budget appears in the **Original Currency** column. The **USD** column displays the exchanged rate in U.S. dollars.

- Outstanding Budget = Budget – Invoices Paid.
- Paid Invoices: Total of all paid invoices.
- Receipts: Total of all reimbursed invoices.
- Total Expense-Incurred Positions = Outstanding Budget + Paid Invoices – Receipts.

## 3. Currencies Used in Matter

The **Currency** column displays the type of currency quoted in the summary. **Code** refers to the country of origin for the currency, and **Exc. Rate** displays the exchange rate amount for the currency listed as compared to your company's currency.

Reserves are added from the **Reserves** section of the **Finance Navigation Bar**.


**Reserves Locations**

Under **International**, click the **Reserves** hyperlink to view all reserve payments broken down by category and loss summary.

| CATEGORY | DATE | FY/QTR | TRL |
|---|---|---|---|
| | 01/22/2015 | 2015 / 1 | 2,500.00 |
| | 01/22/2015 | 2015 / 1 | 3,165.00 |
| | 01/22/2015 | 2015 / 1 | 648.00 |
| Amounts On Right Displayed In TRL | | TOTAL RESERVES: | 6,313.00 |
| | | PAYMENTS TO PARTIES: | 0.00 |
| | | OUTSTANDING LOSS RESERVE: | 3,813.00 |

CURRENCIES USED IN MATTER

| CURRENCY | CODE | EXC.RATE[5] |
|---|---|---|
| Base | TRL | 0.0000 |
| Matter | USD | 1.0000 |
| My | | 0.0000 |

[5] Most Current Rate

| LOSS SUMMARY | ORIGINAL CURRENCY | | TRL | |
|---|---|---|---|---|
| Outstanding Loss Reserve[1] | USD | 3,813.00 | TRL | 3,813.00 |
| | TRL | 2,500.00 | | |
| Total Loss Payments[2] | USD | 0.00 | TRL | 0.00 |
| | TRL | 0.00 | | |
| Total Loss Recoveries[3] | USD | 0.00 | TRL | 0.00 |
| | TRL | 0.00 | | |
| Total Loss Incurred Position[4] | USD | 3,813.00 | TRL | 3,813.00 |
| | TRL | 2,500.00 | | |

| CATEGORY | DATE | CURRENCY | AMOUNT | RATE | TRL |
|---|---|---|---|---|---|
| | 01/22/2015 | TRL | 2,500.00 | 1.0000 | 2,500.00 |
| | 01/22/2015 | USD | 3,165.00 | 1.0000 | 3,165.00 |
| | 01/22/2015 | USD | 648.00 | 1.0000 | 648.00 |
| | | | | TOTAL RESERVES | 6,313.00 |

**International Reserves**

## Loss Summary

The currency initially used in the invoice appears in the **Original Currency** column. The **USD** column displays the exchanged rate in U.S. dollars.

- Outstanding Loss Reserve = Total Reserves – Payments from Firm/Vendor.
- Total Loss Payments: Payments from your company.
- Total Loss Recovery: Payments to your company.
- Total Loss Incurred Position = Total Outstanding Loss Reserves + Total Loss Payments – Total Loss Recoveries.

## Currencies Used in Matter

The **Currency** column displays the type of currency quoted in the summary. **Code** refers to the country of origin for the currency, and **Exc. Rate** displays the exchange rate amount for the currency listed as compared to your company's currency.

The **Party Payments** hyperlink under **International** in the **Finance Navigation Bar** allows users to view all payments to and from the parties associated with the matter record.

To record a payment for a party, select a party from the **Parties** page in the **Matter Navigation Bar** and select the **Payments** button.

| DATE | TO | FROM | FY/QTR | USD |
|---|---|---|---|---|
| 01/22/15 | Farrow | Mitratech | 2015 / 1 | 210.00 |
| 01/22/15 | Mitratech | Mccarroll | 2015 / 1 | 5,546.00 |

Amounts Displayed In USD

PAYMENTS TO PARTIES: 210.00

PAYMENTS FROM PARTIES: 5,546.00

CURRENCIES USED IN MATTER

| CURRENCY | CODE | EXC.RATE[5] |
|---|---|---|
| Transactions | TRL | 0.0000 |
| Matter | USD | 1.0000 |
| My | | 0.0000 |

[5] Most Current Rate

PAYMENTS TO PARTIES

| DATE | TO | CURRENCY | AMOUNT | RATE | USD | |
|---|---|---|---|---|---|---|
| 01/22/2015 | Farrow, Lissette | TRL | 210.00 | 1.0000 | USD | 210.00 |

RECEIVED FROM PARTIES

| | | | | | | |
|---|---|---|---|---|---|---|
| 01/22/2015 | Mccarroll, Alec | USD | 5,546.00 | 1.0000 | USD | 5,546.00 |

**Party Payments**

Click the **Invoices & Receipts** hyperlink under **International** in the **Finance Navigation Bar** to view the status and receipts of all invoices associated with that matter record.

Click on an invoice number to view that invoice's detail page.

INVOICES RECEIVED

Allenvale And Venda - Lexington, Ma2 (Currency: USD)

| INVOICE NO. | STATUS | CURRENCY | ORIG.AMT. | EXCH.RATE | TRL |
|---|---|---|---|---|---|
| 789 | Unapproved (Pend.) | USD | 5.00 | 1.0000 | 5.00 |
| | TOTAL ALLENVALE AND VENDA - LEXINGTON, MA2: | | 5.00 | | 5.00 |

Ardmore Paralegals (Currency: USD)

| INVOICE NO. | STATUS | CURRENCY | ORIG.AMT. | EXCH.RATE | TRL |
|---|---|---|---|---|---|
| 7778 | Approved (Pend.) | USD | 0.00 | 1.0000 | 0.00 |
| | TOTAL ARDMORE PARALEGALS: | | 0.00 | | 0.00 |

Fischer And Dogue (Currency: USD)

| INVOICE NO. | STATUS | CURRENCY | ORIG.AMT. | EXCH.RATE | TRL |
|---|---|---|---|---|---|
| 2223232 | Approved (Pend.) | USD | 0.00 | 1.0000 | 0.00 |
| | TOTAL FISCHER AND DOGUE: | | 0.00 | | 0.00 |

Hughes And Jenkins - Brooklyn, Ny (Currency: USD)

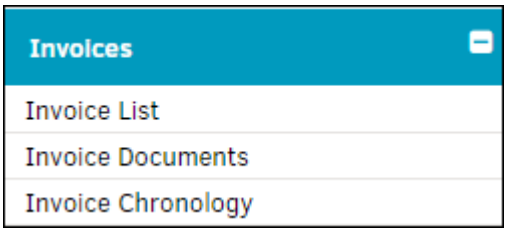
| INVOICE NO. | STATUS | CURRENCY | ORIG.AMT. | EXCH.RATE | TRL |
|---|---|---|---|---|---|
| 7899 | Unapproved (Pend.) | USD | 0.00 | 1.0000 | 0.00 |
| | TOTAL HUGHES AND JENKINS - BROOKLYN, NY: | | 0.00 | | 0.00 |

Stress Relief 101 (Currency: USD)

| INVOICE NO. | STATUS | CURRENCY | ORIG.AMT. | EXCH.RATE | TRL |
|---|---|---|---|---|---|
| 123 | Accountin (Pend.) | USD | 87,954,647.00 | 1.0000 | 87,954,647.00 |
| | TOTAL STRESS RELIEF 101: | | 87,954,647.00 | | 87,954,647.00 |

**Invoices & Receipts**

The **Invoices** tab in the **Finance Navigation Bar** offers you three reports: **Invoice List, Invoice Documents,** and **Invoice Chronology.**




**Finance: Invoices**

## Invoice List

1. Click **Invoice List** to navigate to a list of invoices associated with the matter with the sum of all invoices listed at the bottom.
2. Use the "From:" and "To:" text boxes at the top right of the page to enter a period of time to search invoices, then click **List Invoices**.
3. Click the invoice number to view invoice detail.

FIRM/VENDOR: All FROM: 01/05/2015 TO: 01/20/2015 List Invoices

| INVOICE | DATE | FIRM / VENDOR | CURRENCY | EXCHANGE | AMOUNT |
|---|---|---|---|---|---|
| 123 | 01/05/2015 | Stress Relief 101 | USD | 1.0000 | 87,954,647.00 |
| 2223232 | 01/19/2015 | Fischer And Dogue | USD | 1.0000 | 0.00 |
| 7778 | 01/15/2015 | Ardmore Paralegals | USD | 1.0000 | 0.00 |
| 789 | 01/16/2015 | Allenvale And Venda - Lexington, Ma2 | USD | 1.0000 | 5.00 |
| 7899 | 01/20/2015 | Hughes And Jenkins - Brooklyn, Ny | USD | 1.0000 | 0.00 |
| | | | | Total: | 87,954,652.00 |

**Invoice List**

## Invoice Documents

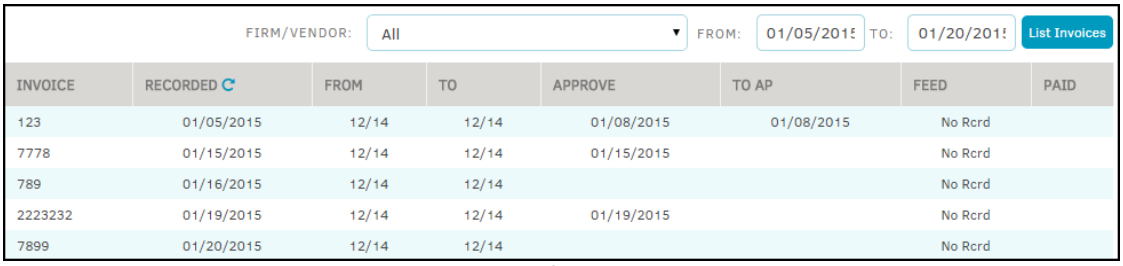
1. Click the **Invoice Documents** hyperlink to navigate to a list of documents that are associated with matter invoices.
2. Click the invoice number to view invoice detail.
3. Click title of the document under the **Documents** column to view or download the document.

| INVOICE | DOCUMENTS | COUNT | DATE ADDED |
|---|---|---|---|
| Anu121214-InvCB1 | *No Documents On File* | | |
| Anu121214-InvCB2 | *No Documents On File* | | |
| Anu-121214-PreApprovedInvoice | Anu-121214-PreApprovedInvoice.pdf | 1 / 1 | 12/12/2014 |
| Anu121214-TestInvoiceChargebk | Anu121214-TestInvoiceChargebk.pdf | 1 / 1 | 12/12/2014 |

**Invoice Documents**

## Invoice Chronology

1. Click the **Invoice Chronology** hyperlink to view a list of a matter's invoices in chronological order.
2. Narrow a time range view by using the "From:" and "To:" text boxes at the top right of the page to enter a period of time to search invoices, then click **List Invoices**.

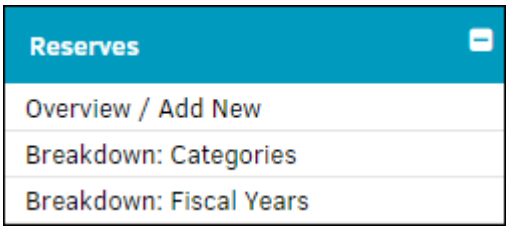



| INVOICE | RECORDED | FROM | TO | APPROVE | TO AP | FEED | PAID |
|---|---|---|---|---|---|---|---|
| 123 | 01/05/2015 | 12/14 | 12/14 | 01/08/2015 | 01/08/2015 | No Rcrd | |
| 7778 | 01/15/2015 | 12/14 | 12/14 | 01/15/2015 | | No Rcrd | |
| 789 | 01/16/2015 | 12/14 | 12/14 | | | No Rcrd | |
| 2223232 | 01/19/2015 | 12/14 | 12/14 | 01/19/2015 | | No Rcrd | |
| 7899 | 01/20/2015 | 12/14 | 12/14 | | | No Rcrd | |

**Invoices Chronology**

To access a matter's Reserves, select the **Reserves** tab in the **Finance Navigation Bar**.

***Note:*** *Site administrators or super users must have the Reserves switch turned on in* ***Application Administration*** *for this section to display on a matter record.*

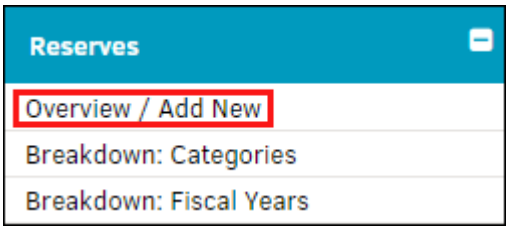



**Finance: Reserves**

***Reserves Options:***

| Page | Function |
|---|---|
| Overview/Add New | View all reserves and add reserve amounts. |
| Breakdown: Categories | View reserves organized by category in a pie chart. |
| Breakdown: Fiscal Years | View reserves organized by fiscal year in a bar chart. |

To view all reserves and add a new reserve amount, select **Overview/Add New** in the **Reserves** tab from the **Finance Navigation Bar**.

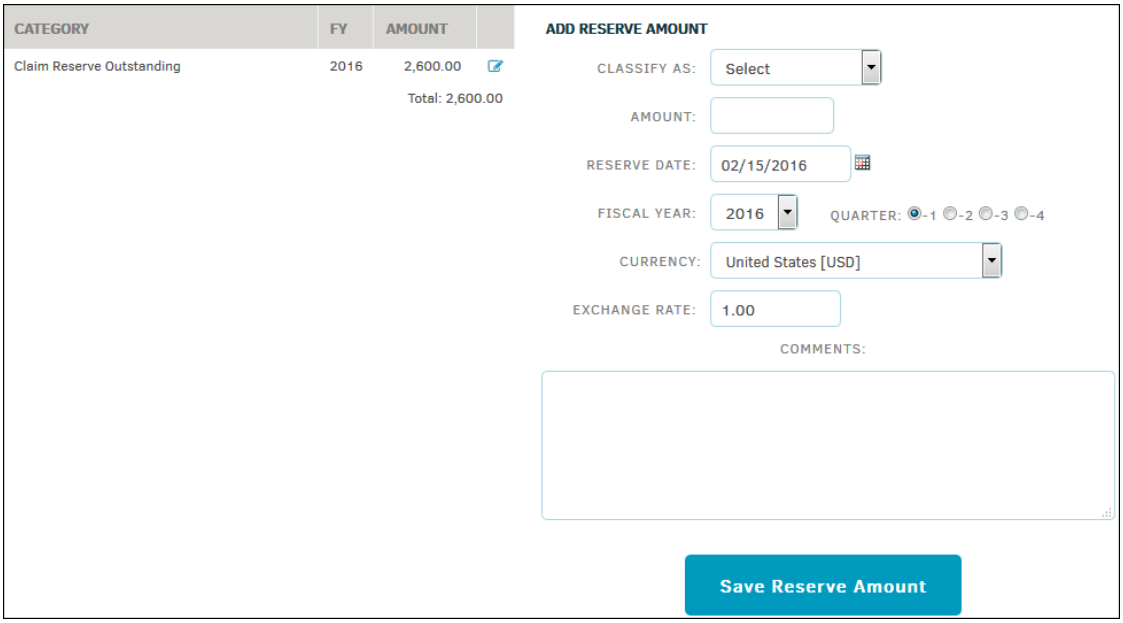



**Overview/Add New Link**

## Add a Reserve Amount

Classify the purpose of the reserve amount by selecting an option from the drop-down list (required).

2. Enter the amount of the reserve into the "Amount" text box (required).
3. Use the icon to change the reserve date.
4. The "Fiscal Year" drop-down list defaults to the current fiscal year. Change the fiscal year using the options in the drop-down list.
   a. click a radio button to indicate fiscal quarter.
5. Enter comments by typing in the text box.
6. Change currency using the drop-down list, and the exchange rate by typing a number into the text box. (If you need to look up the exchange rate, use the **Currency Look-Up** page in the **Finance** tab at the top of the Lawtrac application.) You must enter an exchange rate in order to save the reserve amount.
7. Click **Save Reserve Amount** to confirm.




**Add New Reserve**

## Edit or Delete a Reserve

1. Edit an existing reserve by clicking the icon. The information opens on the right.
2. Change the classification and/or fiscal year by selecting an option from the drop-down list, and change the amount and/or reserve date by typing into the text boxes. Add any comments to the appropriate text field. Click **Save Reserve Amount** to keep changes, or click to cancel and exit.
3. Click the icon to delete the record.

To view reserves organized by category in a pie chart, select **Breakdown: Categories** in the **Reserves** tab from the **Finance Navigation Bar**.


**Breakdown: Categories Link**

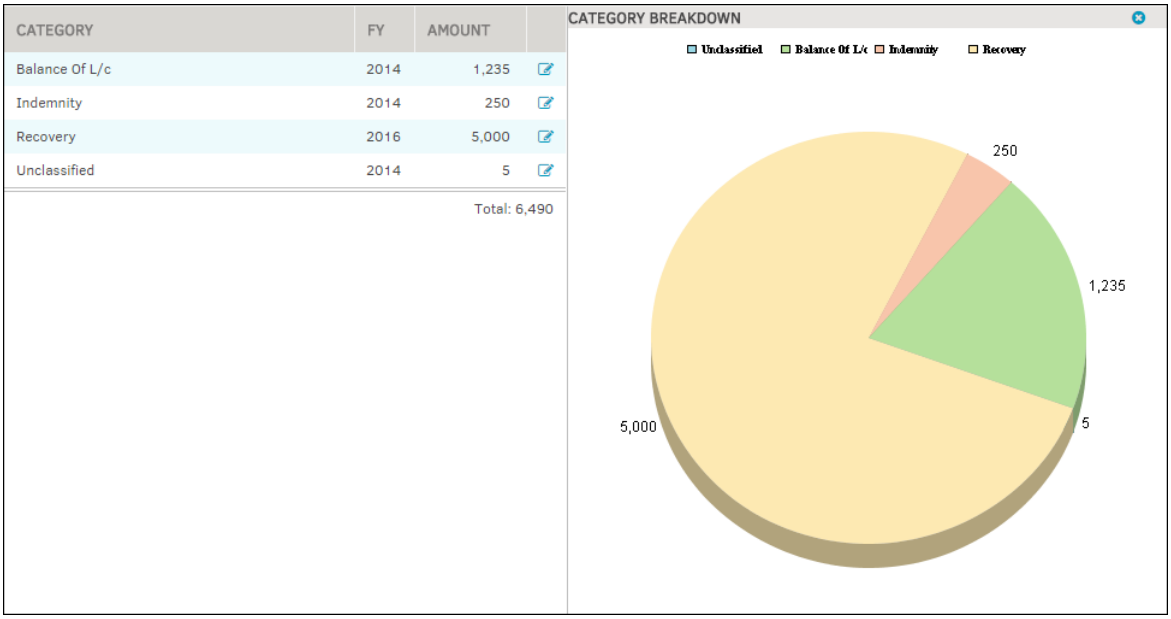
**To edit an existing reserve:**

1. Select the icon.

   The information opens on the right.
2. Change the classification and/or fiscal year by selecting an option from the drop-down list, and change the amount and/or reserve date by typing into the text boxes.

3. Add any comments to the appropriate text field.
4. Click **Save Reserve Amount** to keep changes, or click to cancel and exit.

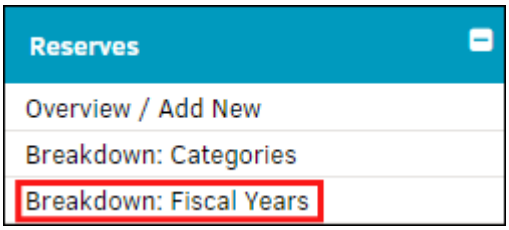
Click the icon to delete the record.




**Category Breakdown**

The **Breakdown: Fiscal Years** hyperlink provides you with a Matter Finance Review. This screen displays core financial activity for the matter, including but not limited to Actual YTD for both the current and prior year, and active budgets. Additionally, total spent by assigned firms/vendors is included.

To view reserves organized by fiscal years in a bar chart, select **Breakdown: Fiscal Years** in the **Reserves** tab from the **Finance Navigation Bar**.




**Breakdown: Fiscal Years Link**

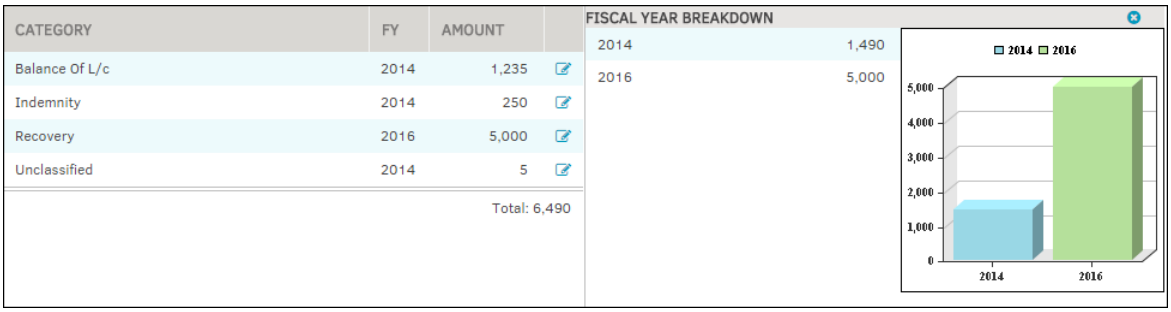
**To edit an existing reserve:**

1. Select the icon.

   The information opens on the right.
2. Change the classification and/or fiscal year by selecting an option from the drop-down list, and change the amount and/or reserve date by typing into the text boxes.
3. Add any comments to the appropriate text field.

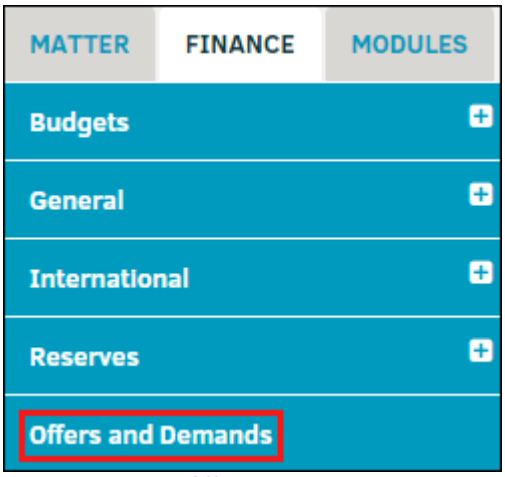
4. Click **Save Reserve Amount** to keep changes, or click to cancel and exit.

Select the icon to delete the record.




**Fiscal Year Breakdown**

To access a matter's offers and demands, select the **Offers and Demands** tab in the **Finance Navigation Bar**. The record list is displayed in chronological order (oldest first).




**Finance: Offers and Demands**

- —An acceptance date is associated to the record. Mouse over the icon to see the date.
- »—Amounts are conveyed by the party/entity (demands and counter offers)
- —Reveal the details and edit the offer or demand. The opportunity to record a counter offer or delete the record is also available.

  ***Note:*** *If an offer has been accepted, a counter offer can not be recorded.*

If there is more than one name listed you can click on the name to refocus the list just for that party or entity.

| | DATE | WHO | DEMAND | OFFER | |
|---|---|---|---|---|---|
| ★ | 11/06/2014 | Mertie Smithey | 0 | 250 | |
| | 11/21/2014 | Institute of Peace | 0 | 5,000 | |
| » | 11/21/2014 | National Aeronautics and Space Administ | 250,000 | 0 | |

REVIEW

| WHO | DEMAND | OFFER HIGH | OFFER LOW | CURRENT |
|---|---|---|---|---|
| Institute of Peace | 0 | 5,000 | 5,000 | 5,000 |
| Mertie Smithey | 0 | 250 | 250 | 250 |
| National Aeronautics and Space Administ | 250,000 | 0 | 0 | 250,000 |
| Total: | 250,000 | 5,250 | 5,250 | 255,250 |

5000

**Offers and Demands**

***Additional Options:***

| Button | Function |
|---|---|
| **Offers** | Filter view for offers only. |
| **Demands** | Filter view for demands only. |
| **Record New** | Create a new record for an offer, demand, or settlement. |
| **Refresh** | Refresh the screen to view all offers and demands. |

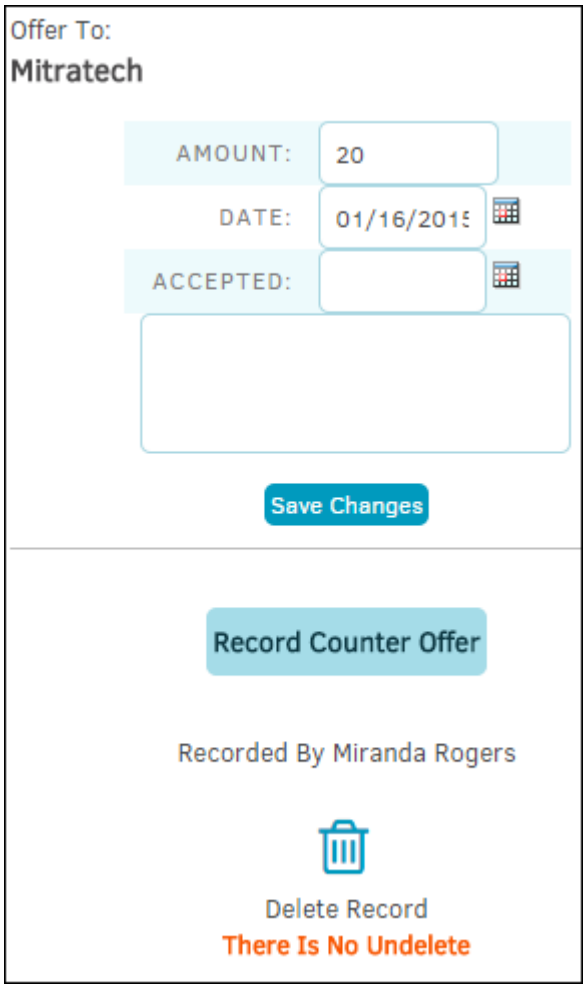
**See also:**

Edit an Offer/Record Counter Offer

1. Select the **Offers and Demands** tab in the **Finance Navigation Bar**
2. Click the icon to the right of the record.
3. Change the amount by typing a number in the "Amount" text field.
4. Change the Date and Accepted date by clicking the to select a date.
5. Type any comments into the large text box.

6. Click **Save Changes** to confirm, or  to delete the record.

   ***Note:*** *If there are counter-offers dependent on the record, you do not have the option to delete.*




**Edit an Offer**

## Record Counter Offer

If the offer has not been accepted, the opportunity to record a counter offer or delete the record is also available.

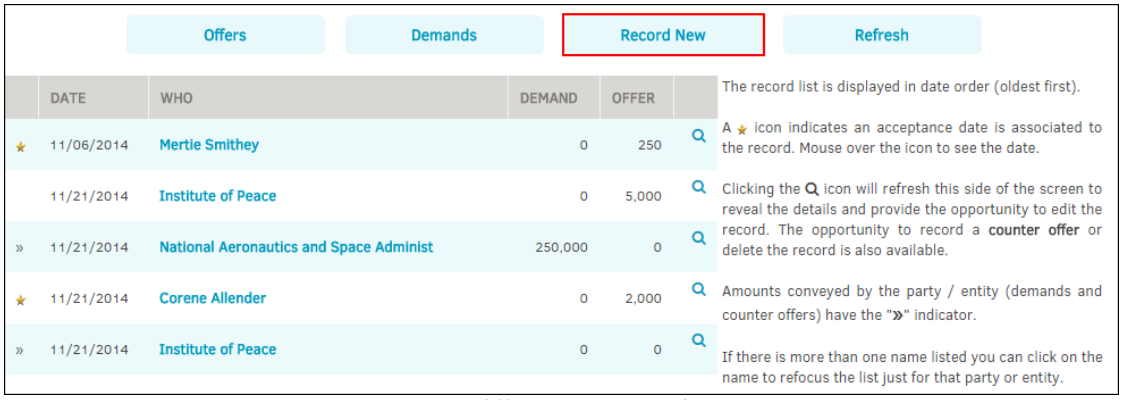
Click **Record Counter Offer** to refresh the page for additional details.


**Create a Counter Offer**

1. Choose who is making the counter offer by selecting a radio button .
2. Type the counter offer in the "Counter Of" text box.
3. Use the calendar icon to change the date.
4. Add any comments or notes in the "Notes" text box.
5. Click **Save Changes** to confirm.

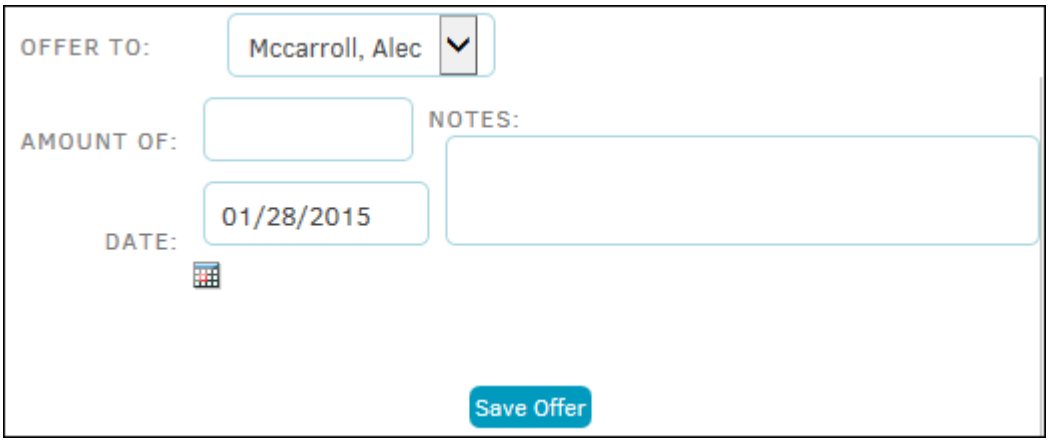
**To record a new offer or demand:**

1. Select the **Offers and Demands** tab in the **Finance Navigation Bar**.
2. Click the **Record New** button above the records.




**Record a New Offer, Demand, or Settlement**

4. Select from the drop-down list whether the record is an offer to party or entity, a demand received from party or entity, or a party settlement amount.
5. Select who the offer is to, the demand is from, or the settlement is from using the new drop-down box.
6. Additional data fields appear; type a number into the "Amount Of" box, and use the calendar icon to change the date(s), if necessary.
7. Include any notes or instructions in the "Notes" text box.
8. Click **Save Offer/Demand** to confirm.

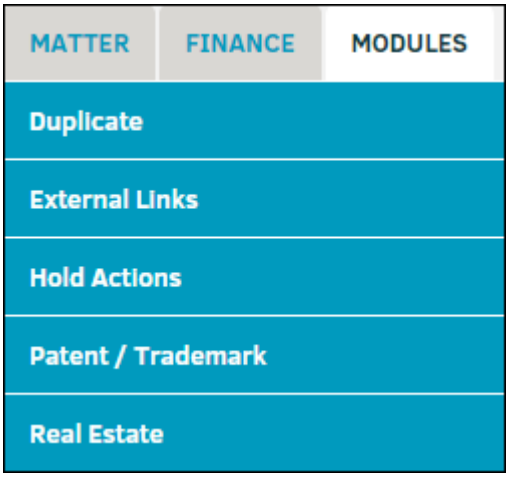



**New Record Details**

9. In the next screen, click on any of the checkboxes to apply the amount to the final outcome of the matter or as payment to the party, then click **Run**.

1.3.2.1.1.3 Modules Navigation Bar

The **Modules Navigation Bar** on a matter's **Primary Information** screen allows users to adjust or view at-large features of the matter.

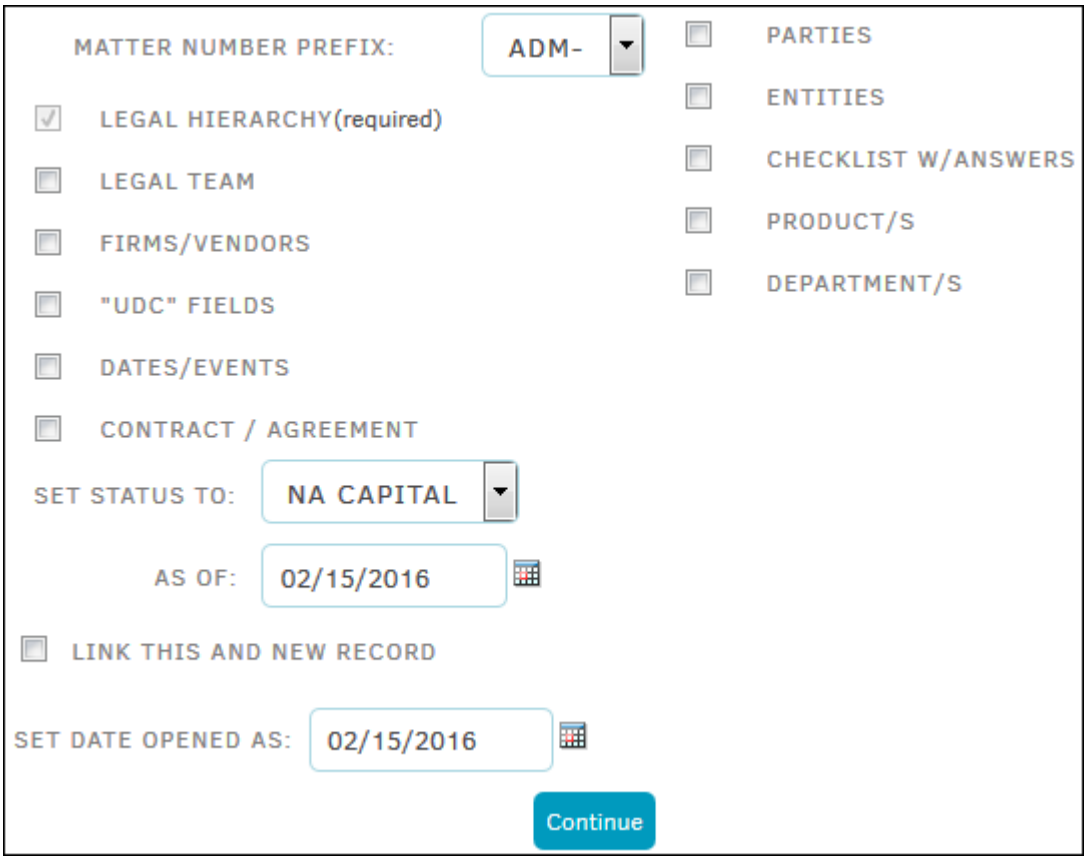



**Modules Navigation Bar**

***Options:***

| Page | Function |
|---|---|
| **Duplicate** | Duplicate a matter record. |
| **External Links** | Manage external links for the matter. |
| **Hold Actions** | Manage holds and hold recipients. See also Review Individual Record. |
| **Patent/Trademark** | View and add patents, trademarks, or government filings. |
| **Real Estate** | Manage real estate tracking records. |

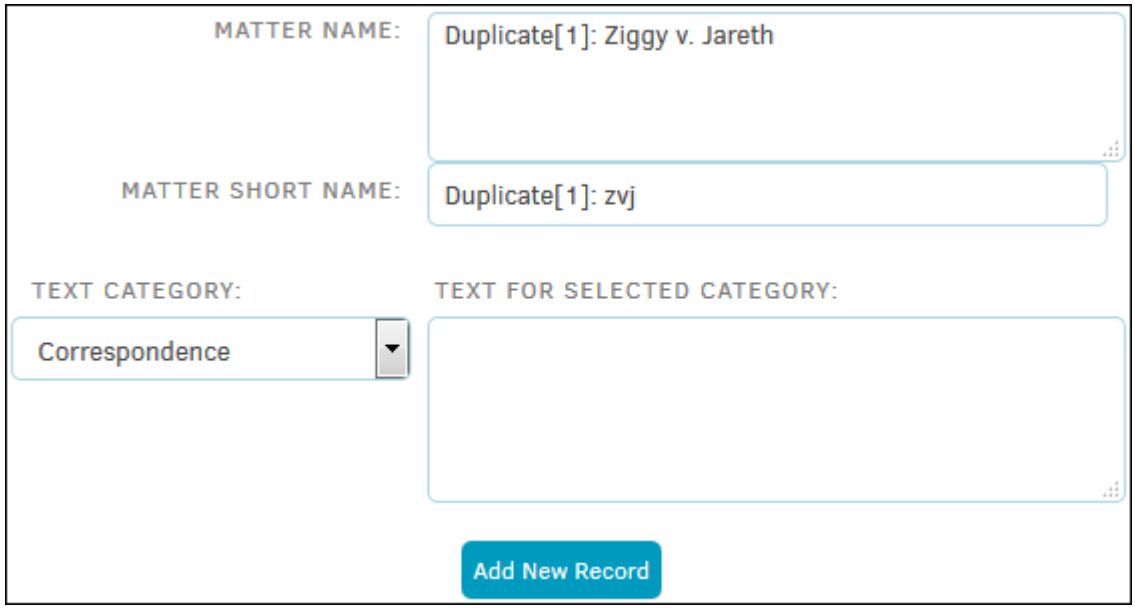
The **Duplicate** hyperlink in the **Modules Navigation Bar** allows users to duplicate the matter record with only specific data instead of including superfluous information.




**Duplicate Record**

1. Select a matter number prefix from the drop-down list. The matter number prefix is used to indicate the matter record project (ex: ADM- Administration, LIT- Litigation, etc.) Your site administrator configures the prefixes that work best with your company's matter records.
2. Select any number of records to include in the duplicate record by clicking the checkboxes ☑. Legal Hierarchy is automatically selected, as it is a required field.
3. Select a status from the drop-down list.
   a. Use the calendar icon to manage status date.
4. Link the current matter record to the new duplicate record by selecting the checkbox ☐.
5. Click **Continue**.

Additional information opens to the right. Matter name and short name can be changed by typing into the appropriate text boxes.




**Add New Record**

6. Select a text category from the drop-down list and optionally add text for selected category in the large text field.
7. Click **Add New Record** and the page refreshes to confirm the records that have been duplicated successfully with a ✔.

Lawtrac users can access external links that may be helpful or relevant to the matter, such as a currency converter Web site, or international date and time.

To see external links and add new, select the **External Links** tab from the **Modules Navigation Bar**.


**Modules: External Links**

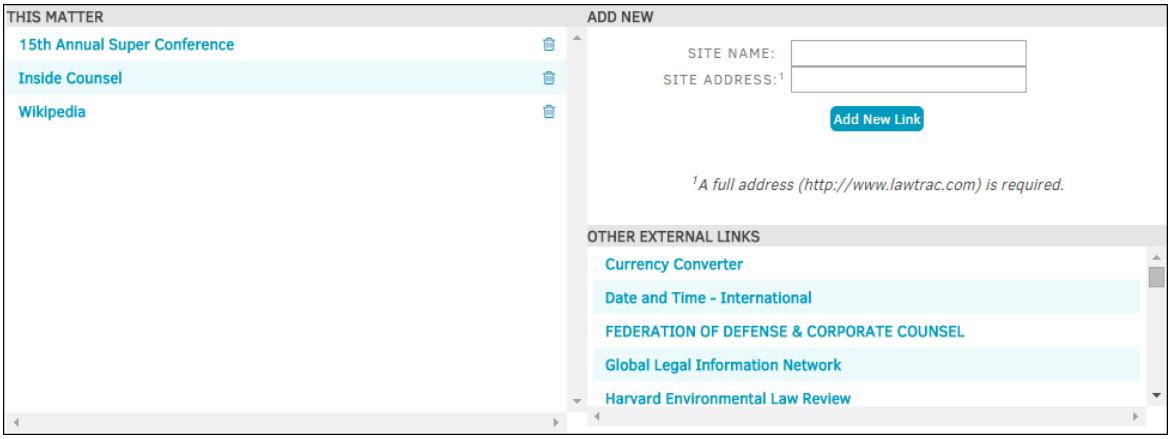
External links added to the matter appear on the left.

## Add a New External Link

1. On the right side of the page enter a name for the website in "Site Name" text field.
2. Enter the URL into the "Site Address" text field.

***Important Note:*** *The full address (http://www.------.com) is required.*

Additional external links are already provided at the bottom right-hand side, but cannot be added directly to the matter.




**External Links**

Matters can be put on hold by using the **Hold Actions** hyperlink in the **Modules Navigation Bar**. When placing a record on hold, you have limited editing and deleting capability. It does not prevent new information from being added to the record (text, documents, etc.)


**Modules: Hold Actions**

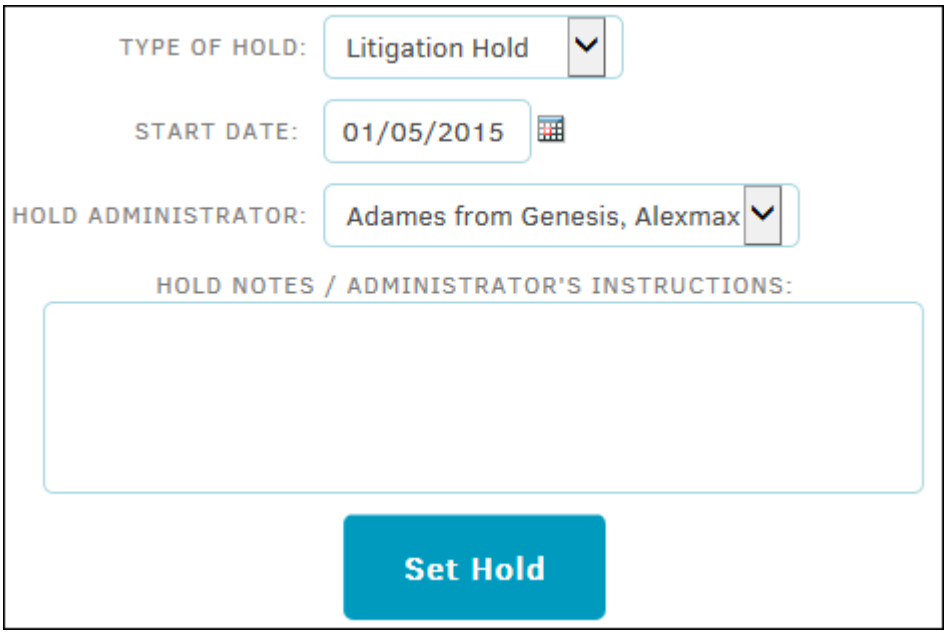
## Place a Matter on Hold

1. Select the type of hold from the top drop-down list.
2. Click the calendar icon to select a start date.
3. Select an individual as lead from the "Hold Administrator" drop-down list. The hold administrator is the person who will be responsible for managing hold communication. This individual is notified via email when a matter has been placed on hold.

4. Add notes or instructions to the "Hold Notes" text field.
5. Click **Set Hold** to confirm.

The hold categories are customized in Lawtrac's **Application Administration;** if you do not see the appropriate hold type for your matter record, please contact your site administrator.

Edit the start date, hold administrator, and category by clicking the icon.




**Set Hold**

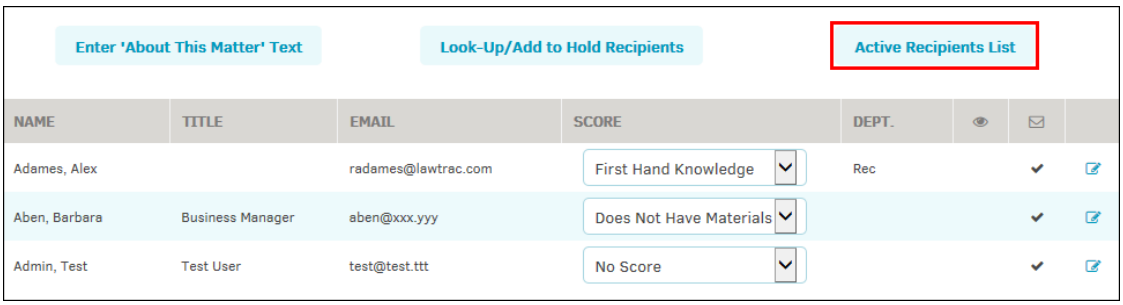
## Hold Notification Management

### Active Recipients List

Hold Notification Recipients and Hold Messages appear at the bottom of the page after the hold has been set. The default view for recipients is the **Active List**.

To view or edit a Recipient's Individual Record, click the icon next to their name.

Under the **Score** column, identify the materials that the individual has at their disposal by using the drop-down list.

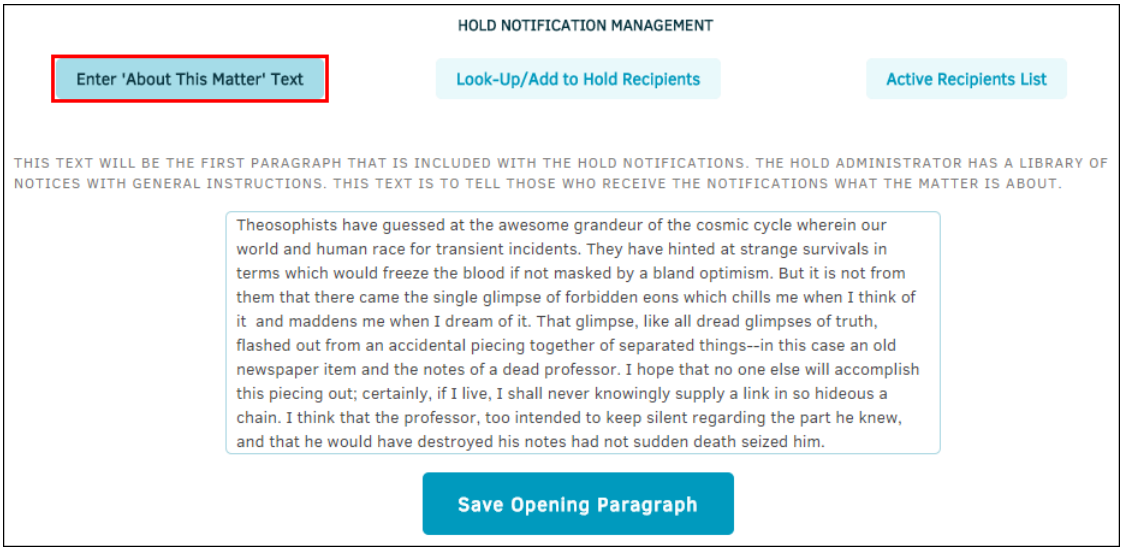



**Active Recipient List**

### Enter 'About This Matter' Text

Click the **Enter 'About This Matter' Text** button at the top of the active recipient list to attach a text that is included with the hold notifications.

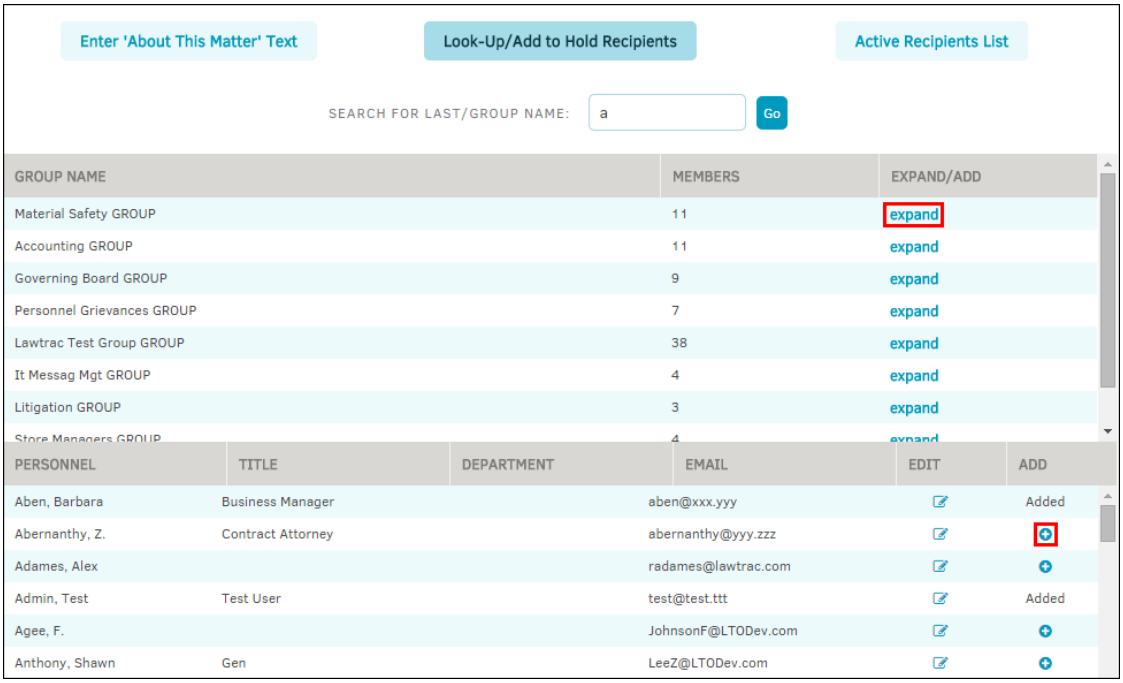
Type directly into the text field and click **Save Opening Paragraph**.




**'About This Matter' Text**

### Look-Up/Add to Hold Recipients

1. Click the **Look-Up/Add to Hold Recipients** button at the top of the active recipient list to add an individual to the hold notification recipient list.
2. Type the individual's last name or the group name into the text box, then click **Go**.
3. In the **Group Name** list, click **Expand** to view group members, and click the checkbox to add, then scroll down to the bottom and click **Submit**.
4. In the **Personnel** or **Parties** list, click the icon.
   a. Click the icon to review or edit the individual's record.
5. Click **Create a New Person Record** at the bottom of the list to enter details for a new individual record.

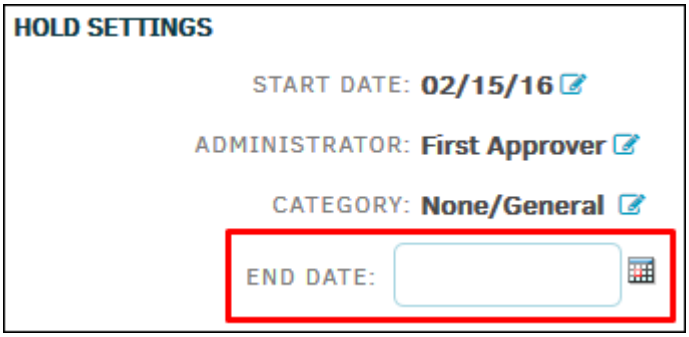



**Add a Hold Recipient**

## Remove a Hold

Users with the appropriate permissions can remove a matter from hold by setting an End Date.

It is best practice to only enter the hold end date on the actual date that the hold has ended, because setting the end date removes the hold status from the matter, regardless of how far in the future it is set.



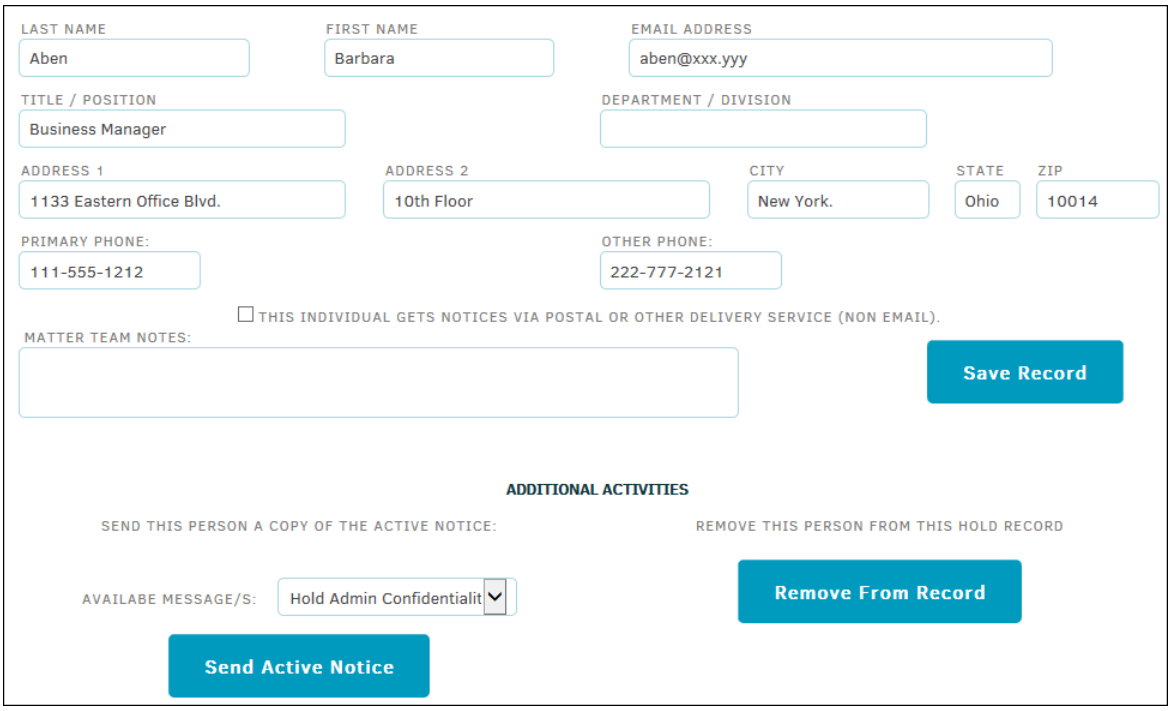

**End a Hold**

## See also:

Review Individual Record

You can review and edit an individual record on the hold recipient list by clicking the icon in the **Active Recipients List** on the **Hold Actions** page.

1. Enter the desired information by typing into the appropriate text boxes.
   a. Use the checkbox to add the individual to a non-email delivery service for notifications.
2. Click **Save Record** to confirm any changes.
3. Click **Remove from Record** to remove the individual from the matter record.




**Review Individual Record**

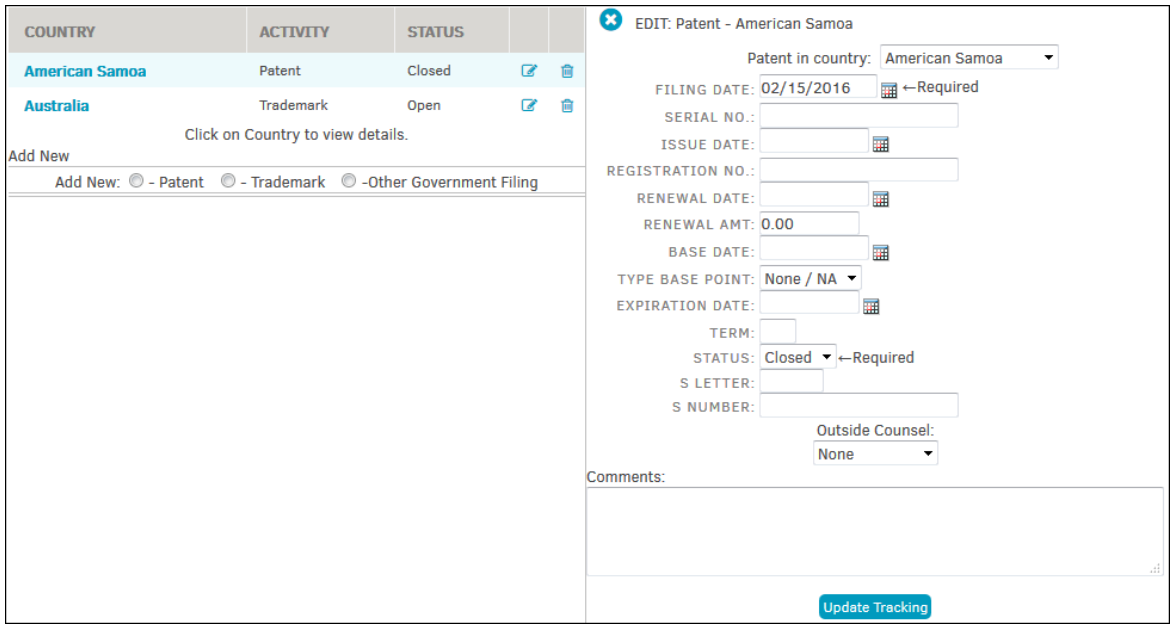
The purpose of the **Patent/Trademark** hyperlink in the **Modules Navigation Bar** is to record information submitted to government agencies. This page stores details of key areas involved with a company's patents, trademarks and filings, including pertinent dates and country details.


**Patent/Trademark Link**

Lawtrac users can access patents, trademarks, and government filings that are associated to the matter, and also add new.

- —Edit the entry; click **Update Tracking** to confirm changes made to the text boxes, or click the icon at the top to close the edit page
- —Delete the entry

Click country name to view the details.




**Patent/Trademark/Government Filings**

## Add New Patent/Trademark/Government Filing

1. Select **Patent/Trademark** from the **Modules Navigation Bar**.

2. Select a radio button under **Add New** to specify whether the new entry is for a patent, trademark, or other government filing.


**Add New Patent, Trademark, Government Filing**

3. Select a country from the Patent/Trademark/Filing In Country drop-down list.
4. Click the icon to change the required filing date, or add any relevant dates below. Use the attached text fields to add notes and comments.
5. Select a status from the Status drop-down list.
6. Choose to appoint outside counsel from the Outside Counsel drop-down list.
7. Click **Add New Tracking** to confirm and save.

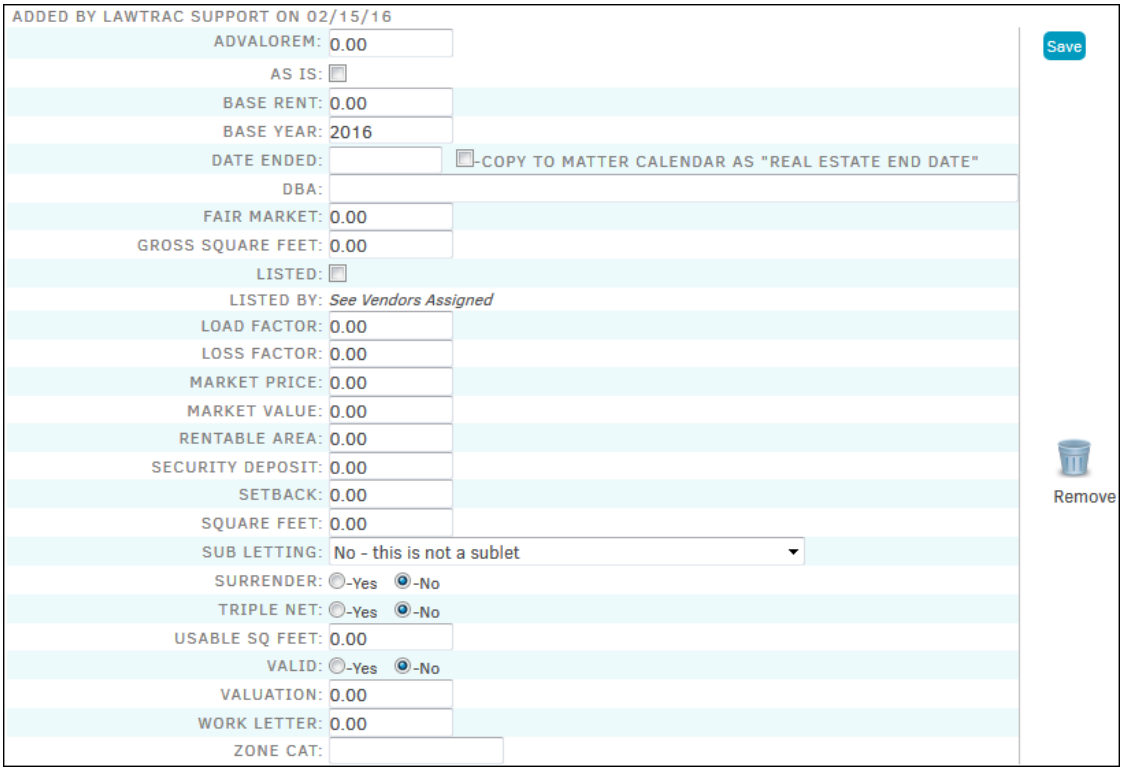
Patent in country: American Samoa
FILING DATE: 02/15/2016 ←Required
SERIAL NO.:
ISSUE DATE:
REGISTRATION NO.:
RENEWAL DATE:
RENEWAL AMT: 0.00
BASE DATE:
TYPE BASE POINT: None / NA
EXPIRATION DATE:
TERM:
STATUS: Closed ←Required
S LETTER:
S NUMBER:
Outside Counsel:
None
Comments:
Update Tracking

**Add New Trademark/Patent**

The **Real Estate** hyperlink in the **Modules Navigation Bar** allows specific data such as square footage, rent, market value, etc., to be tracked and recorded for real estate-related matter.


**Real Estate Link**

1. Turn the module on by clicking Add Record To Real Estate Tracking. A Real Estate Form shows up where you can enter the relevant tracking data.
2. Click **Save** when you have finished entering your data.
3. Click the trash can icon if you decide to switch off real estate tracking. Information previously entered in **Real Estate Data Items** are not retained.




**Real Estate Data**

1.3.2.1.2 Legal Team

The **Legal Team** tab within a matter allows users with the appropriate permissions to add members to the legal team, swap assignments, adjust roles and view or add key personnel.


**Legal Team**

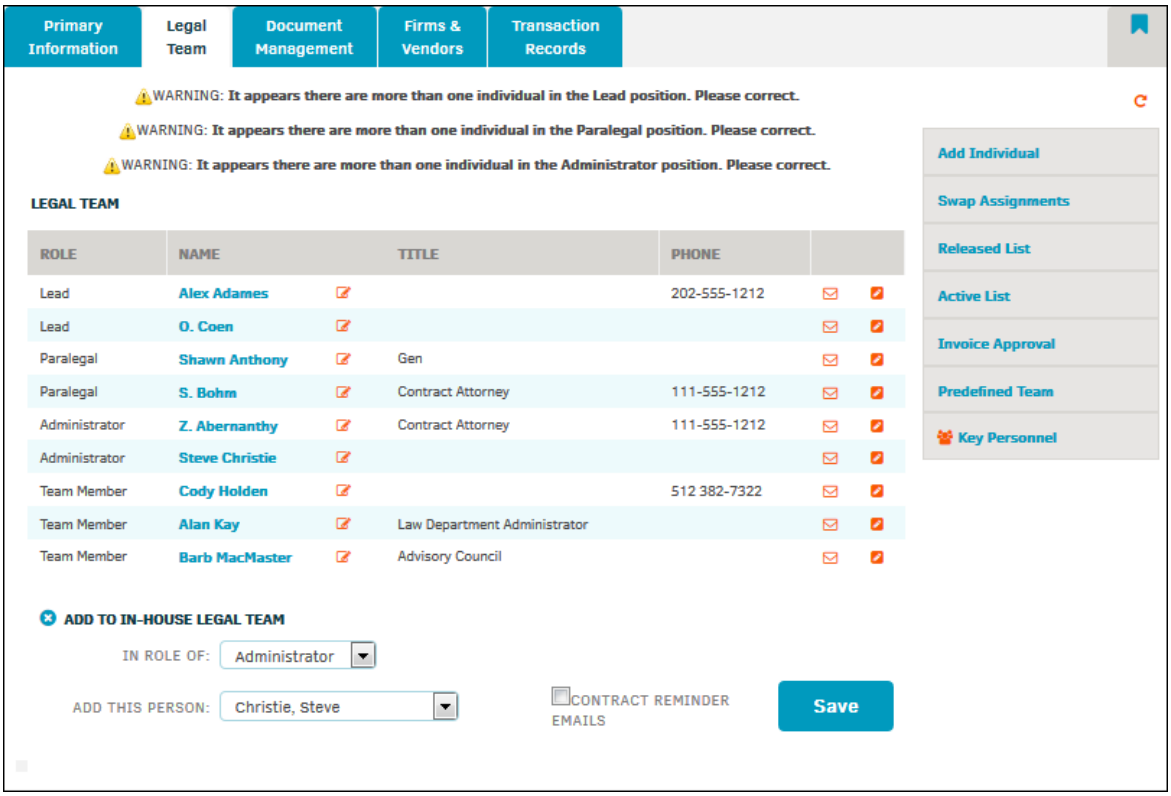
To make any adjustments to the individuals assigned to the matter, click on the team member's name, or the **Edit** button ( ) on the right-hand side of each name.

Within every matter record there are four available areas of responsibility. Click the following titles to review information about the position:

- Lead Position
- Paralegal Position

- Administrative Position
- Team Position(s)

While the first three positions above (Lead, Paralegal and Administrator) allow for only one assignment on each matter record, the number of individuals you can assign to a matter as a Team Member is unlimited. If more than the allowable roles are assigned, a warning notice is displayed, as shown below:




**Position Notice**

***Legal Team Sidebar Options:***

| Page | Function |
|---|---|
| Add Individual | Add a new member to the team and designate his or her role.<br>**See also:**<br>Security Considerations<br>Naming Structure |
| Swap Assignments | Substitute individual roles within a matter; this applies to in-house staff only. |

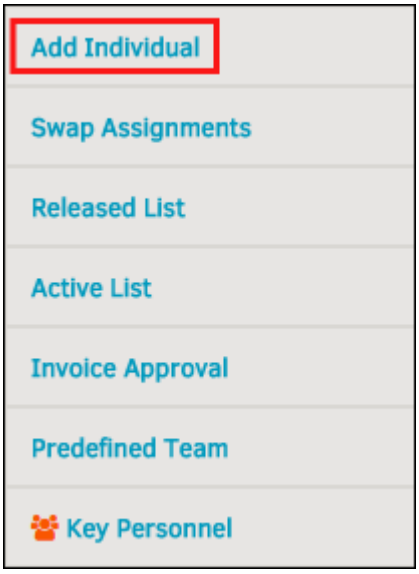
| Page | Function |
|---|---|
| **Released List** | View individuals who have been removed from the team, or who have been replaced by another person. |
| **Active List** | View your current legal team. This is the default page for the **Legal Team** tab. |
| **Invoice Approval** | View default approval chain for invoices; approvers are listed in order along with the maximum dollar amount that they can approve. |
| **Predefined Team** | Assign a team to the matter record that has been predefined by your Site Administrator. |
| **Key Personnel** | View or add key persons—individuals associated with the matter record who are separate from the legal department.<br>**See also:**<br>Add Key Person<br>Released List |

**See also:**

Review/Release Legal Team Member

1.3.2.1.2.1 Add an Individual

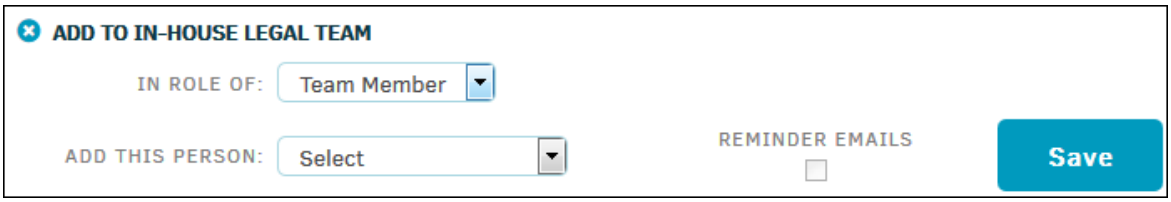
1. Navigate to the **Legal Team** tab within a matter.
2. Click **Add Individual** to add a new member to the team and designate his or her role.




**Add Individual Link**

A matter can have only one individual assigned to each of the three lead roles (Primary, Paralegal, and Administrator), but may have multiple individuals assigned as Team Members.

3. Select a role from the "In Role Of" drop-down list.
4. Select the individual you'd like to add as a team member from the "Add this Person" drop-down list.
   a. Click the checkbox to send reminder emails to the selected new member.
5. Click **Save**.




**Add Individual**

As a general rule, the security settings of the individual must match the security settings of the matter record in order for the individual to have access to that record. However, the security settings within a matter can be circumvented by assigning a person to the Legal team for that matter. Individuals assigned to the matter have access, regardless of work group assignments.

Matter records marked "Private" can only be accessed by individuals assigned directly to the matter. When used in conjunction with the security capabilities of Lawtrac and the "Private" settings for each matter, Site administrators can adjust settings to fit your company's needs.

The first three positions (Lead, Paralegal and Administrative) can be renamed by your site administrator. The second and third positions can be turned off if your company so chooses; however, the Lead position is a required position of responsibility.

A required position, the Lead position within the matter record is reserved for the individual who is responsible for managing the matter and reporting the status of the matter to your corporate/ company hierarchy. This person must have invoice approval authority for at least one dollar ($1).

The person in this position is automatically notified when the matter is updated, either by individuals within the legal department or outside counsel, and when financial considerations are updated (invoices or budgets received).

This position is based on the premise that the authority to conduct business within the matter can be delegated to others, but never the responsibility for the matter.

The second position is typically reserved for the “primary contact”. This person may be responsible for the day-to-day activities of the matter at the corporate or company level and could be, for example, a paralegal.

Outside law firms, vendors, and other corporate key personnel can be directed to contact the individual in the secondary position in order to keep all information within the matter up-to-date.

This position may work in concert with the secondary position, or may be assigned duties specific to matter types in order to enhance the management of matter information.

Because individual permissions can be set at the activity level, an individual assigned to this position on the Legal team may not be privy to financial or other information within a matter, but may help shoulder the responsibility to ensure the matter data is current and accurate.

The person who adds a new matter record into Lawtrac is typically assigned to the team working on that matter. Because security settings can restrict everyone except the people assigned to a matter from viewing its records, there has to be at least one person assigned to each matter’s team. This prevents matter records from being lost within the Lawtrac application.

Depending on the view/edit permissions granted to the individual team members, they have full authority to interact with the matter information, as do all of those in the higher positions.

1.3.2.1.2.2 Swap Assignments

The **Swap Assignments** tab in the **Legal Team** sidebar allows you to substitute individual roles within a matter; this applies to in-house staff only.

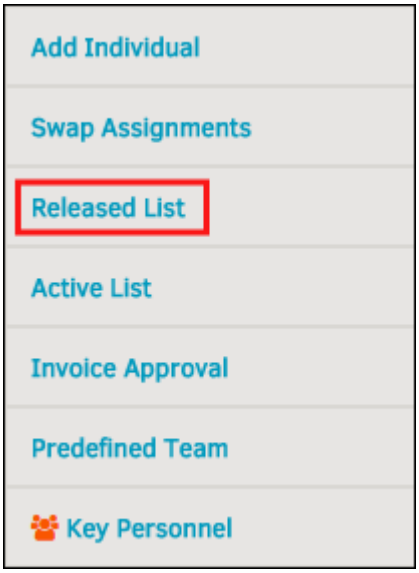

**Swap Assignments Link**

1. Select the in-house team member from which you wish to swap an assignment in the left drop-down menu.
2. Select the person with whom you wish to switch or move those assignments. You can also move the individual to a different role instead of swapping assignments.
3. Select **Save**.


**Swap Assignments or Move Role**

1.3.2.1.2.3 Released List

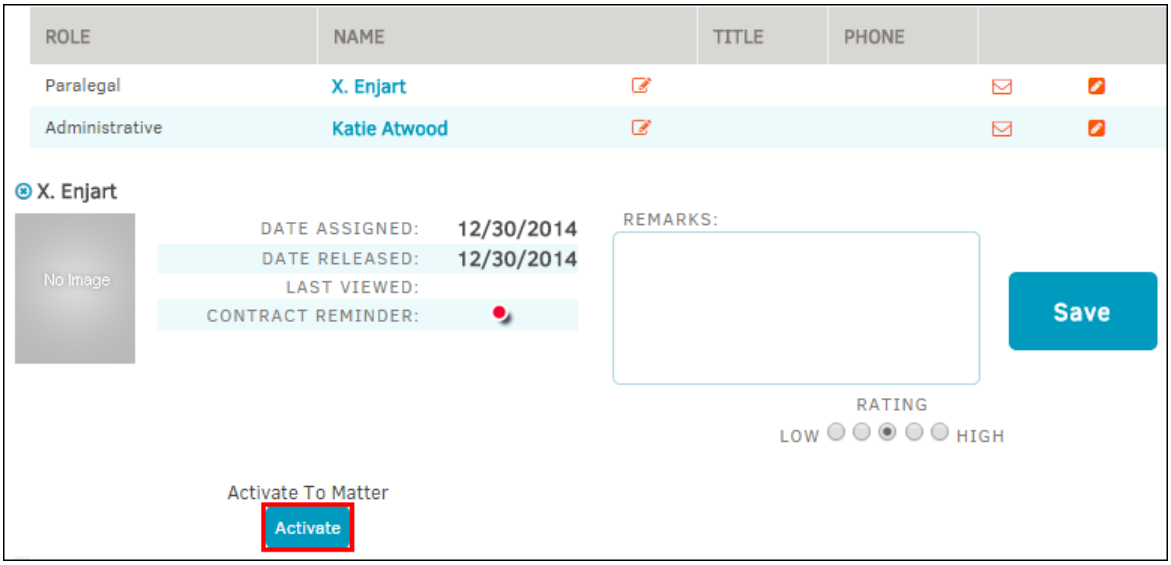
Individuals who have been removed from the team or replaced by another person are shown in the **Released List**. Access this list from the **Legal Team** sidebar.




**Released List Link**

- —View assignment/release details, allow the member to be reminded about contracts via email, include notes, or reinstate
- —Email the individual
- —Send an internal message
- Activate—Reinstate the individual back to the matter (they are activated in the same role they previously held)

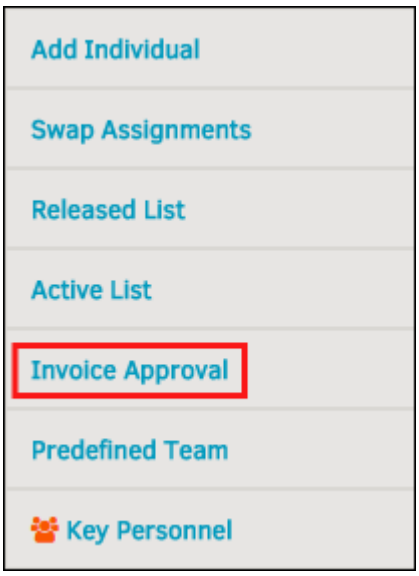
***Note:*** *Reinstating a user may cause you to have more than one paralegal or administrative role in your legal team. If this occurs, a notice is presented at the top of the active legal team list.*




**Released Individuals**

1.3.2.1.2.4 Invoice Approval

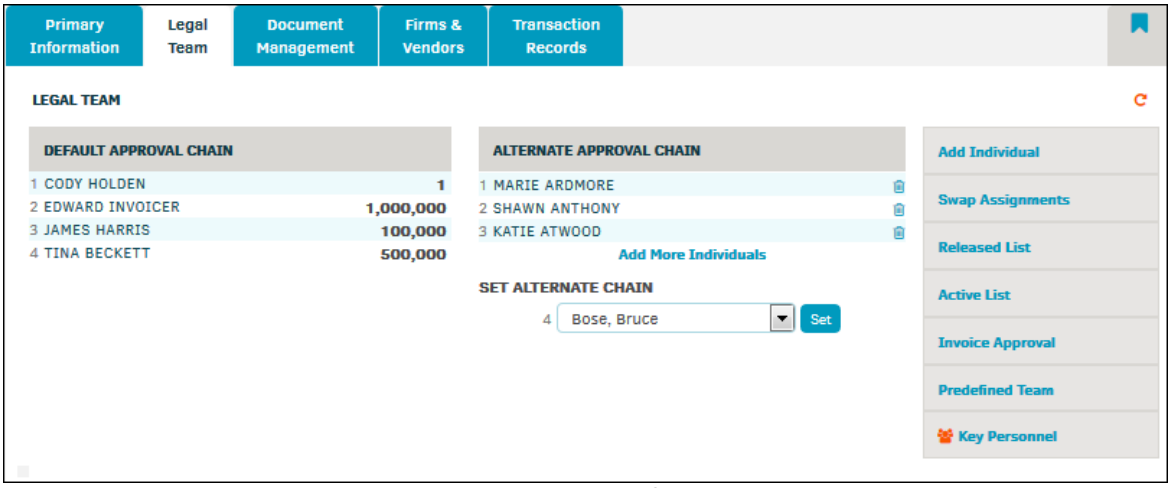
Clicking the **Invoice Approval** hyperlink in the **Legal Team** sidebar within a matter record displays your default approval chain; approvers are listed in order along with the maximum dollar amount that they can approve.




**Invoice Approval Link**

The first approver in the chain is generally the Lead/Primary person, who is the attorney responsible for the matter. In order to be on this type of invoice approval chain, a staff member must have **permission** to serve as a Primary on matter. Each member of an approval chain has a dollar amount limit for the highest amount they can approve on invoices; if an invoice total is greater than the Primary's approval limit, the invoice is handed off to the next person in the approval chain. Up to five individuals can be in an approval chain.

When a new invoice is created, it is automatically routed to the first person in the associated matter's approval chain. The approver receives an internal message with a link to the invoice. Any person in the approval chain can approve an invoice, even if the person before them has not reviewed it.




**Invoice Approval Chain**

## Set an Alternate Approval Chain for the Matter

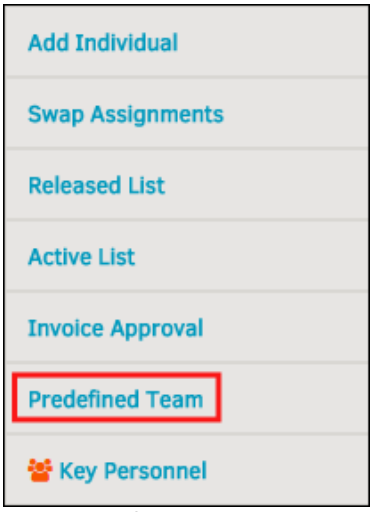
1. Click the **Add More Individuals** hyperlink.
2. Use the drop-down list to select the first approver, then click **Set**.
3. Repeat this process for each person you want to add to the alternate approval chain, finishing with the final approver. A maximum of five is allowed.
   a. Click the icon to remove an individual from the alternate approval chain.

All invoices submitted against this matter can now be reviewed and approved or rejected by members of the alternate approval chain.

***Important Note:*** *Everyone on a matter's Invoice Approval Chain has access to the matter's financial/ invoice information.*

1.3.2.1.2.5 Predefined Legal Team

Assigning a Predefined Team is perhaps the fastest and most efficient way to associate individuals to matter. Teams may be established based on expertise, location, or by balance of workload. Assigning a Predefined Team to a matter also provides extra support when adding new department personnel or making substitutions.




**Predefined Team Link**

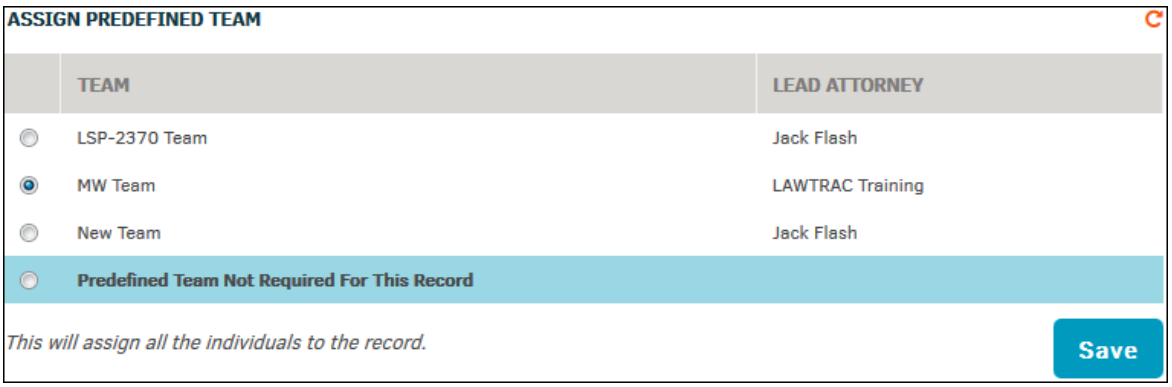
If a new person joins the Legal department, site administrators can assign that person to every open matter that has a specific team assigned to it. Site administrators set up predefined teams based on the needs of your department or company.

## Assign a Predefined Team to the Matter

1. Click the **Predefined Team** link and select a team.
2. Click the radio button next to the name and click **Save.**

This action overwrites any previous team assignments for the matter. However, you can reinstate released individuals to the team.

By default, matters do not require that a Legal team be assigned to them. If your matter record does not require a Legal team, keep the radio button set to Predefined Team Not Required For This Record (located at the bottom of the listing).

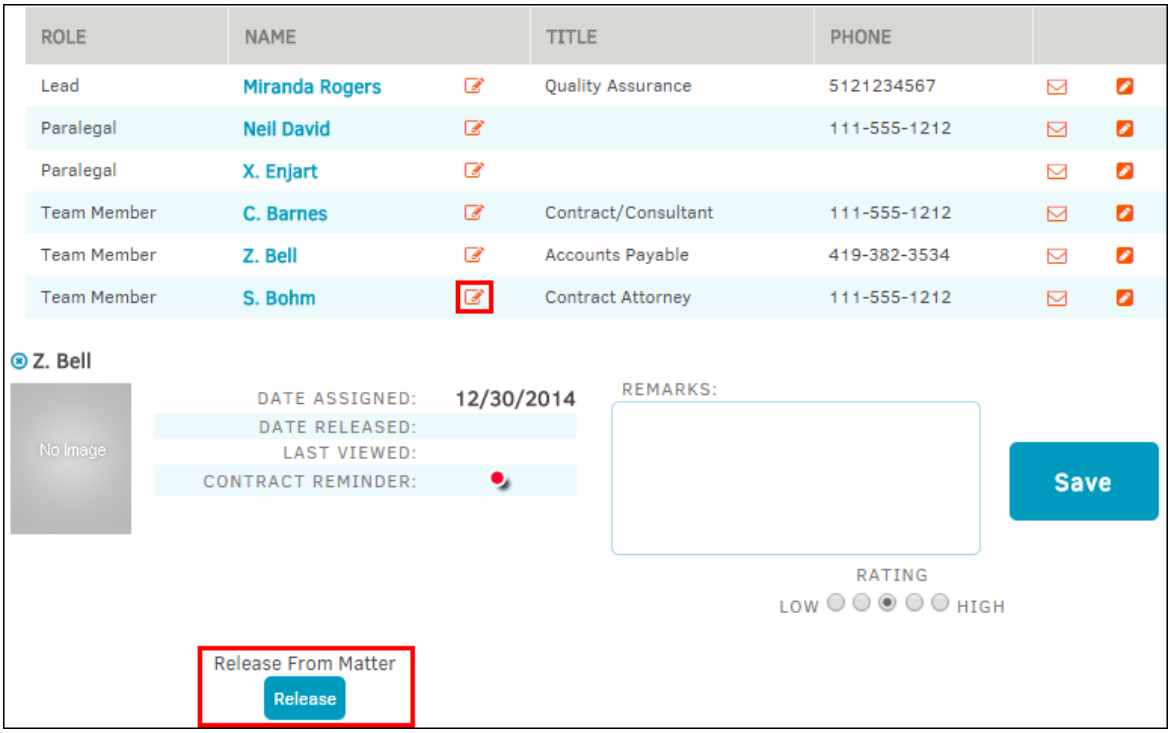



**Predefined Team**

1.3.2.1.2.6 Review /Release Legal Team Member

1. Click the icon beside an individual's name to review their stats or release them. You also have the ability to add comments in the text box.
2. Click the **Release** button at the bottom left of the screen.

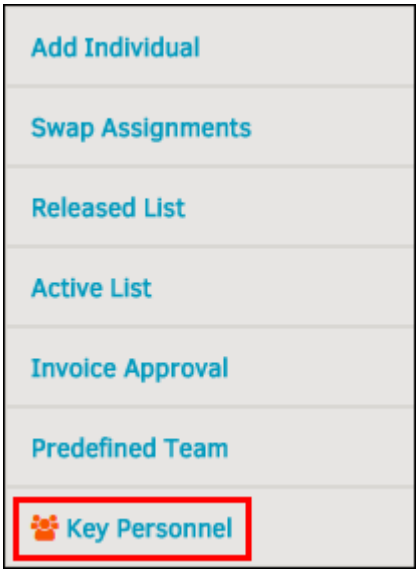
***Important Note:*** *Releasing an individual is immediate. There is no notice of confirmation.*




**Release From Matter**

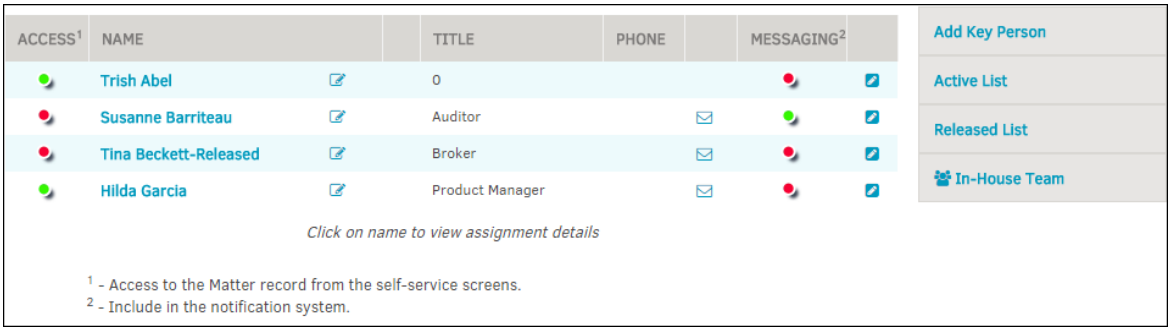
1.3.2.1.2.7 Key Personnel

The **Key Personnel** hyperlink in the **Legal Team** sidebar allows you to add associates to the matter record, even if they are not a part of the Legal team.




**Key Personnel Link**

Key personnel are individuals who work for the company but do not belong to the Legal department. They can't see everything that the in-house users see; these permissions are managed by your site administrator.




**Key Personnel**

- —Add remarks, ratings, or release them from the matter; click **Save** to confirm changes or additions made to comments
- —Email the individual
- —Add an internal note
- **Messaging**—Matter-related message notifications
- **Access**—Access granted to the matter
- —Messsaging and/or access to Lawtrac is enabled
- —Messsaging and/or access to Lawtrac is disabled

***Sidebar Options:***

| Page | Function |
|---|---|
| Add Key Person | Add an individual to your key personnel. |
| **Active List** | View all active key personnel. |
| Released List | View all retired key personnel. |
| **In-House Team** | View your Legal Team. |

To add key personnel to a matter, click **Add Key Person** in the **Key Personnel** sidebar.


**Add Key Person**

1. Select an individual from the drop-down list. If you do not see the individual you want to add, contact your site administrator so they can create a profile for the individual.
2. Enable or disable access to the matter and matter-related notifications:
   - —Access and notifications are enabled
   - —Access and notifications are disabled
3. Click **Add Record**.

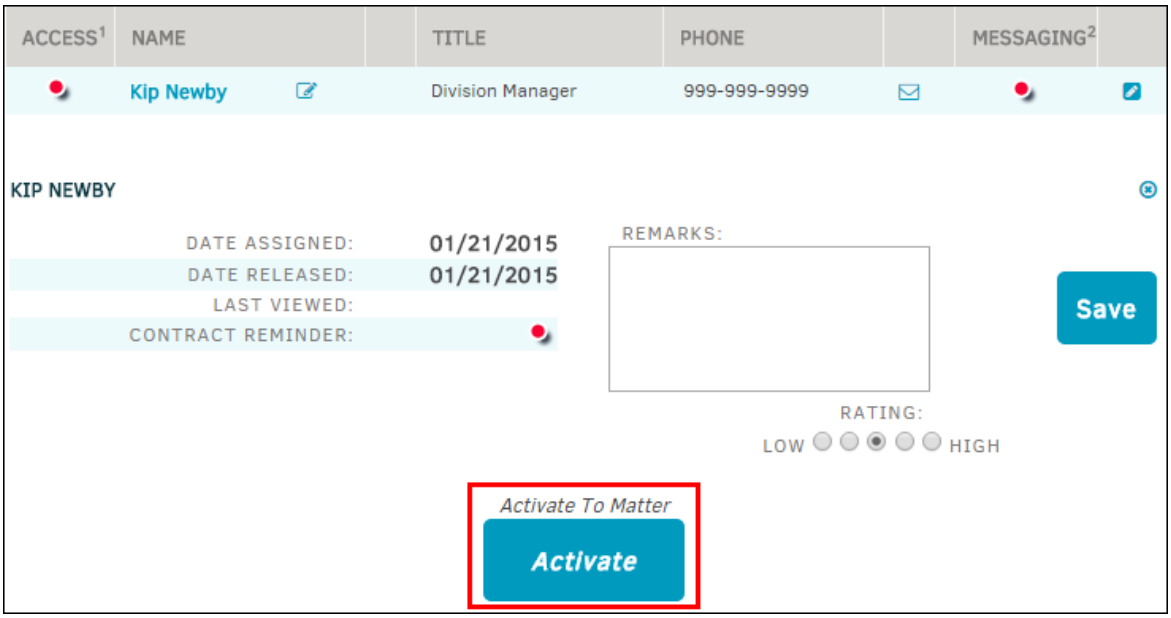

**Add Key Personnel Record**

The **Released List** hyperlink in the **Key Personnel** sidebar displays a list of key personnel that have been released from the matter record.


**Released List**

You can still send a released key person internal notes and messages. Click the appropriate or icon to do so. You can also control that person's ability to receive notifications by using the / icons, but you are no longer able to give them access to the matter record from the self-service screens.

To reinstate a key person to the matter record, click on the individual's name or the icon, then click **Activate**.



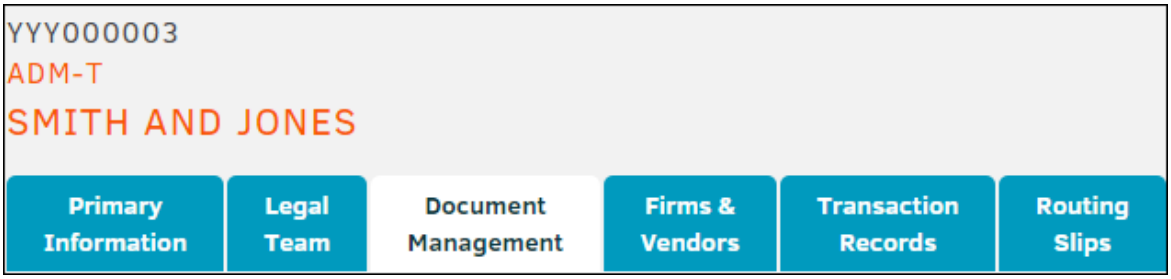

**Reactivate Key Person**

1.3.2.1.3 Document Management

Lawtrac allows key documents to be uploaded to matter so they can be shared with other corporate staff and outside counsel (if designated).

The drag-and-drop method of uploading more than one document at a time has been updated for Lawtrac Version 4.0.

Select the **Document Management** tab at the top of the matter record screen. Documents here are initially opened in **Documents List**, and can be further refined by selecting one of the options in the gray sidebar on the right side of the screen.




**Document Management Tab**

***Document Management Sidebar Options:***

| Page | Function |
|---|---|
| **Documents List** | View all documents uploaded for the matter record.<br>**See also:**<br>Drag-and-Drop<br>Version Control<br>Set a Document Category<br>Editing Documents & Document Information<br>Send via Email<br>Document Events |
| **Upload Document** | Upload a document to the matter record from your computer files. |
| **Network Documents** | View network pointers and network locations. |
| **File & Folders** | View or edit existing file information and add new folders. See also Add Folder/File. |
| **Guidelines** | Review requirements for uploading documents. |

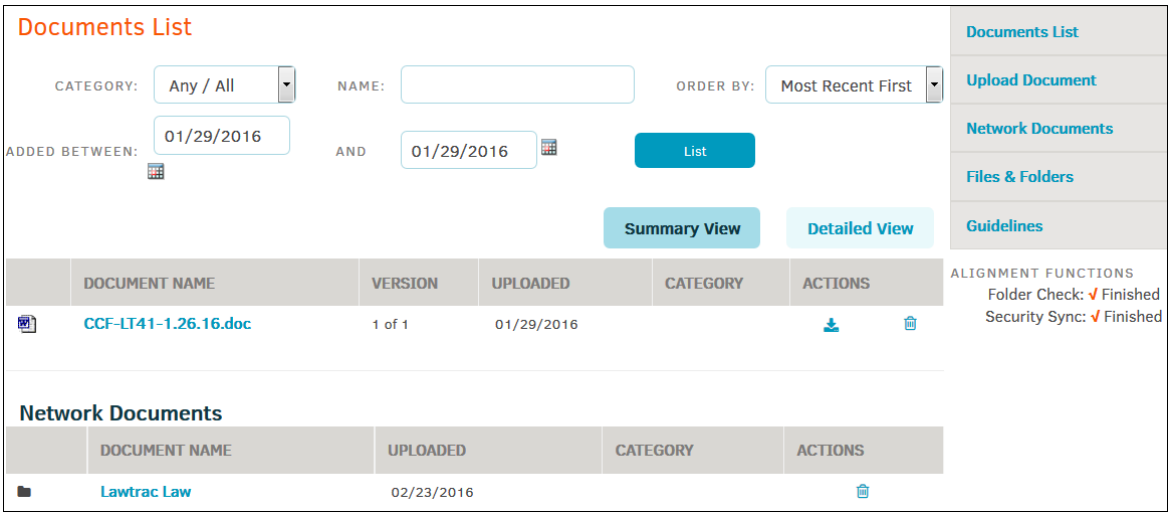
1.3.2.1.3.1 Documents List

An electronic document folder is available on the database for every matter record. Documents are best managed from their associated matter records; documents added to matter records should pertain only to that matter and should not be incomplete or a work in progress. Outside counsel (with

"Add Document" permission granted) may add documents to the matter and, in some cases, view the documents that in-house and other vendors provide.

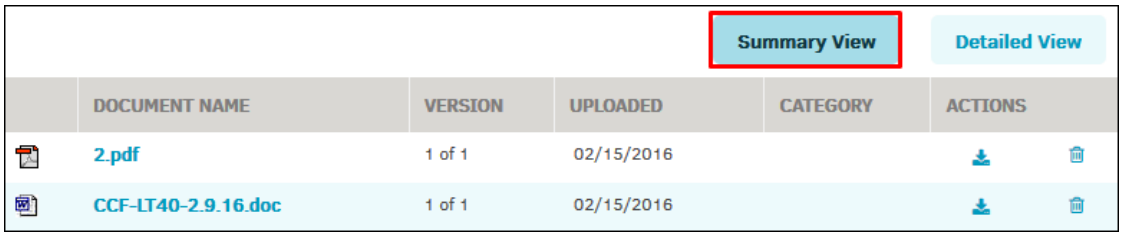
Click the **Document Management** tab within a matter record to display a list of documents that have been associated to the matter.

Matter documents appear in chronological order, but by using the "Order By" drop-down list, the table can be filtered by document category and listed by document name or upload date.




**Documents List Page**

- Summary View (click the Summary View button above the document list to see the following options):




**Summary View Button**

- —Download the document in a new browser window, unless your computer does not have the software installed to open that type of file. You can use the "Save As" function (**right click | Save Link As...**) to copy the document to your computer.
- —Delete the selected document from the list.

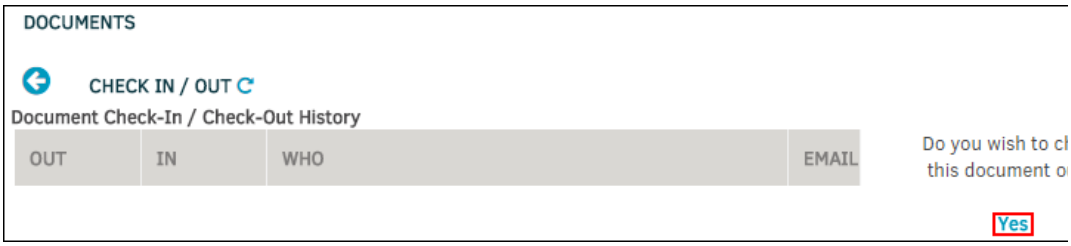
  ***Note:*** *There is no way to undo a delete.*

- Click on the document name to edit the document's name, author, file date, typist, and category. You can also type into the Synopsis and/or OCR Text fields. Once your changes are complete, click the **Save** button.
  - —View document upload dates or dates of events that relate to the document. Click here to view instructions to add a new event.

    ***Note:*** *Category and Date data are required to save the document event.*

- —Send the document via email. You may also send the document as a **Quick Notice** to the legal team or key personnel.
- —Add a new routing slip for document review.
- —View Document Check-In/Check-Out History. You can also check out the selected document from this page by clicking **Yes** on the right side of the screen under **Do you wish to check this document out?**

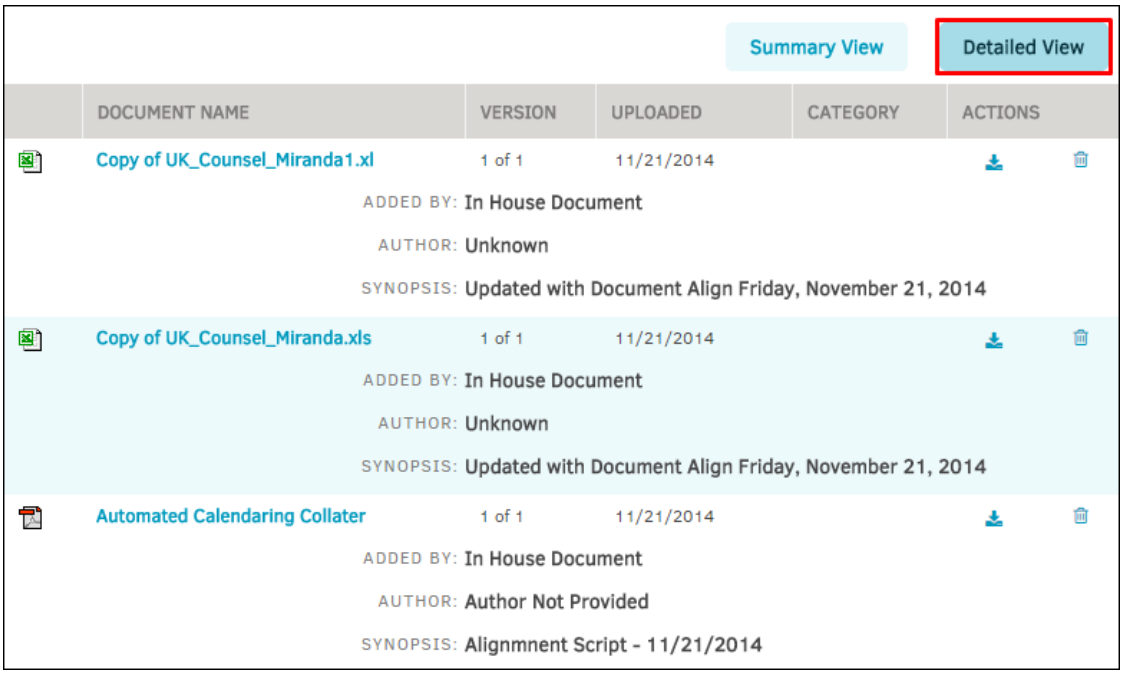
  ***Note:*** *If there is a routing slip on the document, it cannot be checked out.*




**Document Check-in/out Page**

- Detailed View (click the Detailed View button above the document list):

  Under **Detailed View**, you have all action options that you did in **Summary View**, but can also see information on document type, synopsis, author, and how it was added.




**Document Detailed View**

**See also:**

Add New Document

Drag-and-Drop

Version Control

Set a Document Category

Editing Documents & Document Information

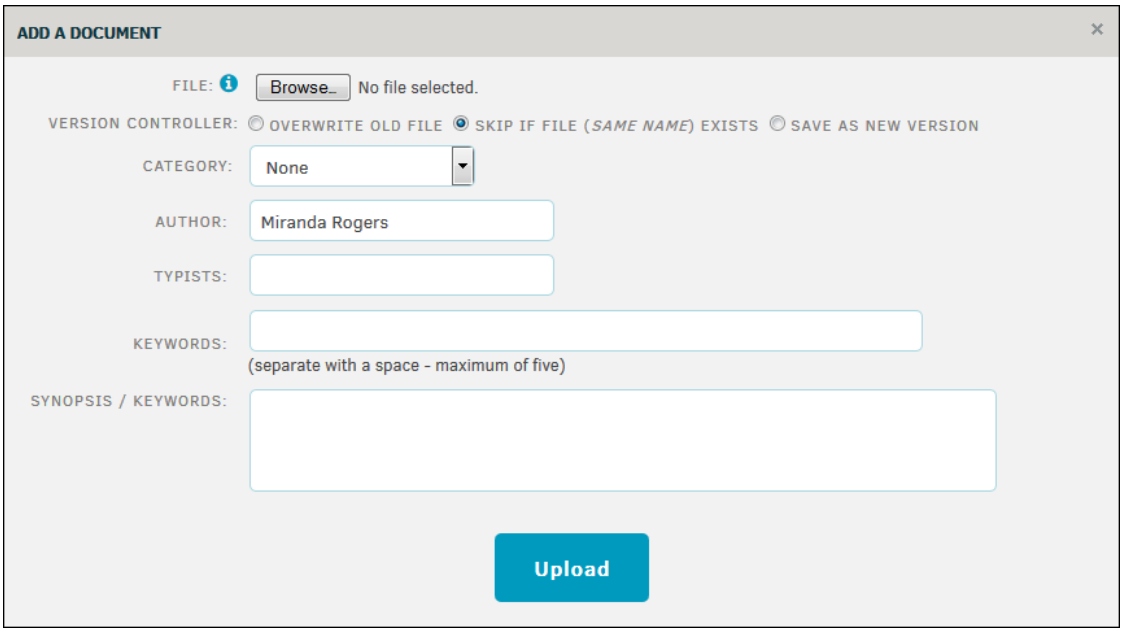
Send via Email

Document Events

It is recommended that matter-related documents be added from within the matter itself; this way the document is automatically associated to the correct matter.

1. Select the **Document Management** tab within a matter assignment.
2. From the sidebar on the right, click **Upload Document**.

   A new pop-up window opens.
3. Click on **Browse...** to open your Windows Explorer box and select a file.
4. Click **Open** and fill in the information as you would when adding a document to the Lawtrac Document Bank (see *Documents Module*).
5. Click **Upload** to confirm.




**Add a Document**

***IMPORTANT NOTE:*** *Lawtrac uses a Java applet to implement our document drag-and-drop feature. The implementation of NPAPI (the underlying support for applets) is being removed from Chrome browsers due to security concerns. Chrome will deprecate NPAPI, Edge, and Microsoft's post-IE 11 release also drops support. Lawtrac 4.0 Update 2 contains a patch in which a work-around has been developed for the applet using Drop-zone-based HTML5 solution. This change goes into effect in January, when Microsoft drops support of IE9. For additional information on the Chromium Projects, click here (external link).*

The **Document Drop-Box** allows you to drag documents into a box that automatically saves to the **Document List** of a matter.

***Note:*** *The **Document Drop-Box** is only visible if your site administrator enables the feature and you have the appropriate settings in **My Lawtrac**.*

Before you upload documents, consider the following guidelines:

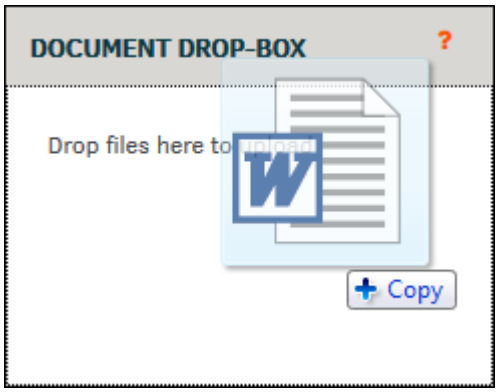
- Do not upload file names with a number symbol (#), Dollar Sign ($), Ampersand (&), or the words SUBMIT, UPDATE, or SCRIPT.
- Do not upload a file with a size of more than 35 MB.

***Note:*** *Your site administrator sets the acceptable file type extensions. You can view these by selecting the orange question mark within the Document Drop-Box.*

## Use Drag-and-Drop

You can add documents with the **Document Drop-Box** in the following ways:

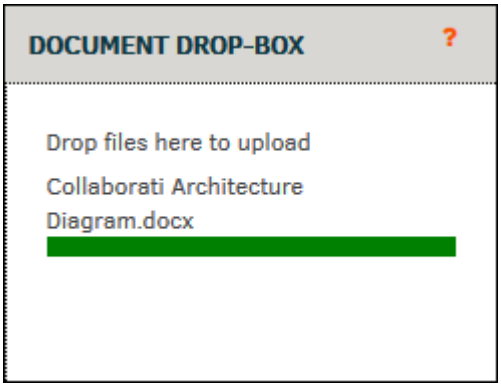
A. Drag a document from your computer to the **Document Drop-Box**, and release the mouse button.




**Dragging a Document into the Drop-Box**

B. Browse for a file on your computer.

1. Click the box.




**Selecting Files from the Document Drop-Box**

3. Browse for the document. You can select one or more documents.
4. Click **Open**.

After you add documents to the drop-box, the percent completed indicator bar marks whether the file has uploaded completely. You may need to refresh the screen to see the new files in your Document List.

To view the documents you added, click the **Document Management** tab of the matter. From this tab, you can set the **Category** or the documents.

***Note:*** *If you have the* ***Document Drop-Box*** *enabled on your system and you open a matter, you may receive the following pop-up. If you receive this pop-up, place a check mark in the* ***Do not show this again for apps from the publisher and location above*** *field, and click* ***Run****.*


In order to maintain document integrity, all document names are examined by the system during the upload process. If a document with the same name already exists within the matter, the new one being uploaded is renamed (as shown).

| | DOCUMENT NAME | VERSION | UPLOADED | CATEGORY | ACTIONS |
|---|---|---|---|---|---|
| | Copy of UK_Counsel_Miranda1.xl | 2 of 2 | 11/19/2014 | | |
| | Copy of UK_Counsel_Miranda.xls | 1 of 2 | 11/14/2014 | | |

**Duplicate Document**

Version control is based solely on the **name** of the document being uploaded. It does not look at document content or other metadata. The count is based on the name of the file when it was uploaded.

If any file needs to be deleted from the database, click the icon to remove it as well as its record(s) in the database.

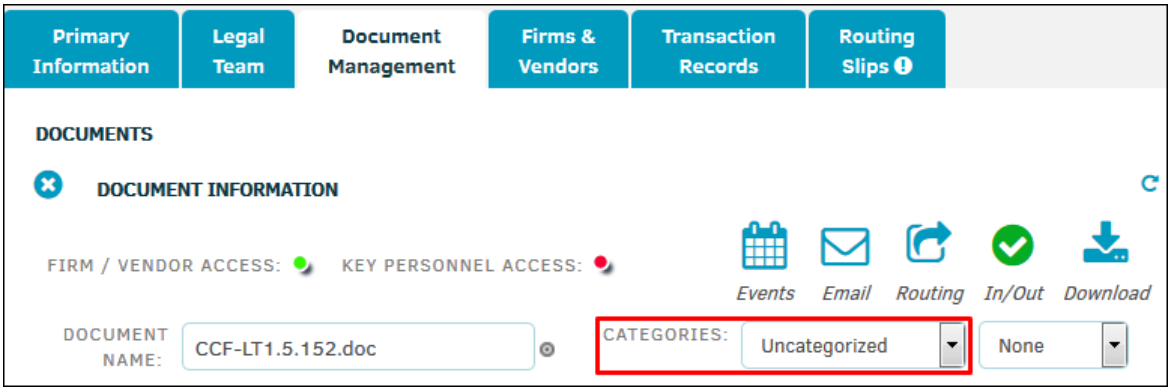
Please refer to your own company's corporate business rules regarding document version control.

1. To Create a matter routing slip, select the **Routing Slips** tab within a matter.
2. Click Create Document Routing Slip to be redirected to a new page where you have the option to select one or more of your previously uploaded matter documents.
3. Select the checkboxes of the documents you would like reviewed.
4. In addition to selecting the document(s), select a review group from:
   - Individuals already assigned
   - Pre-defined review group
   - Define your own review group
5. Click **Continue** to proceed.

Documents can be searched for based on their category, which can be added optionally at the time of upload. If a document was uploaded without a category, the category can still be assigned at any time.

1. From within an active matter record, select the **Document Management** tab.
2. Select a document from the Documents List and click the document name.

Changes are saved automatically.



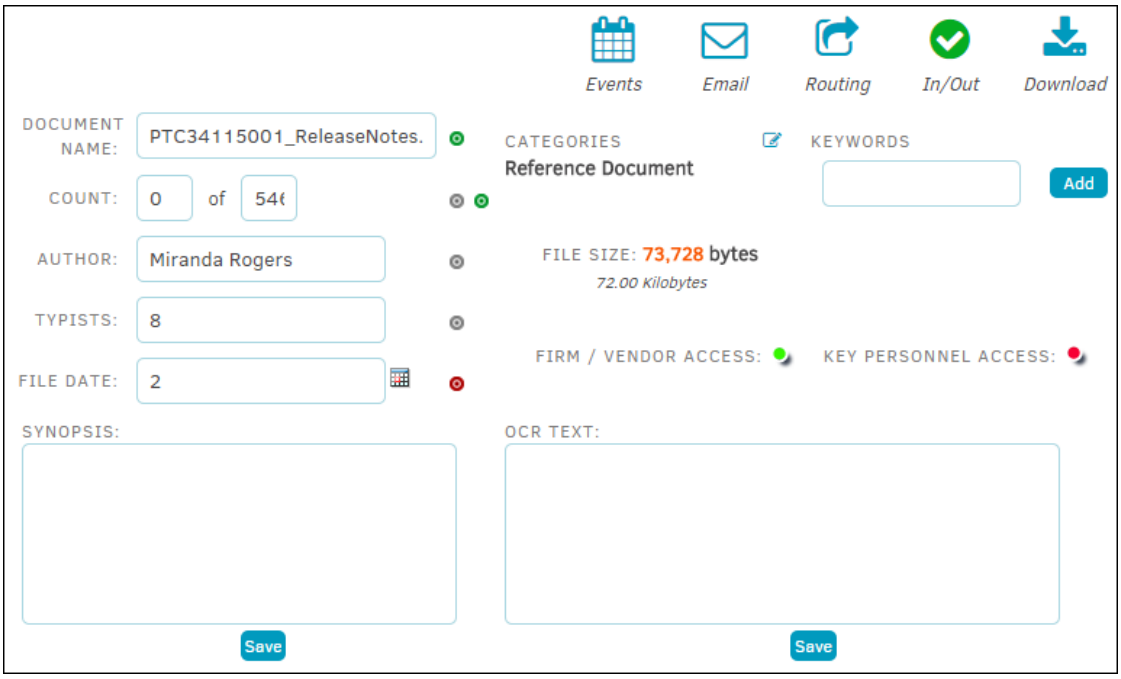

**Set a Document Category**

To edit a matter document, select the **Document Management** tab from the top of the matter screen.

Click the name of the document you would like to edit. From here, you can change document name, the number and order of the document if there are duplicates (Count), Author, and Typists by entering data into the text fields. Click the icon to change the file date. When changes have been successfully made, the gray bullet on the right of the document information turns green ( ) after you click outside the text box. If the information is not accepted, the bullet turns red ( ) and changes are not saved.

Add keywords that help users find or identify the document by typing in a word(s) under Keywords and click **Add**.

Include a Synopsis or OCR (Outside Counsel Report) Text by typing information into the text fields and clicking **Save**.




**Edit a Document**

—View document events by date and activity performed. Also add events by selecting a category from the drop-down list, then click the icon to select a date and click **Add Document Event**.

—Send the document via email to an individual, the legal team, or key personnel.

—Add a document routing slip.

—Check a document in or out. View document check-in/check-out history.

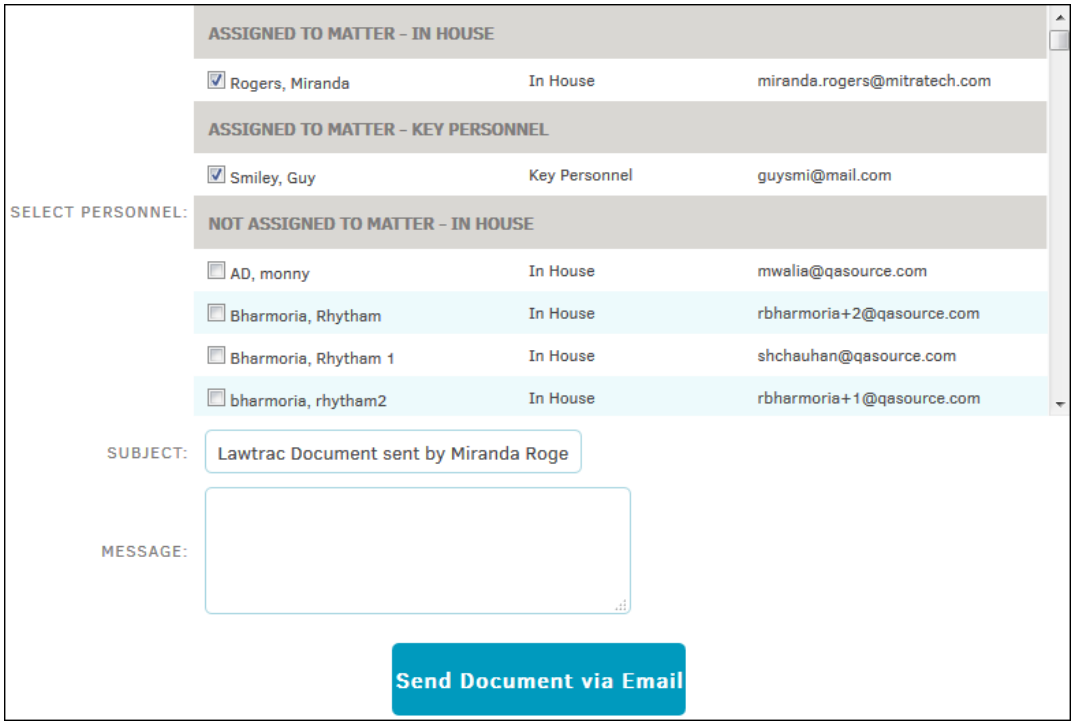
—Download the document to your computer.

You can email a document to someone from the Lawtrac application by opening document information and using the email icon.

***Note:*** *Email should never be considered secure.*

## Email Documents Associated with the Matter

1. From the matter, click the **Document Management** tab.
2. Click the name of the document to open information about the document.
3. Click the **Email** icon.
4. Select the checkboxes of any users you would like to include on the mailing list. You can select in-house users, key personnel, and vendors regardless of their association to the matter.
5. Enter the **Email Address**, **Subject**, and **Message**.




**Emailing a Document**

6. Click **Send Document via Email**.

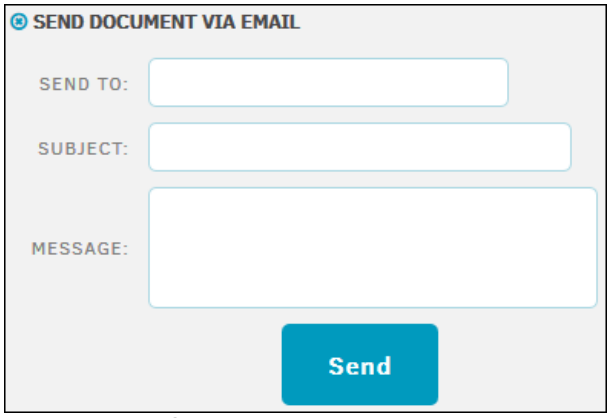
## Notify Teams That a Document Associated with a Matter Exists

1. From the matter, click the **Document Management** tab.
2. Click the name of the document to open information details.
3. Click the **Email** icon.
4. Depending on the team you want to notify, click one of the quick notice buttons on the left of the page: **Quick Notice: Legal Team** or **Quick Notice: Key Personnel**.


**Quick Notice Buttons**

## Email Non-Matter Related Documents

1. Click the **Documents** tab and select **Documents List**.
2. Click the icon to the far right of the document.
3. From the document information page, click the **Send** icon.
1. Enter the **Email Address**, **Subject**, and **Message**.




**Send Document via Email**

4. Click **Send**.

The **Document Events** page lists document-related events for documents associated with matter.

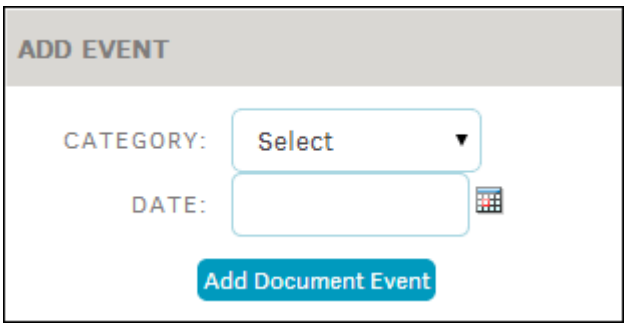
From the **Document Management** tab within a matter record, click the document title to open information about the document.

Click the **Events** button to see a list of events associated with the document.

- —Edit an event
- —Delete an event

## Add an Event for a Document

1. From the **Document Events** page, select a **Category** under the **Add Event** column.

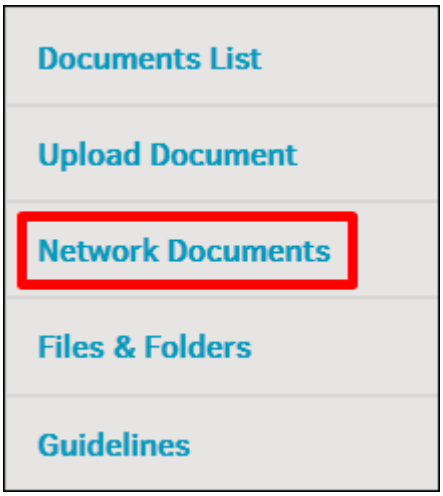



**Adding a Document Event**

2. Select a **Date** for the category using the icon.
3. Click **Add Document Event.**

1.3.2.1.3.2 Network Documents

The **Network Documents** hyperlink gives users the ability to "point to" or direct users to documents on their network. Network pointers identify documents on your corporate network or document management system which are associated to this matter. By using this function, you don't have to upload all of your matter documents to Lawtrac if you know other users have access to a company-wide network folder.




**Network Documents Link**

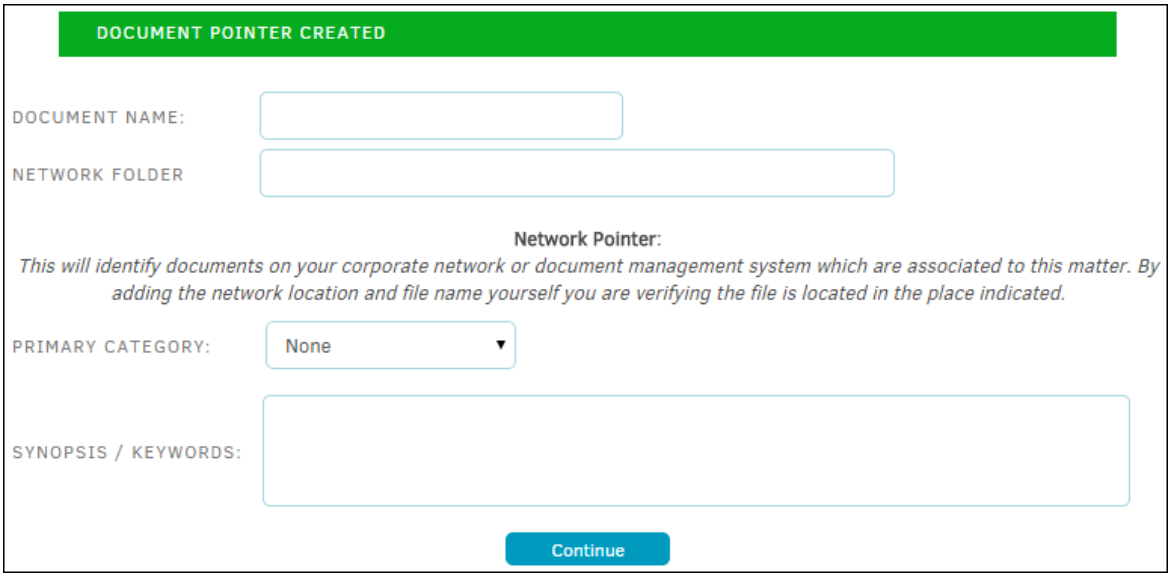
## Add a Network Document Pointer

1. Click **Network Documents** under the **Documents & Files** tab within a matter.
2. In the new screen, click the Add Pointer button.
3. Enter the document name (including the extension) and the network drive location.
4. Select one of your application document categories and any keywords to help with searching if you wish.
5. Click **Continue**.

   A notice confirms pointer creation.

Once you have saved the information, these documents appear with the other network documents. Documents that are uploaded to the Lawtrac application can be opened by anyone who has access to the matter record (and has the appropriate permissions) simply by clicking the name of the document.

***Important Note:*** *A document pointer is still created even if the incorrect information was entered, but the document will be inaccessible through the pointer. For this reason it is imperative to enter all information accurately.*




**Network Location**

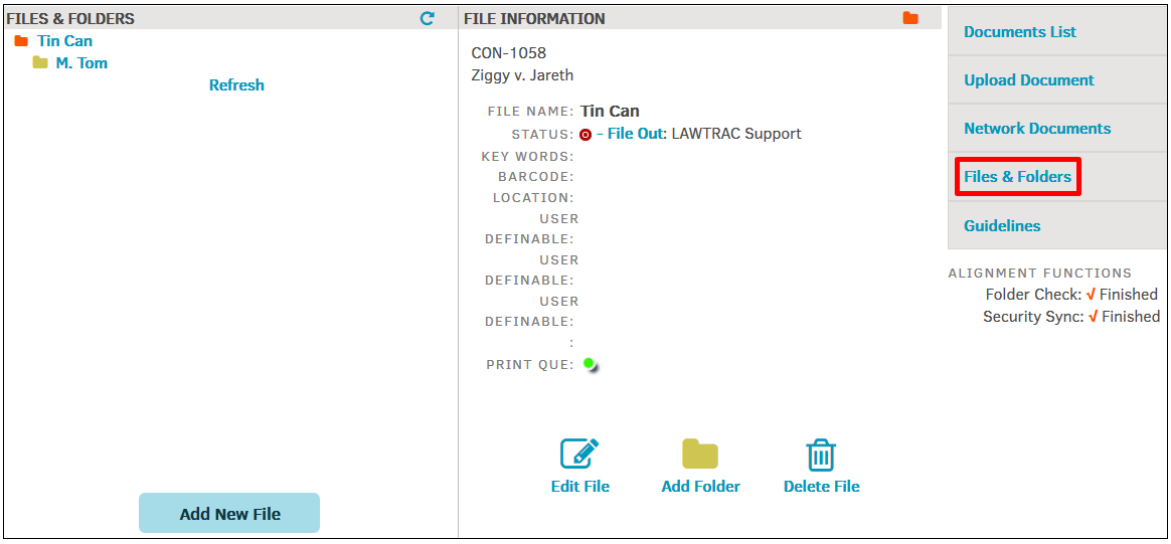
1.3.2.1.3.3 Files & Folders

The **Files/Folders** area within the matter record is designed to provide a digital "mirror" of the physical files and folders available to you for the matter. Your site administrator may choose to establish a different file/folder schema for each matter type. If you do not see this hyperlink in the **Document Management** sidebar, ask your site administrator to make sure the Files & Folders module is turned on from **Application Administrations**, and check your personal permissions.

View file or folder information by clicking the name of the file.

***Note:*** *Site administrators can delete files/folders from the database. Deleting a file/folder deletes all subordinate sub-folders.*

- —File is available to be checked out; click to select the user who checked it out
- —File is already checked out and unavailable
- —File is available for printing; click to toggle
- —File is not available for printing; click to toggle
- —Edit the file
- —Delete the file




**Files and Folders**

### See also:

Add Folder/File

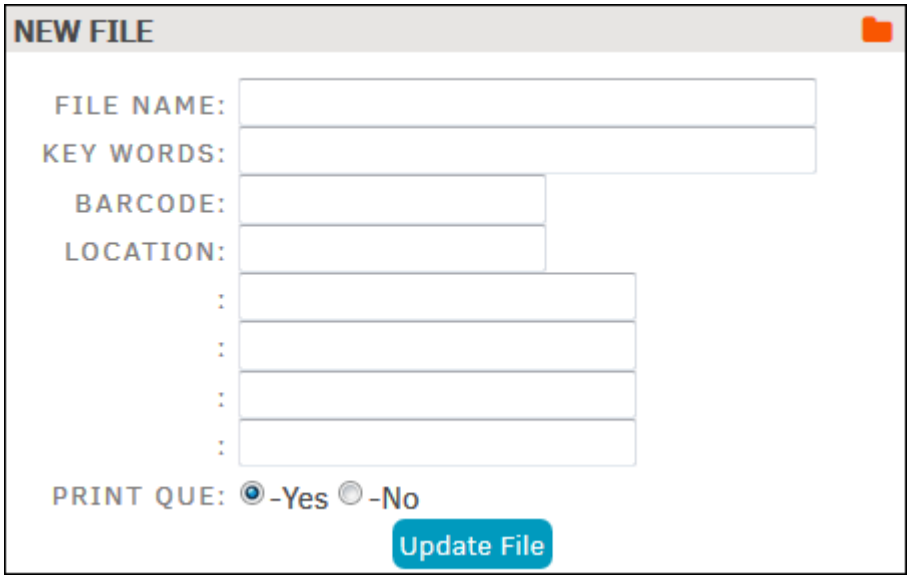
## Add a File

1. Click 

located at the bottom left of your **Files & Folders** page.

   **New File** text boxes open on the right, allowing you to enter the necessary information for your file.

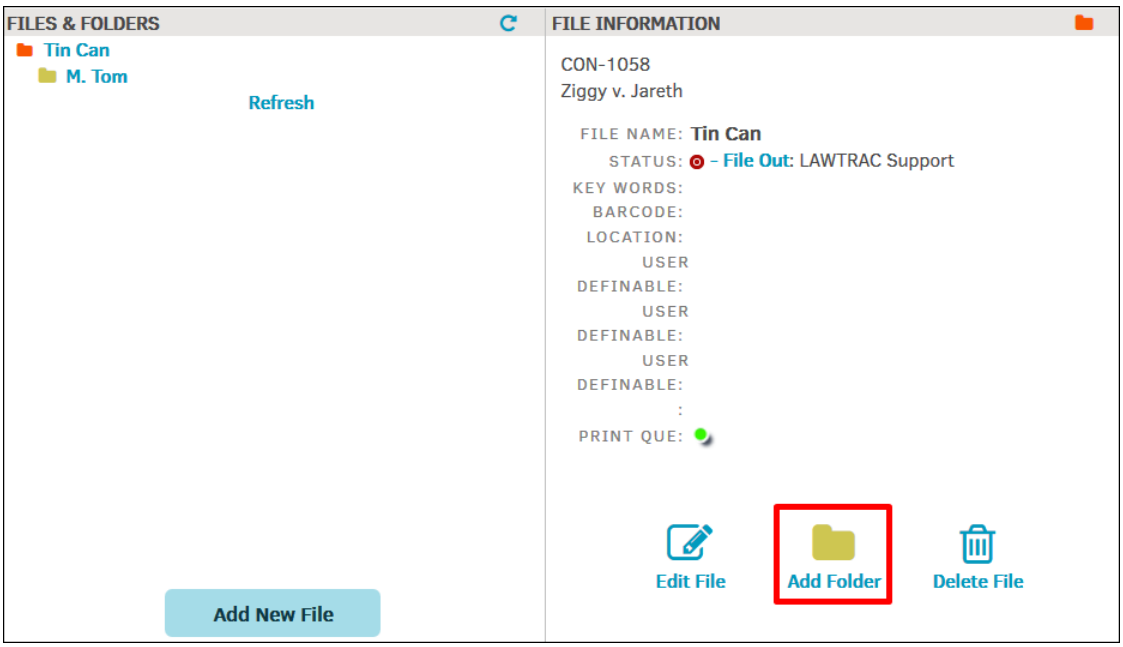
2. Type the name of the file into the text field provided.
3. Click **Update File**, and the new file appears in the Files & Folders list.




Add a File

## Add a Folder

1. Open a file by clicking the file name.
2. Click **Add Folder** at the bottom of the page.
3. Enter the folder name in the text field provided, and provide any other optional information.
4. Click **Add Folder** again to save and refresh.




Add a Folder

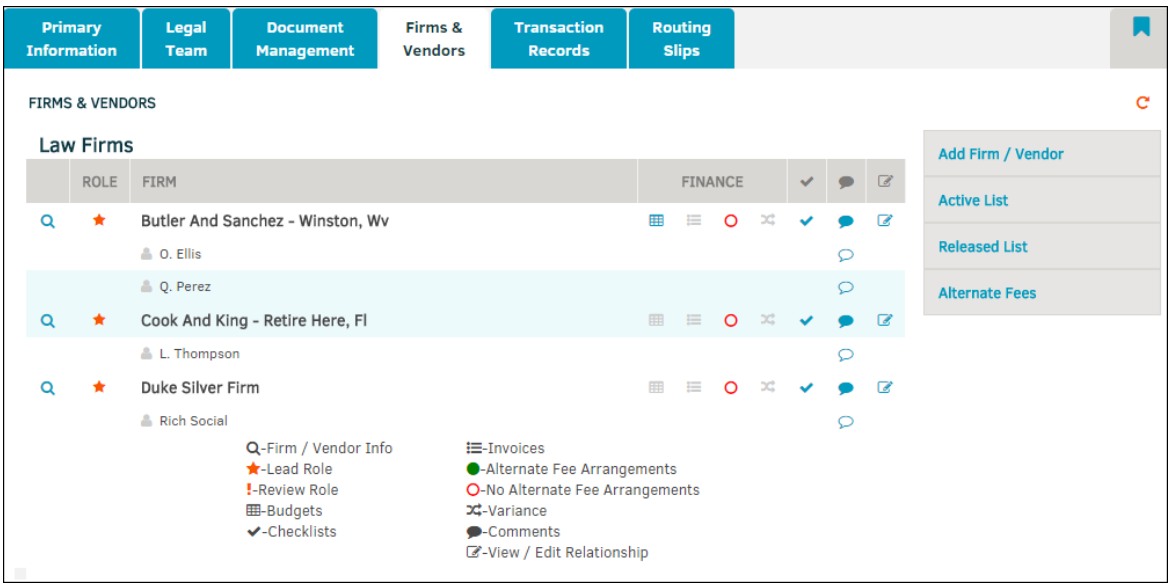
1.3.2.1.3.4 Guidelines

Users can navigate to the **Document Management** tab on any matter and see the guidelines that have been set by the Lawtrac Site Administrator.


**Guidelines**

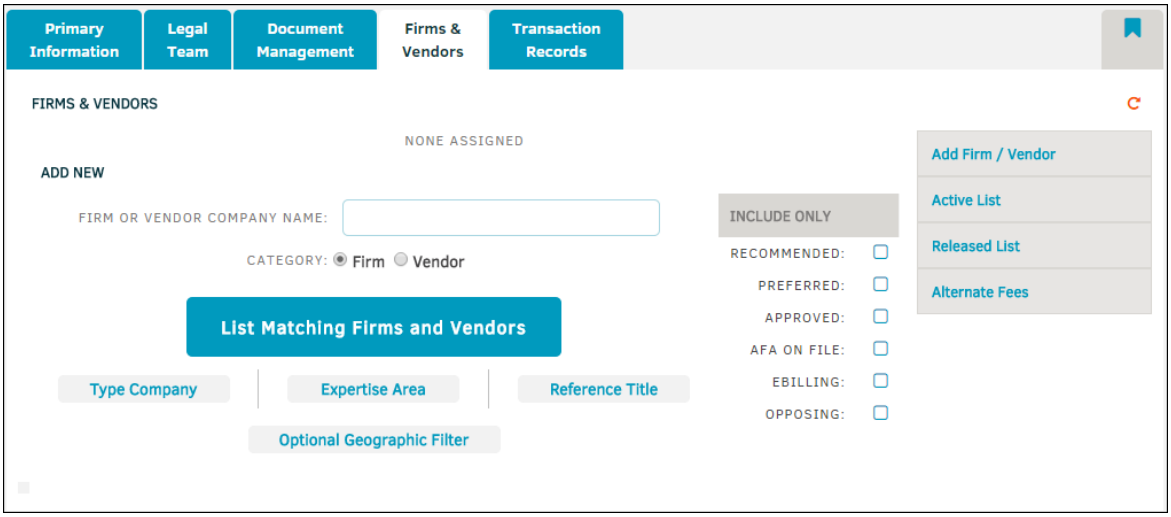
1.3.2.1.4 Firms & Vendors

Opening a matter assignment from **My Matter** enables you to access the **Firms & Vendors** tab, allowing you to add a firm/vendor, view and edit active firms, and set alternate fee arrangements and limits in the billing guidelines. This "at-a-glance" listing shows each firm in bold text with their employees assigned to the matter listed below.




**Law Firms List**

***Note:*** *If no firms or vendors have been added to a matter assignment, opening the tab* ***Firms & Vendors*** *defaults to the* ***Add Firm/Vendor*** *screen:*




**Add New Firm or Vendor**

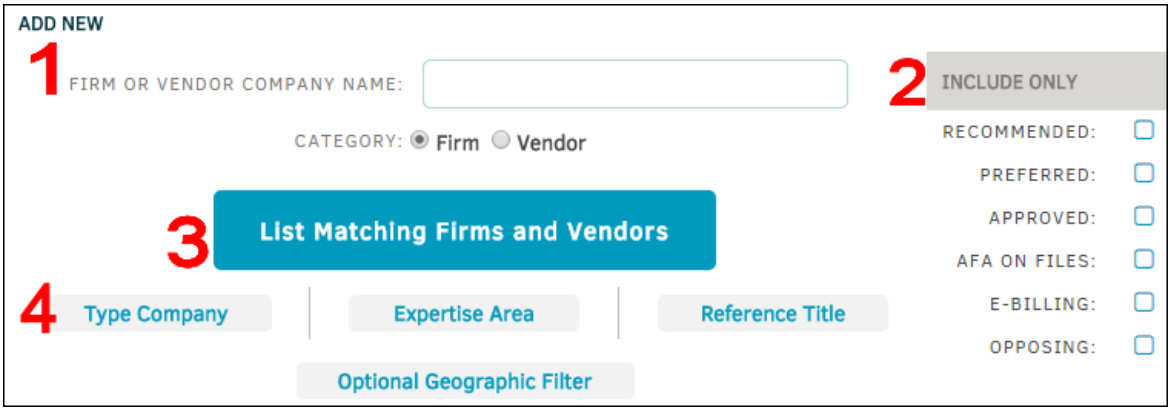
***Firms & Vendors Sidebar Options:***

| Page | Function |
|---|---|
| **Add Firm/Vendor** | Associate a new firm or vendor to the matter record.<br>**See also:**<br>Editing a Vendor Relationship<br>Releasing a Firm/Vendor Assignment<br>Initiating a Budget |
| **Active List** | View a list of all firms/vendors currently associated to the matter. |
| **Released List** | View a list of firms/vendors that have been removed from the matter record. |
| **Alternate Fees** | View amounts that can be submitted by outside counsel or vendors for payment. See also Set Limit Flags. |

1.3.2.1.4.1 Add a Firm or Vendor to a Matter Record

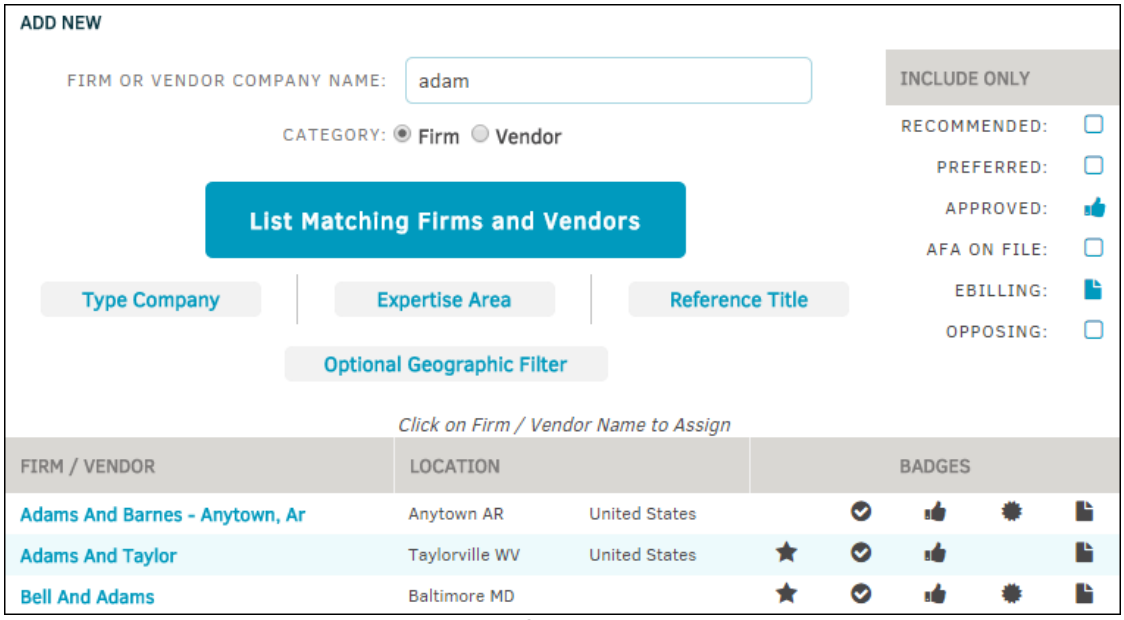
Only individuals assigned to a matter's Legal team are allowed to add new firms and vendors for the matter.

To add a firm or vendor, access the **Firms & Vendors** tab from within a **Matter Assignment**.




**Add a Vendor**

1. Narrow your search results by entering the firm or vendor company name in the text box. Pressing the **List Matching Firms and Vendors** buttons (**3**) displays a list of all firms and vendors that have the search criteria included in their name.




**Narrow Search Results**

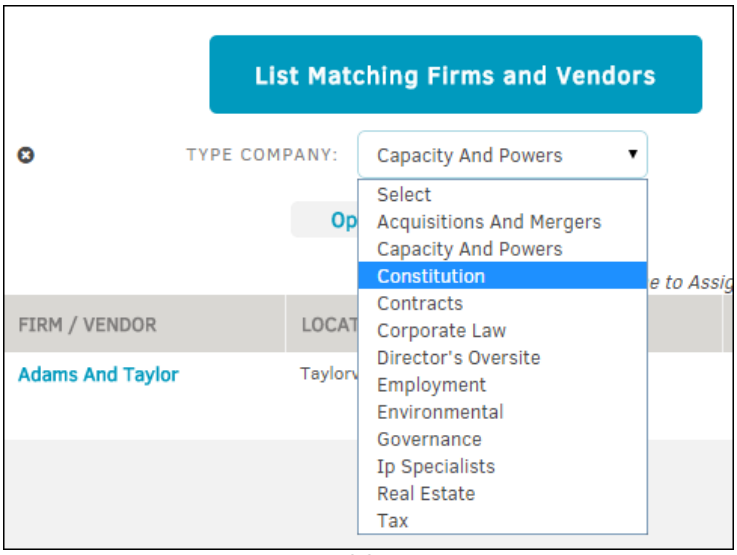
2. Select badge options from the **Include Only** table to further narrow your search results; this makes it easier for you to monitor the firm-to-matter relationship. An icon appears on the selected box and matches the badges in the **Firm/Vendor** list. Click on **List Matching Firms and Vendors** to apply these changes.

   ***Important Note:*** *Because the firm/vendor badges are customizable by Site Administrators, these links may have a different description than what you see here. "Approved", "Preferred", "e-Billing", and "Optional" (seen here as "AFA on File") may have different titles that coordinate with your company's business language. "Recommended" is the only badge name that cannot be altered.*

   *Firms/vendors using e-Billing must be given proper credentials by the Site Administrator. This is done via* ***Application Administration | Firms & Vendors | eBillingHub Accounts****.*

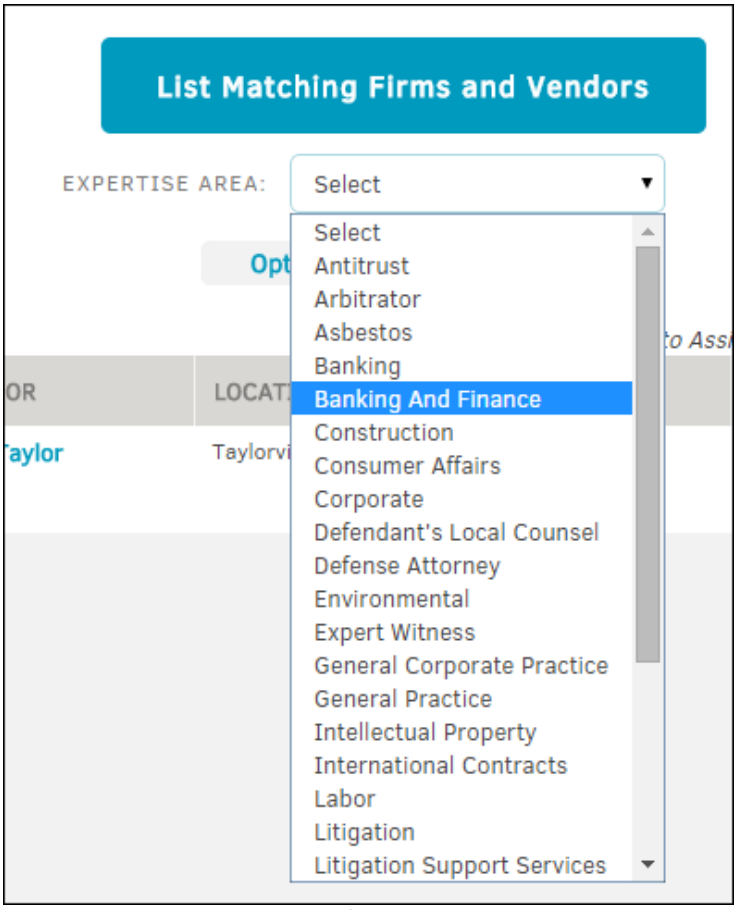
| Badge | Data |
|---|---|
| | Recommended |
| | Preferred |
| | Approved |
| | AFA on File |
| | e-Billing |
| | Opposing |

4a. Customize your searches using the optional information bars. **Type Company** allows you to find companies that focus on a certain area of law:




**Type of Company**

4b. **Expertise Area** locates a firm or vendor with skill or knowledge in a particular field.




**Area of Expertise**

4c. **Reference Title** focuses the search on a specific role designation or patent.

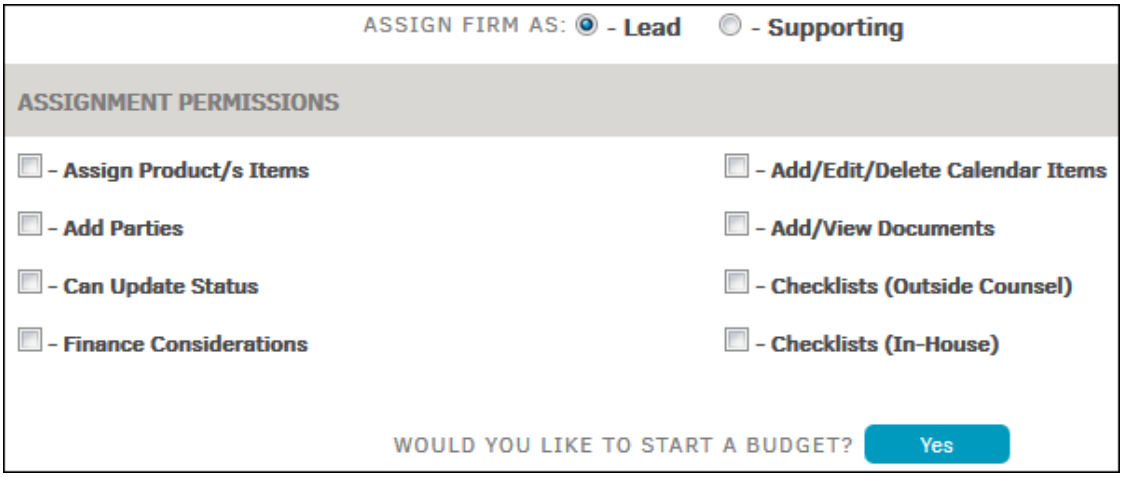

**Reference Title**

4d. Find firms and vendors in a certain location using the **Optional Geographic Filter.**


**Geographic Filter**

After selecting the desired firm or vendor from the list, you are directed to a new screen. From here, you can view the firm or vendor's assignment permissions, accounting/alternate fee agreement with their accounting ledger number, and staff members.

5. Assign permissions by clicking the check-box next to each action.




**Permissions**

When assigning a firm to a matter, carefully review the section on **Permissions**. Use the checkboxes to activate the pertinent functions for the firm on this matter. (To change the permissions of a previously assigned firm, use the **Edit** link).

***Important Note:*** *A firm's role in the matter does not impact these permissions.*

| Permission | Function |
|---|---|
| Assign Product Items | Outside counsel has an Edit link on the **Products** tab, allowing them to make adjustments to the products associated with the matter. |
| Add Parties | Outside counsel is able to see all of the parties and entities assigned to the matter. They are able to assign new parties, and to search your parties' data. The firm and its employees are also be able to call up a list of all the parties in your database. *Grant this permission with caution.* |
| Can Update Status | User has the permission to update the status of the matter. |

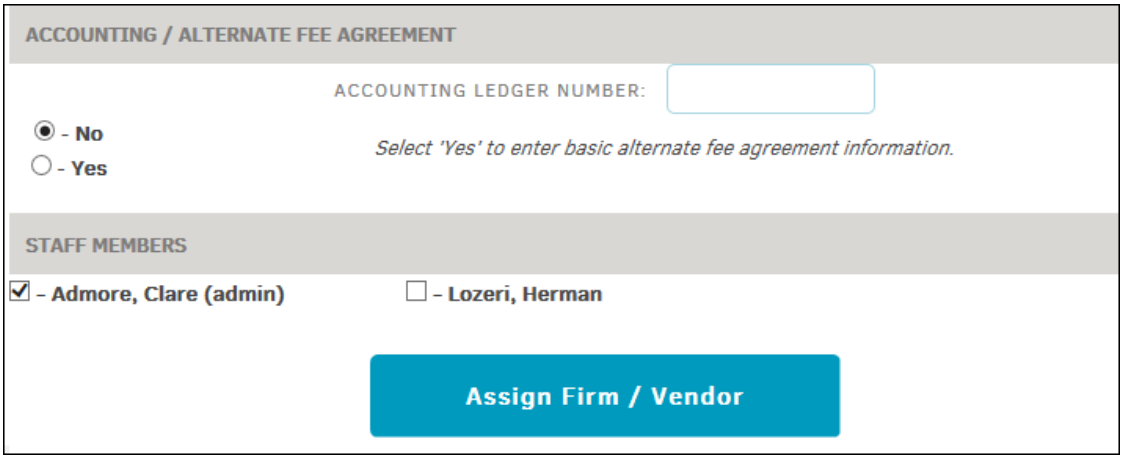
| Permission | Function |
|---|---|
| 'Plus' Data | Outside counsel can enter unsearchable notes for their own use. When this box is checked, the firm has access to this function and be able to see notes that their company has added, but not plus data added by other outside counsel. |
| Finance Considerations | The firm has an **Invoices** tab within the matter. If it is not checked, the firm must go to the **Finance** module on their Navigation Bar in order to view invoices for that matter. |
| Add/Edit/Delete Calendar Items | The firm can not only view future matter events, they are also able to edit, delete and add new matter events through the calendar icon. If the box is **not** checked, outside counsel can **only** view matter events that have been entered by in-house. |
| Add/View Documents | Outside counsel is able to upload files into the **Document Bank** for the assigned matter, and can both view documents and edit a document's category and synopsis text—provided that the document bank access settings allow outside counsel access. If the box is **not** checked, outside counsel does **not** see a **Documents** tab within the matter and cannot view any of its documents.<br><br>***Note:*** *You may wish to periodically monitor outside counsel's use of the* ***Document Bank****.*<br><br>***Important Note:*** *Allowing outside counsel to upload documents into the Document Bank can reduce company expenses—no more charges for receiving or printing out large, faxed documents.* |
| Checklists (Outside Counsel) | Your Site Administrator has established checklist questions specifically for use by outside counsel. When logged in, the law firm can review their checklists and respond. |
| Checklists (In-House) | The law firm has View/Edit access to any checklists created for in-house use. |

6. Start a budget by clicking **Yes**; select budget type by Phase, Task, or Worksheet and assign a frequency of Lifetime, Monthly, Quarterly, or Yearly. Decide if you want the budget due by a certain day by selecting the first check-box and changing the date as necessary. Check the boxes below to place the due date on the Lawtrac matter calendar, and/or set a reminder on a specified date.


**Budget Type**

7. Change or enter agreement high points that invoice approvers can use to aid their invoice evaluation by clicking the radio button next to **Yes** under **Accounting/Alternate Fee Agreement.** Click the radio button and enter details if desired to set alternate fee arrangements for the firm on this particular matter. The text appears on all invoices from this firm for this matter.

   a. For companies that use a different accounting ledger number for every matter/outside counsel assignment, enter it in the space provided.

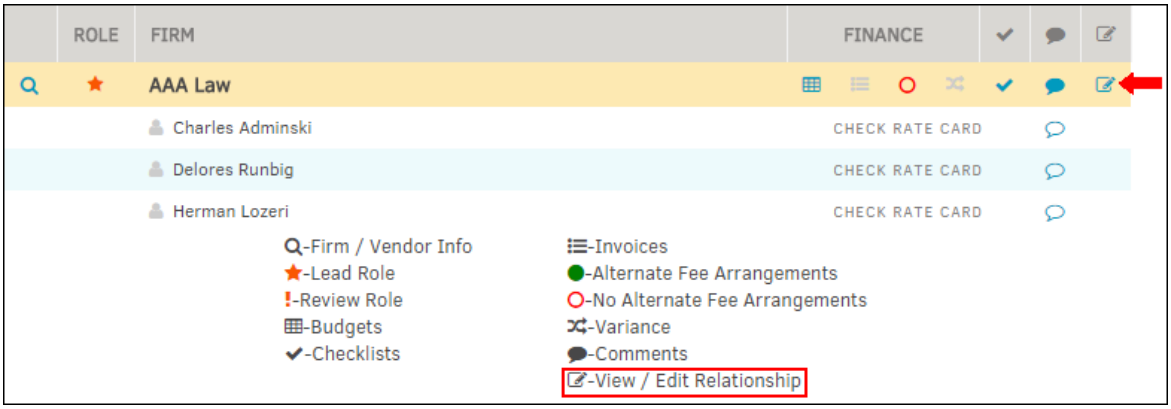



**Fee Agreement**

8. Before clicking the **Assign Firm/Vendor** button at the bottom of the page, check the boxes next to available staff members to include them in the assignment. Assigning the firm or vendor redirects you to the **Firm & Vendors** tab, where information of the assigned law firms are displayed in the **Active List** .

Within a matter record, the **Firms & Vendors** tab lists all active law firms.

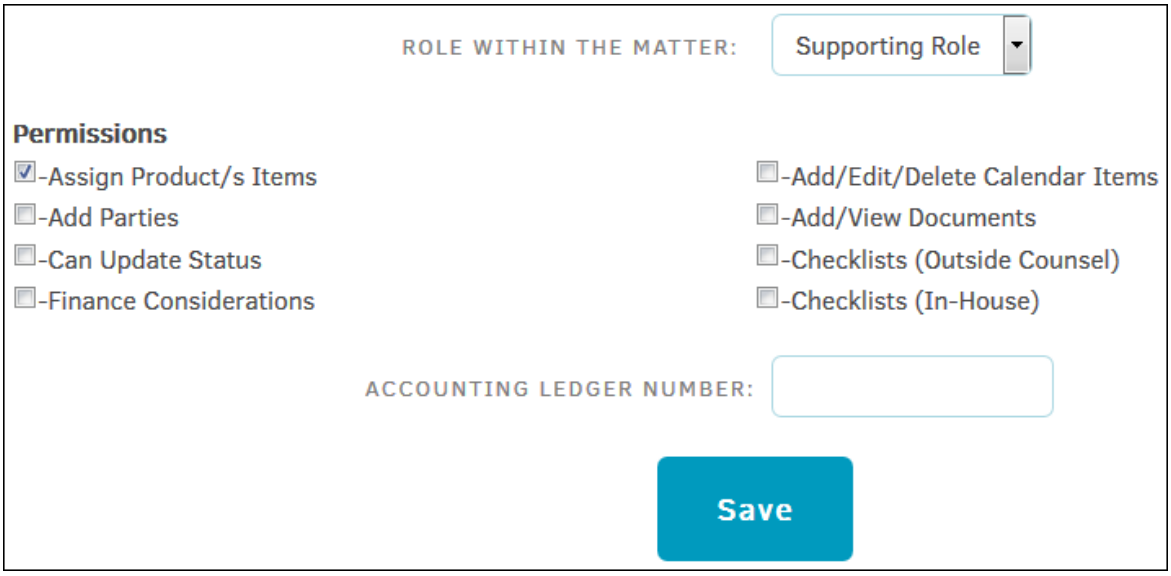
To edit a relationship with a firm or vendor from the active list, select the **View/Edit Relationship** icon ( ) to the right of the firm's name.




**View/Edit Relationship**

1. Change a firm or vendor's role within the matter by selecting the drop-box at the top and choose either Lead Role or Supporting Role. A firm with a lead role can edit basic matter information on the matter's main screen such as city, state, basic dates and overall status of the matter.
2. Click on the boxes to the left of each permission to add or delete exceptions.
3. Select **Save** when changes have been made.

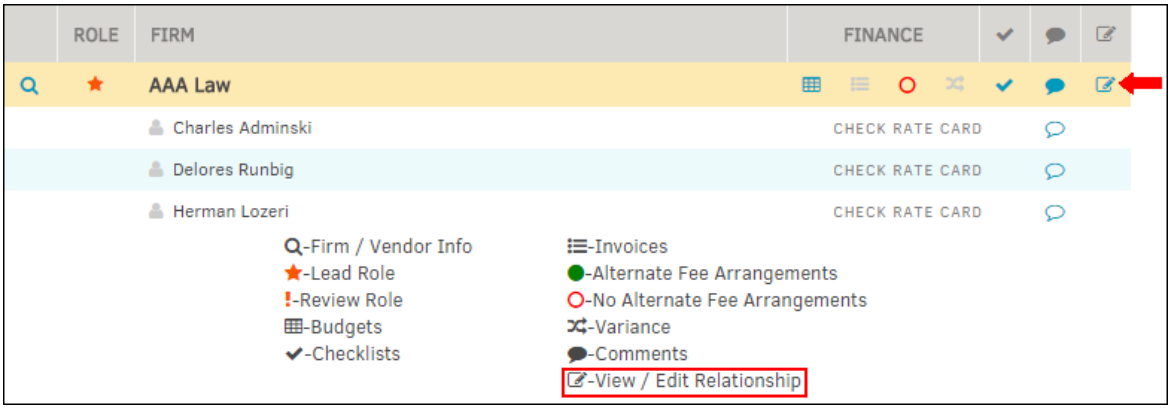
***Note:*** *Permissions changed at the matter level are not carried over to the* ***Admin Assignment Permissions*** *screen.*




**Update Role**

1. Within a matter record, the **Firms & Vendors** tab lists all active law firms.
2. Select the **View/Edit Relationship** icon to the right of the firm's name.

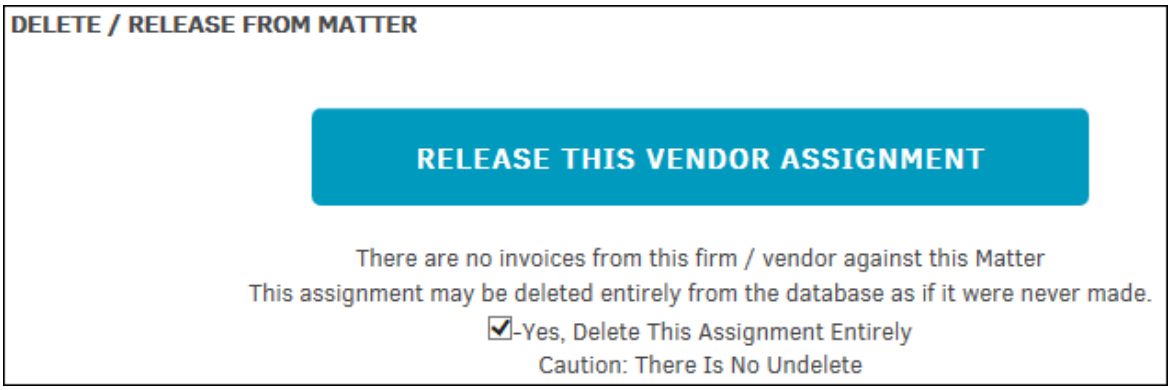
   ***Note:*** *If no firms or vendors have been added or assigned, the* **Firms & Vendors** *tab automatically displays the* **Add New Firm/Vendor** *screen.*




**View/Edit Relationship**

3. At the bottom of the new screen, click on the blue button that reads **Release This Vendor Assignment**.

***Note:*** *You must check the box below that confirms deletion of the assignment entirely. The deletion cannot be undone.*

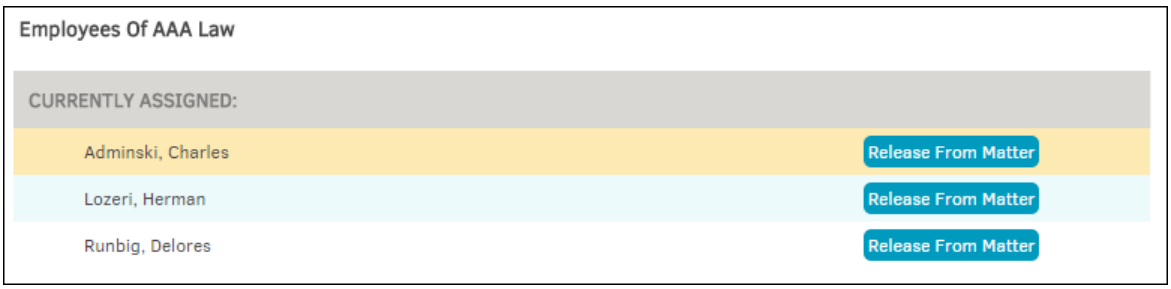



**Release Vendor**

## Release a Vendor Employee from the Matter

1. Click on **Release From Matter** to the right of employees' name listed under **Currently Assigned.**

2. The page automatically refreshes, removing the selected employee from the list, and the button is replaced with **Reinstate to Matter**. Select to reinstate the employee.

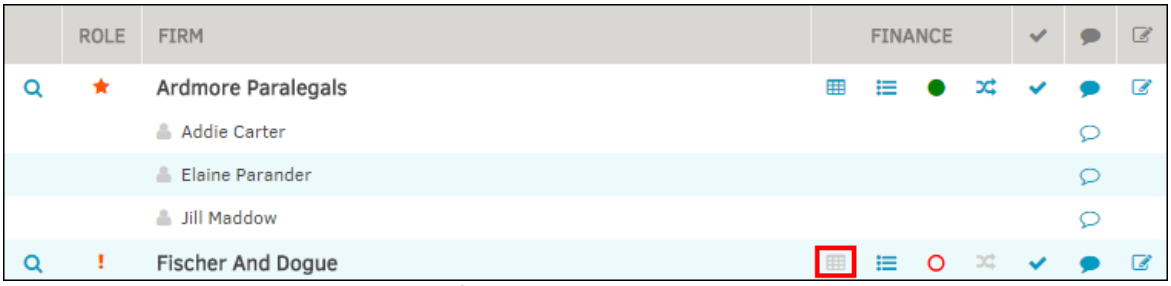



**Currently Assigned Employees**

1.3.2.1.4.2 Initiating a Budget

Only in-house staff with the appropriately assigned permissions can initiate a budget.

1. Go to the **Firms & Vendors** tab and click the icon under the **Finance** column (far left). If the firm or vendor already has a budget on file, this icon is highlighted in blue.

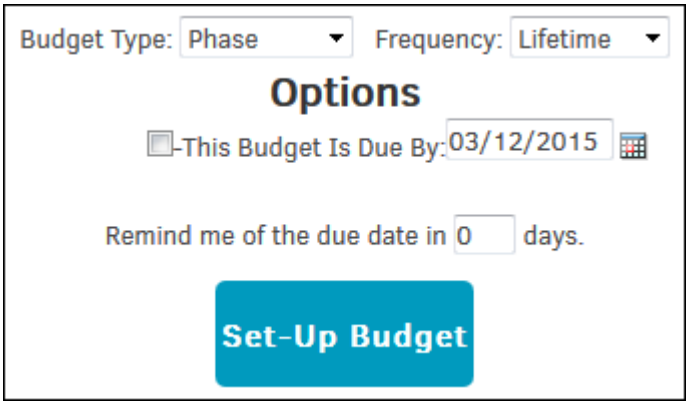



**Select the Budgets Icon**

2. Select budget type and frequency from the drop-down lists and use the icon to designate a due date. You can opt to set up a reminder in your calendar.

3. Click **Set-Up Budgets**.

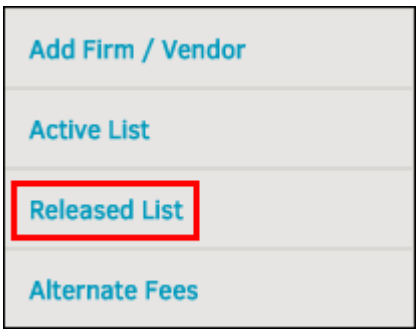
***Important Note:*** *Initiating the budget does not create an amount. You must do this from the budget detail page by clicking the budget number from the* ***Matter Budgets*** *page that opens once you complete the budget set-up.*




**Set-Up Budget**

1.3.2.1.4.3 Released List

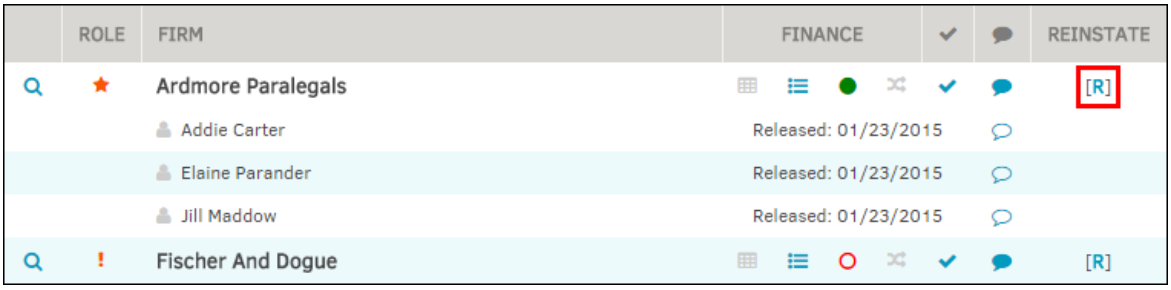
The **Released List** hyperlink lists firms/vendors that have been released from the matter.




**Firms & Vendors Released List Link**

Firm employees released from the matter or terminated from the firm are listed beneath the firm's name, along with the date of release/termination.

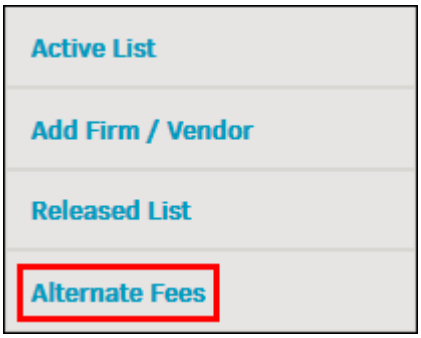
Reinstate the firm or vendor by clicking the **[R]** in the **Reinstate** column.




**Reinstate a Firm or Vendor**

1.3.2.1.4.4 Alternate Fees

Select the **Alternate Fees** hyperlink from the **Firms & Vendors** sidebar to access billing guideline management per invoice, fiscal year, or lifetime.




**Alternate Fees Link**

Billing guidelines allow you to set maximum amounts that can be submitted by outside counsel or vendors for payment. Crossing these thresholds flags the invoice for reviewer's consideration; they do not automatically result in the invoice being rejected. If no LEDES code is selected, then the amounts apply to all items. If no maximum is set (the default remains zero 0) then the item is ignored.

Click on the name of a firm or vendor to view or edit fee information.

BILLING GUIDELINES

| | | PER INVOICE | | PER FISCAL YR | | LIFETIME | |
|---|---|---|---|---|---|---|---|
| FIRM / VENDOR | CODE | MAX CT. | MAX AMT. | MAX CT. | MAX AMT. | MAX CT. | MAX AMT. |
| Butler And Sanchez - Winston, Wv | B110 \| Case Administration | 3 | 50 | 1 | 500 | 1 | 5,000 |
| Cook And King - Retire Here, Fl | B180 \| Avoidance Action Analysis | 1 | 250 | 8 | 6,540 | 10 | 654,894 |
| Duke Silver Firm | None | | | | | | |

**Alternate Fees**

To edit the billing guidelines, select **Alternate Fees** from the **Firms & Vendors** tab and click on the name of a firm or vendor.

1. Select a LEDES code from the drop-down list and edit the "Count" and "Cost" per invoice, fiscal year, or lifetime by entering a number in the appropriate text box.
2. Click the checkbox ☐ to block the firm or vendor from use on the matter.
3. Click **Save** to confirm changes, or 🗑 to delete all information.

| | PER INVOICE | | PER FISCAL YR | | LIFETIME | | |
|---|---|---|---|---|---|---|---|
| | MAX CT. | MAX AMT. | MAX CT. | MAX AMT. | MAX CT. | MAX AMT. | DELETE ALL |
| B110 Case Administration | 3 | 2,500 | 1 | 500 | 0 | 0 | 🗑 |

Any/All

☐-Block From Use On This Matter

Save

*These settings apply to this specific record only.*
*Enter All Amounts In United States Dollars.*

| PER INVOICE | |
|---|---|
| COUNT | COST |
| 0 | 0 |

| PER FISCAL YEAR | |
|---|---|
| COUNT | COST |
| 0 | 0 |

| LIFETIME | |
|---|---|
| COUNT | COST |
| 0 | 0 |

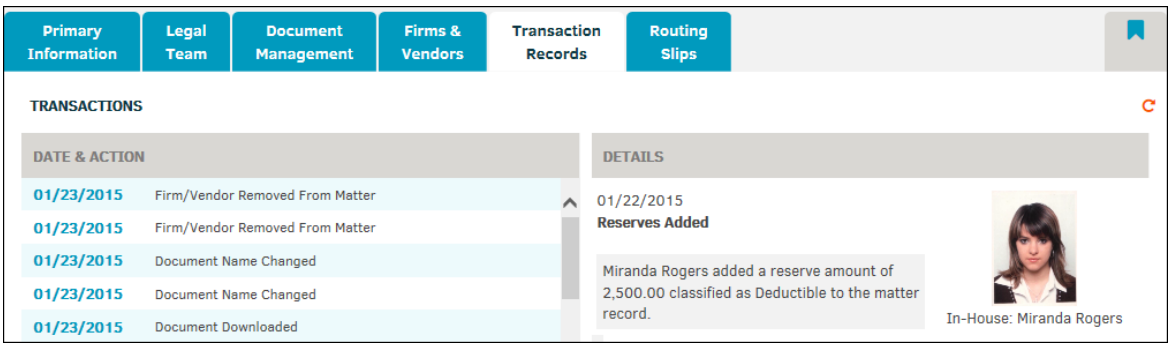
**Edit Alternate Fees**

1.3.2.1.5 Transaction Records

The **Transaction Records** tab within a matter allows users to view when a hold starts or ends, and who placed a matter on hold.

This page shows all actions taken on a matter as well, such as a user substitution, predefined team change, budget line deletion, etc.

To view transaction details, click the date under the **Date & Action** column.




**Transaction Records**

1.3.2.1.6 Routing Slips

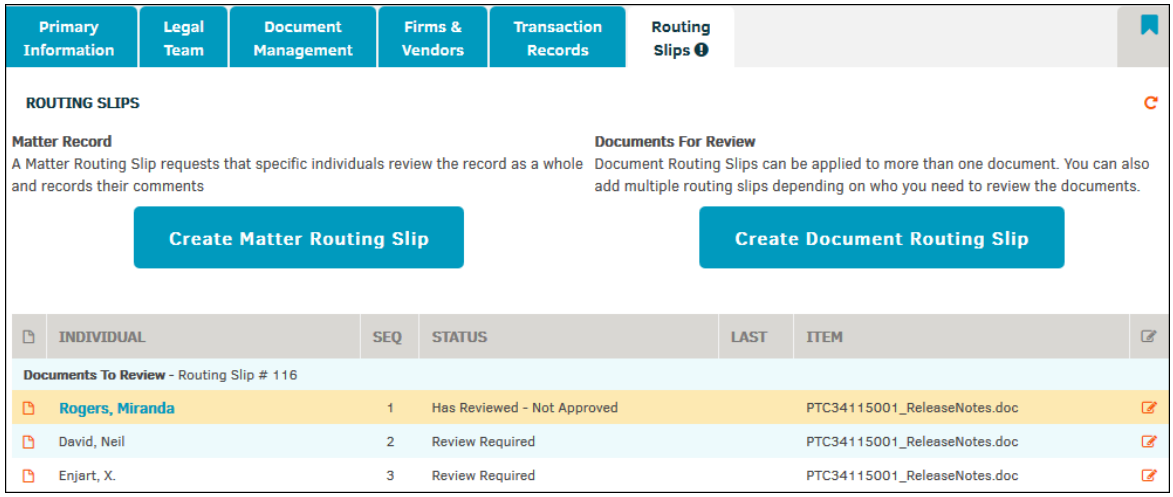
Routing slips are a way of bringing either matter or documents to the attention of an individual from whom an action or response is needed. At this time, routing slips are for the use of legal staff only, however, key personnel can see the routing slips on those matter to which they are assigned and have been given access.

When an individual assigned to a routing slip is not already on the matter's legal team, that individual is included in a routing slip role. This enables them to view the matter and its documents, regardless of work group settings, and to respond to routing slips for that matter. Once the routing slips have been removed, individuals in a routing slip role that were not previously assigned to the matter are removed from the matter record.

The **Routing Slip** tab in a matter screen allows Lawtrac users to access matter routing slips without having to access **Document Management**. If a routing slip exists for the matter that has yet to be reviewed, an exclamation point (**!**) appears in the tab.

Using this function, you can review matter records with the icon, edit records by clicking the icon, create a matter routing slip, or create a document routing slip.

***Note:*** *If no documents are associated to a matter, you do not have the option to create a document routing slip. Assign a document to the matter by uploading a document in* ***Document Management****.*




**Routing Slips Tab**

### See also:

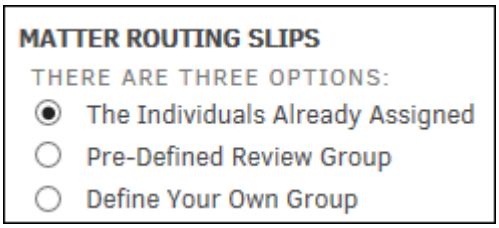
Create Matter Routing Slips

Create Document Routing Slips

Viewing/Editing Routing Slips

1.3.2.1.6.1 Create Matter Routing Slips

1. Select the **Routing Slips** tab within a matter.
2. Click **Create Matter Routing Slip** to be redirected to a new page where you have the option to select one of the three following:




**Routing Slip Options**

3. When finished, click **Continue**. Depending on your selection, you have different options going forward.

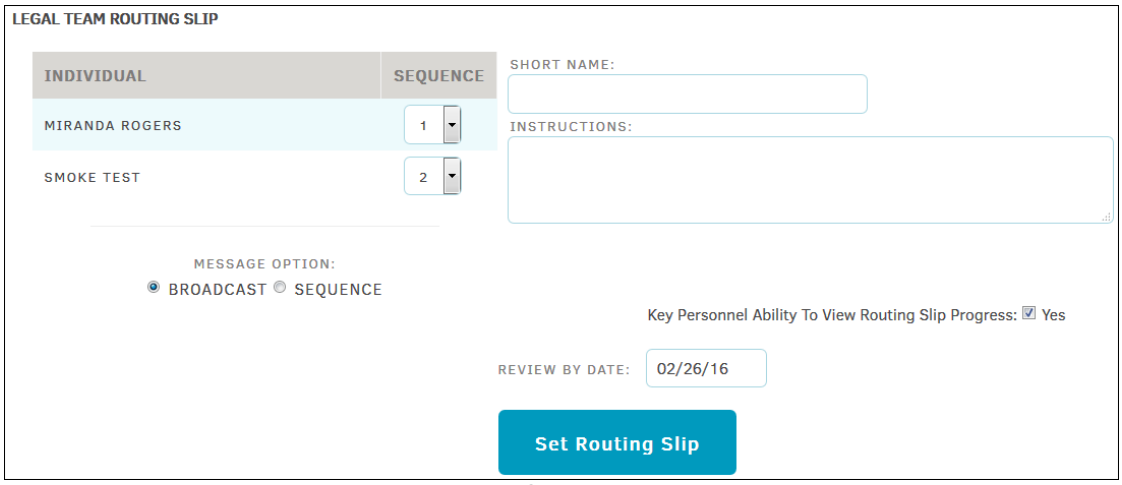
## The Individuals Already Assigned

If you selected the radio button for individuals already assigned to a matter routing slip, your legal team is listed. Select the drop-down list next to the individual's name to change the order of review.

Choose a radio button next to "Broadcast" or "Sequence" to decide how you want to send the notification. Select "Broadcast" to send a notice to all reviewers at the same time. Select "Sequence" to notify the routing slip reviewer of their role via email after the reviewer in the preceding sequence has taken action.

Optionally, enter a short name for the routing slip, and provide instructions in the text box. You can also set a "review by" date by entering a calendar date in the bottom text box.

When finished, click **Set Routing Slip**.



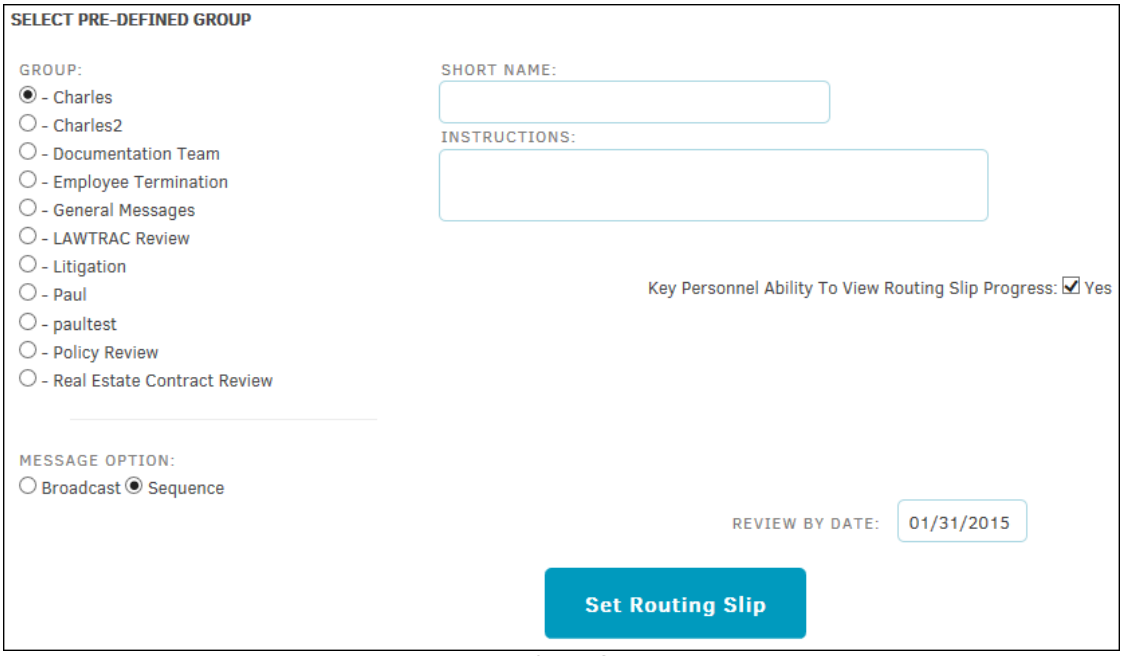

**Routing Slip Individuals**

## Pre-defined Review Group

If you selected the radio button for a pre-defined review group, you are able to select one radio button next to a group name. All other routing slip options remain the same.

Choose a radio button next to "Broadcast" or "Sequence" to decide how you want to send the notification. Select "Broadcast" to send a notice to all reviewers at the same time. Select "Sequence" to notify the routing slip reviewer of their role via email after the reviewer in the preceding sequence has taken action.

When finished, click **Set Routing Slip**.



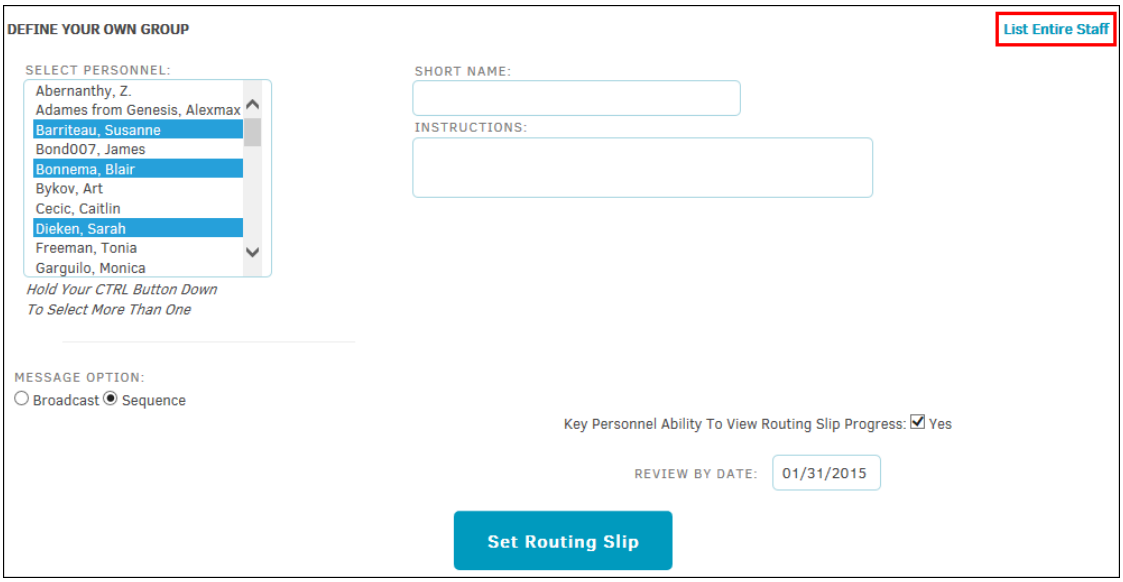

**Pre-defined Group**

## Define Your Own Group

If you selected the radio button to define your own review group, you are able to select multiple personnel from a list.

Choose a radio button next to "Broadcast" or "Sequence" to decide how you want to send the notification. Select "Broadcast" to send a notice to all reviewers at the same time. Select "Sequence" to notify the routing slip reviewer of their role via email after the reviewer in the preceding sequence has taken action.

When finished, click **Set Routing Slip**.




**Create Your Own Group**

1.3.2.1.6.2 Create Document Routing Slips

1. To Create a matter routing slip, select the **Routing Slips** tab within a matter.
2. Click Create Document Routing Slip to be redirected to a new page where you have the option to select one or more of your previously uploaded matter documents.
3. Select the checkboxes of the documents you would like reviewed.
4. In addition to selecting the document(s), select a review group from:
   - Individuals already assigned
   - Pre-defined review group
   - Define your own review group
5. Click **Continue** to proceed.

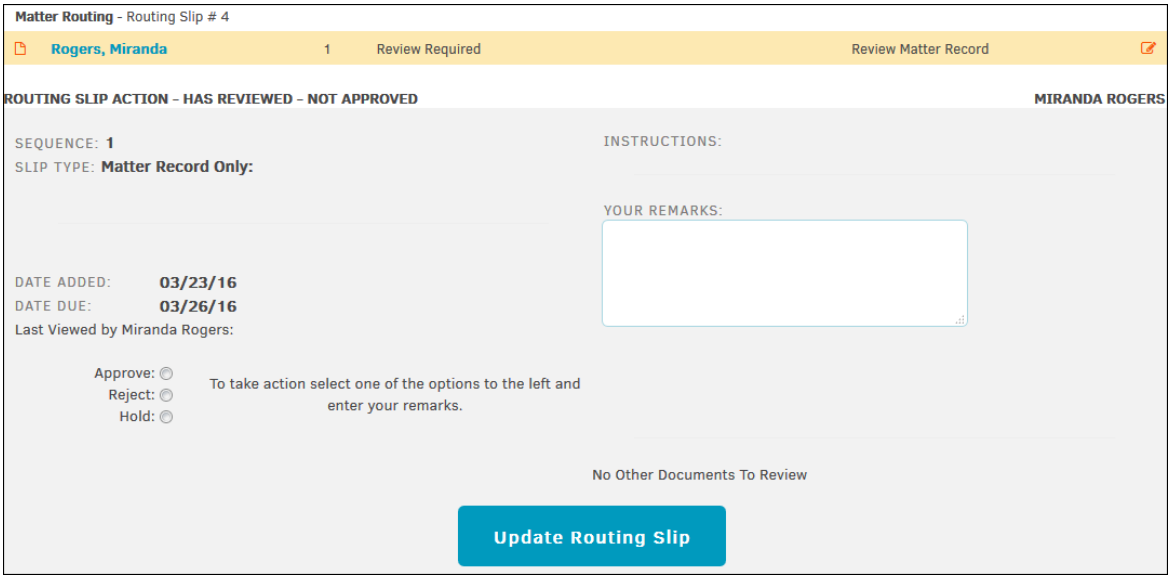
1.3.2.1.6.3 View ing/Editing Routing Slips

To view routing slip information, first select the **Routing Slips** tab from within a matter.

1. Click the icon next to an individual's name.

   The routing slip detail opens in a gray box below the matter record list.

   If your name is on this list, it will be highlighted and you are able to take action by clicking your name.
2. Approve, reject, or hold the routing slip using the radio buttons at the bottom, then click **Update Routing Slip**.



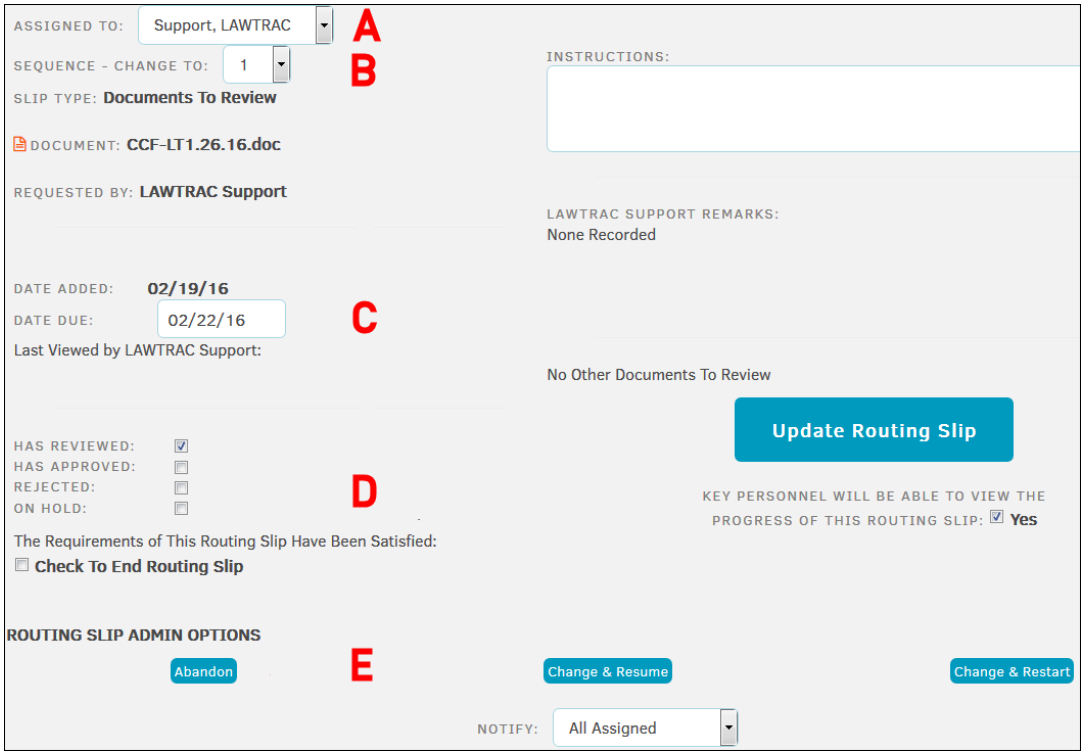

**View Routing Slip**

## Edit Routing Slip Information

1. Click the icon on the right.

   The routing slip detail open below the routing slip list with editable fields.

2. Choose to notify all assigned to the routing slip of changes made, or just one by selecting from the **Notify** drop-down list at the bottom.




A. Change to whom the routing slip is assigned by selecting a member of personnel from the drop-down list.

B. Change sequence from 1-10 from the drop-down list. This affects the order of review.

C. Change due date by entering a new date in the text field.

D. Check one of these boxes if the routing slip has been reviewed, approved, rejected, or is on hold. Select the box at the bottom if all requirements have been met to end the routing slip review.

E. Click **Abandon** or click at the top right of the screen to permanently delete the routing slip item. This option removes the items from the personal routing slip pages of the reviewers, but does not generate internal messages.

   Click **Update Routing Slip** when finished.

   Click **Change & Resume** to reset your changes and refresh the page. This option sends a "Routing Slip Resumed" internal message and email to reviewers. You have the option to select whether this notice is sent to all reviewers or just a particular reviewer of your choosing.

   Click the **Change & Restart** button to change or add to the individuals associated with the routing slip. This option retains the actions selected by the reviewers, but you can also use the radio boxes to change the status. Click **Save** when finished.

### Change or Add Individuals Associated with the Routing Slip

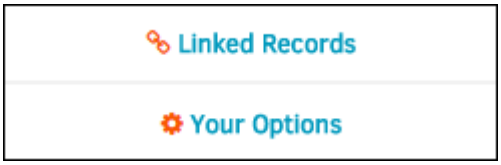
By clicking the **Change & Restart** button, you can change or add to the individuals associated with the routing slip.

You can also click multiple radio boxes to indicate that an individual has reviewed a ticket, put it on hold, rejected, or approved the ticket.

Click **Save** when finished.

#### 1.3.2.1.7 Bottom Links

A series of useful links make up the bottom portion of the **Matter Navigation Bar**.




**Bottom Links**

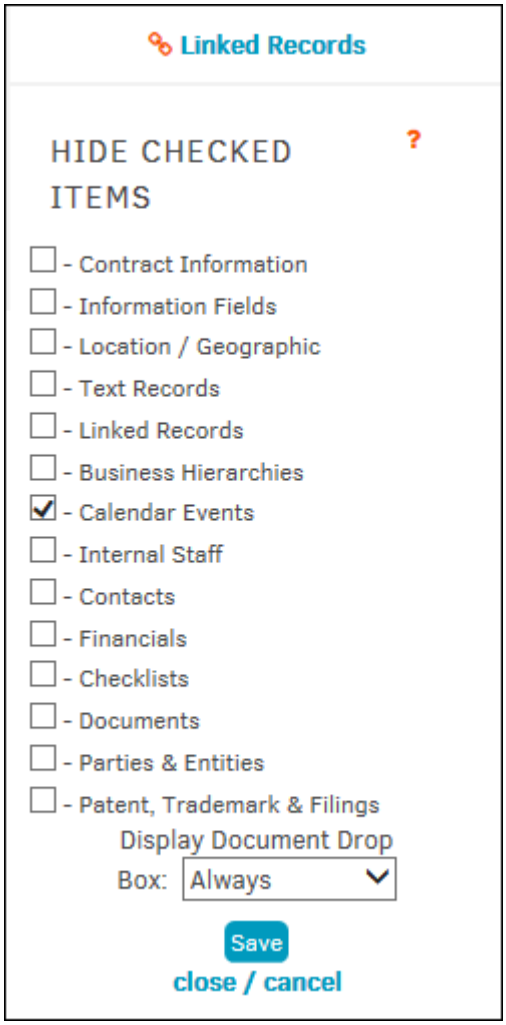
- **Linked Records**

  View or create linked records.

- **Your Options**

  Select items to hide on the matter screen.

  ***Note:*** *Hiding these items does not turn them off. You can still access the information you have permissions to view by using the menu above. Hiding items makes the screen less multifarious by displaying only the information you deem is important to you. You can undo these settings at any time.*



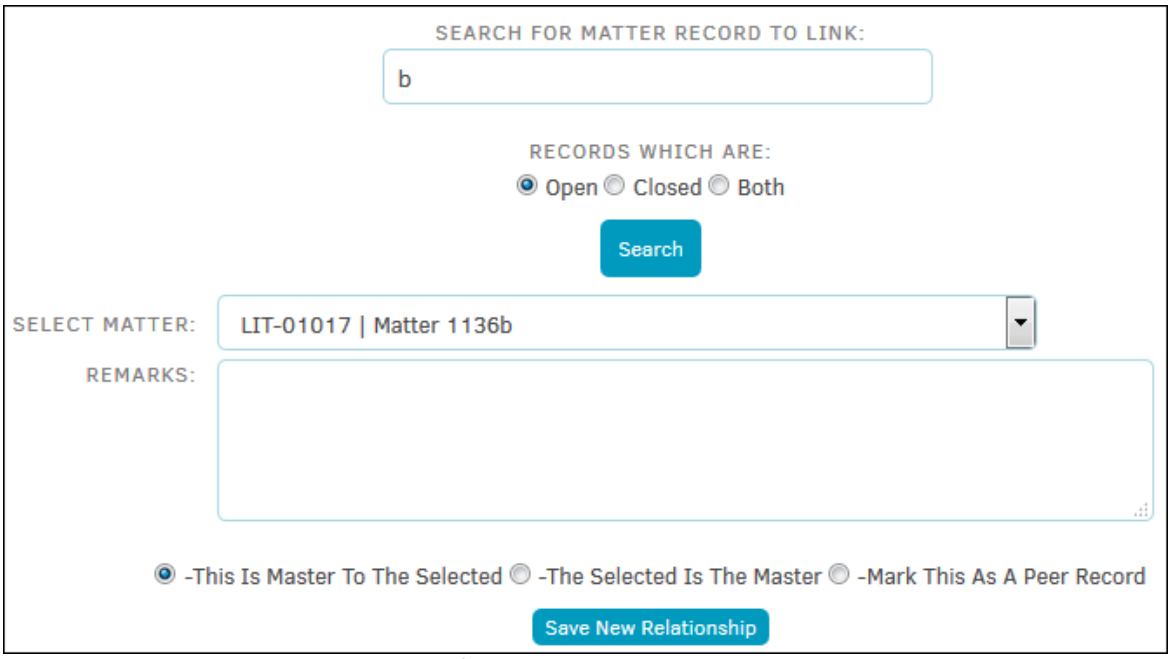

**Hide Checked Items**

See also Flag Matter/Remove Matter Flag.

1.3.2.1.7.1 View or Create a Linked Record

Clicking the **Linked Records** hyperlink underneath the **Document Drop-Box** takes you to a list of all matter (by name & number) already linked to the current matter.

1. Navigate to **Linked Records | Create Link** in the **Matter Navigation Bar**. \
2. Start by entering a search reference in the text field. Use the radio buttons to search for records which are Open, Closed, or Both. The amount of information put in this field determines the brevity of your search results.




**Create a Linked Record**

3. Select the desired matter from the drop-down list, and add remarks by typing into the available text field. Use the radio buttons to distinguish what type of record is being linked.
4. Click **Save New Relationship**.

## Edit a Linked Relationship

Once a linked record has been created, it can be edited by clicking . View the matter associated to the linked record by clicking the highlighted code.

From the Edit Link Record Information screen, you can add a comment by typing into the available text box and clicking **Save Comments**. Some fields may not be available for editing depending on your matter permissions. Ask your site administrator if you have questions.

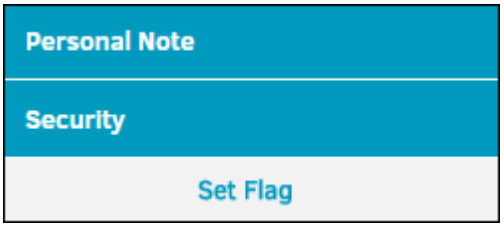
Delete association with the record using the icon.

1.3.2.1.7.2 Flag Matter/Remove Matter Flag

Below the **Matter Navigation Bar** within an assigned matter record there is an option to flag the matter. Flagging a matter "tags" it with a and list it on the **Flagged** tab of your **Matter General Report**. It also displays the matter in your **My Flags** page. Flagging a matter record only impacts your personal log-in; it does not create a shortcut for other users.

**To flag a matter record:**

1. Click **Set Flag**.




**Flag Matter**

2. Select the preferred color flag under **Personal Note** to flag the matter.

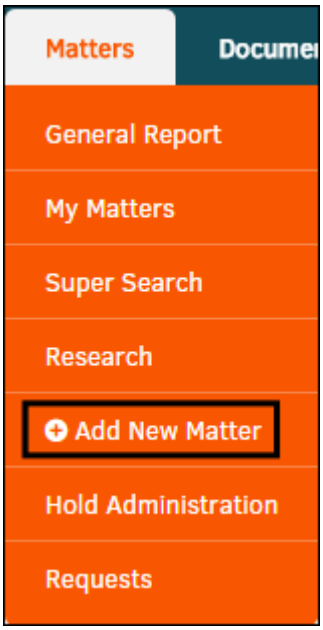
When a matter is flagged, the icon appears beside a **Remove Flag** link in this area of your **Matter Navigation Bar**.

Remove a flag by clicking **Remove Flag** under **Personal Note**.

### 1.3.3 Add New Matter

To create a new matter, click **Add New Matter** from the **Matters** tab. From that screen you'll find three format options for entering matter into Lawtrac.

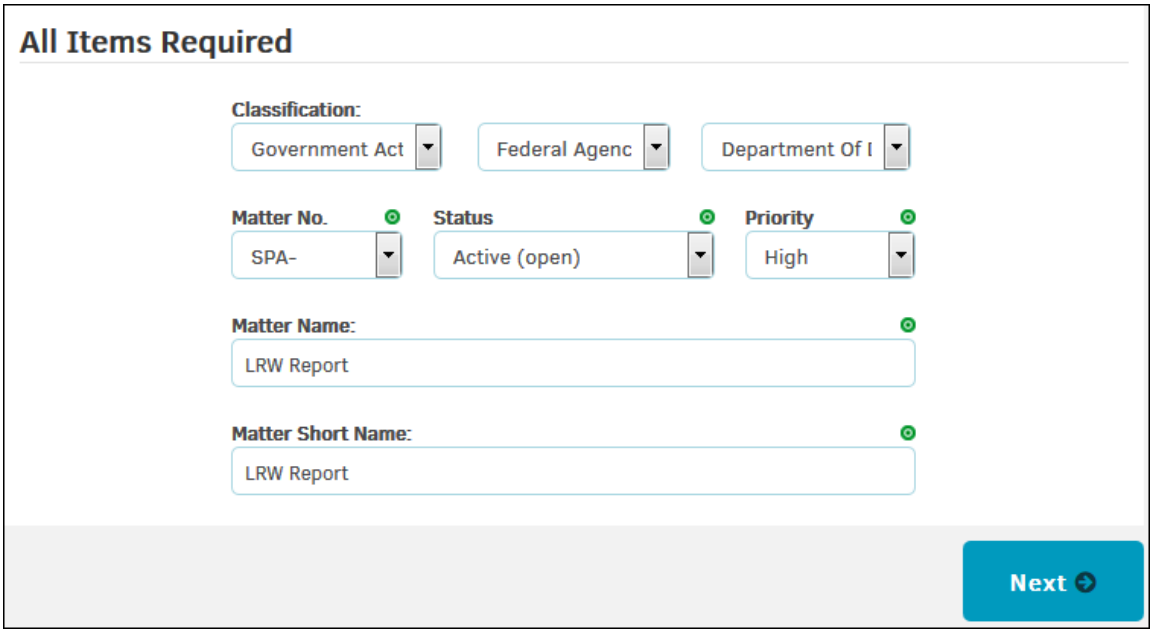
Fields marked as "Required" are set up by the Lawtrac site administrator in **Application Administration | Legal Hierarchy Maintenance**.




**Add New Matter**

1. From the **Add New Matter** page, choose a matter type from the drop-down menu and click **Continue**. Repeat this process for matter Classification, Keyword, and/or Issues (if available).
2. Enter matter name and short name in the appropriate text fields. Information is saved successfully when you see the icon.
3. Click **Next**. See Start for details on the step-by-step process.

***Note for Site Administrators:*** *It is recommended that you establish policies for adding matter based on your company's needs and the categories of data that require tracking for each matter type.*




**Matter Information**

### 1.3.3.1 Step Process

This process is made up of the following steps.

Start

Initial Text Description

Important Dates

Text Fields

Assignment(s)

Security

Financial Considerations

Geographic Information

Contract Information

Product & Division Categories

Review

If you navigate away from the template at any time after completing the **Start** step, all previously entered information is saved when you select **Add New Matter** from the **Matters** tab.

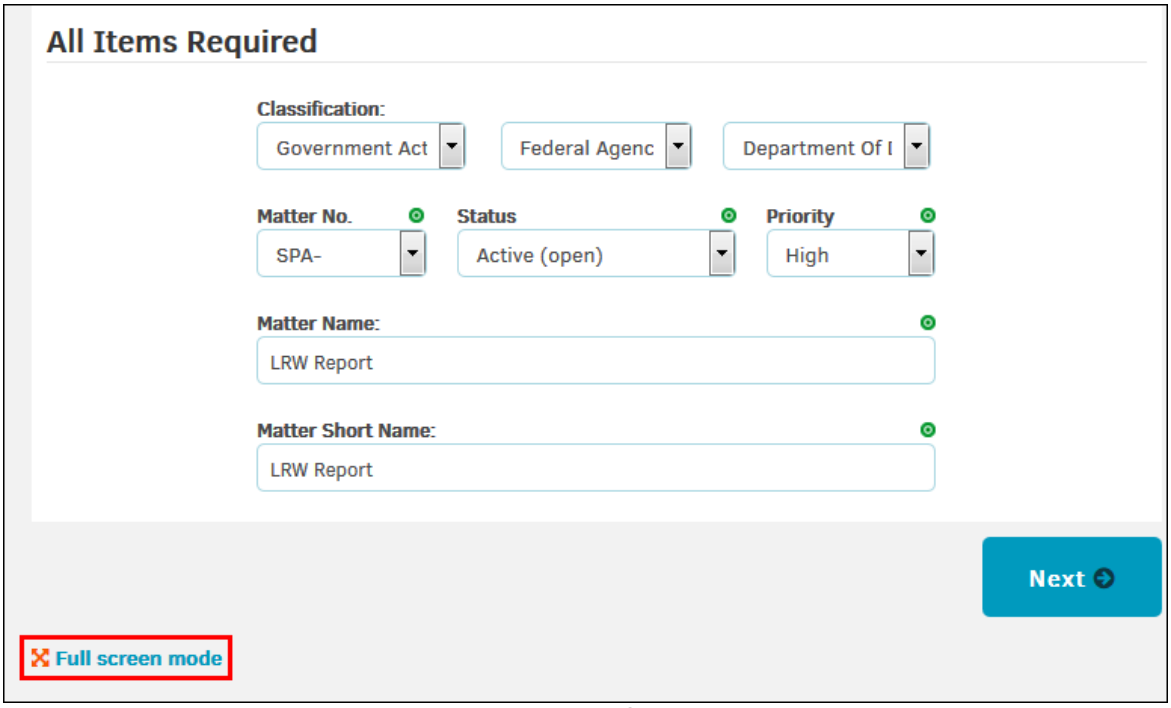
1.3.3.1.1 Start

From the **Start** page for adding a new matter, you can enter some basic information that may be required for the matter.

Fields marked as "Required" are set up by the Lawtrac Site Administrator in **Application Administration | Legal Hierarchy Maintenance**.

| Field | Description |
|---|---|
| **Matter No.** | Select the matter number prefix. This field is required.<br>***Important:*** *The **Matter No.** field is dependent on whether or not your company uses the automatic number sequence feature. Each prefix has a default work group setting. If you are not a member of the work group associated with a particular prefix, that prefix does not appear in the **Matter No.** drop-down.* |
| **Status** | Select the status for the matter you are creating. |
| **Priority** | Select the matter priority. |
| **Matter Name** | Enter a name for the matter. You can enter up to 250 characters. This field is required. |
| **Matter Short Name** | Enter a short name for the matter for use in searches and some matter listings. You can enter up to 75 characters. |
| **Classificatio n** | Update the matter classification if necessary. The classification you entered on the previous page may appear with drop-down lists that add more detailed classifications. You can select the classifications from these drop-down lists or change the existing classification. |

Click **Next** to save and move on to the next step.




**Add New Matter: Start Page**

***Note:*** *Click* ***Full screen mode*** *to see a page that displays all the options for adding a new matter on one screen.*

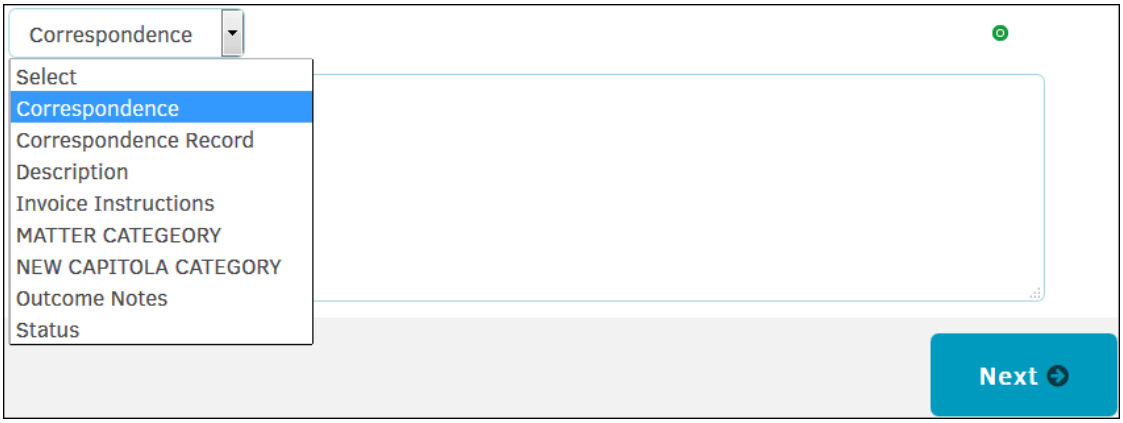
1.3.3.1.2 Description

This step is optional.

1. From the **Description** page, enter a description of the matter. If necessary, select the drop-down list to update the type of description you are entering and enter the description in the large text box.

   a. You can also add a description text later by clicking the **Text** link on the matter's main screen.

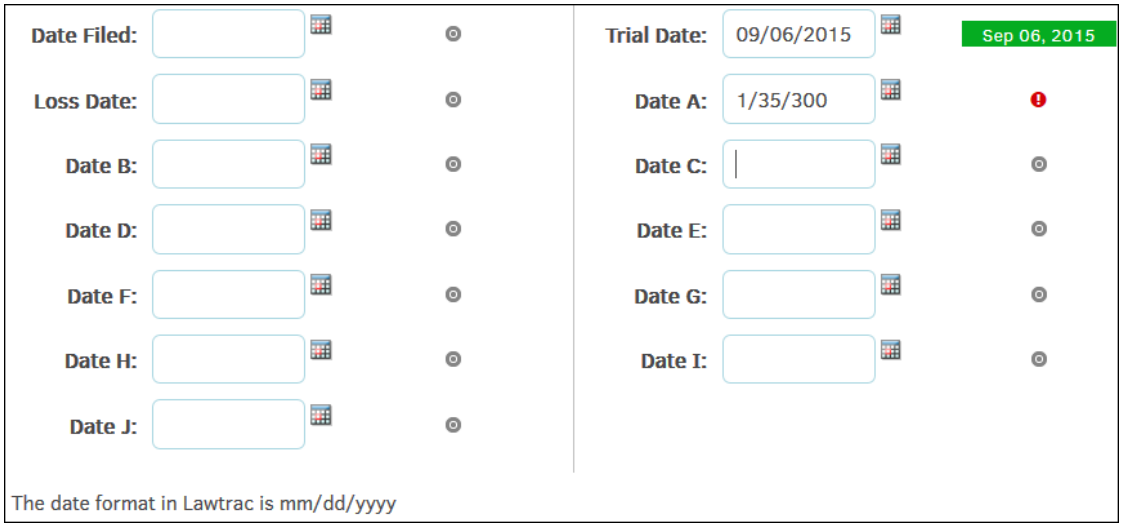
2. Click **Next** to move on to the next step.




**Description for Adding a New Matter**

1.3.3.1.3 Important Dates

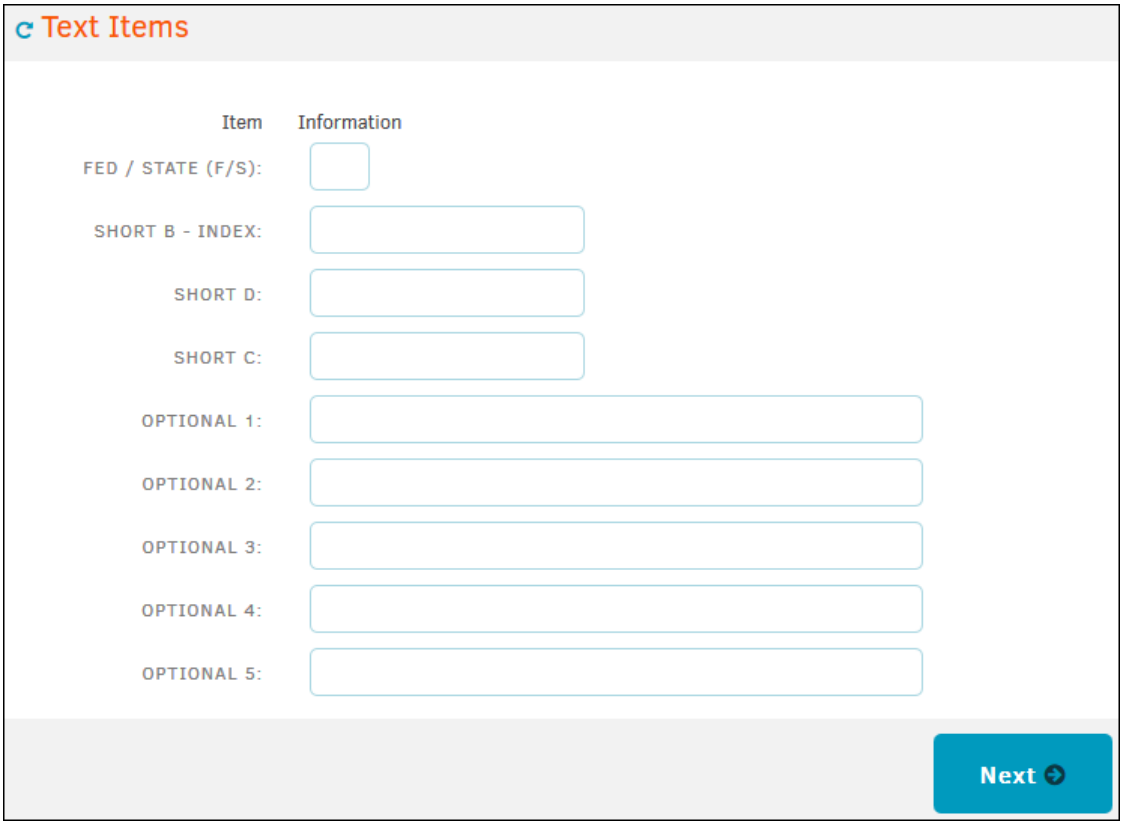
1. From the **Important Dates** page, enter dates for the matter. The captions for these date fields may vary by your matter type and site administrator's preferences in Lawtrac.
2. For each date field, click the icon and select a date from the calendar. Dates can be made in the past or future, but if an invalid date is entered (ex: 01/35/0), an icon appears to the right of the text box. If you do not change unaccepted dates, they are deleted when you move to the next step. Acceptable dates are highlighted in green, as shown below.
3. Click **Next** to save and move on to the next step.




**Add a New Matter: Important Dates**

1.3.3.1.4 Text Items

1. From the **Text Items** page, enter information for fields on the matter. These fields may vary by your matter type and preferences of your site administrator.
2. Click **Next** to save and move on to the next step.




**Add a New Matter: Text Items**

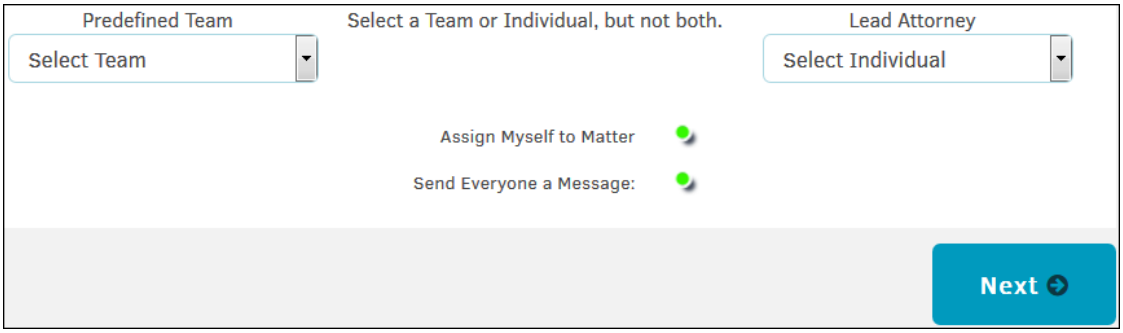
1.3.3.1.5 Assignments

1. From the **Assignments** page, select a predefined team or primary person assigned to lead the matter. You can only select one or the other; if you choose both a primary team and a lead, the predefined team resets when you hit the **Next** button.

| Field | Description |
|---|---|
| **Predefined Team** | Select a team to assign to the matter. |
| **Lead Attorney** | Select an individual to assign to the matter as the primary person. |
| **Assign Myself to Matter** | Update this field if you want to assign yourself to the matter:<br>• —You are assigned to the matter<br>• —You are not assigned to the matter |
| **Send Everyone a Message** | Update this field based on whether you want all people assigned to receive an internal message:<br>• —Assignees receive a message regarding the matter |

| | |
|---|---|
| | • —Assignees do not receive a message regarding the matter |

2. Click **Next** to save and move on to the next step.



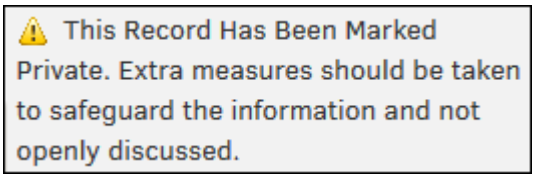

**Add a New Matter: Assignments**

1.3.3.1.6 Security

1. From the **Security** page, select the security/work groups that are to have access to this matter. These fields may vary by your matter type and preferences set up in Lawtrac. At least one group is required.

- —Group has access to matter record
- —Group does not have access to matter record

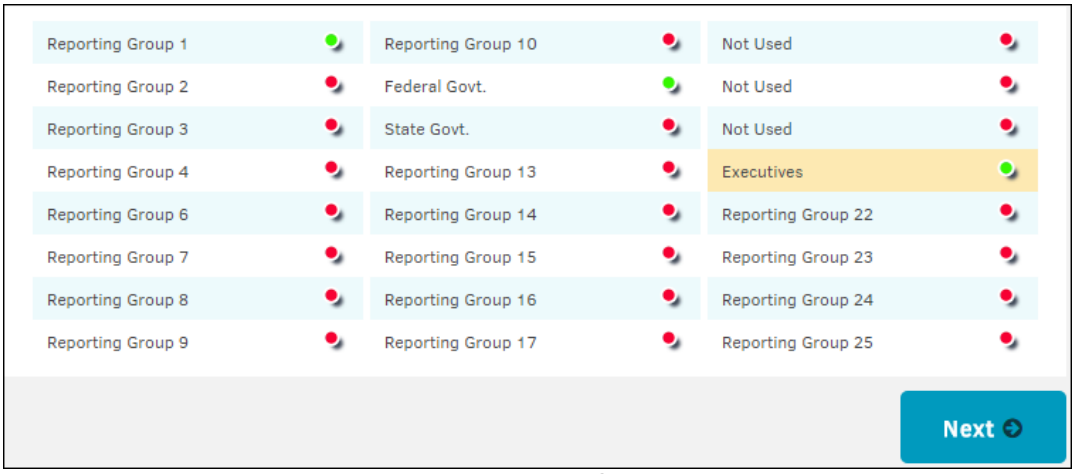
If you choose to make the record private so that only those directly associated with the record can view it, a notice is presented on the matter record's main screen like the image below:




**Matter is Private**

The reporting groups in the following image most likely look very different on your application. Your site administrator sets up and modifies the security groups to apply to your company's needs.

2. Click **Next** to save and move on to the next step.




**Add a New Matter: Security**

1.3.3.1.7 Financials

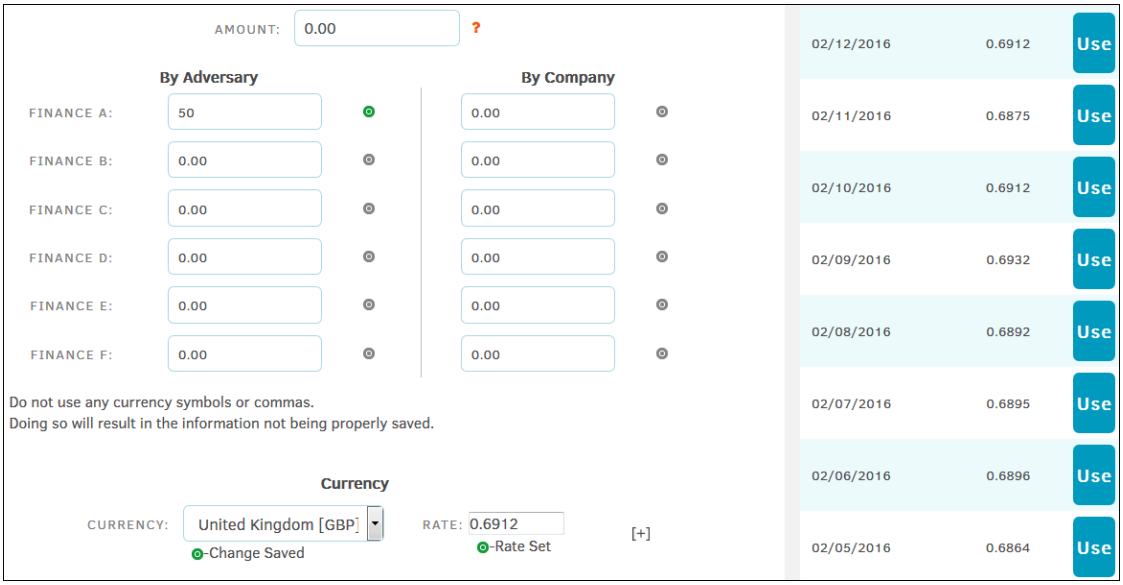
1. From the **Financials** page, enter the financial information pertinent to this matter by adversary and/or by company. These fields may vary by your matter type and preferences set in Lawtrac.

If all billing for this matter is in a currency different from the base currency, you can change the matter's currency at the bottom of the page under **Currency**. If you change the currency, you can also change the agreed upon rate for their billing firms in the "Rate" field.

***Note:*** *When the Currency field of a matter differs from your base (default) currency, some financial screens for that matter include a column/link for the matter currency.*

- ?—View information about the "Amount" field
- [+]—View all rates used in the past for the selected currency

2. Click **Next** to save and move on to the next step.

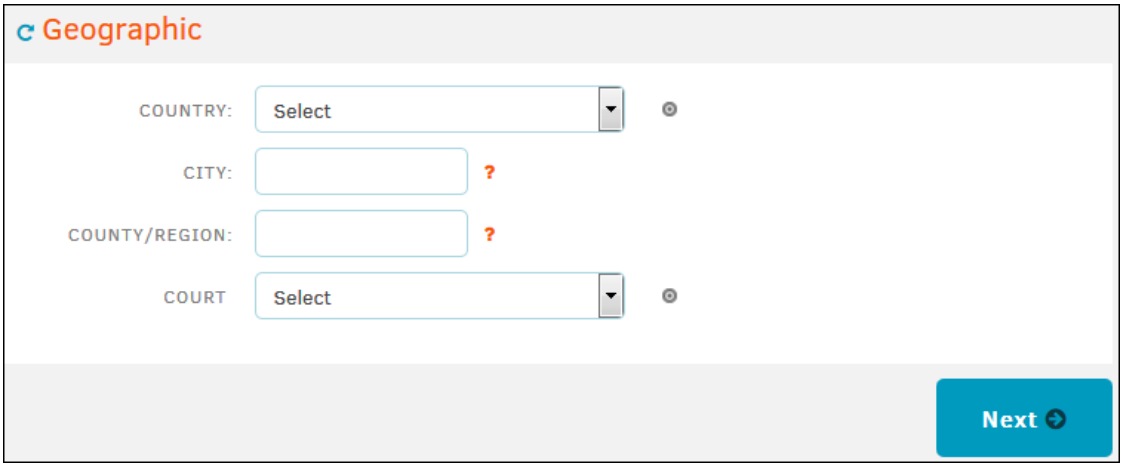



**Financials for Adding a New Matter**

1.3.3.1.8 Geographic

This step is optional.

1. From the **Geographic** page, specify location and court information for the matter. This information can be used to show trends and grouping data for managerial review.
2. Click **Next** to save and move on to the next step.

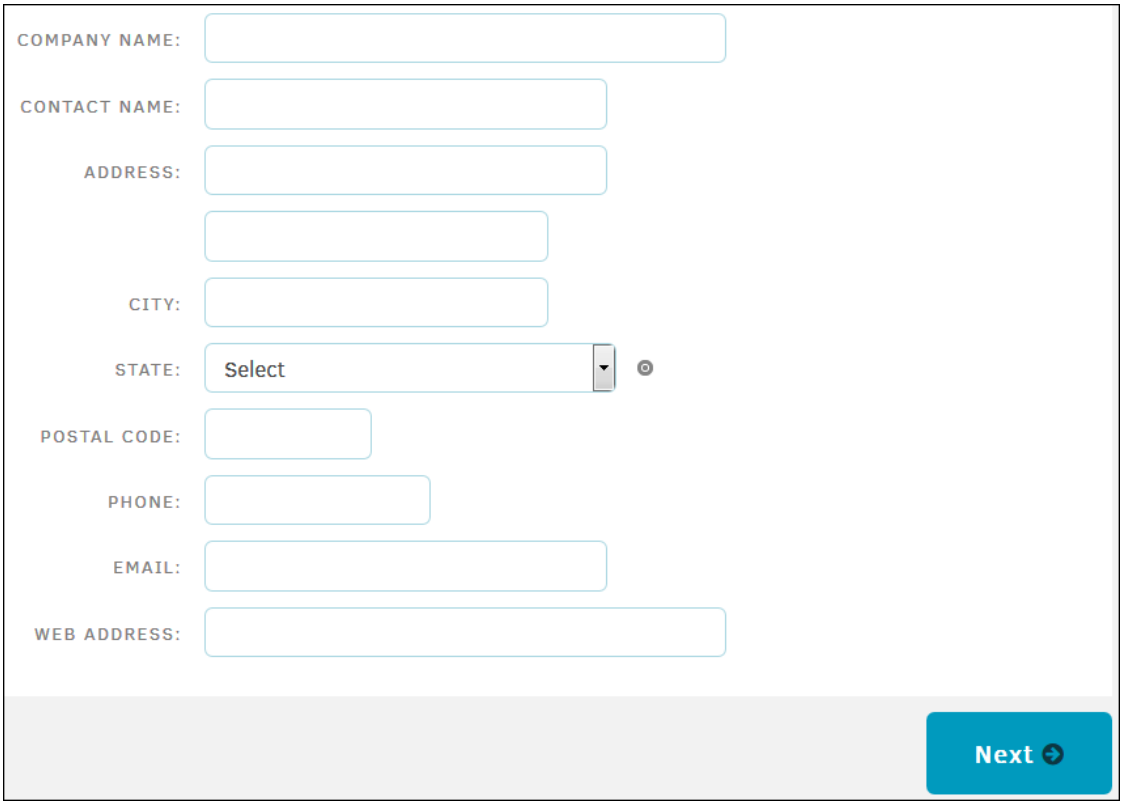



**Add a New Matter: Geographic**

1.3.3.1.9 Contract – Primary Contact Person

This step is optional.

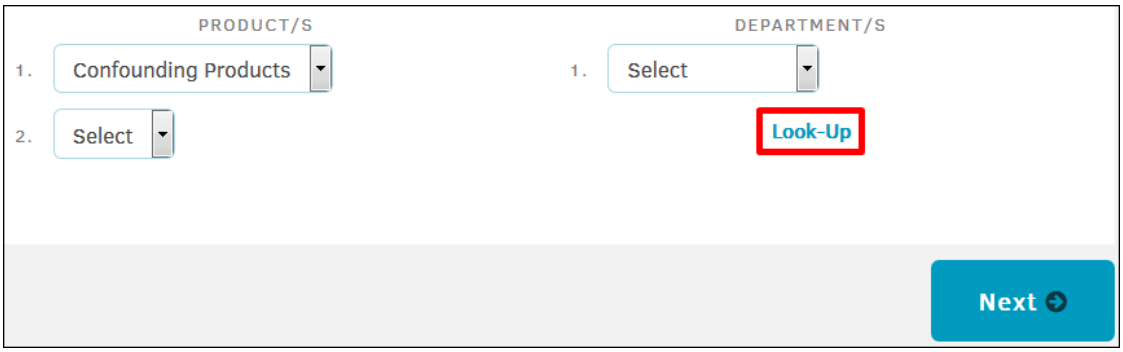
1. From the **Contract** page, specify the contact information of the primary person for the contract.
2. Click **Next** to save and move on to the next step.




**Add a New Matter: Contact**

1.3.3.1.10 Business Categories

1. From the **Business Categories** page, specify product and division information for the matter.
2. From the drop-down menus under the Product and Department headings, select applicable categories for the matter. After you select a category, another drop-down list may appear with more detailed subcategories. Continue to select options from the drop-down lists to categorize the Product and Department.
   a. You can also click **Look-Up** to enter a search term to find a specific Product or Department.
3. Click **Next** to save and move on to the next step.



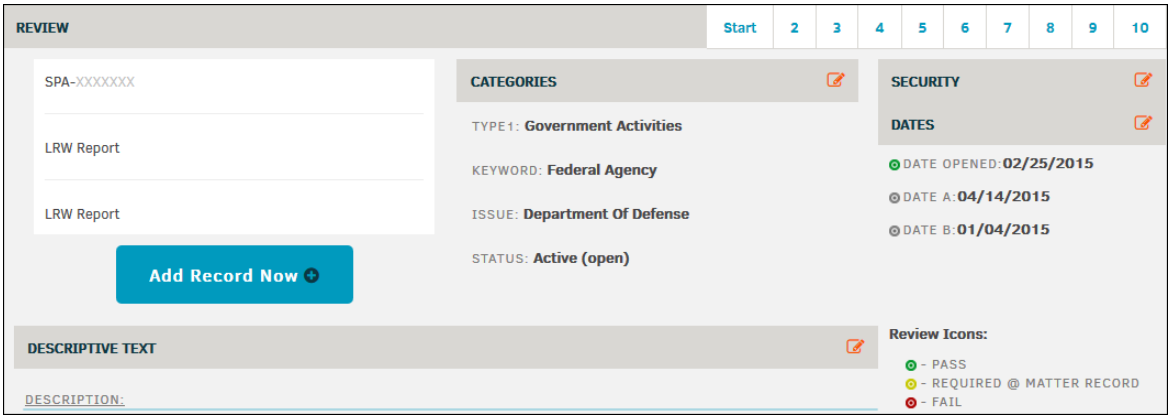

**Add New Matter: Business Categories**

1.3.3.1.11 Review Screen

1. The **Review** screen displays all the information you have entered for the matter. To edit a section of the matter, click the icon on the right side of the heading or click the step number at the top.

2. When you have completed any changes and are satisfied with your entries, click the **Add Record Now** button to add the matter to Lawtrac.

See also Final Screen.

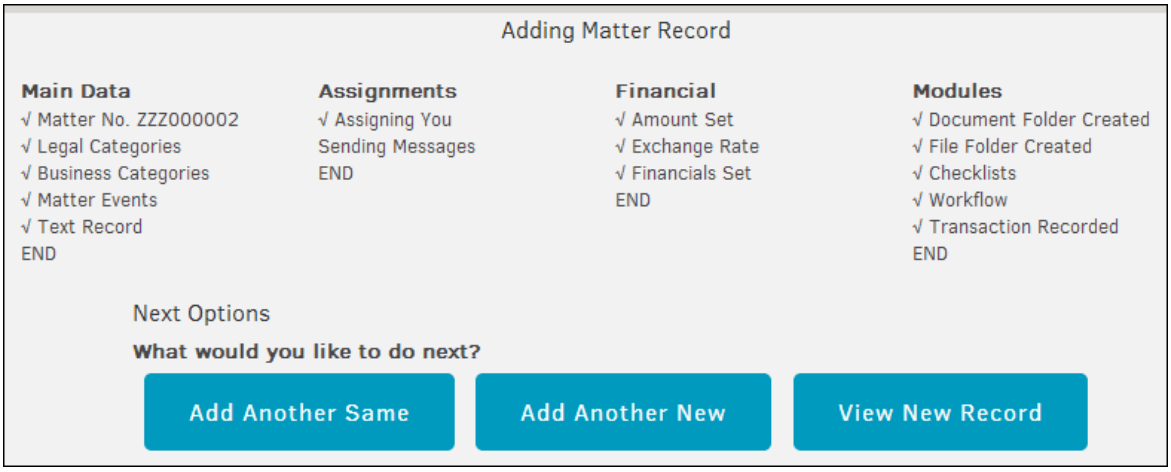



**Add a New Matter: Review**

1.3.3.1.12 Final Screen

After you finish adding a new matter record, the following screen includes a confirmation and summary of the matter. From this page you have the following options:

- **Add Another Same**—Click to open the first page for creating a new matter with all the information you entered for the previous matter. From this page, you must change the **Matter Name** and **Matter Short Name**.
- **Add Another New**—Click to open the first page for creating a new matter with no saved information.
- **View New Record**—Click to view the matter you just created.

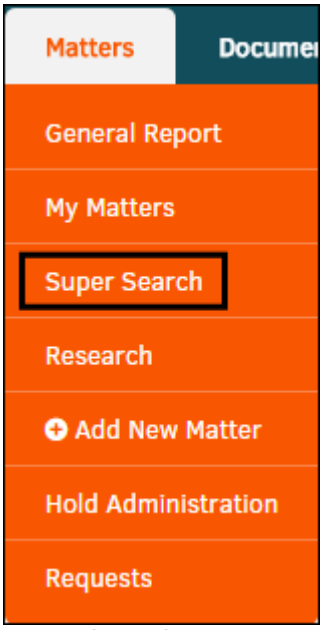



**Confirmation Screen after Adding a Matter**

***Important:*** *Lawtrac cannot use the same matter number twice if Lawtrac automatically generates the numbers. This security measure ensures that two users adding matter at the same time do not inadvertently use the same number. (Lawtrac Administrators can change a matter number from their* ***Edit Main Information*** *screen after it's been added to the database.)*

## 1.3.4 Super Search

You can search for specific matter from the **Super Search** page. To open the search, hover your mouse pointer over the **matter** tab and click **Super Search**.




**Super Search**

Lawtrac saves a list of the 20 most recent searches. Click the **Recent** tab on the right side of the screen to see the list of searches.

To save a search more permanently, you can flag a search by clicking one of the saved search results in the **Recent** tab, and then selecting a flag color of your choice at the top right of the results section.


**Setting the Search Flag**

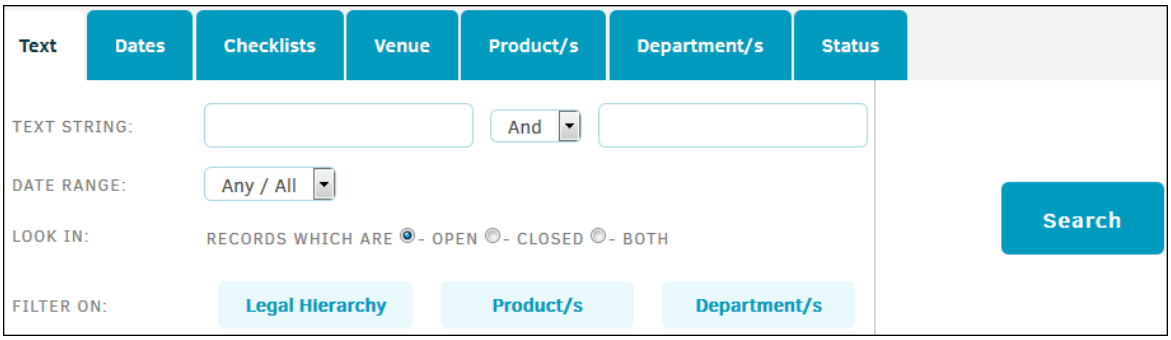
***Super Search Options:***

| Tab | Function |
|---|---|
| Text | Search by text string. |
| Dates | Search by time period or date range. |

| Tab | Function |
|---|---|
| Checklists | Search by comment and checklist question. |
| Court | Search by type of court. |
| Product/s | Search by type of product and product level. |
| Department/s | Search by type of division and department level. |
| Status | Search by matter status (open, closed, discovery, etc.) |

### 1.3.4.1 Text

You can search all text strings throughout a matter. To search by text, click the **Text** tab if it is not already selected.




**Searching by Text**

The **Text** tab includes the following fields:

| Field | Description |
|---|---|
| **Text String** | Enter one or two text strings that you want to appear in search results. Use the **And**, **Or**, or **Not** operators to specify how you want to search on the text strings. |
| **Date Range** | Enter the opening date of the matter that you want the search results to include. Type into the text field a date in the form of MM/DD/YYYY. Specify whether the results are **After**, **Before**, or **Between** the date(s) you entered. If you do not want to filter by date, leave the selection as **Any/All**. |
| **Look In** | Specify whether you want to search for matters that are **Open**, **Closed**, or **Both**. |
| **Filter On** | Specify matters to include in the search by filtering the following categories:<br>• **Legal Hierarchy**—Specified on the **Type/Keyword** page of a matter |

| | |
|---|---|
| | • **Product**—Specified on the **Product** page of a matter<br>• **Department**—Specified on the **Department** page of a matter<br>To filter by each category, click one of the buttons. From the drop-down menu that appears, select an option from the list. Click ⊗ to return to the three category buttons. |

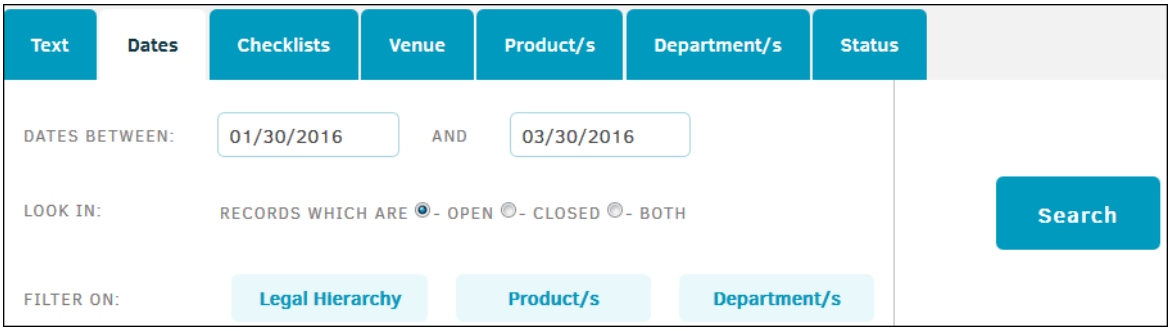
After you click the **Search** button, select a text field or area of the matter that contains the text string from the **Areas** list. Click one of the linked areas to open those search results.

| AREAS | |
|---|---|
| Budget Comments: | 149 |
| Calendar Comments: | 1000 |
| Checklist Comments: | 85 |
| Contract City: | 54 |
| Contract Company: | 69 |
| Contract Email: | 44 |
| Contact Name: | 66 |
| Contract Instructions: | 69 |
| Document Comments: | 1000 |

**Areas List**

### 1.3.4.2 Dates

You can search for matter created within a specified date range. You also can search on any of the key dates on a matter. To search by date, click the **Dates** tab.



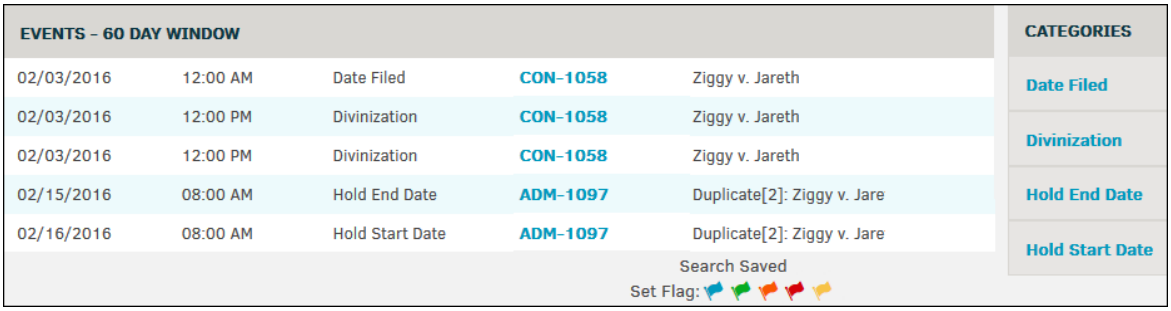

**Search by Dates**

The **Date** tab includes the following fields:

| Field | Description |
|---|---|
| **Dates Between** | Specify the opened date range of the matters that you want the search results to include. You can enter a date in the form of MM/DD/YYYY into each text field. |
| **Look In** | Specify whether you want to search for matters that are **Open**, **Closed**, or **Both**. |
| **Filter On** | Specify matters to include in the search by filtering on the following categories:<br>• **Legal Hierarchy**—Specified on the **Type/Keyword** page of a matter<br>• **Product**—Specified on the **Product** page of a matter<br>• **Department**—Specified on the **Business Unit** page of a matter<br>To filter by each category, click one of the buttons. From the drop-down menu that appears, select an option from the list. Click ⊗ to return to the three category buttons. |

After you click the **Search** button, narrow down your search results by selecting a link from the **Categories** list. The categories in this list are dates from the **Key Dates** field in a matter.

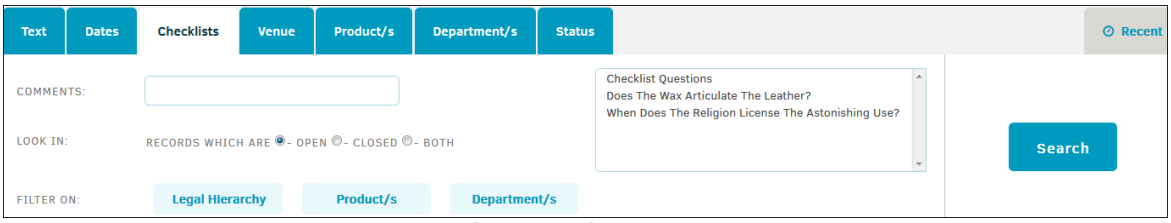
Click one of the linked categories to open search results for that key date. After you click a category, click the **Reset** button to return to the complete list of search results.




**Search Categories**

### 1.3.4.3 Checklists

You can search for comments in a checklist item from a matter. To search by checklist comments, click the **Checklists** tab.




**Search by Checklists**

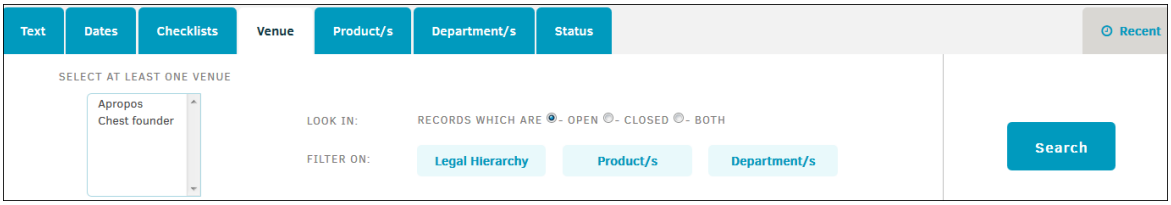
The **Checklists** tab includes the following fields:

| Field | Description |
|---|---|
| **Comments** | Enter a word or phrase that the checklist might contain. You must enter at least one word in this field when searching. |
| **Look In** | Specify whether you want to search matters that are **Open**, **Closed**, or **Both**. |
| **Filter On** | Specify matters to include in the search by filtering the following categories:<br>• **Legal Hierarchy**—Specified on the **Type/Keyword** page of a matter.<br>• **Product**—Specified on the **Product** page of a matter.<br>• **Department**—Specified on the **Department** page of a matter.<br>To filter by each category, click one of the buttons. From the drop-down menu that appears, select an option from the list. Click ⊗ to return to the three category buttons. |
| **Checklist Options** | Select at least one checklist item from this multi-select list. To select more than one item, hold down the **[CTRL]** key on your keyboard when making selections. |

Click the **Search** button after entering the search criteria.

### 1.3.4.4 Court/Venue

You can search for matters that fall under the specified jurisdictions. To search by courts, click the **Venue** tab.




**Searching by Court**

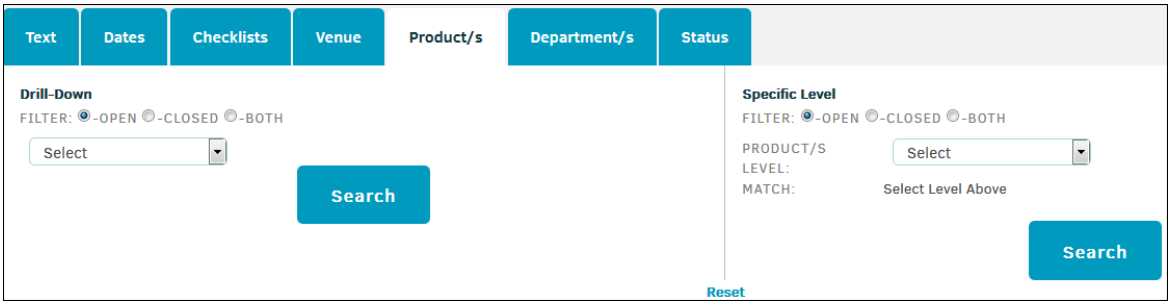
The **Venue** tab includes the following fields:

| Field | Description |
|---|---|
| **Select at Least One Court** | Select one or more items from the list of courts. To select more than one item, hold down the [**CTRL**] key on your keyboard when making selections. |
| **Look In** | Specify whether you want to search for matters that are **Open**, **Closed**, or **Both**. |
| **Filter On** | Specify matters to include in the search by filtering the following categories:<br>• **Legal Hierarchy**—Specified on the **Type/Keyword** page of a matter.<br>• **Product**—Specified on the **Product** page of a matter.<br>• **Department**—Specified on the **Department** page of a matter.<br>To filter by each category, click one of the buttons. From the drop-down menu that appears, select an option from the list. Click ⊗ to return to the three category buttons. |

Click the **Search** button after entering the search criteria.

### 1.3.4.5 Product

You can search for matters associated with a specified product category. To search by products, click the **Product/s** tab.




**Searching by Product**

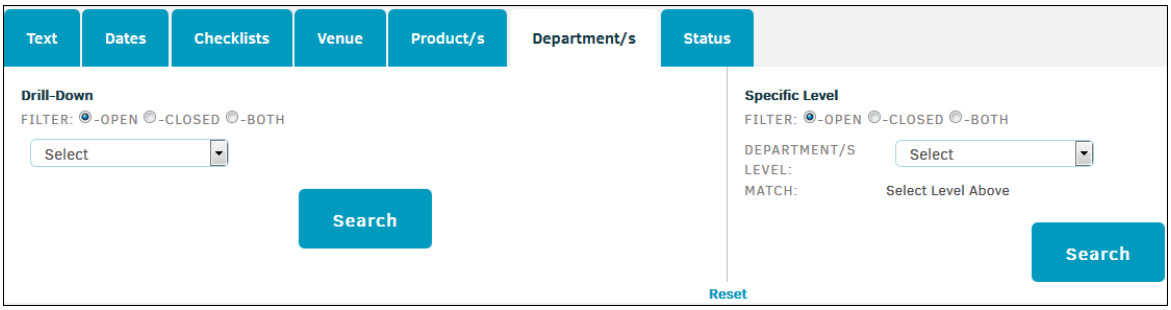
The **Product/s** tab includes the following fields:

| Field | Description |
|---|---|
| **Drill-Down** | |
| **Filter** | Specify whether you want to search for matters that are **Open**, **Closed**, or **Both**. |
| **Drill-Down drop-down** | Select a product for matters you want to include in the search results. Depending on the product you select, another drop-down may appear. If you want to specify the product further, select child categories until no other drop-downs appear. |
| **Specific Level** | |
| **Filter** | Specify whether you want to search for matters that are **Open**, **Closed**, or **Both**. |
| **Product Level** | Specify a level of product categories that you want to see in the **Match** field. |
| **Match** | Select the category at the product level for matters that you want to include in the search results. |

Click the **Search** button after entering the search criteria. Click **Reset** to clear any selections you make.

### 1.3.4.6 Department

You can search for matter associated with a specified division or business unit within a company. To search by division, click the **Department/s** tab.




**Searching by Business Unit**

The **Department/s** tab includes the following fields:

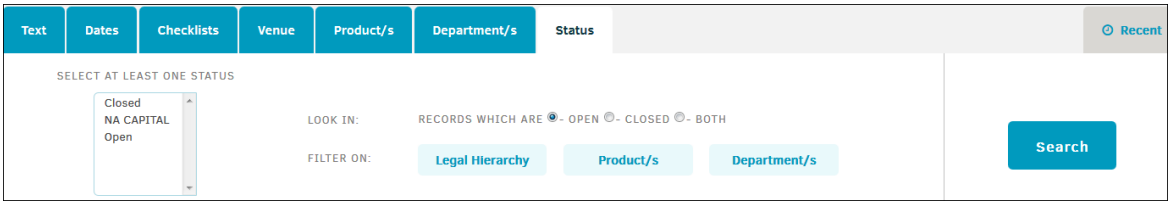
| Field | Description |
|---|---|
| **Drill-Down** | |

| | |
|---|---|
| **Filter** | Specify whether you want to search for matters that are **Open**, **Closed**, or **Both**. |
| **Drill-Down drop-down** | Select a business unit for matters that you want to include in the search results. Depending on the business unit you select, another drop-down may appear. If you want to specify the department further, select "child" categories until no other drop-downs appear. |
| **Specific Level** | |
| **Filter** | Specify whether you want to search for matters that are **Open**, **Closed**, or **Both**. |
| **Department/s Level** | Specify a level of department categories that you want to see in the **Match** field. |
| **Match** | Select the category at the department level for matters that you want to include in the search results. |

Click the **Search** button after entering the search criteria. Click **Reset** to clear any selections you make.

### 1.3.4.7 Status

You can search for matters that have a specified status. To search by status, click the **Status** tab.




**Searching by Status**

The **Status** tab includes the following fields:

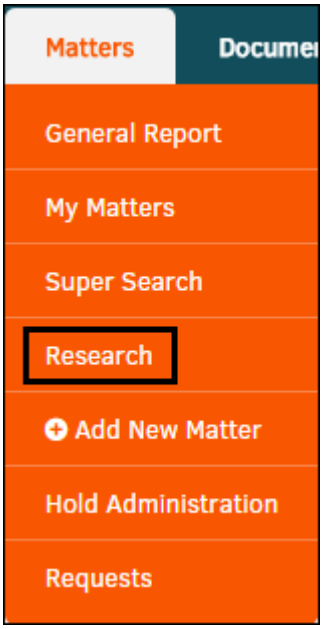
| Field | Description |
|---|---|
| **Select at Least One Status** | Select one or more items from the list of matter statuses. To select more than one item, hold down the [**CTRL**] key on your keyboard when making selections. |
| **Look In** | Specify whether you want to search for matters that are **Open**, **Closed**, or **Both**. |
| **Filter On** | Specify matters to include in the search by filtering on the following categories:<br>• **Legal Hierarchy**—Specified on the **Type/Keyword** page of a matter<br>• **Product**—Specified on the **Product** page of a matter |

| | |
|---|---|
| | • **Department**—Specified on the **Business Unit** page of a matter<br><br>To filter by each category, click one of the buttons. From the drop-down menu that appears, select an option from the list. Click ⊗ to return to the three category buttons. |

Click the **Search** button after entering the search criteria.

### 1.3.5 Research Search

The **Research** page is one way of searching for matters. Select **Research** from the **Matters** tab to open this page.

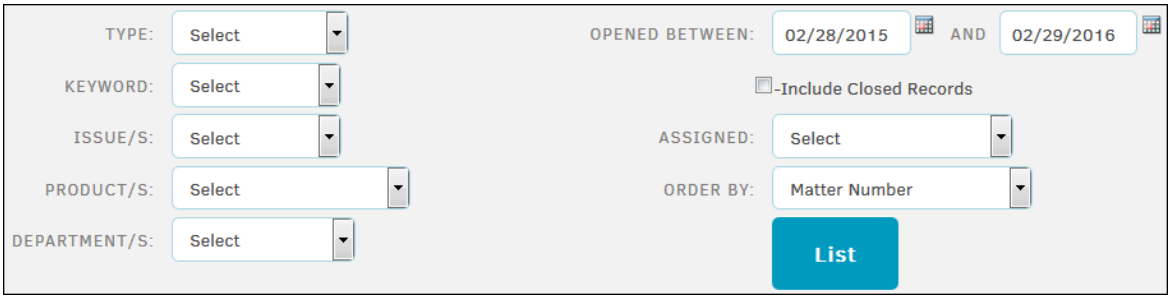



**Research**

Complete the following steps to search on the **Research** page. You must include at least one category.

1. Select your search conditions from the drop-down lists to filter categories.
2. Use the "Opened Between", "Include Closed Records", "Assigned", and "Order By" options to filter the search criteria further.
3. Click the **List** button to search.

When your search returns results, click the matter number hyperlink to view the main matter screen.

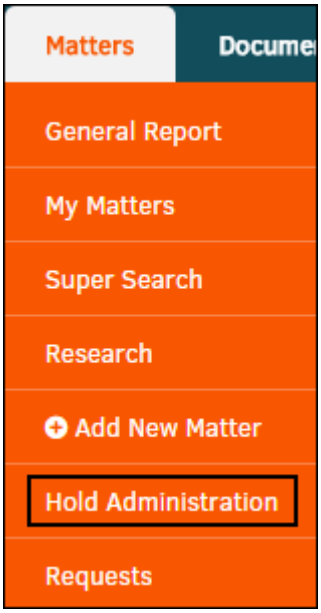



**Searching on the Research Page**

## 1.3.6 Hold Administration

The **Hold Administration** hyperlink under the **Matters** tab allows Lawtrac users with the appropriate permissions to manage holds for matter records.

**Hold Administration** permissions are configured from a user's profile under **Site Access**.




**Hold Administration Link**

***Hold Administration Options:***

| Tab | Purpose |
|---|---|
| **Hold Notices** | Search active holds on a matter. See also Create a New Hold Party Record. |
| **Transaction Records** | View a list of all recorded hold-related events across all matters. |
| **Message Library** | View a list of all recorded hold-related messages across all matters. |

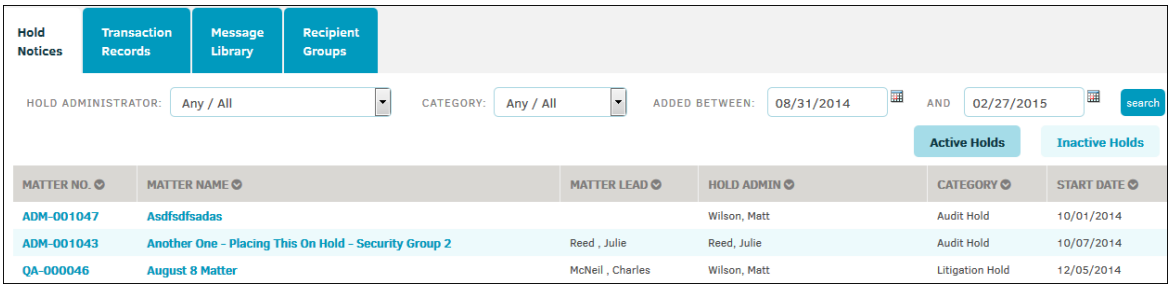
| Tab | Purpose |
|---|---|
| Recipient Groups | View and edit hold message recipient groups. |

### 1.3.6.1 Hold Notices

The **Hold Notices** tab in **Matters | Hold Administration** allows users to view all active holds initiated over the last 180 days.

To filter the list of hold notices, choose an administrator or category from the drop-down lists (or select Any/All), and click the icons to adjust the time period. Click **Search** to load the list.

Click the matter number or name to view the matter hold details.



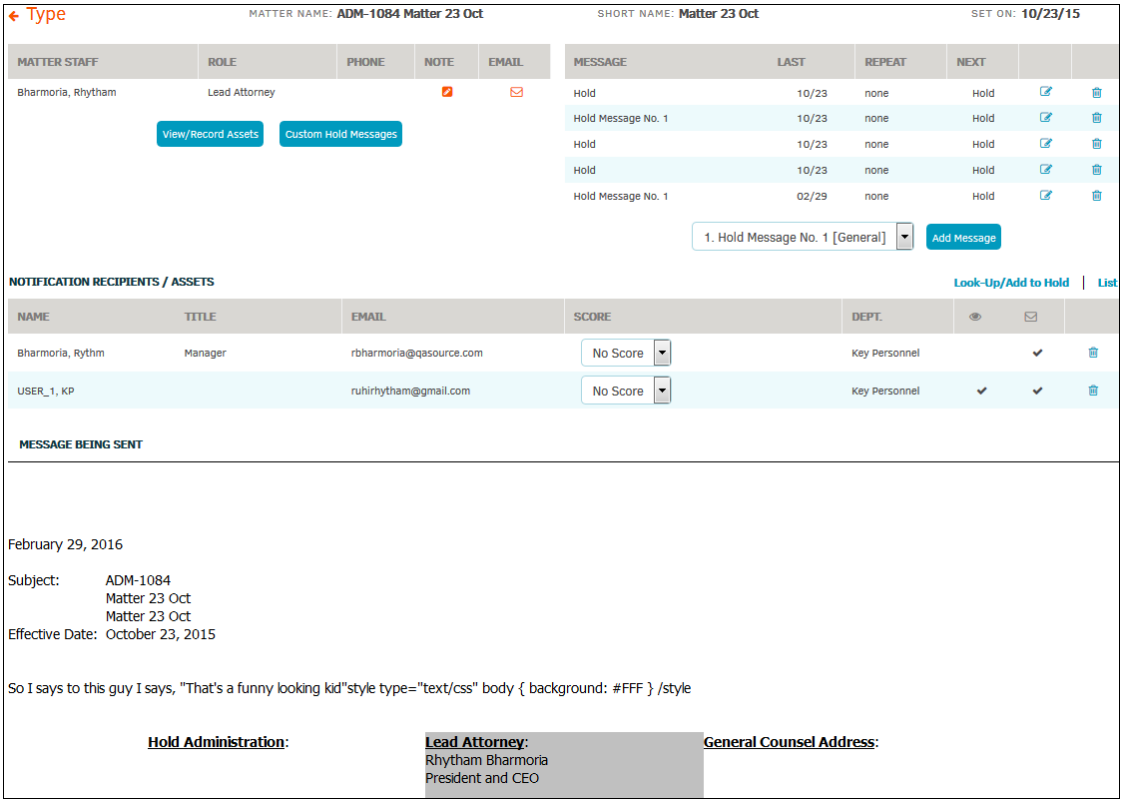

**Hold Notices**

## Send a Hold Message to Matter Staff

From the details page, you can send a message to the matter staff (as listed in the **Matter Staff** table), or set a reminder that repeats on a schedule.

1. Choose a type of message to send from the drop-down list on the right side of the page.
2. Click **Add Message**.
   a. Once it is created, select the icon to choose the next send date, and set up a repeating schedule.

***Note:*** *If there is no lead person assigned to the matter record, you are unable to add a hold message.*




**Hold Notice Detail**

## Create a Hold Message

Create a new message in the **Message Library** tab of **Hold Administration**.

Under the **Hold Notice** tab, you have a variety of options:

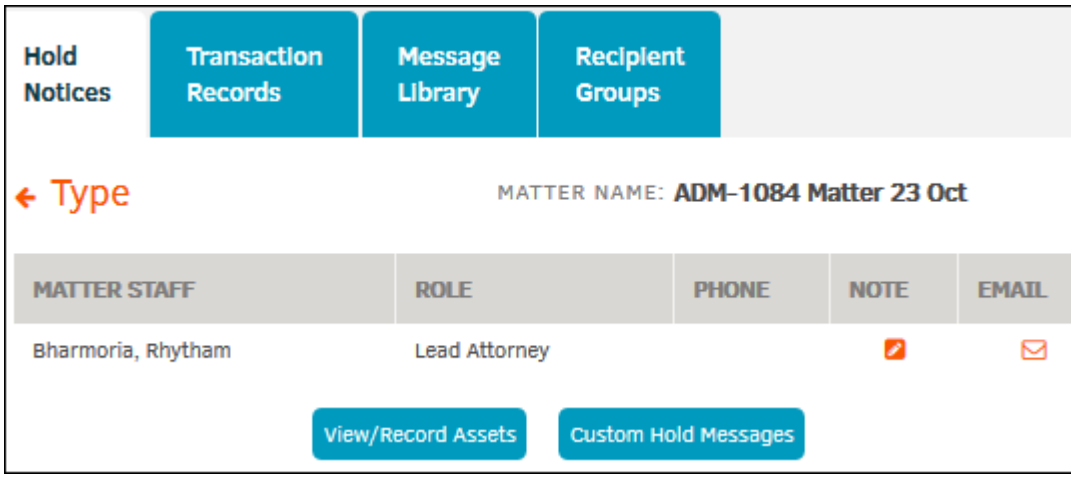
- View/Record Assets

  Click the **Record an Asset** button to view recorded assets or enter information for a new asset. Select a classification from the drop-down list, enter the file name, and use the radio buttons to select the type of format. ***Note:*** *It is very important to enter the correct network location, or the file may not be accessible.*

  Click **Save** when all information has been entered.

- Custom Hold Messages

  Click the **Custom Hold Messages** button to view or edit the message that appears as the primary hold notification.



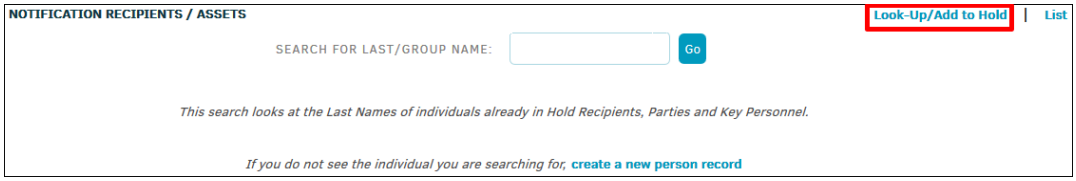

**Hold Notices Buttons**

- Notification Recipients/Assets

  This list of individuals have been added to a hold notice. Under the **Score** column, use the drop-down menu to define an individual's association, action, or knowledge with the matter. The information updates automatically upon selection.

  Click the icon to delete the individual.

  Click **Look-Up/Add to Hold** to add individuals to your notification recipients from a list of Hold Recipients, Parties, and Key Personnel. If you do not see the individual you are searching for, click **create a new person record**. Click **List** to return to the Notification Recipients List.

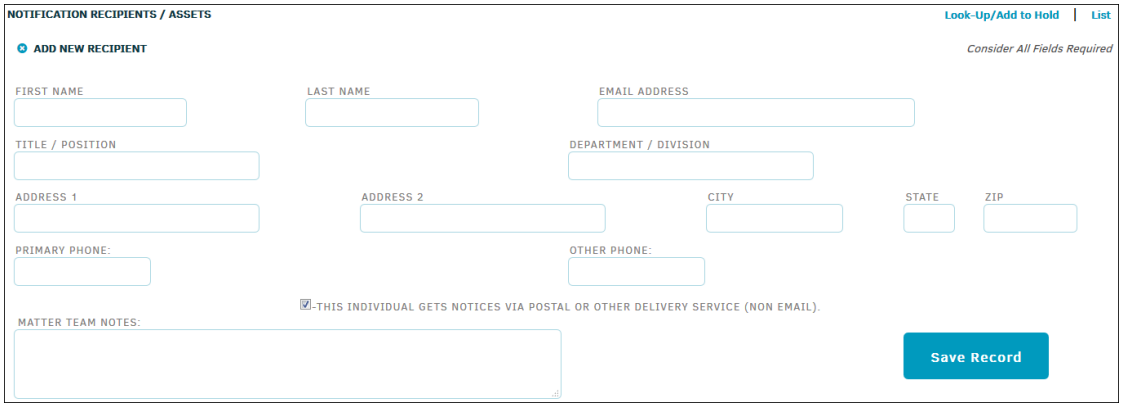



**Add to Notification Recipients**

#### 1.3.6.1.1 Create a New Hold Party Record

To create a party record to add to the Notification Recipients:

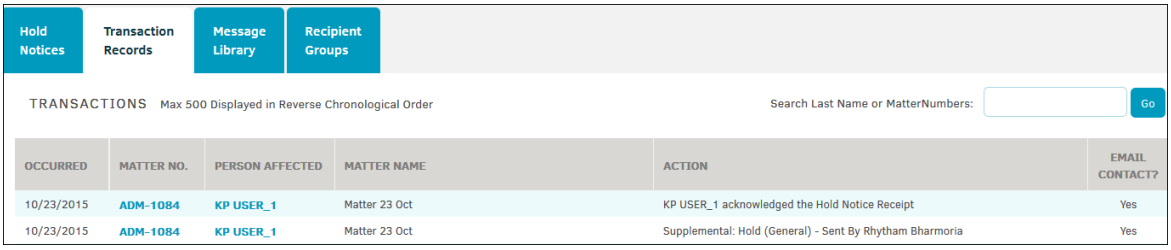
1. Click **Look-Up/Add to Hold** at the top of the Notification Recipient list, then click **create a new person record**.
2. Enter all available data; first and last name are required.
3. Click **Save Record** to confirm.




**Create a New Party Record**

### 1.3.6.2 Transaction Records

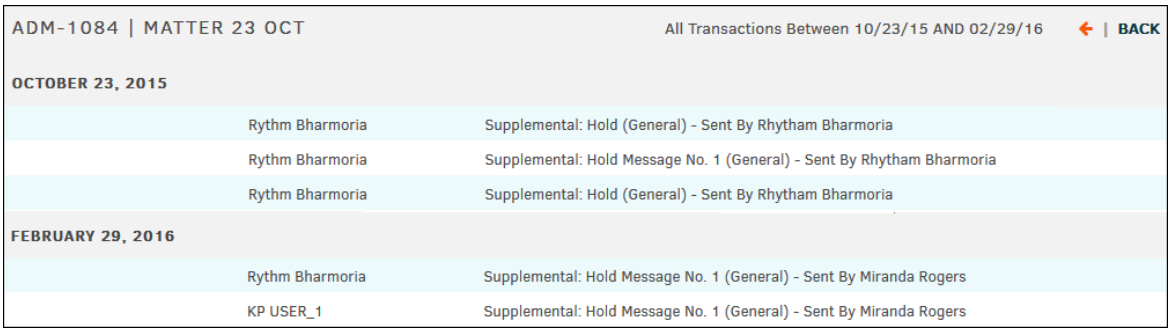
The **Transaction Records** tab in **Hold Administration** allows users to view hold-related events across all matters.




**Transaction Records Tab**

To search for a specific transaction, type an individual's last name, or a matter number, into the text box in the upper right corner of the page and click **Go**. The search bar accepts a single number or letter.

- Click matter number to view actions made by all employees associated with a matter.
- Click an individual's name to view actions made by the individual across all matters.



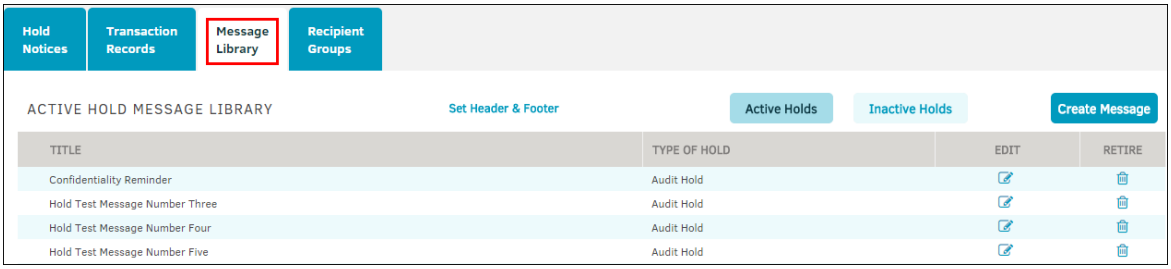

**Transaction History**

### 1.3.6.3 Message Library

The **Message Library** tab in **Hold Administration** allows users to view a list of all recorded hold-related messages across all matter.

Click the **Active Holds/Inactive Holds** buttons to switch between the active and inactive message list.

- —Edit the hold message title and type
- —Retire the hold message (It appears in the **Inactive Holds** list)




**Message Library**

## Create Message

1. Click the **Create Message** button at the top of the **Message Library** list.

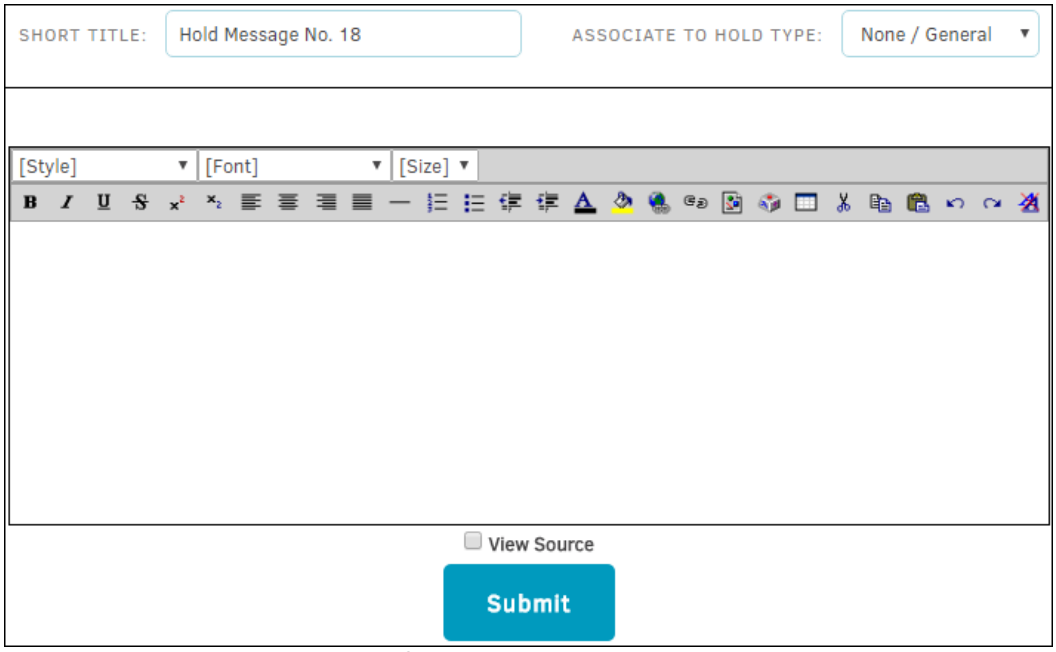
   A title is automatically generated in the "Short Title" text box, change this by typing directly into the text box.

2. Associate the hold type using the drop-down menu.

   The message field operates like a general Word document. Heading style, font, and text size can be adjusted using the top three drop-down lists. View the function of each icon in the second row by hovering your mouse pointer over the graphic.

3. Click **Submit** after entering your hold message.

   a. Click the **View Source** checkbox to reveal the message and configuration in HTML view.



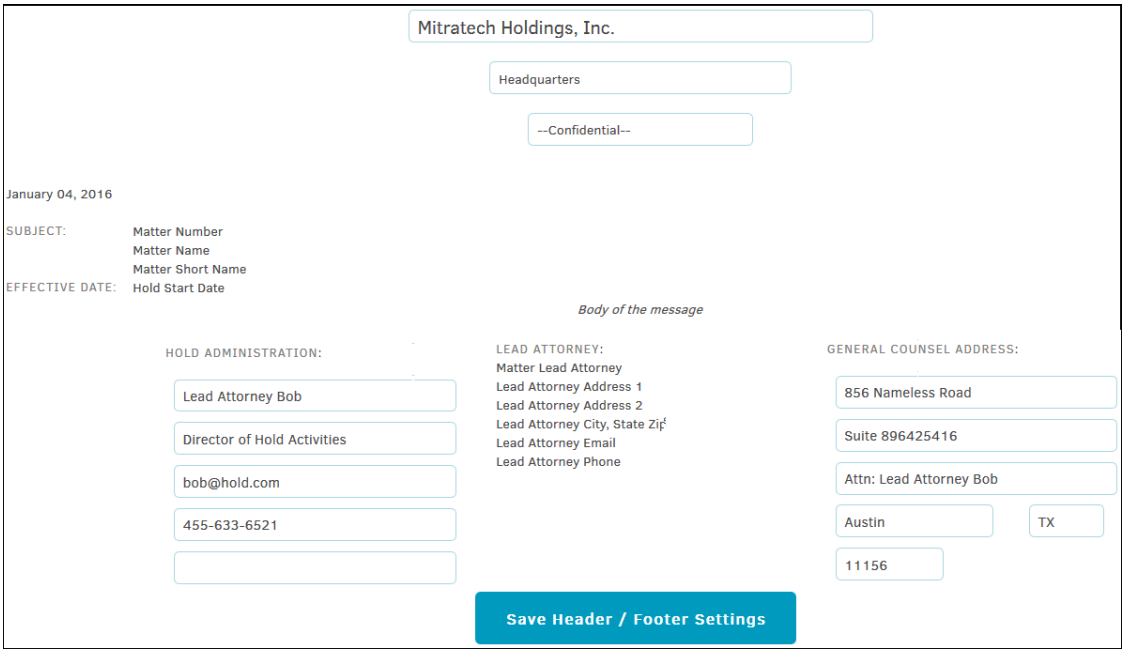

**Create a Hold Message**

## Set Header & Footer

Click the **Set Header & Footer** hyperlink at the top of the **Message Library** list to view or edit the message header and footer. The header usually consists of the company name, office location, and a confidentiality notice.

The message footer should include the Hold Administration's lead person and address, as well as the general counsel's address (shown below).

Click **Save Header/Footer Settings** to confirm changes.

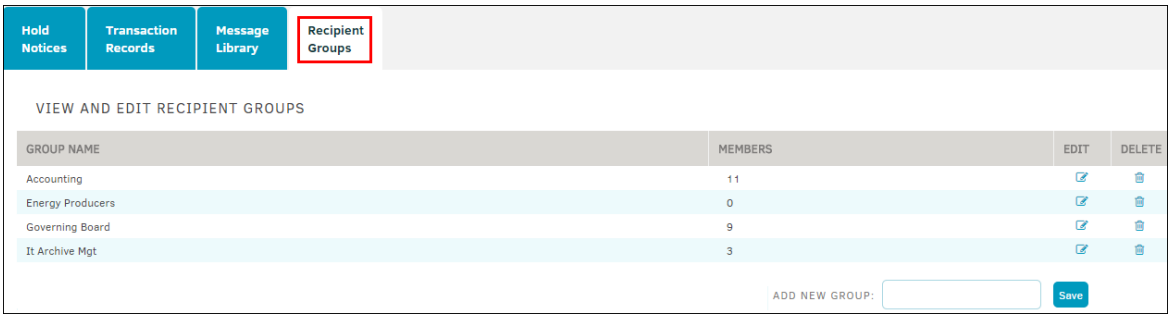



**Hold Message Header and Footer**

### 1.3.6.4 Recipient Groups

The **Recipient Groups** tab in **Hold Administration** allows users to view a list of all groups who receive notices about matter records.

- —View a list of individuals associated with the group. Individuals are listed in alphabetical order by surname. Use the search bar at the bottom of the list to find a specific group member.
- —Delete a group or individual within a group.




**Recipient Groups**

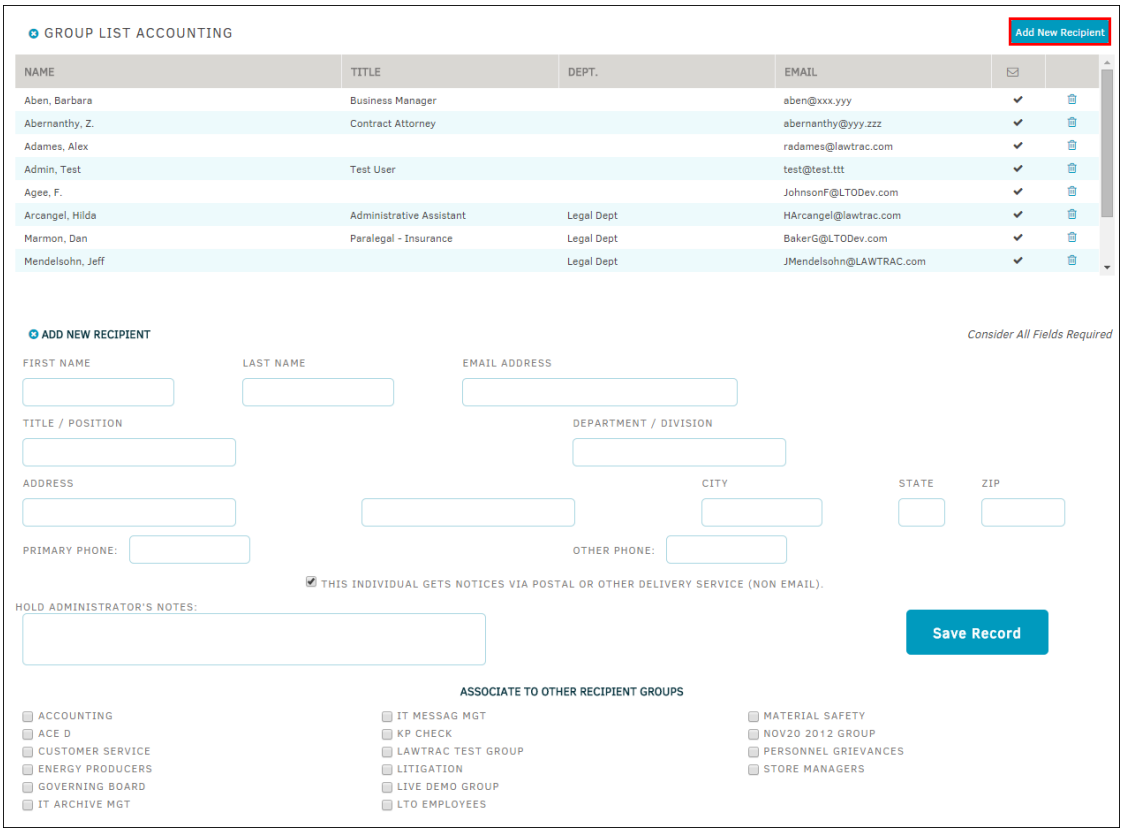
## Add an Individual to a Recipient Group

1. While viewing the group list, click **Add New Recipient** at the top of the list to generate a list of data fields at the bottom of the page.
2. Enter all available information into the text boxes.

3. Select or deselect the checkbox above Hold Administrator's Notes to determine whether the individual receives notices via a non-email delivery service.

4. You can also quickly add the individual to other recipient groups without re-entering all of their information by selecting the checkboxes in the **Associate to Other Recipient Groups** category.

5. Click **Save Record** to set all information.




**Add an Individual to Recipient Group**

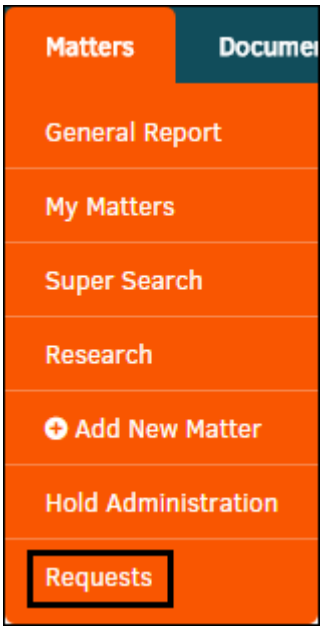
## Add a Recipient Group

From the main **Recipient Groups** page, type the name of a new group into the text box at the bottom of the group list and click **Save**. The group name appears in the group list, allowing you to edit and add individuals.


**Add a Recipient Group**

## 1.3.7 Requests

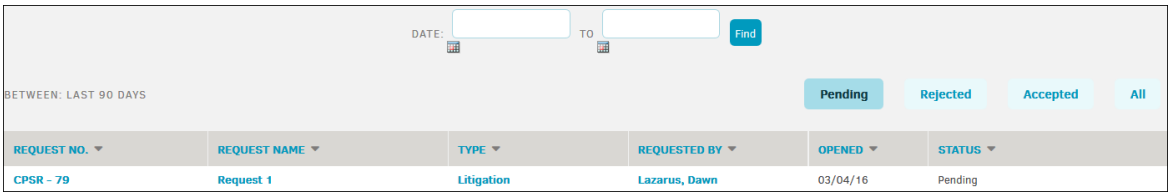
The **Requests** page in the **Matters** tab allows users to view all pending, rejected, and accepted requests within a specific time period.




**Requests Link**

At the top of the page, users can select one of the **View** hyperlinks to see pending requests, rejected requests, or those which have been accepted. By default, all pending requests appear in the table until a different selection is made.

Click the icon or type dates in the "Date:" and "To" data fields to find a request made during a specific time period.




**Pending Requests**

***Requests Options:***

| Column | Function |
|---|---|
| Request No. | Click the request number to view request description. From here you can reject or fulfill a request if you have the appropriate permissions. |
| Request Name | Click on title of request to view request description. From here you can reject or fulfill a request if you have the appropriate permissions. |

| Column | Function |
|---|---|
| Type | Click on the type of request to search for other requests of the same type. |
| Requested By | Click the name of the individual to view other requests made by the individual. |
| Opened | View the date the request was made. |
| Status | View the status of the request. |

**See also:**

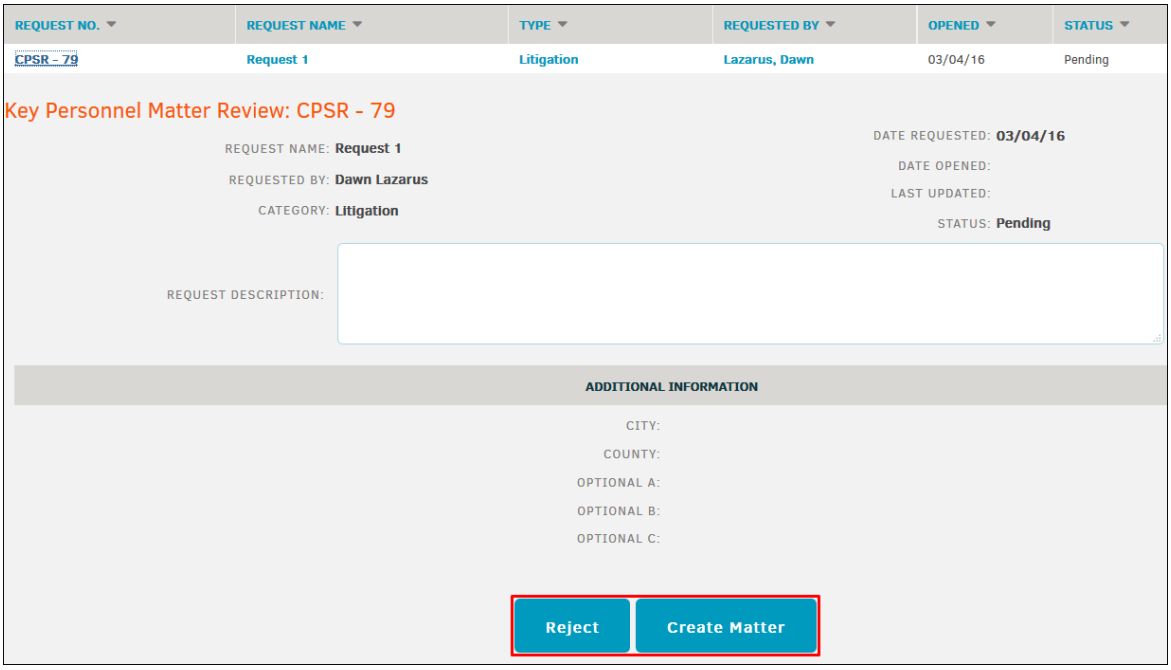
Accept or Reject a Request

### 1.3.7.1 Accept or Reject a Request

Select a request by clicking on the request name or number from the **Matters | Requests** page. The request information displays below the list.

- To reject the request, click **Reject**. Type your reason for rejection, then click **Submit Rejection**.
- To accept the request, click **Create Matter**.

After clicking **Create Matter**, follow all required steps as stated in Add New Matter.



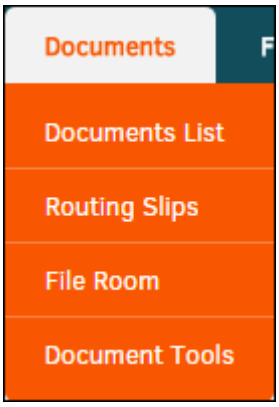

**Reject/Accept Request**

## 1.4 Documents Module

An electronic **Document** folder is available on the database for every matter record. Documents are best managed from their associated matter records; documents added to matter records should pertain only to that matter and should not be incomplete or a "work in progress".

Outside counsel (with "Add Document" permission) may add documents to the matter and, in some cases, view the documents that in-house and other firms provide.

***Important Note:*** *Do not change file names while indexing is in process.*




**Documents Tab**

***Documents Options:***

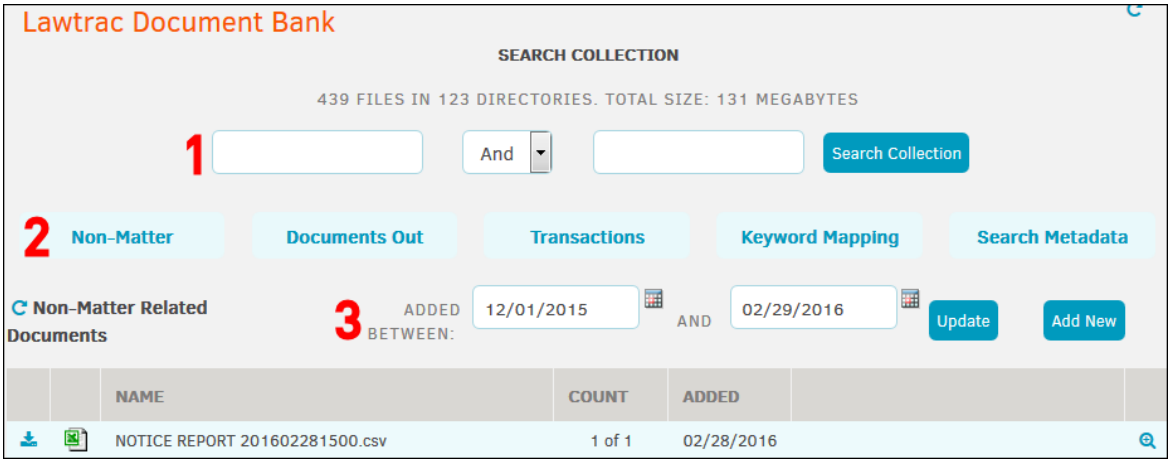
| Page | Function |
|---|---|
| **Documents List** | Maintain all documents on the server, regardless of relation to a matter record.<br>**See also:**<br>Document Search<br>Add Documents to the Document Bank<br>Version Control<br>Edit Documents<br>Delete Documents<br>Lawtrac Document Data-Matching |
| **Routing Slips** | View and edit routing slips. |
| **File Room** | Maintain your real paper files.<br>**See also:**<br>File/Folder Listing |

| Page | Function |
|---|---|
| | Inventory Listing<br>Storage Search<br>Searching for Files and Folders<br>Adding Files and Folders to Matters<br>Adding New Folders to the File Room<br>Editing Redwell File Information<br>Editing Folder Information<br>Checking Out Files & Folders<br>Closed/Retired List |
| **Document Tools** | Download Lawtrac Connect and Docsave. |

## 1.4.1 Document Bank

The **Document Bank** maintains all documents on the server, regardless of their relation to a matter record. To open the **Document Bank**, select **Documents List** from the **Documents** tab.

***Note:*** *Your Site Administrator may turn off the* ***Document Bank*** *module and many of its features.*




**Document Bank**

When you open the **Document Bank**, a list of non-matter-related documents appear. The **Count** column indicates which version of the document is in the list. From this list, you can perform the following tasks:

1. Search the Lawtrac **Document Bank** collection using the text boxes under **Search Collection**. Enter keywords into the text boxes, and select "And" or "Not" from the drop-down box to refine your search. Click **Search Collection** to display the search results.

2.

   - Click **Non-Matter** to see all non-matter related documents.
   - Click **Documents Out** to see all documents checked out, and who checked out the document.
   - Click **Transactions** to see recent document transactions (i.e. documents added, updated, deleted, name changed, etc).
   - Click **Keyword Mapping** to see a list of keywords used.
   - Click **Search Metadata** to open a sidebar on the left side of the screen to search for documents by name, date added, synopsis/comments, OCR text, author, typists, control/ bates number, and category.

3.

   - You can filter this list using **Added Between** dates. Click the icon, select a date to use on the filter, and click the **Update** button.

**Additional Actions:**

- —Download the document.
- —Open information about the document. From this page, you can edit information about the document, download the document, email the document to someone, and delete the document. ***Note:*** *Changes are automatically saved, but synopsis or note details are not saved unless you click* ***Update Synopsis.***

Click the to refresh the document list and update any changes.

***Important Note:*** *Lawtrac is not a place to house drafts or incomplete documents. Remember that the greater the number of documents uploaded, the longer it takes Lawtrac to load screens and data. To keep the application operating at optimum speed, we highly recommend limiting use of the* ***Document Bank*** *and a matter's* ***Documents*** *tab to documents in final draft stage.*

**See also:**

Add Documents to the Document Bank

Version Control

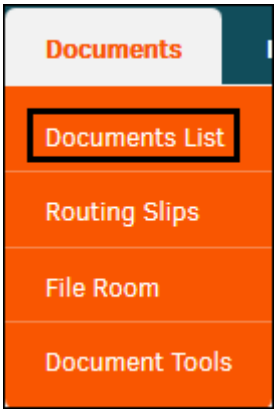
Edit Documents

Delete Documents

Lawtrac Document Data-Matching

### 1.4.1.1 Document Search

The **Document Bank** maintains all documents on the server. To open the **Document Bank**, select **Documents List** from the **Documents** tab.




**Documents List Link**

## Use the Search Filter

Search the Lawtrac **Document Bank** collection using the text boxes under **Search Collection.** Type a word or collection of words most likely to be in the document.

1. Select "And" or "Not" from the drop-down list to filter with or against the word in the second text box. Type a word into the search collection to bring up documents with the word in the title *or* in the text body.
   a. Additionally, an asterisk (*) can be used as a "wild card" to represent any number of unknown characters, including 0 (numeric zero). For example, a search for "Secur*" would find "secured" and "securities" among others. Searches are not case-sensitive.
2. Click **Search Collection** to display the search results.

***Important:*** *All matter documents take on the security settings of the matter to which they are associated. You are only able to view documents assigned to your work group(s) or matter records. Non-matter-related documents have no security settings and are available for all to view.*


**Searching the Document Bank**

From the **Search Collection** results, click the matter number to open a matter record's primary information page, or return to the previous page by clicking the icon above the list.

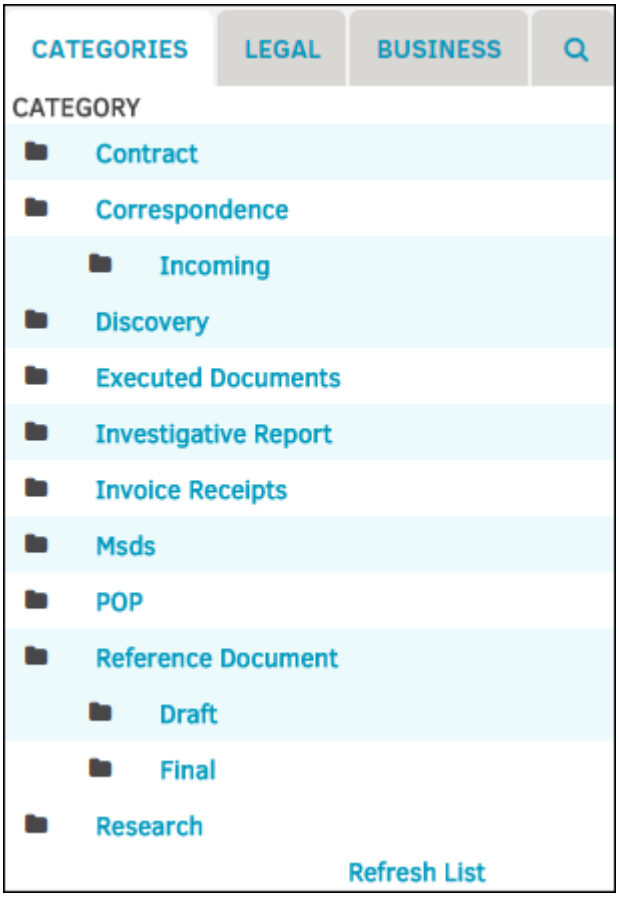
***Note:*** *If a document contains more than one example of your search criteria, it may appear on the list more than once.*

## Use the Search Tabs

Search Categories: The following tabs on the left side of the **Document Bank** provide another way of searching for documents:

- **Categories**—Find documents by document categories
- **Legal**—Find documents associated with matters and are categorized by matter type
- **Business**—Find documents associated with matters and are categorized by specified **Departments** and **Products** on the matter

Click a category link to open a list of documents associated with that category.




**Document Bank Search Tabs**

## Search Metadata

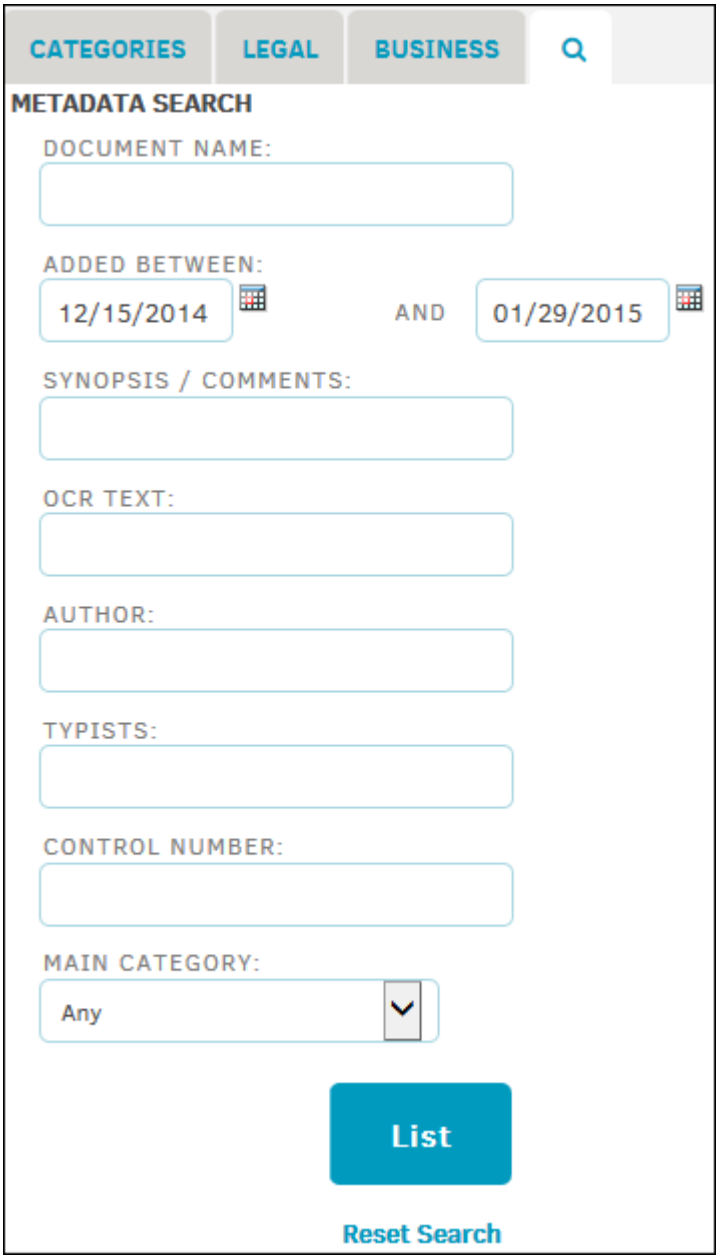
From the **Documents** tab, click the tab to open the Meta Data Search. Enter information about the document(s) in the following fields:

- **Document Name**—The title of the document
- **Added Between**—The time period during which the document was uploaded
- **Synopsis/Comments—**A summary or any comments regarding the document
- **OCR Text—**Text that has been included for outside counsel report
- **Author—**The main author of the document
- **Typists—**Any additional authors who worked on the document

- **Control Number—**The unique number of the document
- **Main Category**—The category of the document

Click the **List** button.

***Note:*** *The Metadata Search does not display documents that are associated with private matters.*

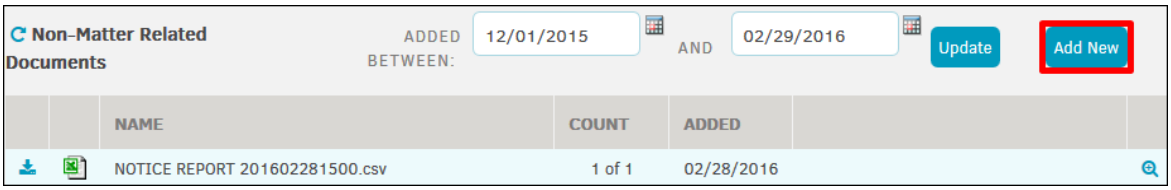



**Metadata Search**

### 1.4.1.2 Add Documents to the Document Bank

If the document is related to a matter record, it is best practice to add that document to the matter record itself.

To add a document directly to the document bank, rather than associating it with a matter record or invoice, select **Documents List** from the **Documents** tab, and click **Add New.**




**Add New Document**

1. Click **Browse**. Your File Explorer dialog box opens, much like the one pictured below.

2. Select a file and click **Open**.

   You have the option in the **Version Controller** section to have the uploaded file overwrite an old file, skip if a file of the same name already exists, or save the file as a new version. Filling in the Author and Typists fields is not required by the application, but may be by your company. The Author field defaults to the name of the user who uploads the document.

3. A "Synopsis" (or general comments) of the document may also be entered, but is not required. Text entered here can be searched via the **Search Metadata** hyperlink in the **Document Bank** (located on the left).

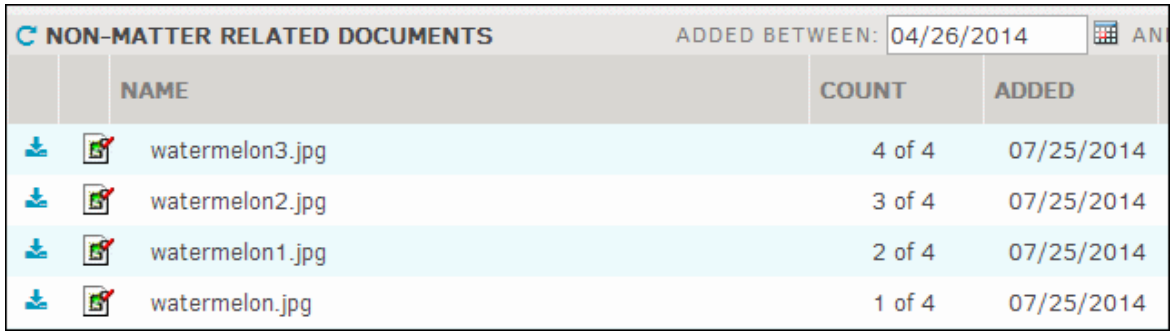
4. Click **Continue**.

***Note:*** *When attempting to upload documents with 4-character suffixes, an error may occur. If that is the case, copy the document to your desktop and rename it so that it has a 3-character suffix. Attempt to perform the upload process again.*

#### 1.4.1.2.1 Version Control

Version control is based solely on the file name of the uploaded document. When you add a new document with the same name as an existing document, the count for the new document becomes 2 of 2 and the earlier version becomes 1 of 2. The count is based on how many other documents with the same file name are in the **Document Bank** when the current file uploads. When you add another document of the same name, the count for the new document becomes 3 of 3.

In addition, Lawtrac adds a number to the end of the file name for each file of the same name. For example, the following image of the **Document Bank** shows an example of multiple versions of the watermelon.jpg file.



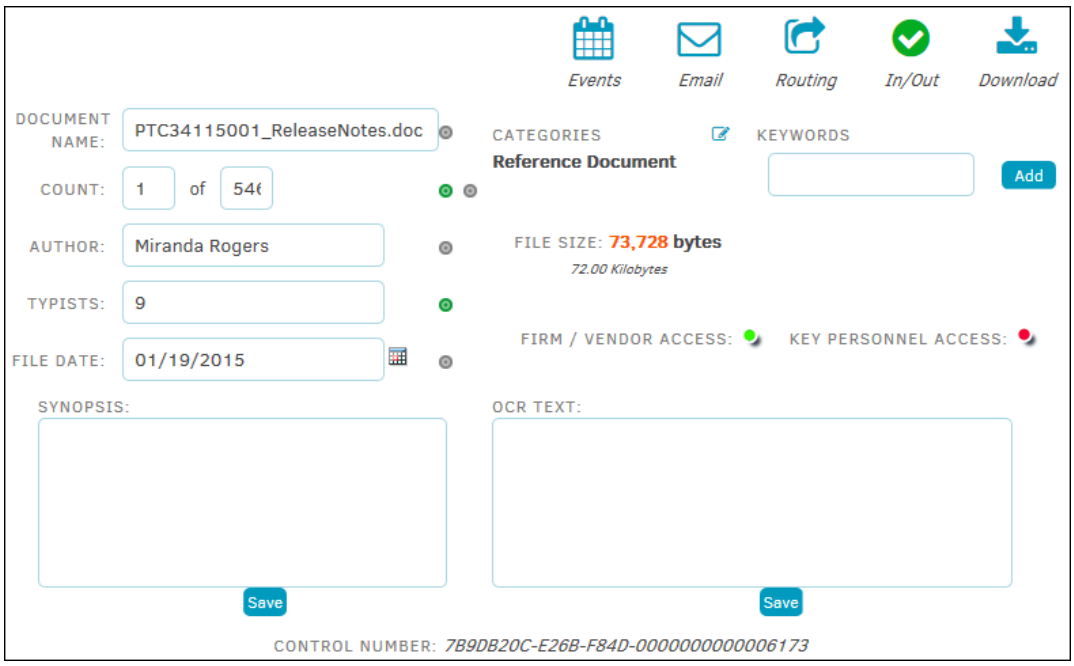

**Version Control Example**

### 1.4.1.3 Edit Documents

You can select an uploaded document to update information about the document.

## Edit Documents Associated with a Matter

1. From the matter, click the **Document Management** tab.
2. Click the name of the document to open the detail page.
3. Edit the fields on the **Edit Document Data** page from within the matter record under the **Documents** tab. Use **[Tab]** on your keyboard to move to the next text box. If a change has been made, the icon indicates the information has been saved.

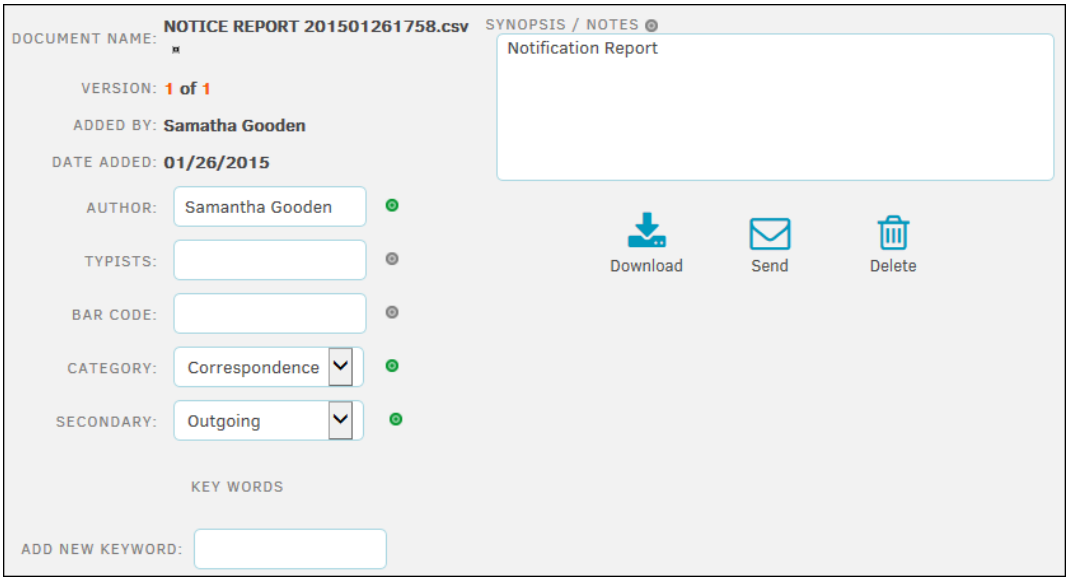



**Editing Matter Document Information**

## Edit Non-Matter Related Documents

1. From the **Document List** in the **Documents** module, click the icon of the document.

2. Edit the fields on the **Non-Matter Related Document Info** page. Use **Tab** on your keyboard to move to the next text box. If a change has been made, the icon indicates the information has been saved.




**Edit a Non-Matter Related Document**

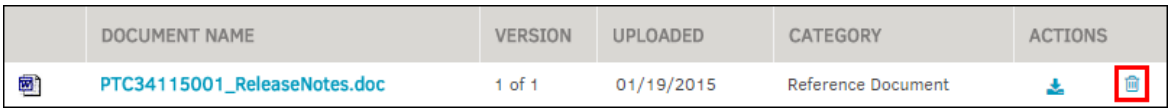
### 1.4.1.4 Delete Documents

Deleting a document removes it from the database and the server's hard drive.

## Delete Documents Associated with a Matter

From the matter record, click the **Document Management** tab.

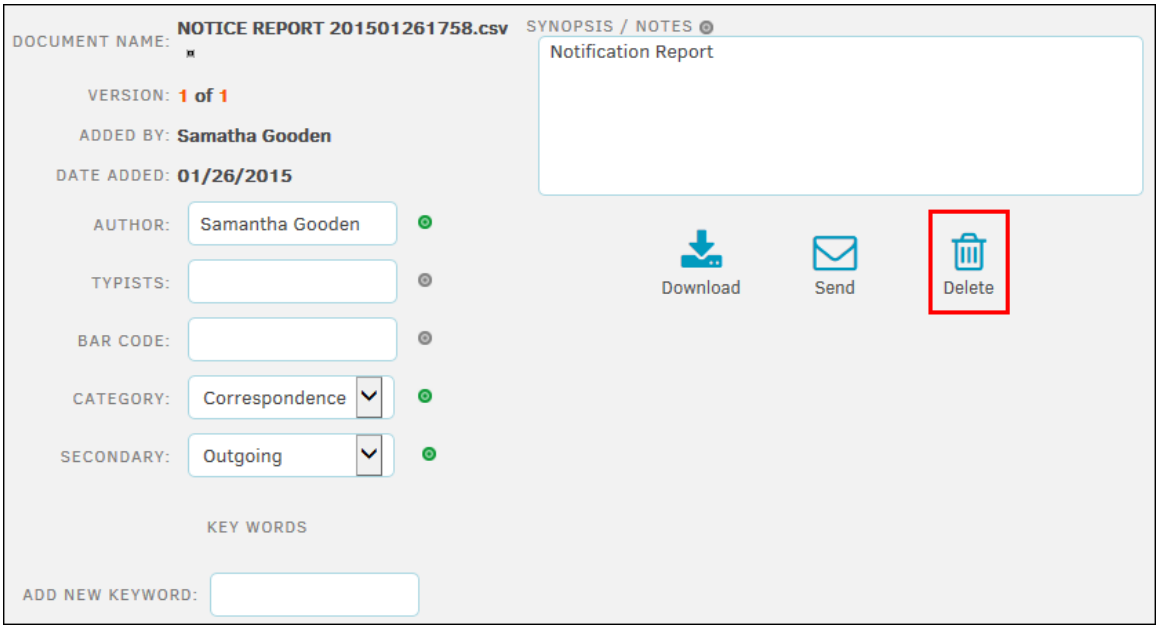
- Click the icon in the **Actions** row for the document.




**Delete a Document in a Matter Record**

## Delete Non-Matter Related Documents

1. From the **Document Bank**, click the icon of the document.
2. From the document information page, click the **Delete** icon.




**Delete the Document**

### 1.4.1.5 Lawtrac Document Data-Matching

The Lawtrac application records much information about a file and conducts a data-matching processes as it is being uploaded.

For example, the upload process gathers the following type of information:

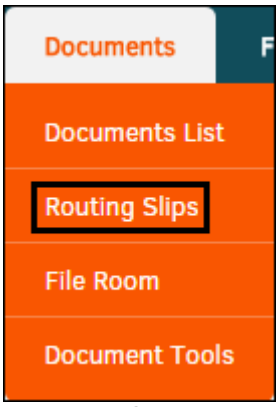
- Initial name Lawtrac used when attempting to save a file
- Directory location of the file uploaded from the client's system
- Name of the file uploaded from the client's system
- Extension of the uploaded file on the client's system without a period (for example, txt not .txt)
- File name, without an extension, of the uploaded file on the client's system
- MIME content subtype of the saved file
- MIME content type of the saved file
- Date and time the uploaded file was last accessed
- Indicates (Yes or No) whether the file already existed with the same path
- Size of the uploaded file
- Indicates (Yes or No) whether Lawtrac appends the uploaded file to an existing file
- Indicates (Yes or No) whether Lawtrac overwrites a file
- Indicates (Yes or No) whether the uploaded file is renamed to avoid a name conflict
- Indicates (Yes or No) whether Lawtrac saves a file
- Size of a file that was overwritten in the file upload operation

- Directory of the file saved on the server
- File name of the file saved on the server
- Extension of the uploaded file on the server, without a period
- File name, without an extension, of the uploaded file on the server
- Time the uploaded file was created
- Date and time of the last modification to the uploaded file
- Date file was added to the Lawtrac system
- Individual adding the file
- Matches the security settings if associated to a matter record.

### 1.4.2 Routing Slips

Routing slips allow for maximum efficiency when it comes to matter approval or review for an invoice. To view active routing slips, select **Routing Slips** from the **Documents** tab.

***Note:*** *If no matter has been assigned to you, the Active Routing Slip list remains empty.*



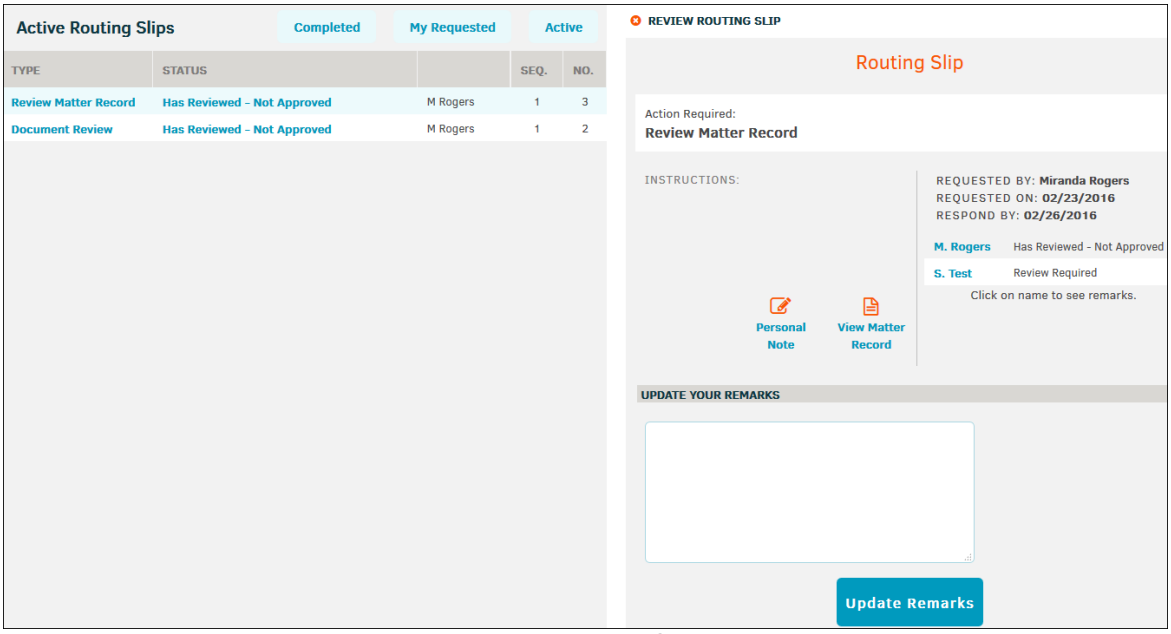

**Routing Slips Link**

- Click **Completed** to view matter records that have already been reviewed
- Click **My Requested** to view routing slips that you have made
- Click **Active** to view pending routing slips

To open a routing slip, click either the **Type** of matter record, or **Status**.

Click on the name of an individual reviewing the routing slip to view their notes or status.

Click the icon to add a personal note, or to view matter record.

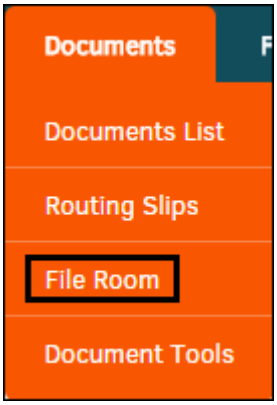



**Review Routing Slip**

## 1.4.3 File Room

While the **Document Bank** manages electronic documents, Lawtrac's **File Room** helps you maintain organization for your physical paper files. The **File Room** module provides a database of the files that support your company's Legal team.

***Note:*** *If you do not see a* ***File Room*** *link, your site administrator may have turned this module off company-wide. Files and folders displayed reflect only those matters to which you have security access.*




**File Room Link**

With Lawtrac's **File Room**, you can track the physical location of each record and indicate whether a file is stored in a file room, an office, or off-site. You can also see when a particular user has one or more of the file's folders checked out.

Lawtrac's **File Room** also allows you to search, check inventories, and identify matters for which no files have yet been created. Even though it is not required, you can use the **File Room** to associate every file and folder to a specific matter record.

The **File Room** includes the following files and folders:

- —Redwell files host a group of folders pertaining to a specific matter.
- —Folders within Redwell files that host specific subjects.
- **Inventory:** File Room inventory overview includes an inventory for managers to verify that electronic data accurately reflects your physical files. View the amount of files, folders, and sub-folders that are checked out, available, in the print queue, and retired.
- **Storage:** Use the text field to search for a file or folder in or .
- **Closed/Retired List:** View retired Redwell folders by name, matter number, matter name, check-out detail, storage box number. Reinstate retired folders here.

**See also:**

File/Folder Listing

Inventory Listing

Storage Search

Searching for Files and Folders

Adding Files and Folders to Matters

Adding New Folders to the File Room

Editing Redwell File Information

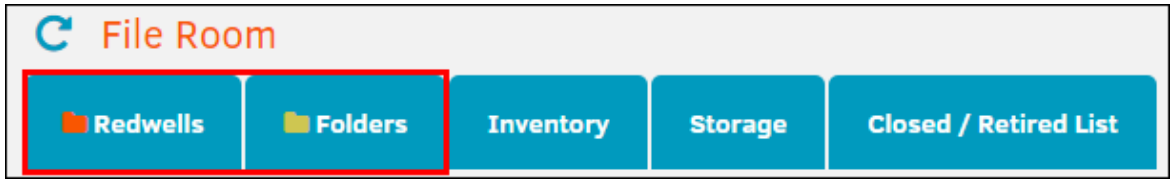
Editing Folder Information

Checking Out Files & Folders

Closed/Retired List

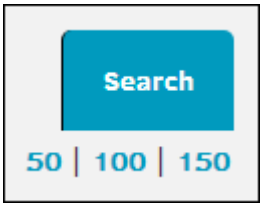
### 1.4.3.1 File/Folder Listing

From the **File Room** page, click the **Redwells** or **Folders** tabs to display the 50 most recent files or folders added to the database. Files and folders in both lists reflect those associated with matters to which you have security access.




**File Room Tabs**

Select the **100** or **150** links on the right side of the screen to display more folders in the list.

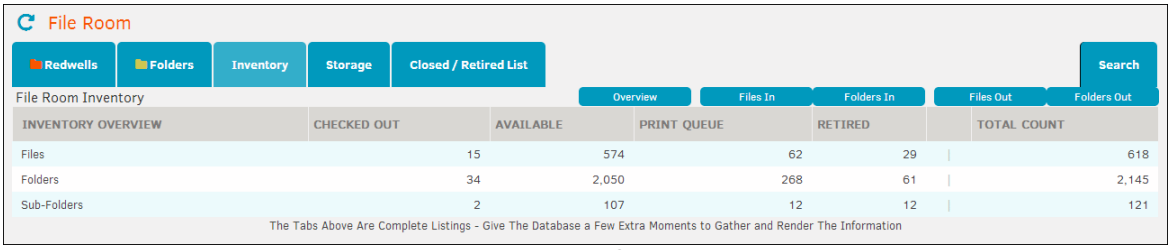



**Specifiying Amount in Lists**

### 1.4.3.2 Inventory Listing

The **File Room** includes an inventory for managers to verify that electronic data accurately reflects your physical files.

Select the **Inventory** tab to open the inventory. From the **Inventory** tab, you see the Overview screen, which tracks statistics on files, folders and sub-folders.




**Inventory Tab Overview**

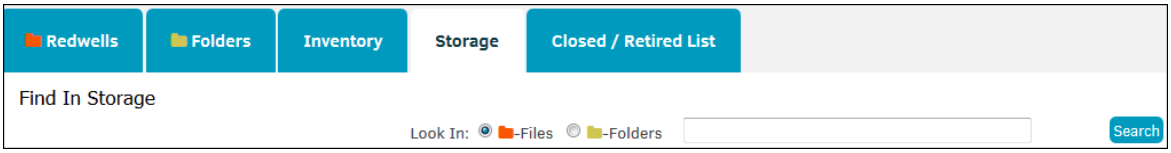
***Inventory Listing Options:***

| Field | Description |
|---|---|
| **Overview** | Includes the number count of inventory, categorized by whether they are checked out, available, in the print queue, or retired. |
| **Files In** | Includes a list of Redwell files that are physically available to check out. |
| **Folders In** | Includes a list of folders that are physically available to check out. |
| **Files Out** | Includes a list of Redwell files that are physically checked out. |
| **Folders Out** | Includes a list of folders that are physically checked out. |

### 1.4.3.3 Storage Search

To search for Redwell files or folders that are in storage, select the **Storage** tab on the **File Room** page.

Using the "Look In" field, specify whether you want to search for Redwell **Files** or **Folders** and enter search criteria in the text box. Click **Search**.



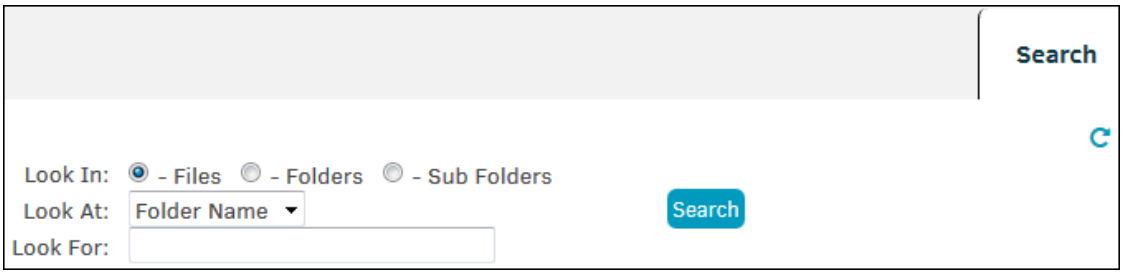

**Storage Search**

Results that appear specify the file or folder name and the associated matter number and name.

### 1.4.3.4 Searching for Files and Folders

You can also search all the Redwell files and folders in the File Room.

1. Click the Search tab from the File Room page.
2. From the Look In field, specify whether you want to search for Redwell files, folders, or sub-folders.




Searching in the File Room

3. From the Look At field, choose which field of the file or folder you want to search on.
4. Type search criteria in the Look For text box.
5. Click Search.

Results that appear specify the file or folder name and the associated matter number and name.

### 1.4.3.5 Adding Files and Folders to Matters

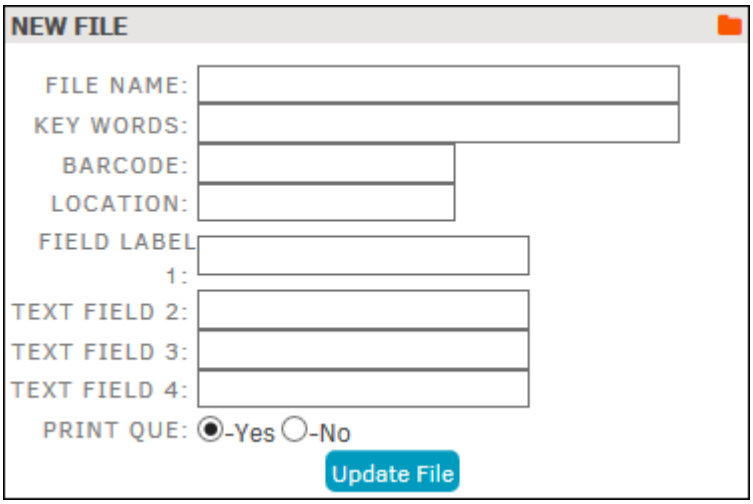
For Redwell files and folders to appear in the **File Room**, you must add them from within a matter record.

## Add Redwell Files to the File Room

1. Click **Document Management** within a matter.
2. Select **Files & Folders**.


**Files & Folders Link**

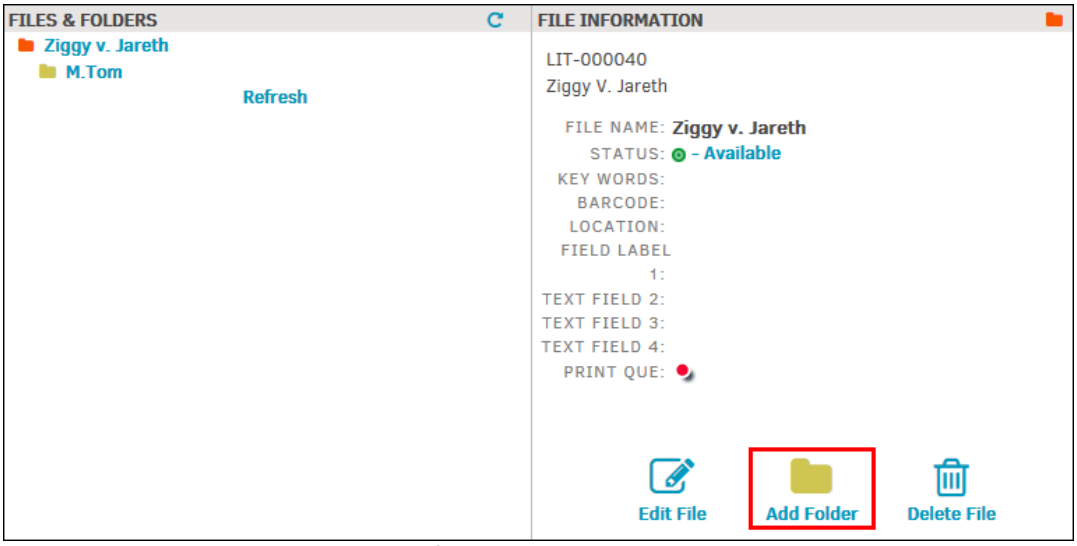
3. Click the **Add New File** button.
4. Enter information about the Redwell file.




**Adding a Redwell File to a Matter Record**

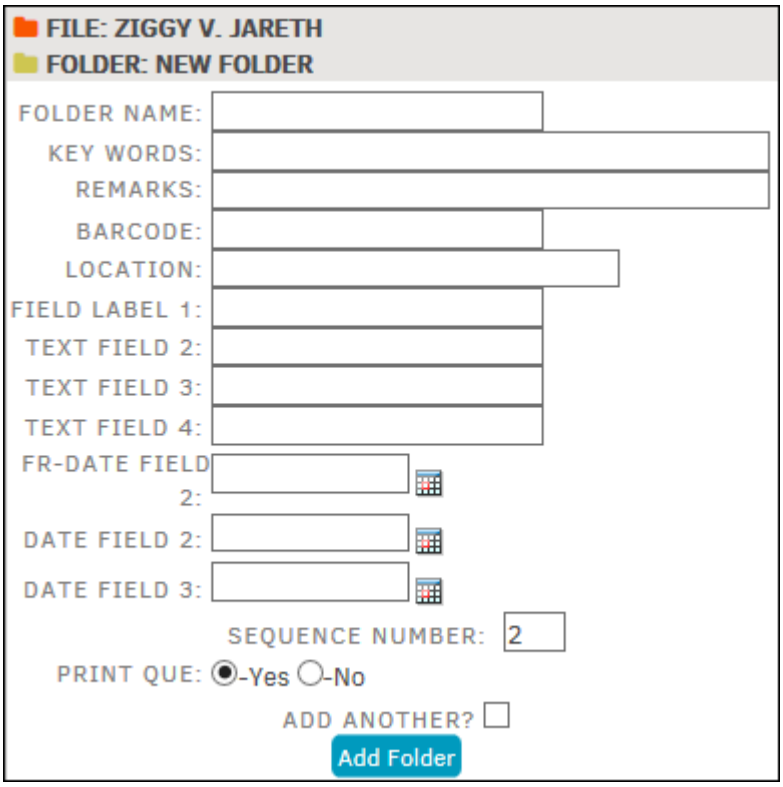
## Add Folders to the Redwell Files in a Matter Record

1. From the **Document Management** tab, click a Redwell folder in the **Files & Folders** list.
2. Click the **Add Folder** icon.




**Select "Add Folder"**

3. Enter information about the folder.



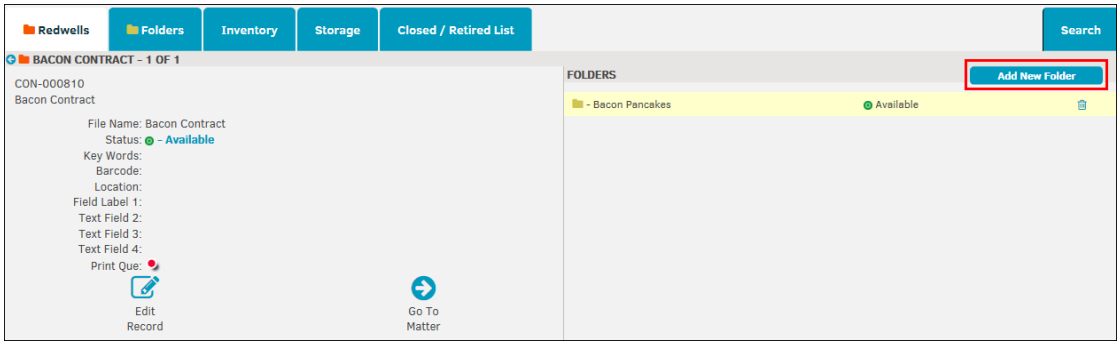

**Add a Folder**

***Note:*** *To edit a Redwell file and folder, select it from the* ***Files & Folders*** *list and click the* ***Edit File*** *icon, or click on the file name on the left side.*

### 1.4.3.6 Adding New Folders to the File Room

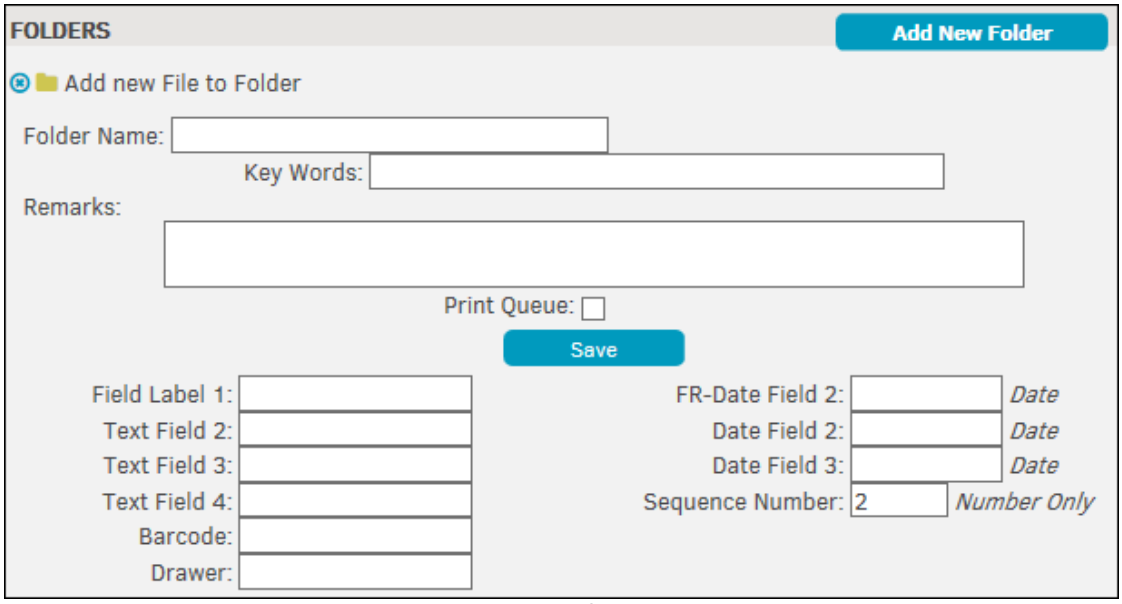
From the **File Room**, you can add new folders to existing Redwell files.

1. Click an existing Redwell file or folder. The left side of the screen displays information about the file, and the right side displays a list of existing folders within the file.




**Add a New Folder**

2. From the right side of the screen, click the **Add New Folder** button.



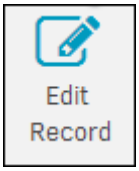

**Enter Folder Information**

3. Enter information about the new folder.
4. Click **Save** to save the new folder.

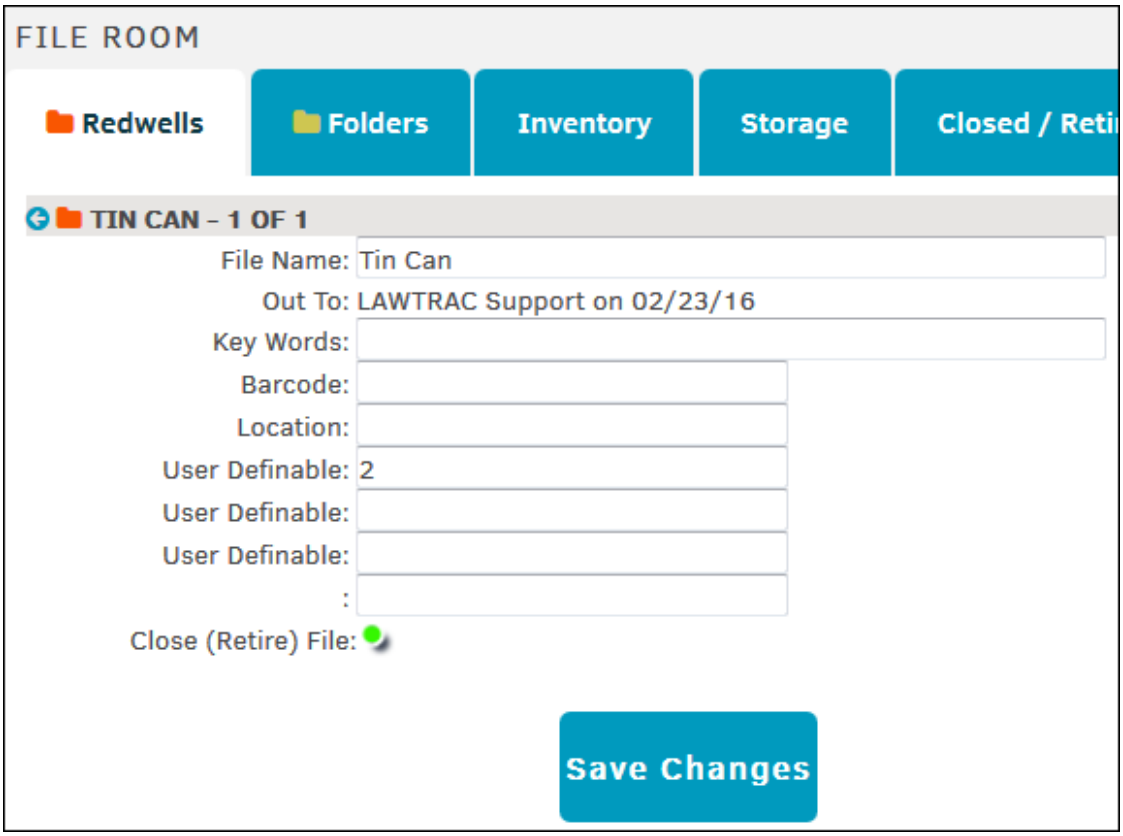
### 1.4.3.7 Editing Redwell File Information

You can edit Redwell files from a matter record or from the **File Room**. Folders within a Redwell file must be edited from within a matter.

1. From the file room, click the linked name of the Redwell file.
2. Click the **Edit Record** icon.




3. Update fields for the file.
4. Click **Save Changes.**



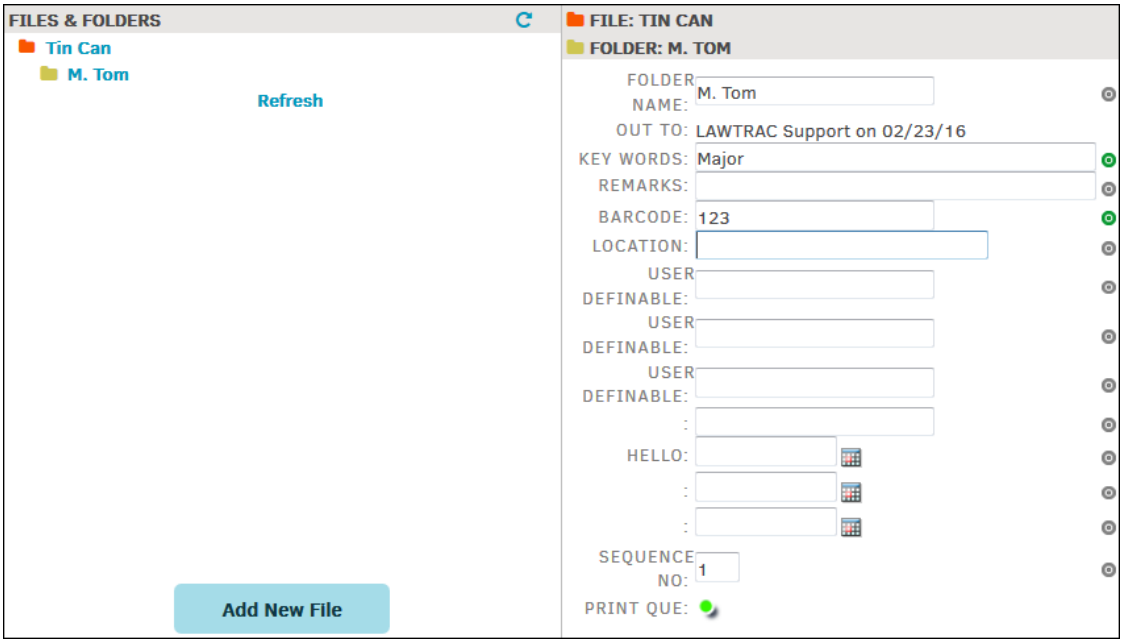

**Editing a Redwell File**

### 1.4.3.8 Editing Folder Information

You can edit folders from within a matter or from the **File Room**.

## Edit Folders from a Matter

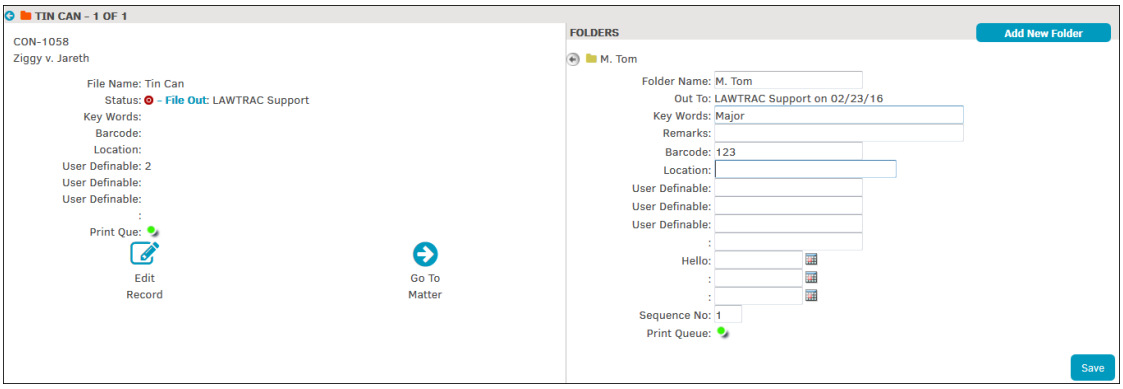
1. Click the linked name of the folder. Editable information fields for the folder appear.




2. Update fields for the file. Use the **[Tab]** button on your keyboard to move to the next text box. If a change has been made, the icon indicates that the data has been saved automatically.

## Edit Folders from the File Room

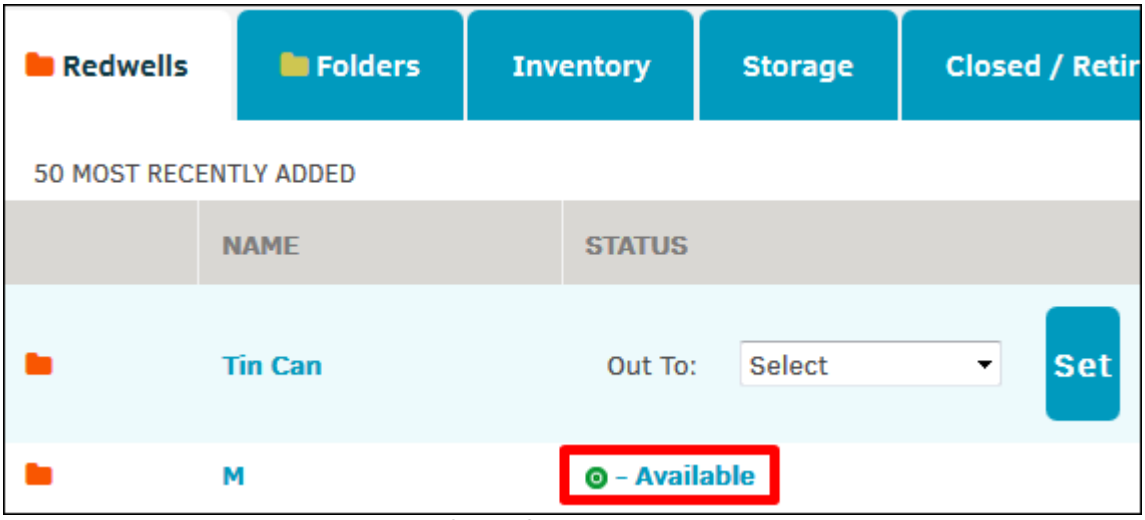
1. Go to the **Folders** tab and click on the icon of the desired folder. You can also click the from inside a file selected in the **Redwells** tab.
2. Update fields for the file. Use the **[Tab]** button on your keyboard to move between text fields.
3. Click **Save**.




**Editing a Folder in the File Room**

### 1.4.3.9 Checking Out Files & Folders

To check out any file or folder, click **Available** on any file or folder listing. You can also click on the name of the file or folder and select **Available** from the record page.




**Check Out a File/Folder**

- An "Out To" drop-down list appears, allowing you to select the name of the appropriate person. Click **Select** to confirm.
- A red icon appears on the File or Folder Information screen which gives the name of the person who has possession of the file/folder.

  – File Out: Bruce Bose

- To check the file back in, click **File Out** and then click the new **Check In** button.

### 1.4.3.10 Closed/Retired List

View retired Redwell folders by selecting the **Closed/Retired List** tab from within the **File Room**.

Use the Search Bar at the top right to find a folder by matter number or name.

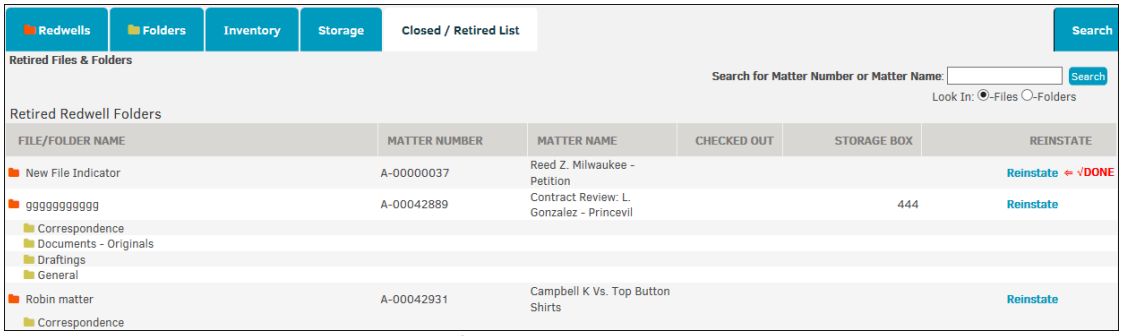

Reinstate a retired folder by clicking **Reinstate** to the far right of a file name. A check mark and "Done" appears in red if the folder was reinstated successfully.

Retired files and folders are still available through the matter record.

**To access a file or folder:**

1. Copy the matter number name and paste it in the **Quick Find** text box at the top of the screen.

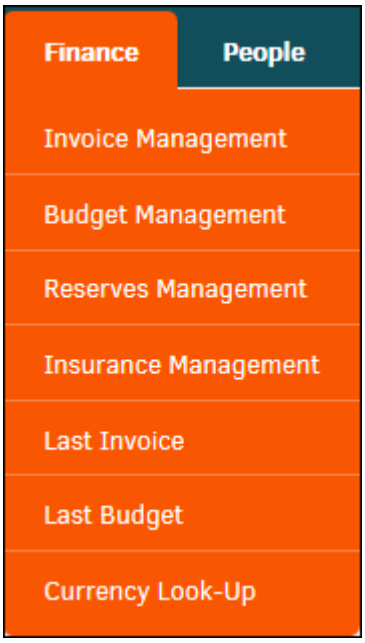
2. Open the matter record from the search results and access the **Document Management** tab, then go to **Files & Folders**. You have the ability to edit or delete the files and folders from this location.




**Closed/Retired List**

## 1.5 Finance Module

The **Finance** tab provides the following Lawtrac features:




**Finance Tab**

***Finance Options:***

| Page | Function |
|---|---|
| Invoice Management | Create, view, update, and approve invoices.<br>**See Also:** |

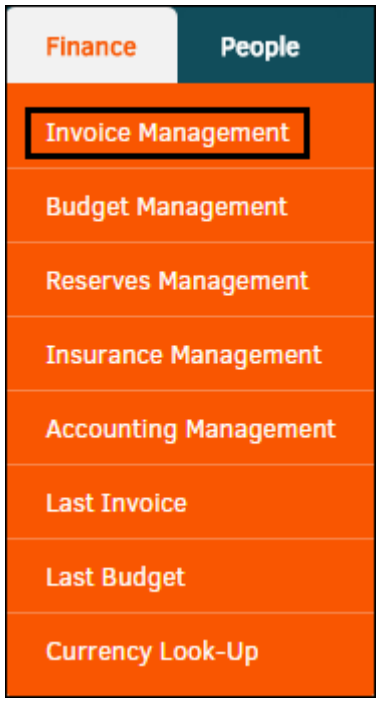
| Page | Function |
| --- | --- |
| | Main Invoice Page<br>Invoices Pending Approval<br>Adding a New Invoice<br>Oldest Not Approved<br>Approval Schema<br>Invoices with Documents<br>Electronic Transfer<br>Chargeback Overview<br>Chargeback Activity<br>Recently Received Invoices |
| **Budget Management** | View and update budgets.<br>**See also:**<br>View Budget Details<br>Edit and Add Budget Line Items<br>Budgets Chronology<br>Budget Comments<br>Budget Variance |
| **Reserves Management** | View reserves. |
| **Insurance Management** | Create, view, and update insurance policies.<br>**See also:**<br>Insurance Policy Overview<br>Carrier/Underwriter<br>Carrier Contacts<br>Carrier Policies<br>Insurance Policies<br>Matter Records<br>Occurrence Overview |

| Page | Function |
|---|---|
| **Last Invoice** | Open the last invoice you viewed. |
| **Last Budget** | Open the last budget you viewed. |
| **Currency Look-Up** | Open the Currency Look-Up tool and search for currency rates. |

## 1.5.1 Invoice Management

Invoices are a core part of matter management, and Lawtrac provides a way to track and manage them.

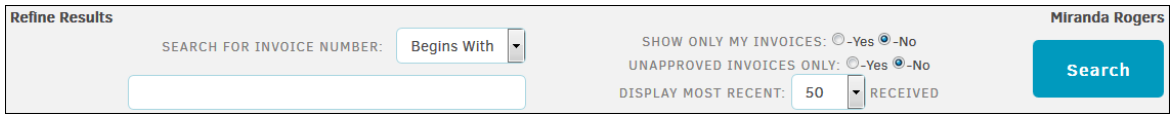
Select **Invoice Management** from the **Finance** tab.




**Invoice Management**

View an invoice by clicking an invoice number from the list. Search invoices from the **Invoice Management** page by using the Refine Results area above the list of 50 most recent invoices. Enter part or all of an invoice number in the search text box and click **Search Invoices**.

Optionally, you can use the radio buttons to show only your invoices, or only unapproved invoices.




**Search Invoices**

Lawtrac includes the following types of invoices:

- **Summary**—Invoices that include the summarized totals
- **Detailed**—Invoices with line item information
- **LEDES**—Invoices with line item information that law firms and vendors submit electronically
- **Pre-approved**—Invoices that were approved on a matter before entered into the Lawtrac database

***Invoice Management Sidebar Options:***

| Page | Function |
|---|---|
| Pending Approval | Open a list of invoices that require your approval. |
| **Recent Invoices** | View the 50 most recent invoices. This is the default page when opening **Invoice Management**. Use the Refine Results area above the list of invoices to change the maximum amount listed. |
| Add New Detailed Invoice | Add an invoice that contains line items. |
| Add New Summary Invoice | Add an invoice that does not require line items. |
| Oldest Not Approved | View a list of invoices pending approval or rejected for a specific time period. |
| Approval Schema | View and edit the approval schema. |
| Invoices with Documents | View the 50 most recent invoices with attached documents. |
| Electronic Transfer | View the 50 most recent invoices that involve electronic transfer. |
| Chargeback Overview | View an overview for chargebacks for a specific invoice, matter record, or time period. |
| Chargeback Activity | View the 100 most recent chargebacks. |
| Recently Received | View invoices received on a particular day. |

**See also:**

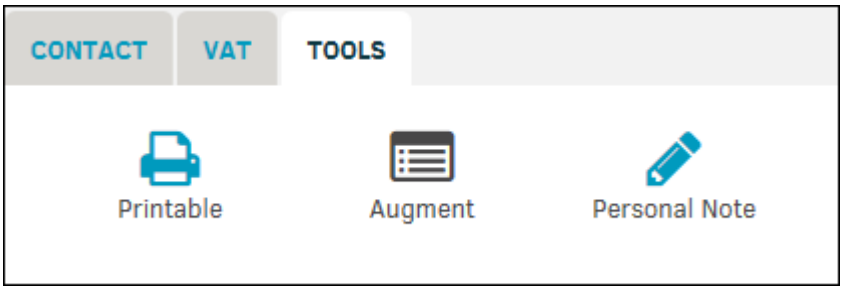
Main Invoice Page

Invoice Tabs

### 1.5.1.1 Main Invoice Page

The main page of an invoice includes the invoice date and total dollar amount information, a link to the matter associated with the invoice, and the approval chain. On a detailed invoice, the screen also includes fee and disbursement totals, a breakdown of line items, and options for viewing the line item details. The page includes the following sections.

## The Tools Tab

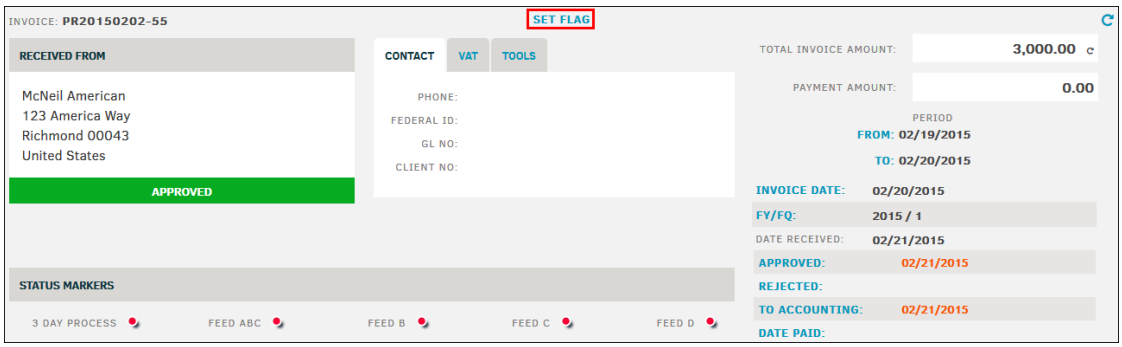



**Invoice Tools**

Click the following links to use invoice tools:

- **Printable**—Create a PDF of an invoice that appears on the **Invoice Documents** tab
- **Augment**—Add line items to an invoice. This can be done for both a summary and detailed invoice
- **Personal Note**—Add a personal note to the invoice

## The Top of an Invoice

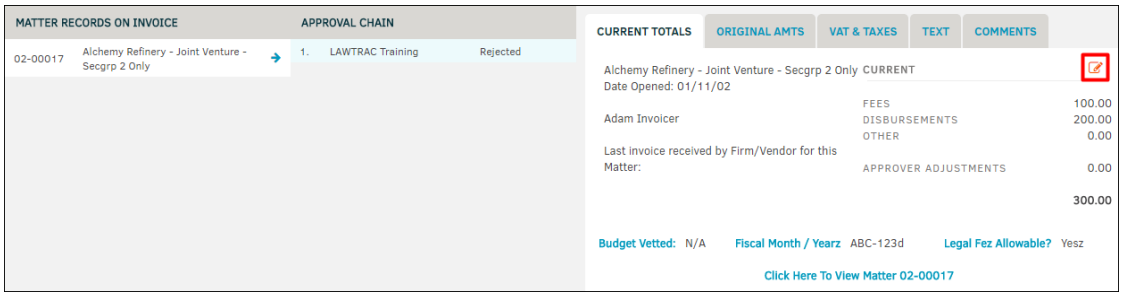



**Top of an Invoice**

Th top of an invoice displays the firm or vendor information, invoice dates, invoice total, invoice text fields, and invoice status markers. Site administrators and super users can turn the status markers on or off and can change their captions.

Flag this budget for easy return access by clicking **Set Flag**. The budget appears in your **My Flags** page. Select a color of your preference for organization, or select **Close/Cancel** to end the process without flagging the budget.

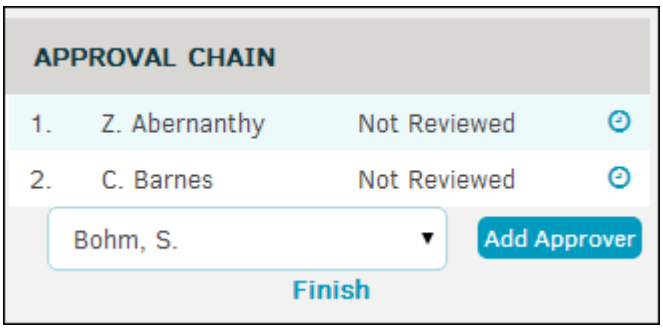
## Matter Information




**Matter Records Associated with Invoice**

The **Matter Records on Invoice** section displays matter numbers and names associated with the invoice. Click → to display the invoice details for the matter under the **Matter Records on Invoice** tab. The information is displayed to the right, under the **Current Totals** tab.

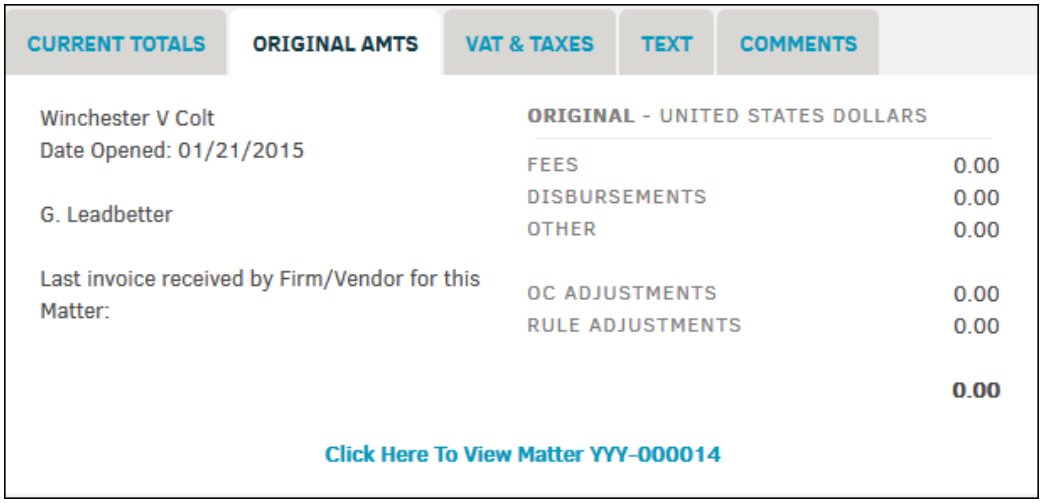
## Approval Chain




**Approval Chain**

The **Approval Chain** section displays the approval chain and the status of each approver. Click **Adjust Approver Chain** to edit the list.

## Original Amounts

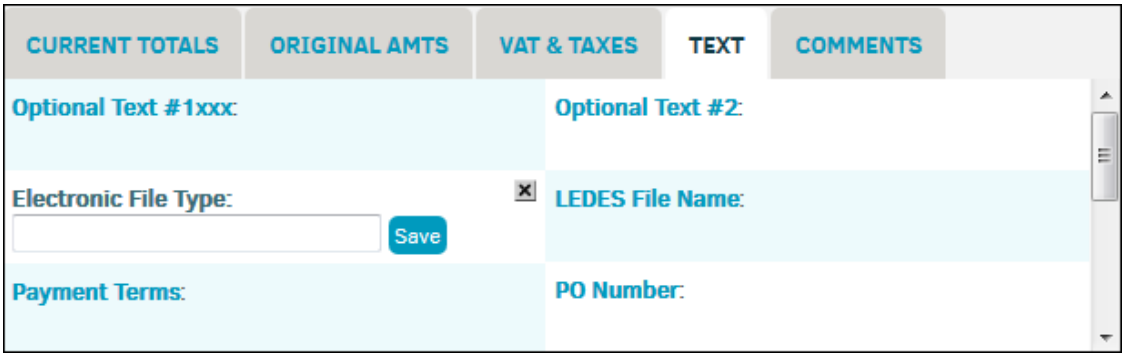



**Original Amounts**

The **Original Amounts** tab displays the amounts submitted during invoice creation and the current amounts. Select a matter in the **Matter Records on Invoice** section to display the original amounts for a different matter.

See also Add/Calculate VAT & Taxes.

## Text and Comments




**Text**

The **Text** tab displays any optional text that you would like to add to the invoice. Click on the hyperlink text title to open a text box. Enter your message and click **Save**.

The **Comments** tab displays any text that outside counsel added to the invoice.

## Invoice Tabs

The invoice tabs at the bottom of the page defaults to the **Invoice History** tabs, but you can select each tab for more information about an invoice. See Invoice Tabs for detailed information.

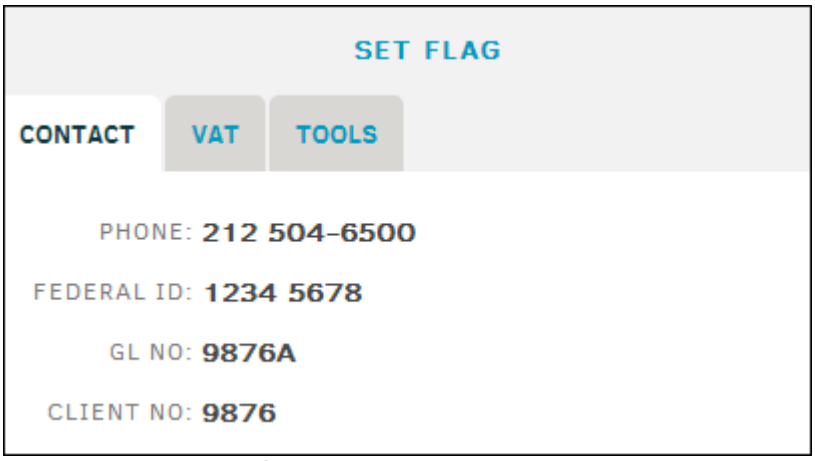

**Invoices Tab**

1.5.1.1.1 Flag an Invoice or Line Item

You can set flags on invoices and line items to mark them as favorite. Flagged items appear in the **My Lawtrac** tab under **My Flags**.

To flag an invoice, click the **Set Flag** link at the top of the page.

You also can flag a line item from the **Order Received** and **Chronological Order** tabs of the invoice. From the line item, click the icon and click **Set Flag**.



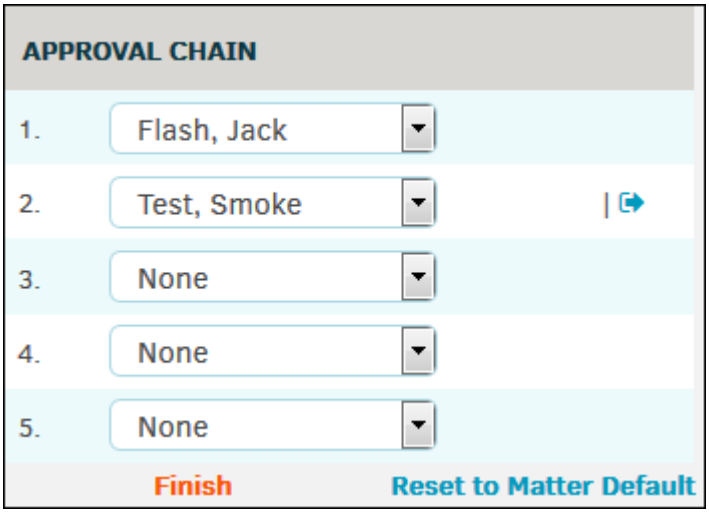

**Setting a Flag on an Invoice**

1.5.1.1.2 Approval Chain

Click **Adjust Approver Chain** (located in the center of an invoice page) to update the current approval chain. The approval chain controls who needs to review and approve an invoice, and any approval substitutes.

***Note:*** *You can add up to five approvers, but the order of approvers is not necessarily a chain of command. For example, an approver in the third position can approve the invoice before the second approver.*

1. From the **Select Position No. 1** drop-down list, select an approver.
2. Continue to select approvers until all desired approvers are added.
   a. Click the icon to remove an individual from the approval list, or select "None" from the drop-down selection. ***Note:*** *Since at least one approver is required, this icon does not appear for the first position.*
3. Click **Finish** when you have added all approvers.




**Adjust Approval Chain**

## Reset to Matter Default

Click the **Reset to Matter Default** hyperlink to reset the approval chain for this invoice to the matter default. Invoice amounts are not affected. To adjust matter default, please refer to *Matters Module | My Matters | Legal Team | Invoice Approval*.

After clicking **Reset to Matter Default**, click **OK** to confirm your decision within the pop-up window.

The approval chain window refreshes (to the non-adjustment view) to show that the chain contains only the default approvers for the associated matter. The invoice is set back to pending, and all reviewers on the chain must review the invoice; any comments added to the invoice are still present.

Click the icon to send a reminder to review the invoice.

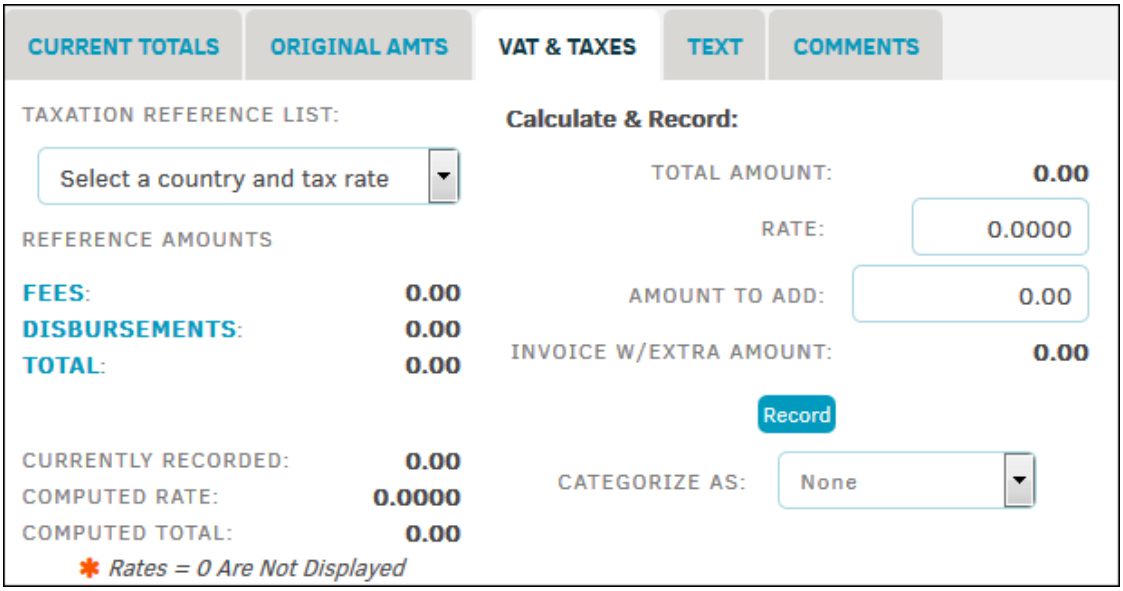
### 1.5.1.1.3 Add/Calculate VAT Tax

The **VAT & Taxes** tab (located in the middle of the main invoice page) allows you to take the tax rate for a geographic region and multiply that rate against:

- The entire matter amount
- Fee (hourly) items only
- Disbursement (expense) items only

To calculate the Value Added Tax (VAT) for an invoice, complete the following steps:

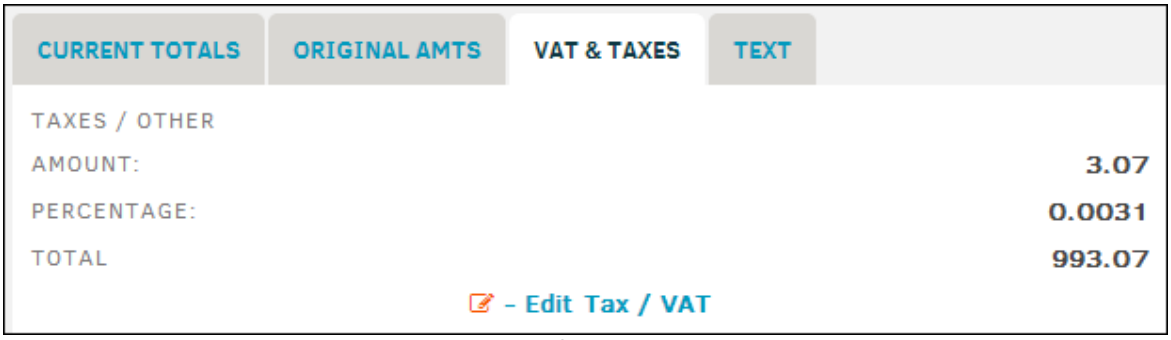
1. Click the **Vat & Taxes** tab on the invoice main page.
2. Click on one of the Reference Amounts to distinguish what type of tax you are adding (Fees, Disbursements, Total).




**Using VAT Calculation**

3. Select the appropriate country from the **Taxation Reference List**. The Rate and Amount to Add update based on the selection.
4. Select a category from the Categorize As drop-down list.
5. Click **Record** to save.
6. Select **Here** to see the recorded amount.

The **VAT & Taxes** tab records the VAT amount in the Amount and Total fields. Click **Edit Tax/VAT** to update the VAT amount.




**New Amount after Adding the VAT**

1.5.1.1.4 Invoice Tabs

At the bottom of the main invoice page resides a list of tabs that allow you to view a variety of information.

***Note:*** *If the invoice you are viewing is a summary invoice, only the tabs for* ***Approval Activities****,* ***Invoice Documents****,* ***Chargeback Review****,* ***Flags and Comments****,* ***Invoice History****, and* ***Budget Review*** *are available.*

***Invoice Tab Options:***

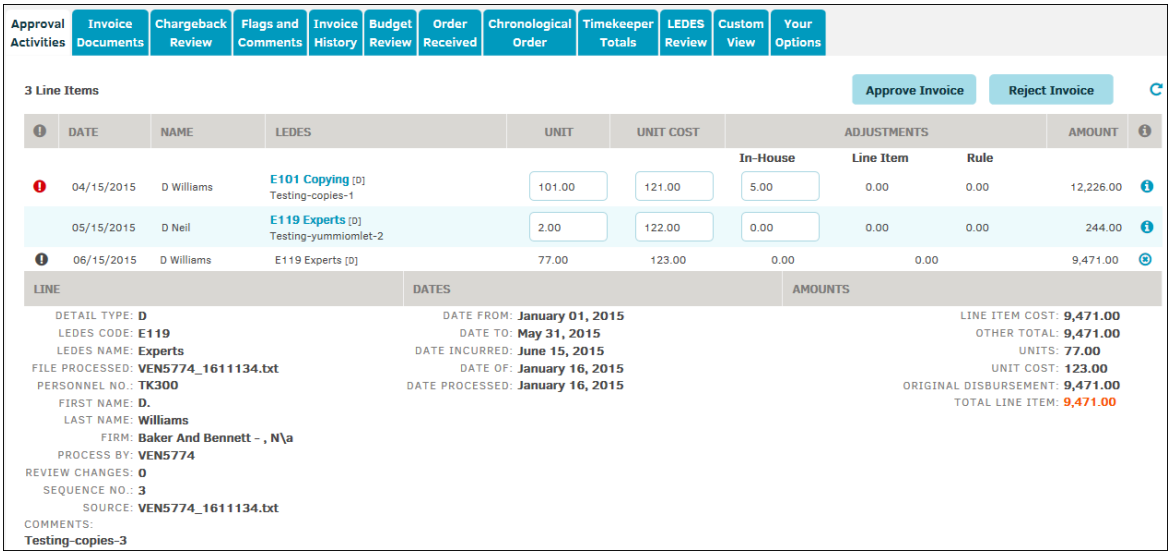
| Tab | Function |
|---|---|
| **Approval Activities** | View a list of line items needing approval or have been approved/rejected.<br>**See also:**<br>Adjusting Line Items<br>Approving the Invoice<br>Rejecting an Invoice |
| **Invoice Documents** | View the documents uploaded for an invoice. |
| **Chargeback Review** | View chargebacks, which are divisions of the company that the invoice charges. By default, the chargebacks for an invoice come from its associated matter. |
| **Flags and Comments** | View the flags and comments for the invoice. |
| **Invoice History** | View all invoice amounts and summary. |
| **Budget Review** | View the details for a budget. |
| **Order Received** | View the order in which line items uploaded to an invoice. |
| **Chronological Order** | View line fee items listed in chronological order. |
| **Timekeeper Totals** | View all documented timekeepers and the hours claimed under a specific date. |
| **LEDES Review** | Display phase reviews and LEDES code records. |
| **Custom View** | To request a customized view of invoice details to meet your particular needs, please contact your Lawtrac Account Executive. |
| **Your Options** | Select the tab to which you would like the line items to default. |

1.5.1.1.4.1 Approval Activities

View a list of line items needing approval or have been approved/rejected by selecting the **Approval Activities** tab at the bottom of an invoice.

Select the LEDES code or the icon to view details, dates, and amounts.

The icon indicates that a line item contains a word that has been identified as non-billable by an invoice approver.




**Approval Activities Tab**

**See also:**

Adjust Line Items

Approve the Invoice

Reject the Invoice

If you are an approver for an invoice, a site administrator, or a super user, you can adjust line items from the **Approval Activities** tab of the invoice.


**Adjusting Line Items**

Complete the following steps to make an adjustment:

1. Click one of these text fields:
   - The first text field to adjust for number of units (hours or items)
   - The second text field to adjust the cost of the item or the hourly rate

- The third text field for in-house adjustments

| UNIT | UNIT COST | ADJUSTMENTS | | | AMOUNT |
|---|---|---|---|---|---|
| | | In-House | Line Item | Rule | |
| 101.00 | 50.00 | 0.00 | 0.00 | 0.00 | 5,050.00 |

**Adjust Line Item and Approve Invoice**

2. Select a reason for the adjustment from the **Choose One Reason Below** drop-down list.

| DATE | NAME | LEDES | UNIT | UNIT COST | ADJUSTMENTS | | | AMOUNT |
|---|---|---|---|---|---|---|---|---|
| | | | | | In-House | Line Item | Rule | |
| 11/01/2015 | O Cue | B100 Administration [F] | 10.00 | 50.00 | 5 | 0.00 | 0.00 | 500.00 |

Reason For Making The Adjustment — Increasing To 505.00 — Cancel Adjustment

Choose ONE reason below

Save Adjustment

*Click Save for adjustment to take place*

**Reason for Line Item Adjustment**

3. Enter comments for the adjustment in the large text box.
4. Click **Save Adjustment**.

***Important:*** *Adjustments are based on the original line item amount. For example, if a previous approver adjusted the line item and then you go to adjust the line item further, your adjustment should be based on the original amount and not the "new" adjusted amount made by the previous approver.*

If you want to approve the invoice, click the **Approve Invoice** button above the list of line items in the **Approval Activities** tab.

***Note:*** *You can also approve from the **Pending Approval** page.*

***Important:*** *Do not switch screens or use your browser's "**Back**" or "**Refresh**" button during the approval process.*

When the application is finished updating, the screen refreshes back to the **Invoice History** tab. The **Approval Chain** area displays a green "Invoice Approved" banner.

3 Line Items — Approve Invoice — Reject Invoice

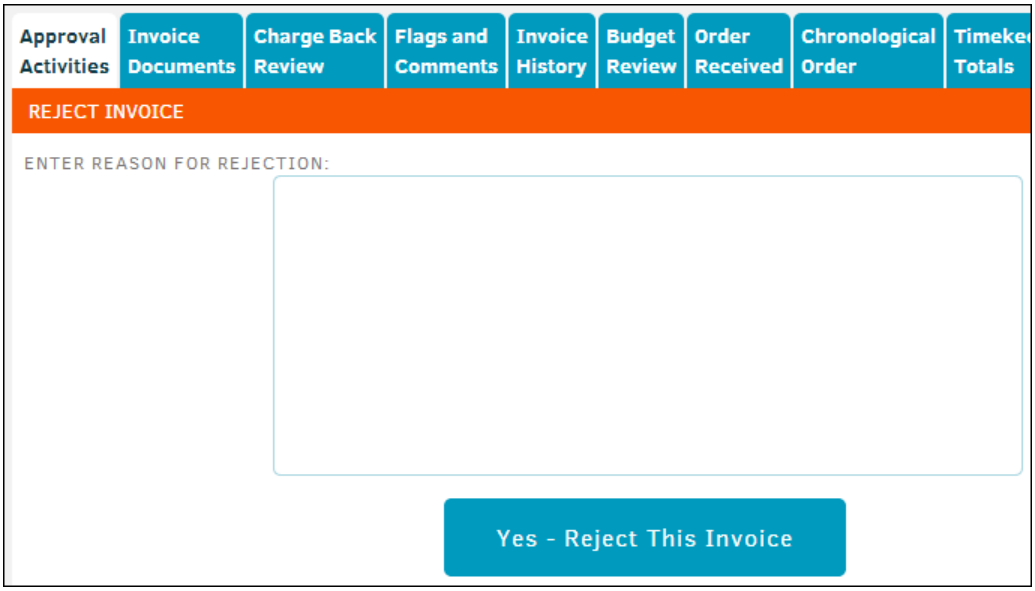
| DATE | NAME | LEDES | UNIT | UNIT COST | ADJUSTMENTS | | | AMOUNT |
|---|---|---|---|---|---|---|---|---|
| | | | | | In-House | Line Item | Rule | |
| 04/15/2015 | D Williams | E119 Experts [D] Testing-Local Travel -1 | 101.00 | 50.00 | 0.00 | 0.00 | 0.00 | 5,050.00 |
| 05/15/2015 | D Neil | E119 Experts [D] Testing-jummlbreakfast-2 | 2.00 | 100.00 | 0.00 | 0.00 | 0.00 | 200.00 |
| 06/15/2015 | D Williams | E119 Experts [D] Testing-Local Travel -3 | 77.00 | 150.00 | 0.00 | 0.00 | 0.00 | 11,550.00 |

If you want to reject the invoice, click the **Reject Invoice** button above the list of line items in the **Approval Activities** tab.


**Reject an Invoice**

Enter your reason for the rejection into the **Enter Reason for Rejection** field for the law firm to see. Click **Yes–Reject This Invoice** to reject the invoice.

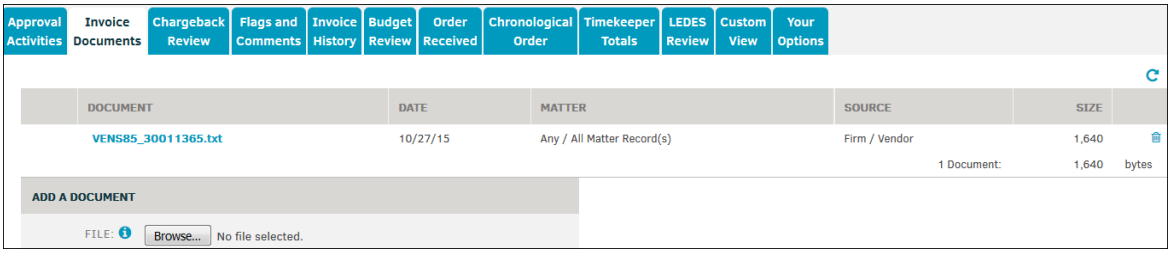
The firm or vendor is notified via email that you rejected the invoice.




**Reason for Rejection**

1.5.1.1.4.2 Invoice Documents

To view the documents for an invoice, select the **Invoice Documents** tab at the bottom of an invoice page. This tab includes all of the documents uploaded to the invoice.




**Invoice Documents Tab**

For each listed document, you can perform the following tasks:

- Download—Click the document title to download a document

- Delete—Click the icon to delete a document

## Add a Document to the Matter Record

1. Select **Browse** from the **Add Document** section to upload a file to the invoice.

   When a file type has been selected, an **Upload** button appears.

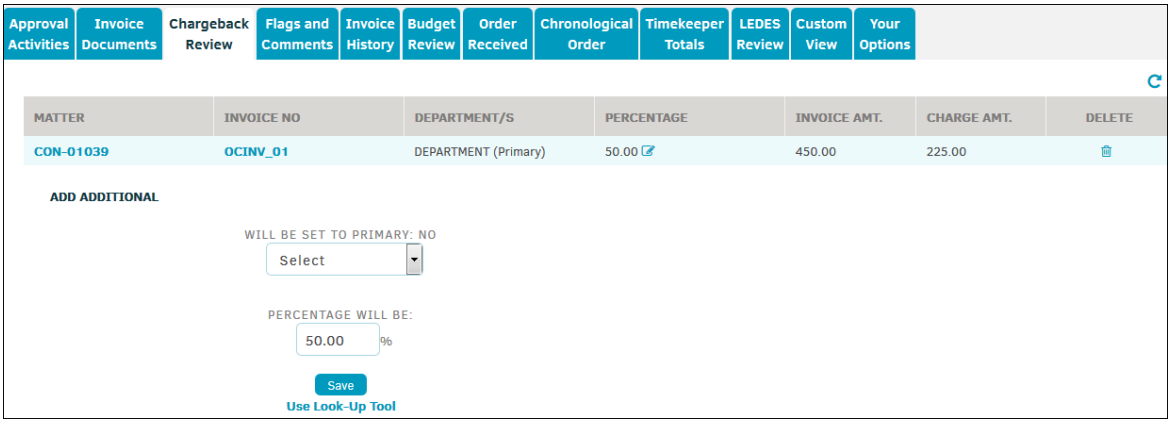
2. Click **Upload**. The entire invoice refreshes to list the new document in the **Invoice Documents** tab.

Click the icon to view upload instructions and restrictions.

1.5.1.1.4.3 Chargeback Review

Chargebacks are divisions or departments of the company that the invoice charges. By default, the chargebacks for an invoice come from its associated matter.

To review the chargebacks for an invoice, select the **Chargeback Review** tab at the bottom of an invoice page.




**Chargeback Review Tab**

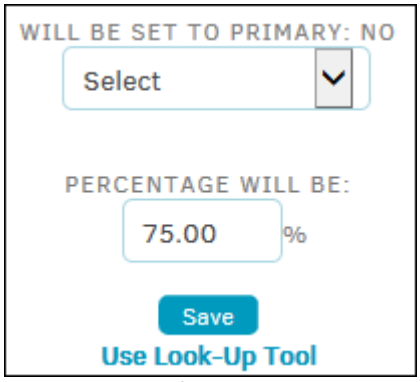
Click the matter number to view the matter record's primary information page, or the invoice number to view the invoice main page.

You can update existing chargebacks in the following ways:

- Click the icon under the **Percentage** column. Enter a new percentage and click **Save**.
- Delete a chargeback using the icon.

**To charge an additional business unit:**

1. Select a department from the drop-down list. If additional drop-down lists appear, you can narrow down the department further.
2. In the **Percentage Will Be** field, enter the percent of the invoice that is to be charged to the business unit. The sum of all chargebacks must not exceed 100%.
3. Click **Save** to add the chargeback to the invoice.



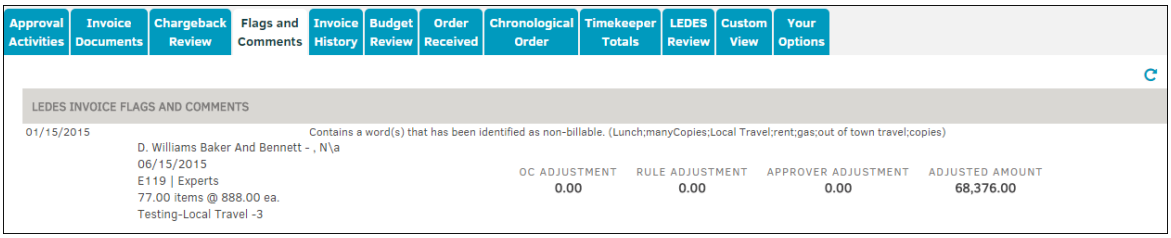

**Add a Charge-back**

## Use Look-Up Tool

Click **Use Look-Up Tool** at the bottom to search for a specific account code that may not show up in the drop-down menu.

1.5.1.1.4.4 Flags and Comments

To view the flags and comments for an invoice, select the **Flags and Comments** tab at the bottom of an invoice page. The flags and comments pertain to any action taken in the **Approval Activity** tab, such as a reason for a rejection, the cause of a line item adjustment, or a notification that a line item was flagged because it contains a word that has been identified as non-billable.

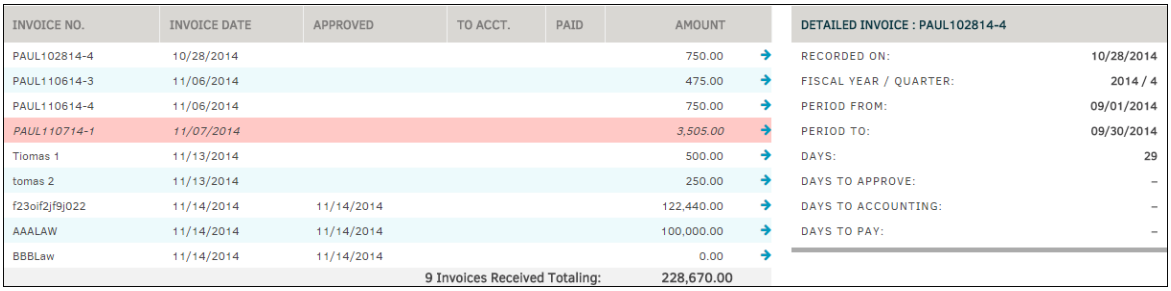



**Flags and Comments Tab**

1.5.1.1.4.5 Invoice History

To view the history for invoices on a matter, select the **Invoice History** tab at the bottom of an invoice page.

Click the → to view the read-only invoice details.



| INVOICE NO. | INVOICE DATE | APPROVED | TO ACCT. | PAID | AMOUNT |
|---|---|---|---|---|---|
| PAUL102814-4 | 10/28/2014 | | | | 750.00 |
| PAUL110614-3 | 11/06/2014 | | | | 475.00 |
| PAUL110614-4 | 11/06/2014 | | | | 750.00 |
| *PAUL110714-1* | *11/07/2014* | | | | *3,505.00* |
| Tiomas 1 | 11/13/2014 | | | | 500.00 |
| tomas 2 | 11/13/2014 | | | | 250.00 |
| f23oif2jf9j022 | 11/14/2014 | 11/14/2014 | | | 122,440.00 |
| AAALAW | 11/14/2014 | 11/14/2014 | | | 100,000.00 |
| BBBLaw | 11/14/2014 | 11/14/2014 | | | 0.00 |
| | | | 9 Invoices Received Totaling: | | 228,670.00 |

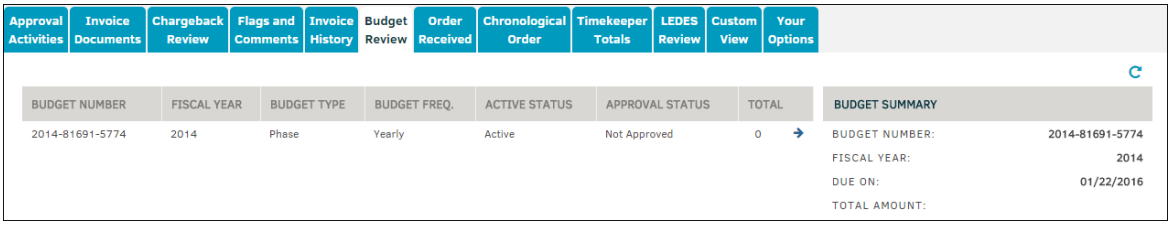
| DETAILED INVOICE : PAUL102814-4 | |
|---|---|
| RECORDED ON: | 10/28/2014 |
| FISCAL YEAR / QUARTER: | 2014 / 4 |
| PERIOD FROM: | 09/01/2014 |
| PERIOD TO: | 09/30/2014 |
| DAYS: | 29 |
| DAYS TO APPROVE: | – |
| DAYS TO ACCOUNTING: | – |
| DAYS TO PAY: | – |

**Invoice History Detail**

1.5.1.1.4.6 Budget Review

Budgets are created for a matter record by a firm or vendor and determined by phase and task type.

- To review the budget for a matter, select the **Budget Review** tab at the bottom of an invoice page. The budget summary does not list individual budget line items.
- To view the firm/vendor's budget and line item detail, navigate to the matter record that is associated with the invoice and access the **Budgets** hyperlink in the **Finance Navigation Bar**. The **View/Add Lines** tab is located within the firm/vendor's budget information page.
- Click the → to view budget summary.




**Budget Review Tab**

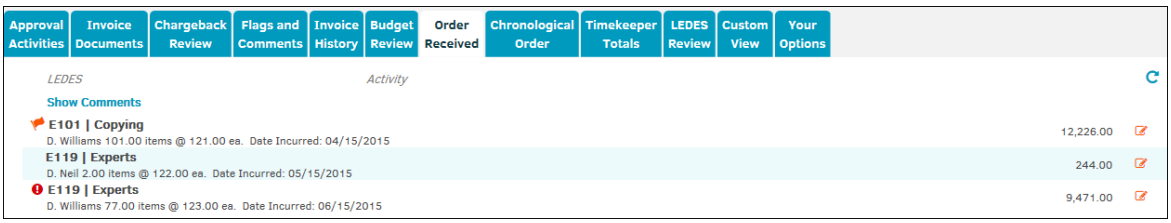
To initiate a budget for a firm or vendor, access the **Firms & Vendors** tab within a matter record and select the budget icon.

1.5.1.1.4.7 Order Received

To view the order in which budget line items are uploaded to an invoice, select the **Order Received** tab at the bottom of an invoice page.

***Important Note:*** *This tab only appears for detailed or LEDES invoices.*

- Click **Show Comments** to display any comments associated with the item.
- Click the icon to open a new page where you can see any additional adjustments and the approval chain. Here you can also set a flag or record a comment.



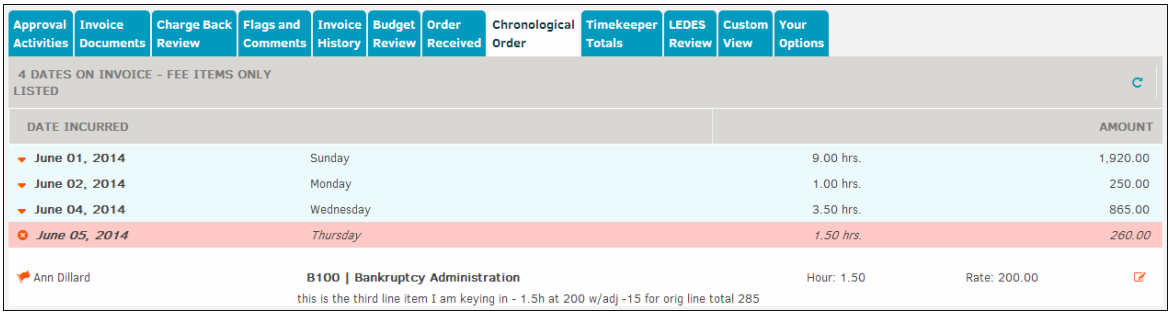

**Oder Received Tab**

1.5.1.1.4.8 Chronological Order

To view line fee items listed in chronological order, select the **Chronological Order** tab at the bottom of an invoice page.

***Important Note:*** *This tab only appears for detailed or LEDES invoices.*

- —Show fee details
- —Open a new page where you can set a flag or record a comment

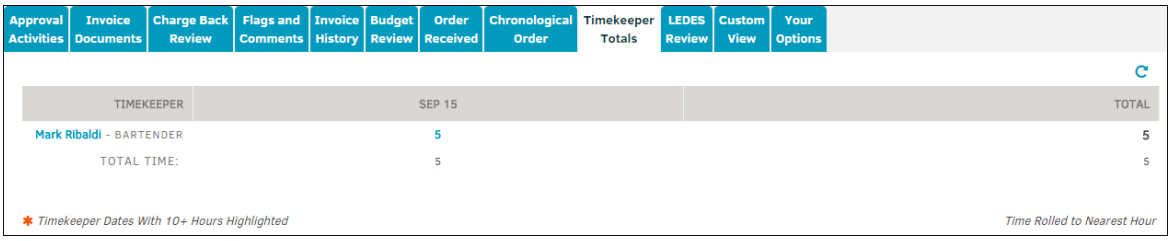



**Chronological Order Tab**

1.5.1.1.4.9 Timekeeper Totals

Timekeeper totals are the sum of all budget line item units (amount of products or hours worked) that an individual is assigned. The **Timekeeper Totals** tab displays all documented timekeepers and the hours claimed under a specific date.

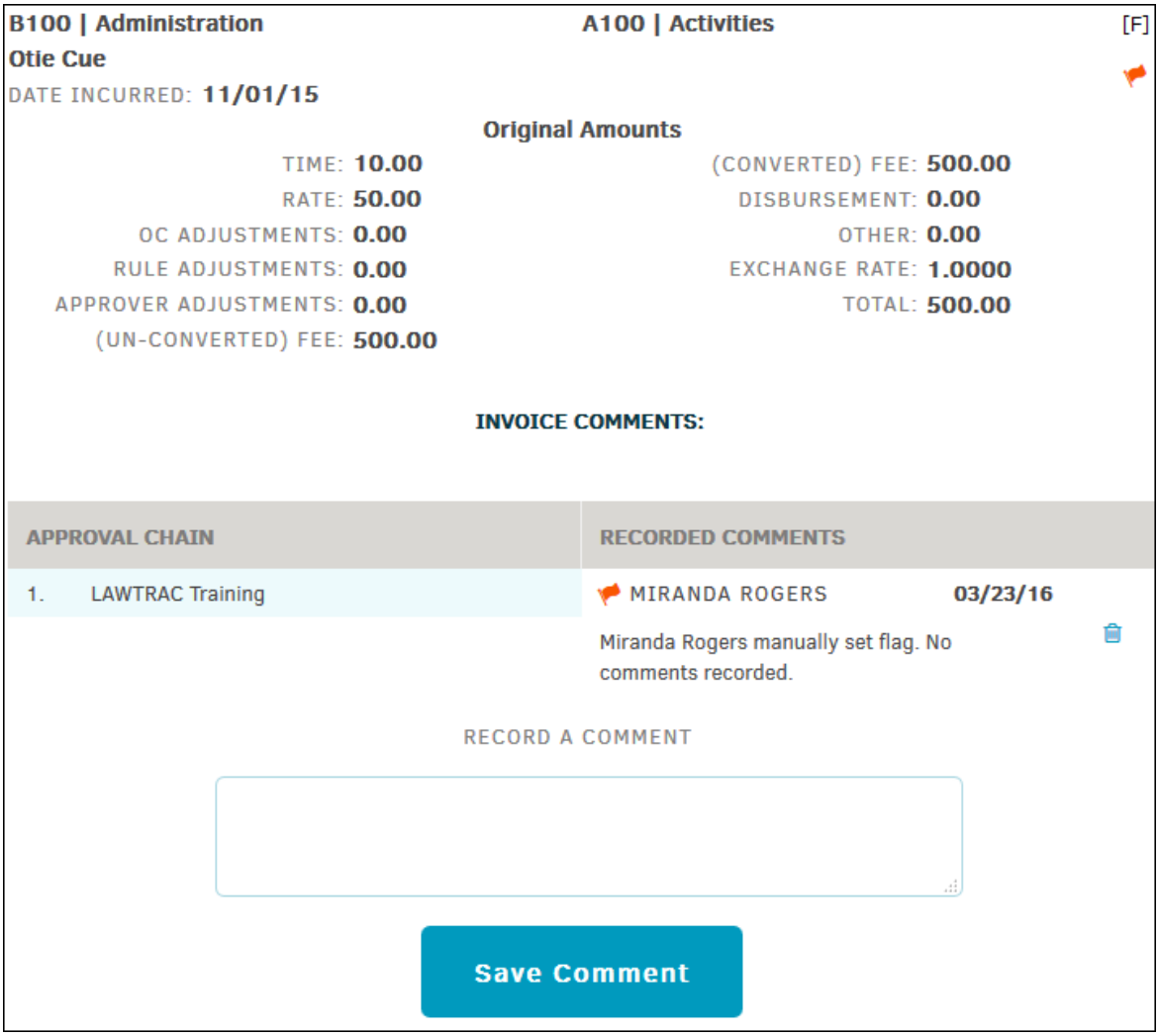
***Important Note:*** *This tab only appears for detailed or LEDES invoices.*




**Timekeeper Totals Tab**

Select the timekeeper's name to view associated matter detail. Record a comment by typing in the text field and clicking **Save Comment**. You can also see the individual unit rates under the **Approval Activities** tab.

- —View all line item details
- —Delete a recorded comment

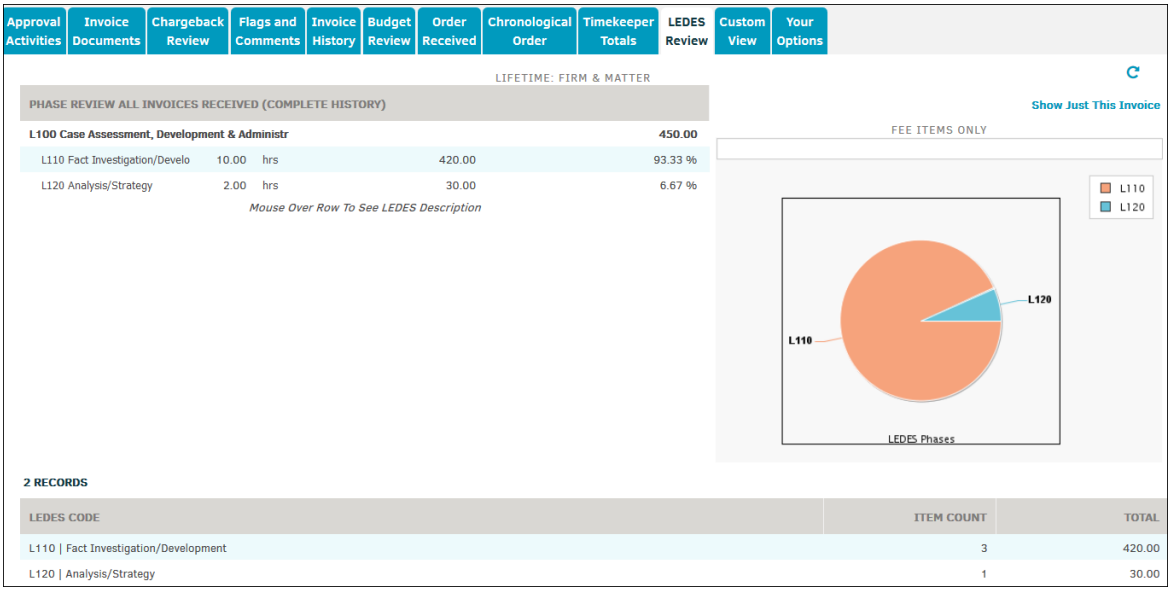



**Timekeeper Detail**

1.5.1.1.4.10 LEDES Review

**Lawtrac** users can view an invoice and select the **LEDES Review** tab at the bottom to display Phase Reviews and LEDES Code records. ***Important Note:*** *This tab only appears for detailed or LEDES invoices.*

By selecting the text in the upper right-hand corner, you can **Show History Across All Invoices Received**, or **Show Just This Invoice**.




**LEDES Review Tab**

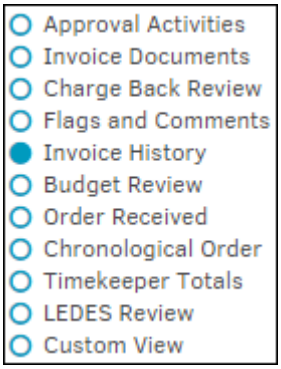
1.5.1.1.4.11 Custom View

To request a customized view of invoice details to meet your particular needs, please contact your Lawtrac Account Executive. ***Important Note:*** *This tab only appears for detailed or LEDES invoices.*

1.5.1.1.4.12 Your Options

To select which tab you would like line items to default to when loading a detailed invoice, select **Your Options** tab at the bottom of the page. ***Important Note:*** *This tab only appears for detailed or LEDES invoices.*

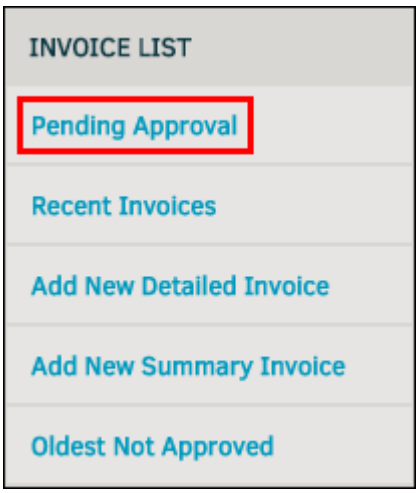
Select a radio button. Any changes made are automatically saved.




**Choose a Default Tab**

### 1.5.1.2 Invoices Pending Approval

Click the **Pending Approval** link to open a list of invoices that are waiting for approval.

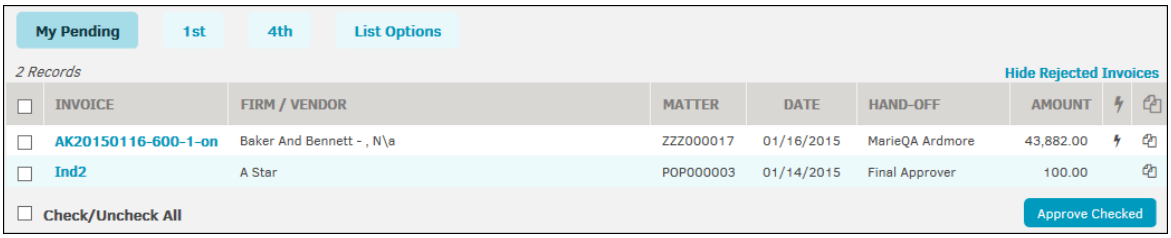



**Pending Approval Link**

The **Pending Approval** page by default lists the invoices to which you are a member of the approval chain. Open the invoices to see comments from others in the approval chain and details of the invoice.

**To approve multiple invoices simultaneously:**

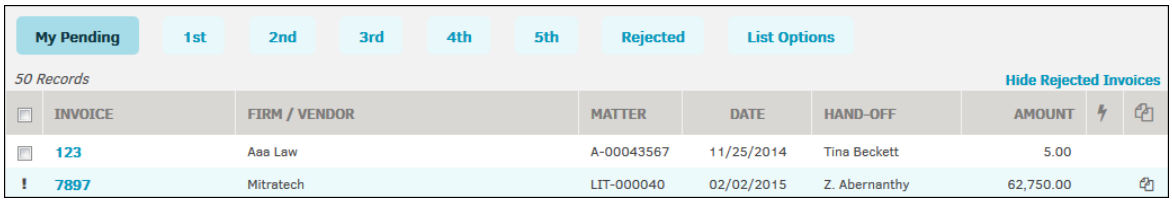
1. Click the invoice checkboxes ☑ to select the invoices you wish to approve.
2. Click **Approve Checked**.




**Invoices Pending Approval**

The **Pending Approval** page includes the following tabs at the top of the page:

- **My Pending**—Displays all invoices that require your approval. The **Hand-Off** column specifies when you are the final approver for the invoice or the person who must approve the invoice after your approval.
- **1st**—Displays all invoices for which you are the first approver.
- **2nd**, **3rd**, **4th**, etc—Displays all invoices for the specified order in the approval chain. For example, the invoices in the **2nd** tab are the invoices for which you are the second approver. Instead of a **Hand-Off** column, these pages have a **From-To** column, which specifies that you are the final approver or there is a person on the approval chain after you.
- **Rejected**—Displays invoices you have rejected. Rejected invoices appear with an exclamation point (!) in place of an approval checkbox, as shown below:




**Rejected Invoice in My Pending List**

- **List Options**—Contains a filter for your **Pending Approval** lists.

  ***Important Note:*** *This search criteria is only active until you log out or time out. You may have to refresh the list tab(s) to engage these settings.*

  Use the following fields on this page:

  - **Display Invoices Only From**—Select only the firms and vendors that you want to appear on the pending approval lists.
  - **Sort List By**—Select an invoice field by which to sort in the lists.
  - **List Per Page**—Specify the maximum number of invoices to display per page.
  - **Clear Filters**—Clear all the options you changed.
  - **Set Filters**—Set and save the list options.

Click the **Hide Rejected Invoices** link to remove rejected invoices from your lists. Click **Include Rejected Invoices** to add rejected invoices to your lists. The ! icon appears next to rejected invoices.

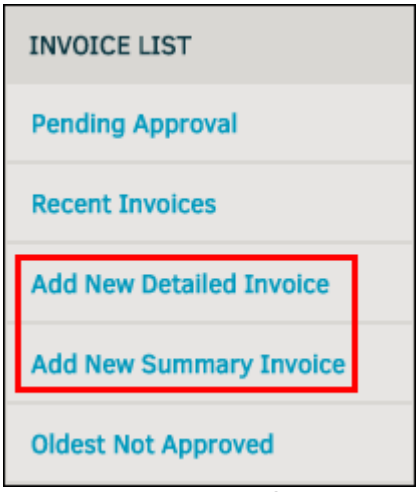

**Hiding Rejected Invoices**

### 1.5.1.3 Add a New Invoice

Invoices can be entered into Lawtrac two ways:

- They can be imported by utilizing LEDES code eBilling
- They can be entered manually

Add invoices manually from the **Invoice Management** page under the **Finance** tab.




**Add New Detailed or Summary Invoice**

You can add two kinds of invoices:

- *Detailed*—Invoices with budget line item information; click **Add New Detailed Invoice** to add this type of invoice.
- *Summary*—Invoices that include the summary totals; click **Add New Summary Invoice** to add this type of invoice.

***Note:*** *Do not use your browser's "back" button when adding new invoices.*

**See also:**

Choose a Firm or Vendor

Add Pre-approved Invoices

Associate a Matter

Add Summary Invoices

Add Detailed Invoices

### 1.5.1.3.1 Choose a Firm or Vendor

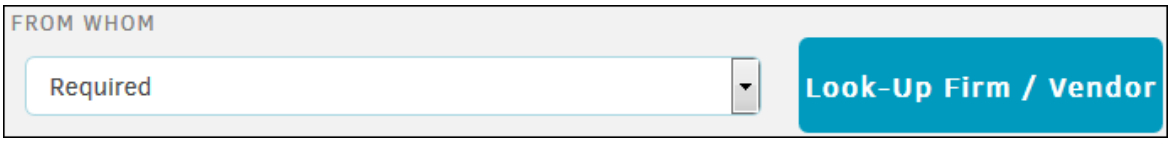
When creating either type of invoice, you must first select the submitting firm or vendor from the drop-down list. Click **Look-Up Firm/Vender** to continue to the next step.

The country and currency used for the invoice match the firm's or vendor's country and currency of preference.

***Important Note:*** *Released firms and vendors still appear in the list.*

If you do not see your firm or vendor in the list, leave the drop-down selection as "Required", then click **Look-Up Firm/Vendor**. A new search box opens—enter your firm's or vendor's name and

click **Go** to locate the firm or vendor. If the desired outside counsel still does not appear, contact your site administrator to ensure that they have the appropriate permissions configured.




**Invoice From Firm/Vendor**

1.5.1.3.2 Add Pre-approved Invoices

You can specify that an invoice is pre-approved during invoice creation.

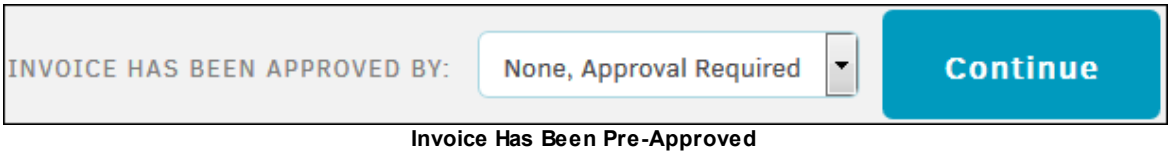
1. From the second screen for creating an invoice, select the invoice approver from the **Invoice Has Been Approved by** drop-down list.

   If you do not see the appropriate user's name in the drop-down list of invoice approvers, please contact your Lawtrac Administrator. Users must be granted permission to approve invoices before their name appears on this list.

   The **Comments** text box of the invoice automatically includes a statement with the name of the person who entered the pre-approved invoice and the approval date. The approval chain area displays only the selected approver.

2. If you do not want to pre-approve the invoice, keep "None, Approval Required" as the selection for the drop-down list.

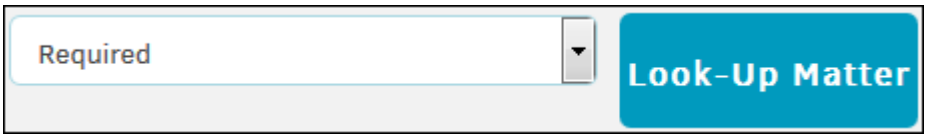
3. After you specify the approval state, click **Continue**.




**Invoice Has Been Pre-Approved**

1.5.1.3.3 Associate a Matter

An invoice must be associated with at least one matter. At the beginning of invoice creation, you associate the invoice with one matter.




**Assign the Invoice to a Matter**

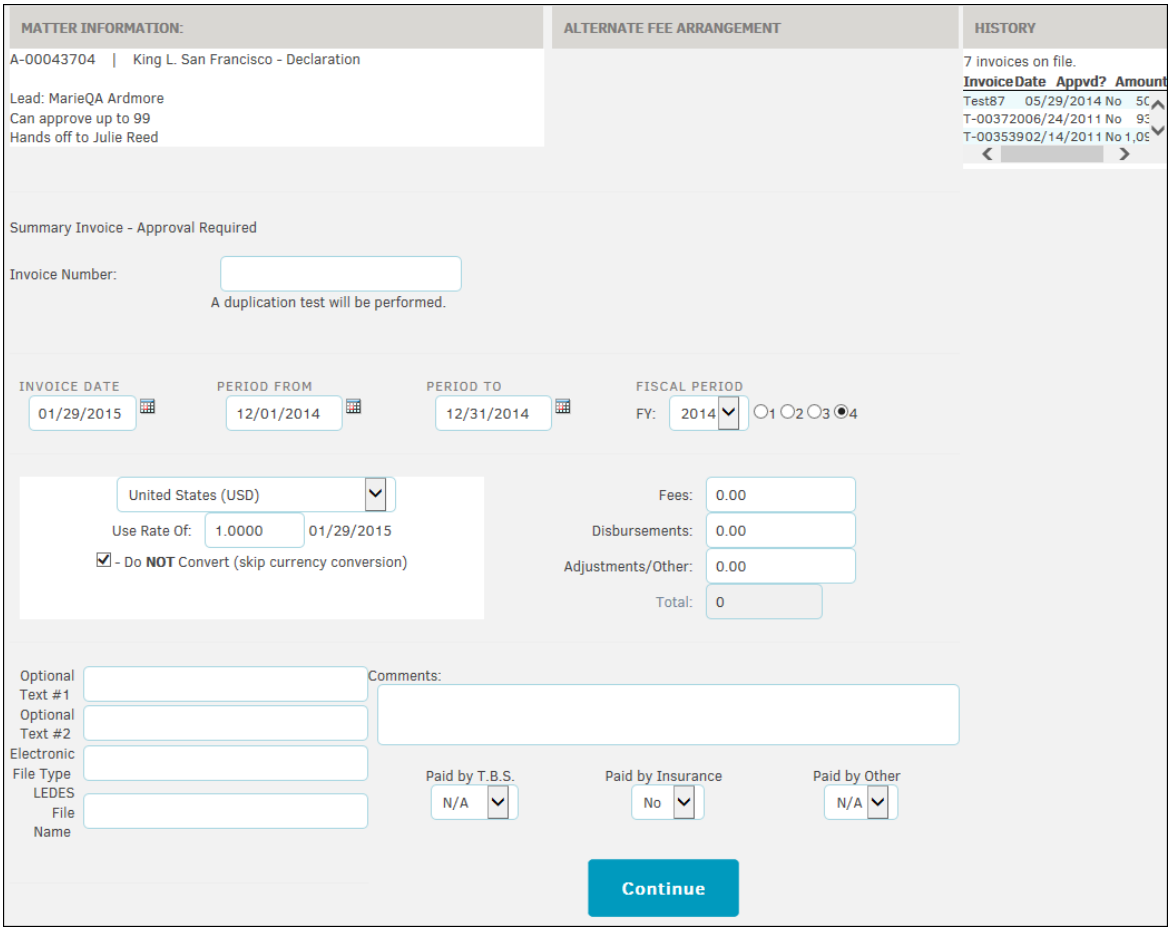
- When creating a detailed invoice, you can add an additional matter to associate with other line items at the end of the invoice creation process.
- When creating a summary invoice, you can add an additional matter with more invoice summary information at the end of the invoice creation process.

***Important Note:*** *The matter drop-down list only contains the matter(s) assigned to your firm/vendor. If your matter is missing from the list, leave the drop-down list on "Required" and click* ***Look-Up Matter****. A search bar is generated, and the new drop-down list contains all matter records.*

After you select a matter, click **Look-up Matter**.

1.5.1.3.4 Add Summary Invoices

If you are adding a summary invoice, the page that opens after assigning a matter record to the invoice is the **Summary Invoice** page. Unlike the detailed Invoice, a summary invoice has the option to add fees, disbursements, and adjustments amounts.




**Summary Invoice**

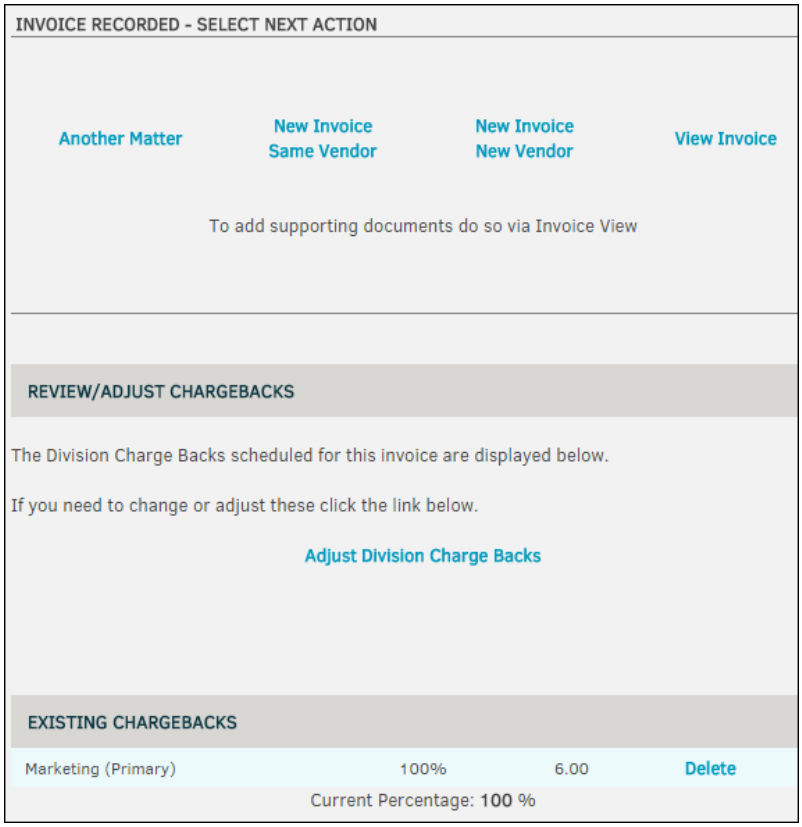
1. Enter the **Invoice Number** into the text box. This number can be any combination of letters, numbers, and dashes, up to 35 characters.

2. Type or select the icon to enter **Invoice Date** and billing period using the **Period From** and **Period To** fields. Review the default **Fiscal Period** and update if necessary.

3. Review the currency information. The currency field defaults to the law firm's currency, at the current exchange rate. If desired, select a different currency from the drop-down menu and enter the conversion rate in the **Use Rate Of** field. Check the **Do NOT Convert** box if you want to skip currency conversion.


**Invoice Currency**

4. Enter the amount for Fees, Disbursements, and Adjustments/Other. The total is calculated automatically.
5. Enter Optional Text, Electronic File Type, and LEDES File Name in the designated fields.
6. Fill out the optional user defined fields, add comments if desired. Indicate whether the invoice is paid by T.B.S., Insurance, or Other using the drop-down lists.
7. Click **Continue**.




**Additional Options**

You now have several options:

- Add Another matter to the same invoice
- Add New Invoice to the Same Vendor
- Add New Invoice to a New Vendor
- View the Invoice
- Adjust Division Charge Backs (as explained in the next section)

- Delete existing Charge Backs

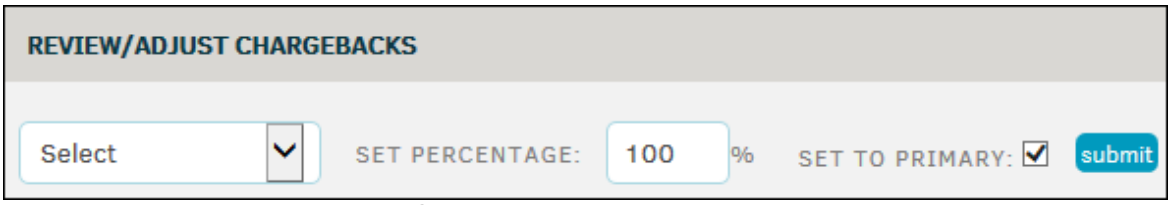
## Adjusting Division Chargebacks

By default, invoices are charged back to the matter's current division/business unit, which displays in the **Review/Adjust Charge Backs** area. If you need to assign a different chargeback, you can do that before selecting one of the other options.

It is best to use this feature with pre-approved invoices, so that the reset chargeback functions available in several areas of the application do not overwrite your adjustment by resetting it to the matter's division/business unit hierarchy.

If you see that the matter does not currently have a division/business unit assigned, update the matter, and then use one of the reset chargeback functions.

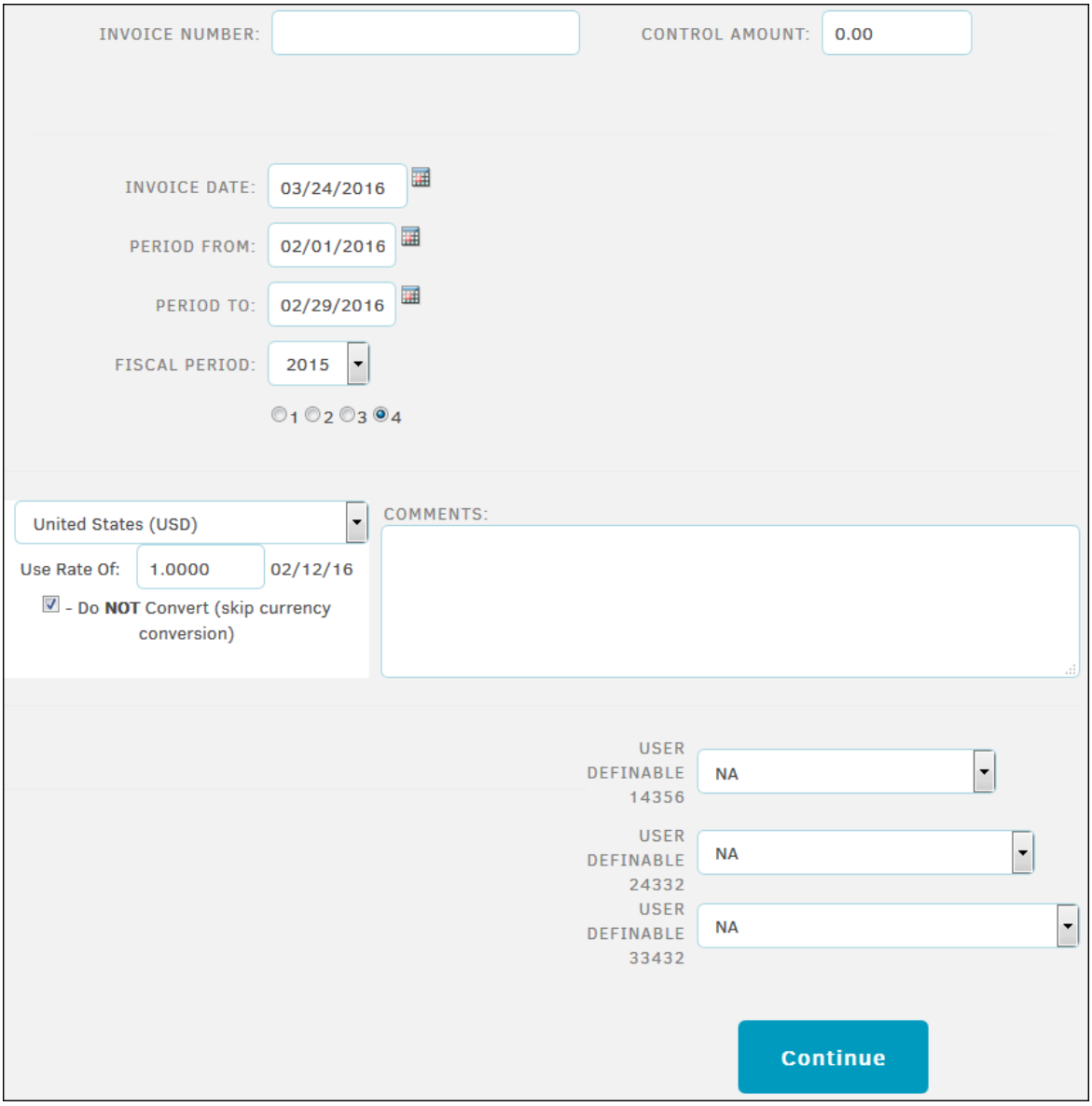
When you click the **Adjust Division Chargebacks** link, a selection area appears. Set the percentage amount and select the division and click **Submit**.




**Select Division and Percentage**

1.5.1.3.5 Add Detailed Invoices

If you are adding a detailed invoice, the page after you assign an invoice to a matter record is the **Detailed Invoice** page. Unlike the summary Invoice, a detailed Invoice allows you to enter a control amount and add line items for hours worked vs rate and cost adjustments.




**Add Detailed Invoice**

1. Enter the **Invoice Number**. The number can be any combination of letters, numbers, and special characters, up to 35 characters. Use the **Tab** button on your keyboard to move to the next text field. Exiting the text field prompts the page to save and perform a duplication test to make sure the invoice number is unique. You are unable to move to the next step without a unique invoice number.

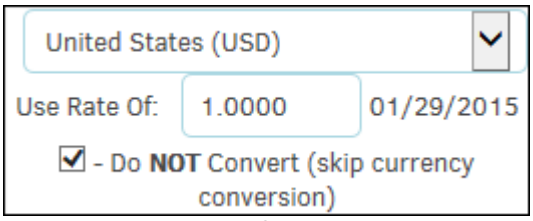
2. If there is a **Control Amount**, enter it in the space provided. If the site administrator has set the feature to “must match”, the application requires the sum of all line items on the invoice to match the **Control Amount**, and does not display the **Finish** link on the last page until they match.

   ***Important:*** *When entering dollar amounts, do not use the currency symbol or commas. Enter all amounts as a series of numbers with only a period to separate the monetary units: 10000.00*

3. Type or select the icon to enter the **Invoice Date**, the billing period using the **Period From** and **Period To** fields, and the **Fiscal Period** year and quarter if necessary. These fields default

to current date for the invoice date, the previous month for the billing period, and the current fiscal year and fiscal quarter.

4. Review the currency information. The currency field defaults to the law firm's currency, at the current exchange rate. If desired, select a different currency from the drop-down menu and enter the conversion rate in the Use Rate of field. Check the **Do NOT Convert** box if you want to skip currency conversion.




**Invoice Currency**

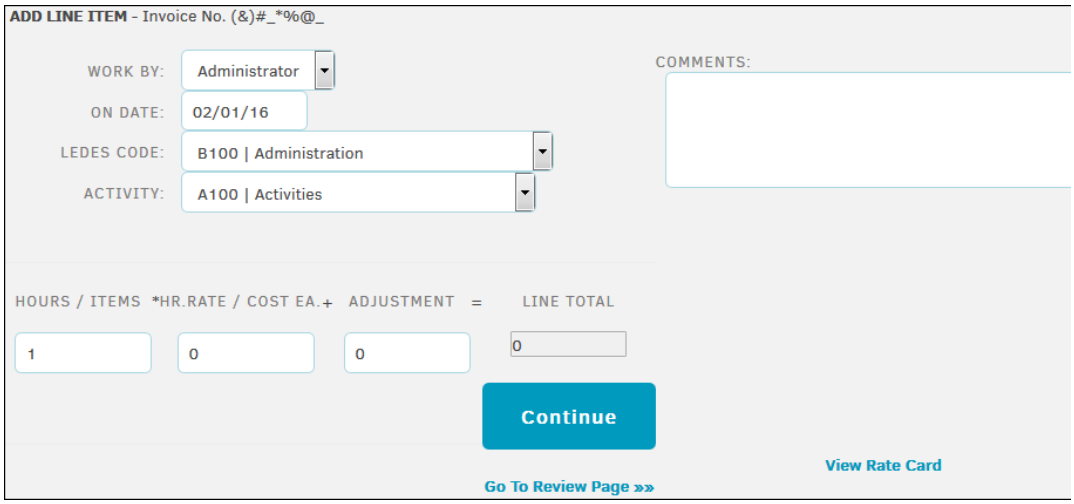
5. Enter **Comments** in the designated field and set the user definable fields as necessary.
6. Click **Continue**.

**The next step is to enter each line item:**

1. Select the employee who performed the work from the "Work By" drop-down menu.
2. Enter the date the task was performed.
3. Choose the LEDES Code and Activity code from the drop-down menus.
4. Provide line item information:
   - Enter the number of hours worked (i.e. 1, 1.25, 1.5, 1.75) or items (for an expense/ disbursement) in the "Hours/Items" box.
   - Enter the hourly rate or cost in the "Hr. Rate/Cost ea." box.
   - Enter adjustments to the sum in "Adjustments".

   If you are unsure of the rate, click the **View Rate Card** hyperlink in the bottom right corner. The employee or firm rate information displays.
5. Click **Continue**. You can add additional line items from the next page.

   If you are on the **Add Line Item** page again and you wish to review the invoice details before adding another line item, click the **Go To Review Page** hyperlink.




**Add Line Item**

**Review your invoice:**

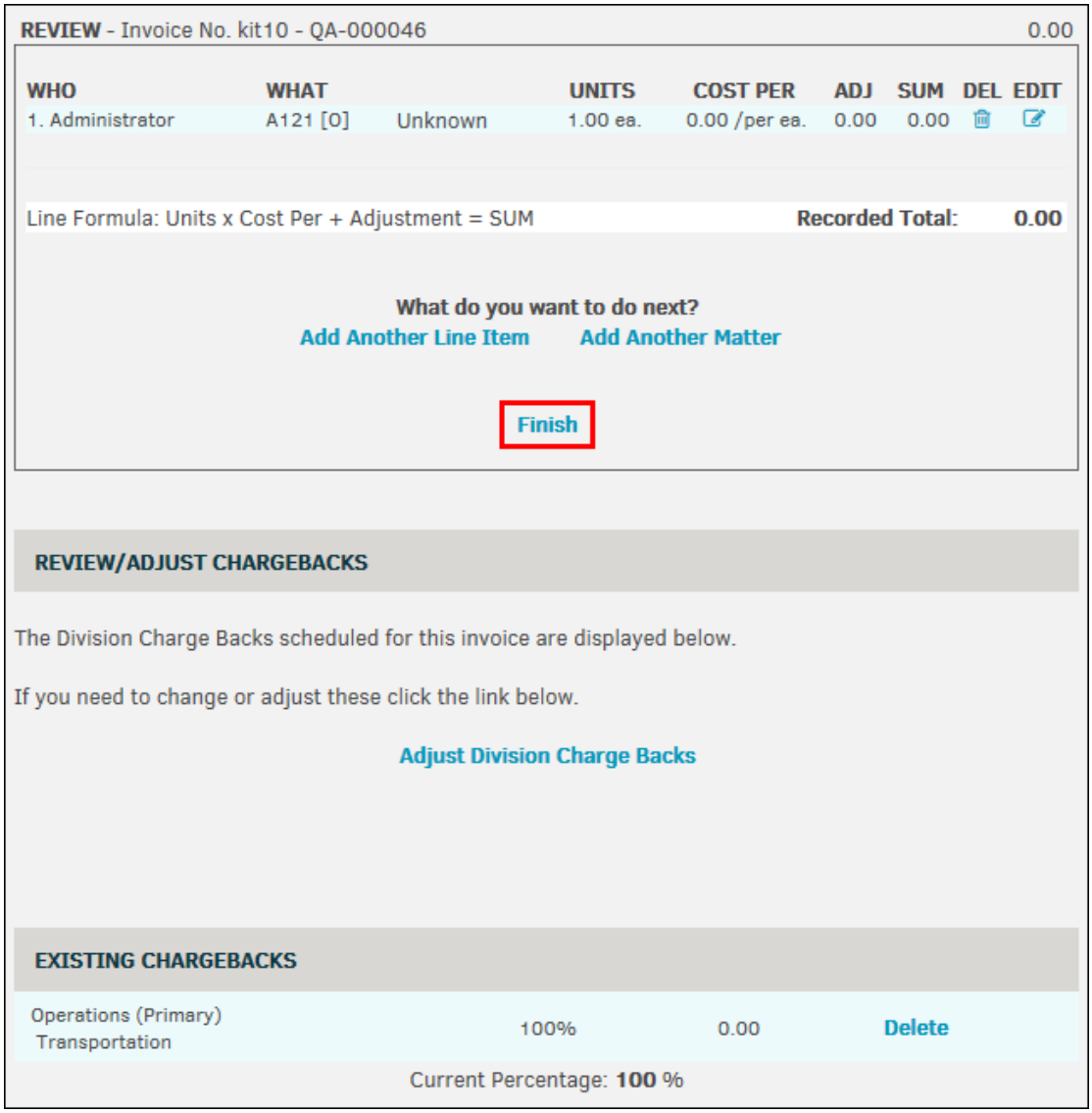
- —Remove a line item
- —Edit a line item
- **Add Another Line Item**—Add another charge without deleting the existing line items
- **Add Another Matter**—Add the same invoice to an additional matter record

If the invoice totals don't fall within the approved budget for the firm or vendor, and the flag feature is turned on, an indicator alerts you that the invoice has **Failed**. You may then click to delete line items, if desired.

When the addition of the invoice falls within the fiscal year budget, the indicator changes to **Pass**.

For information on chargebacks, refer to the Adjusting Division/Business Unit Chargebacks instructions.

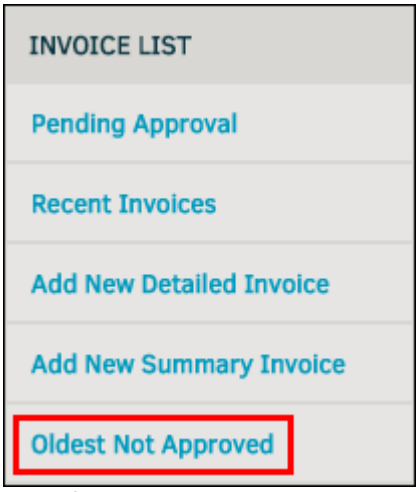
Click **Finish** to submit the invoice.




**Review and Finish**

### 1.5.1.4 Oldest Not Approved

Click the **Oldest Not Approved** link in **Invoice Management** to display outstanding unapproved invoices. This page allows site administrators and super users to identify which invoices still need to have approvers assigned to it, or need the approvers to be reminded to review an invoice. Click an invoice number in the list to open that invoice in detail and add or remind approvers.

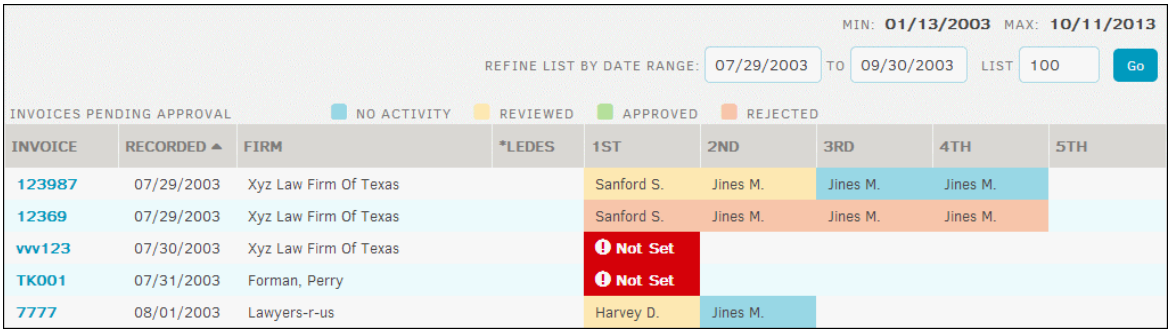



**Oldest Not Approved Link**

To filter invoices, change the dates in the **Refine List By Date Range** fields to a specific date range and click **Go**.

This page includes a color legend at the top of the list. These colors specify the approval status of each invoices approver. Invoices with a **Not Set** status are pending but have no assigned approvers.

***Note:*** *Regular users do not have access to this page.*



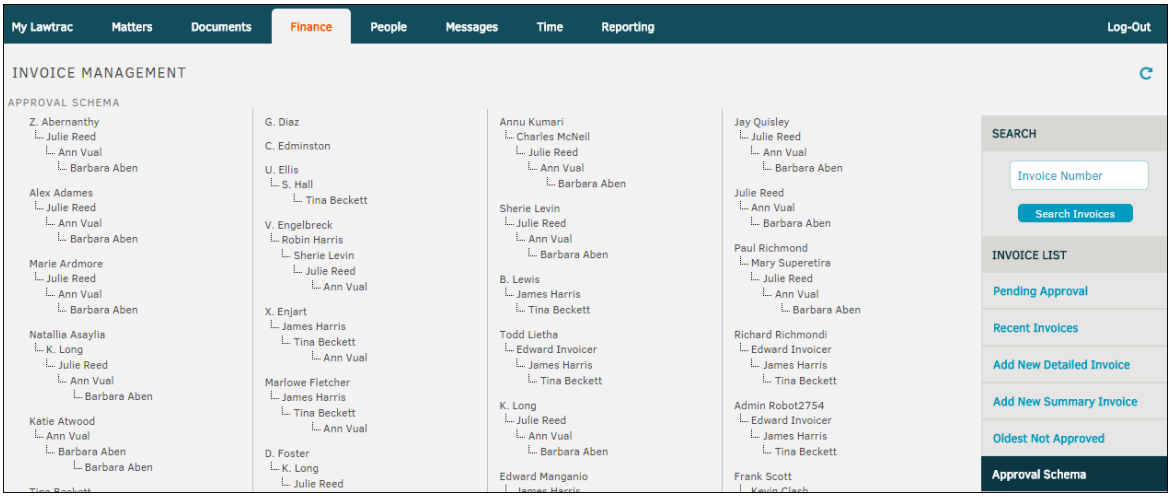

**Invoices Not Approved**

### 1.5.1.5 Approval Schema

Select **Approval Schema** in the Invoice List sidebar of the **Invoice Management** page to see a breakdown of approval hierarchy.

The approval schema can be individually managed by invoice. Within an invoice's main page, select the order of approvers under the **Approval Chain** section.

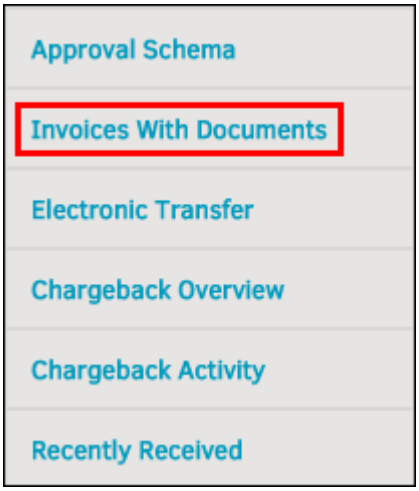
This page also shows the person to whom the invoice is handed off to when the original approver's approval amount threshold is met. You can set an alternate hand-off from the user's profile page.




**Approval Schema**

### 1.5.1.6 Invoices with Documents

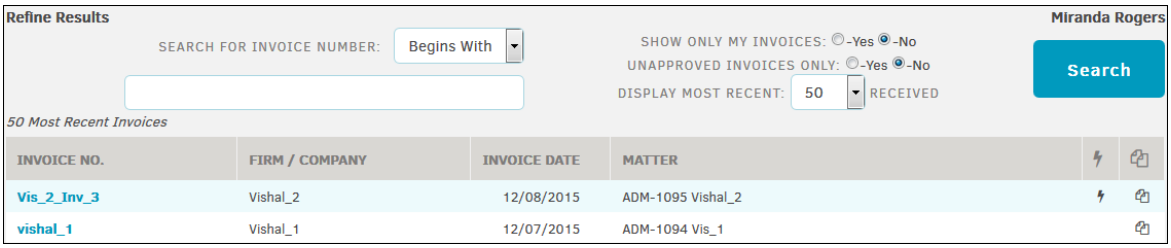
Click the **Invoices With Documents** link to display a list of invoices with attached documents.




**Invoices with Documents Link**

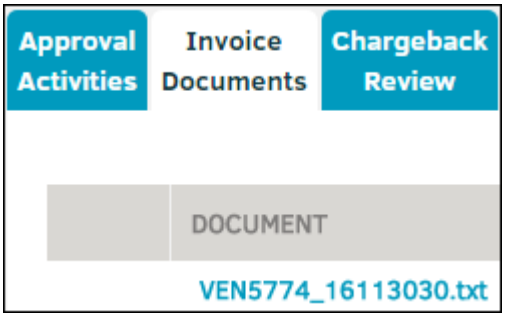
If you are looking for a specific invoice that contains documents, you can use the search tools in the **Refine Results** section above the invoice list.

- —e-Billing Indicator
- —Supporting documents




**Refine Results and List Invoices**

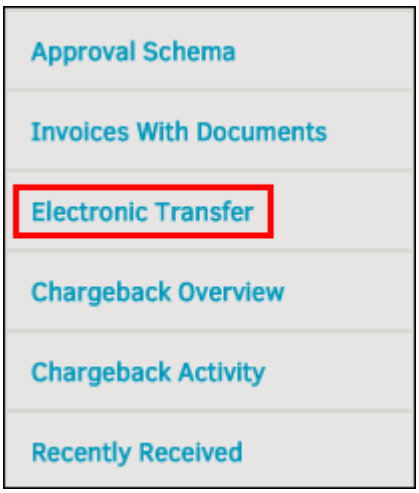
1. Click an invoice number in the list to open that invoice.
2. From the invoice, click the **Invoice Documents** tab to see a list of documents associated with the invoice.
3. Click the document title to download it to your computer.




**Document Location within an Invoice**

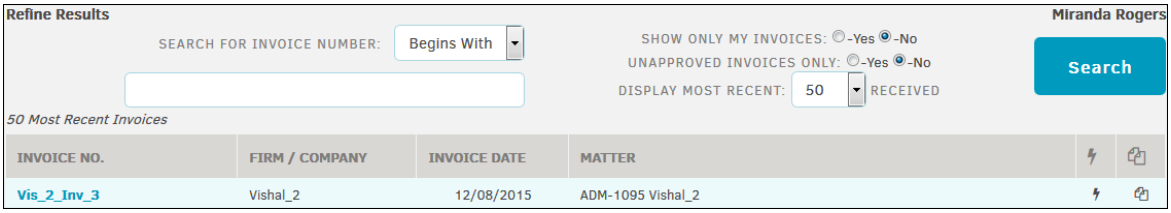
### 1.5.1.7 Electronic Transfer

Click the **Electronic Transfer** link from **Invoice Management** to open a search screen for invoices with electronic transfer activity. Click an invoice number in the list to open that invoice in detail.




**Electronic Transfer Link**

To search invoices, enter part or all of an invoice number in the search text box and click **Search**.

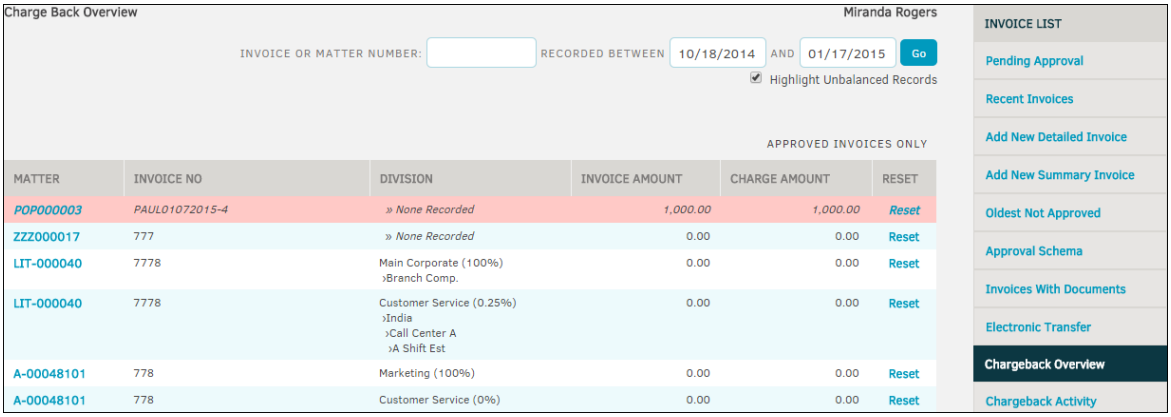



**Electronic Transfer**

### 1.5.1.8 Chargeback Overview

Some companies move funds from a non-Legal department budget back to the Legal department in their General Ledger for management purposes. At the point where invoices are approved, the Lawtrac application takes inventory of the department within the matter and makes a record of the funds.

Click the **Chargeback Overview** link from **Invoice Management** to open a search screen for your chargeback history.




**Chargeback Overview**

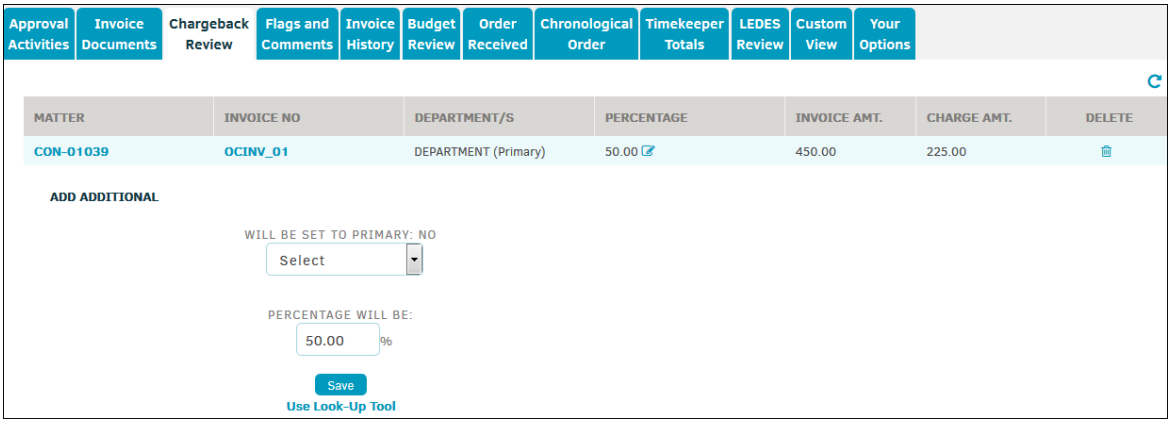
Perform a search using the following fields:

- **Invoice or Matter Number**—Enter all or part of an invoice or matter number
- **Recorded Between**—Enter a date range to search within
- **Highlight Unbalanced Records**—Select this checkbox to highlight invoices in red that have unbalanced records, or records with no department recorded

Click **Go** to perform the search.

Click the **Reset** link to set the chargeback to the matter record's department default.

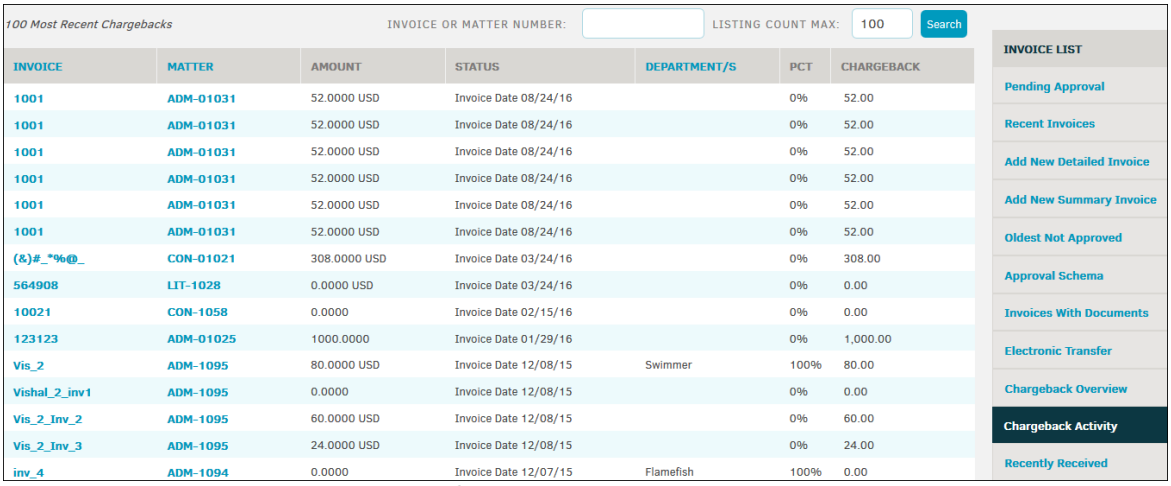
You can add or update invoice chargebacks from the **Chargeback Review** tab of an invoice.




**Chargeback Review Tab**

### 1.5.1.9 Chargeback Activity

The **Chargeback Activity** screen displays the most recent 100 chargebacks added to the database and their current status.




| INVOICE | MATTER | AMOUNT | STATUS | DEPARTMENT/S | PCT | CHARGEBACK |
|---|---|---|---|---|---|---|
| 1001 | ADM-01031 | 52.0000 USD | Invoice Date 08/24/16 | | 0% | 52.00 |
| 1001 | ADM-01031 | 52.0000 USD | Invoice Date 08/24/16 | | 0% | 52.00 |
| 1001 | ADM-01031 | 52.0000 USD | Invoice Date 08/24/16 | | 0% | 52.00 |
| 1001 | ADM-01031 | 52.0000 USD | Invoice Date 08/24/16 | | 0% | 52.00 |
| 1001 | ADM-01031 | 52.0000 USD | Invoice Date 08/24/16 | | 0% | 52.00 |
| 1001 | ADM-01031 | 52.0000 USD | Invoice Date 08/24/16 | | 0% | 52.00 |
| (&)#_*%@_ | CON-01021 | 308.0000 USD | Invoice Date 03/24/16 | | 0% | 308.00 |
| 564908 | LIT-1028 | 0.0000 USD | Invoice Date 03/24/16 | | 0% | 0.00 |
| 10021 | CON-1058 | 0.0000 | Invoice Date 02/15/16 | | 0% | 0.00 |
| 123123 | ADM-01025 | 1000.0000 | Invoice Date 01/29/16 | | 0% | 1,000.00 |
| Vis_2 | ADM-1095 | 80.0000 USD | Invoice Date 12/08/15 | Swimmer | 100% | 80.00 |
| Vishal_2_inv1 | ADM-1095 | 0.0000 | Invoice Date 12/08/15 | | 0% | 0.00 |
| Vis_2_Inv_2 | ADM-1095 | 60.0000 USD | Invoice Date 12/08/15 | | 0% | 60.00 |
| Vis_2_Inv_3 | ADM-1095 | 24.0000 USD | Invoice Date 12/08/15 | | 0% | 24.00 |
| inv_4 | ADM-1094 | 0.0000 | Invoice Date 12/07/15 | Flamefish | 100% | 0.00 |

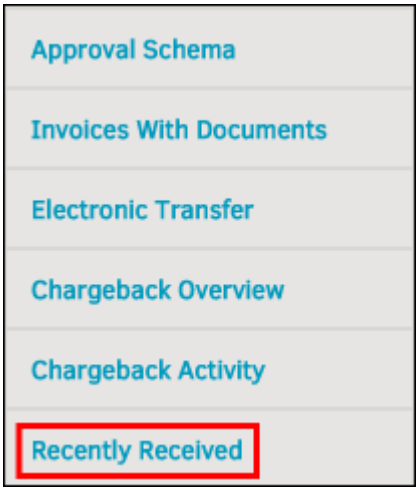
**Chargeback Activity List**

To increase the number of items displayed, change the number in the "Listing Count Max" text box and click **Search**. Please note that the larger the number, the slower your screen refreshes. Items can be sorted by clicking **Invoice**, **Matter**, or **Department**.

Because corporate departments change over the years, the chargeback data is recorded as “static” in the database. All connections back to the table that maintains the corporate Division/Business Unit structure are severed so if a department structure is changed, sold off or renamed, the historical information remains intact for future reference.

### 1.5.1.10 Recently Received Invoices

Click the **Recently Received** link to display all invoices added on a particular day. Click a invoice number in the list to open that invoice.




**Recently Received Link**

**4.0.7 Search Filter:**

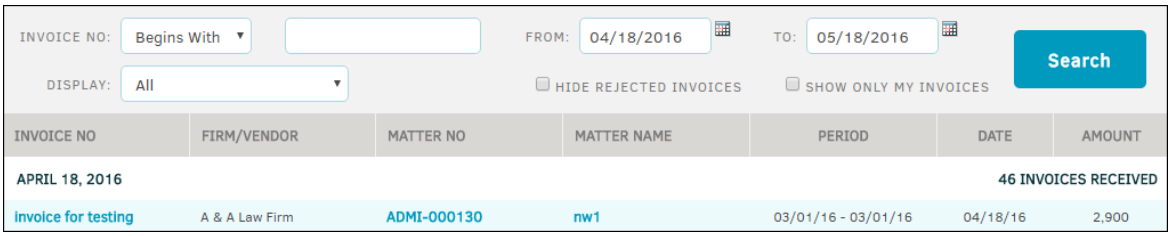
Search invoices by using the search filter.

1. Enter part or all of an invoice number in the search text box and select an option from the "Invoice No." drop-down list.
2. Use the icons to select dates between which the invoice submit date falls.
3. From the "Display" drop-down list, select a status.
4. Use the radio buttons to show only your invoices, or hide rejected invoices.
5. Click **Search**.

The most recent day with added invoices is expanded by default, followed by collapsed sections for previous days up to the beginning of the previous month. Invoices are listed by invoice number, approval status, associated matter name, submitting firm/vendor, invoice creation date, and the sum of the invoice.

The **Amount** column displays the current amount of the invoice in its original currency type, whether or not it has been approved.

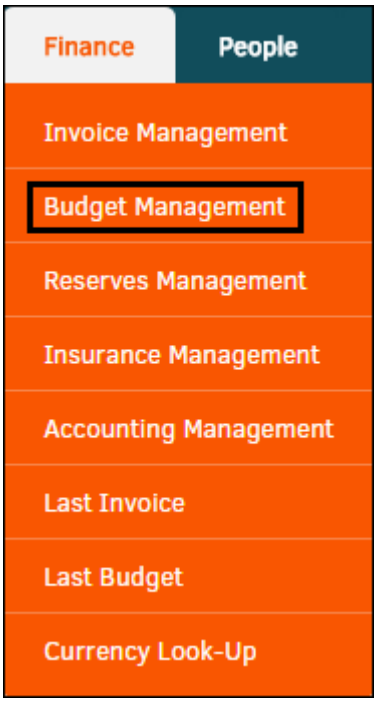
- Click the icon to expand a section. Click the icon to collapse a section.
- Click the invoice number to view the invoice detail page, or click the matter name to view the matter record in detail.




**Recently Received Invoices**

## 1.5.2 Budget Management

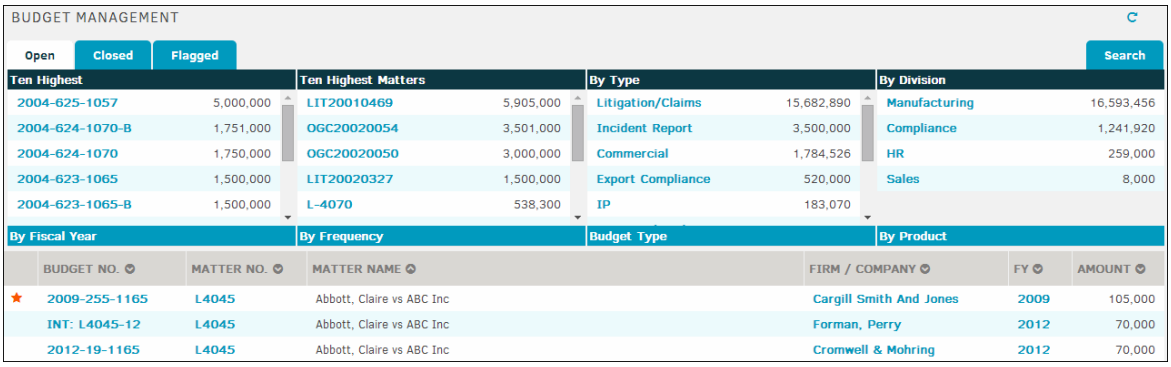
Click **Budget Management** from the **Finance** tab to see a list of budgets for matter invoices that are assigned to you.




**Budget Management**

The top of the screen provides you with numerous mini-reports. Click a link to display data specific to a category or your selection. All budget totals on this screen are rounded to the nearest whole dollar. In the list of budgets, the **Matter No.** and **Budget No.** columns include links that open those matter or budgets. Click on firm/vendor name to see all budgets for that firm or vendor, or a fiscal year to see all budgets for that particular year.

***Note:*** *You can also access budgets from a matter. From within the matter, click the* ***Finance Navigation Bar*** *and select* ***Budgets****.*



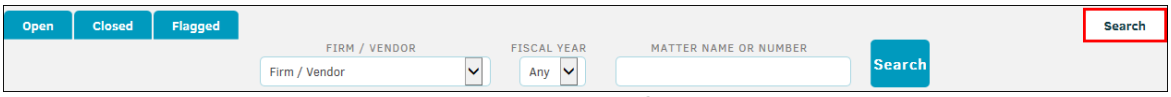

**List of Budgets**

The ★ icon indicates that the budget is approved.

To filter the list of budgets, click the **Search** tab (top right). Enter information in the following fields:

- **Firm/Vendor**—Select the name of a firm or vendor from the drop-down list

- **Fiscal Year**—Select a fiscal year
- **Matter Name or Number**—Enter part or all of a matter name or number




**Budget Management Search Tab**

***Important**: The intended functionality of budgets within Lawtrac is that there should be one budget per firm/vendor, per matter. It is recommended that you delete inactive or rejected budgets. Retaining them can cause some screens and/or reports to display misleading amounts.*

**See also:**

View Budget Details

Edit and Add Budget Line Items

Budget Chronology

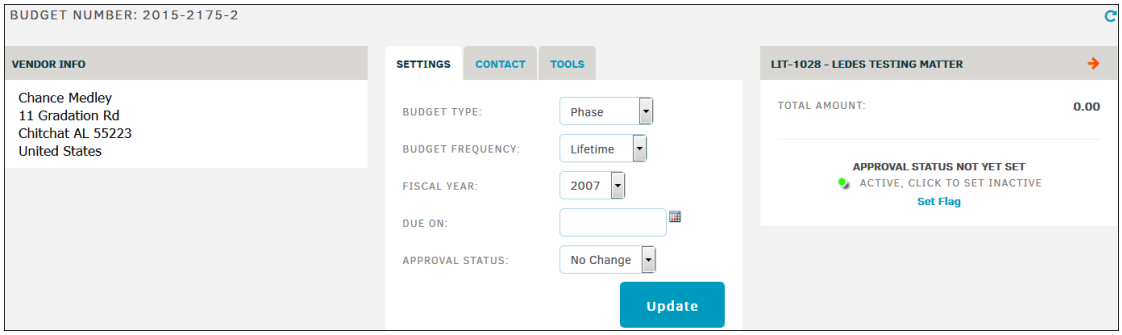
Budget Comments

Budget Variance

### 1.5.2.1 View Budget Details

Click on any budget number link to view the details for that specific budget. The page includes the following sections:

## The Top of a Budget



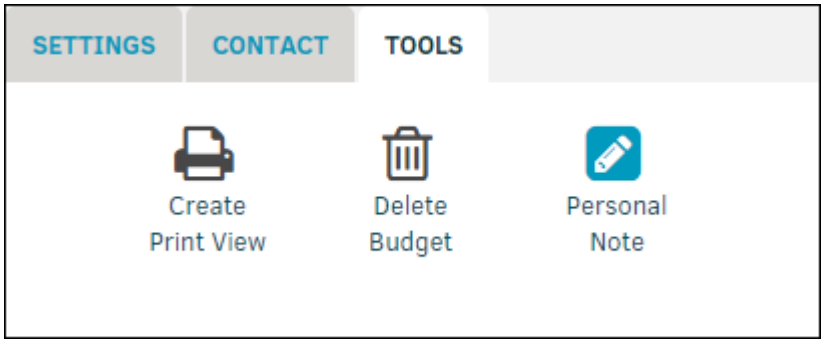

**Top of a Budget Page**

The area at the top of the budget page displays the budget number, firm or vendor name, information or matter associated with the budget, and the budget status. The budget status shows whether the budget is pending, approved, or denied and whether it is active or inactive. This section also includes a **Settings** tab for the budget. Click **Update** when you change the settings.

Flag this budget for easy return access by clicking **Set Flag**. The budget appears in your **My Flags** page. Select a color of your preference for organization, or select **Close/Cancel** to end

the process without flagging the budget. When a matter is Flagged, the icon manifests beside a **Remove Flag** link in this area. Clicking the link removes the flagged status.

## Tools Tab




**Tools**

Use the following links on the **Tools** tab:

- **Create Print View**—Create a printable view of the budget that you can use to create a PDF
- **Personal Note**—Add a personal note to the budget; outside counsel and other users cannot see this note
- **Delete Budget**—Remove the budget from your database; you must have permission enabled to complete this action

## The Bottom of a Budget


**Budget Tabs**

The bottom of the page displays budget line items. This section includes four tabs:

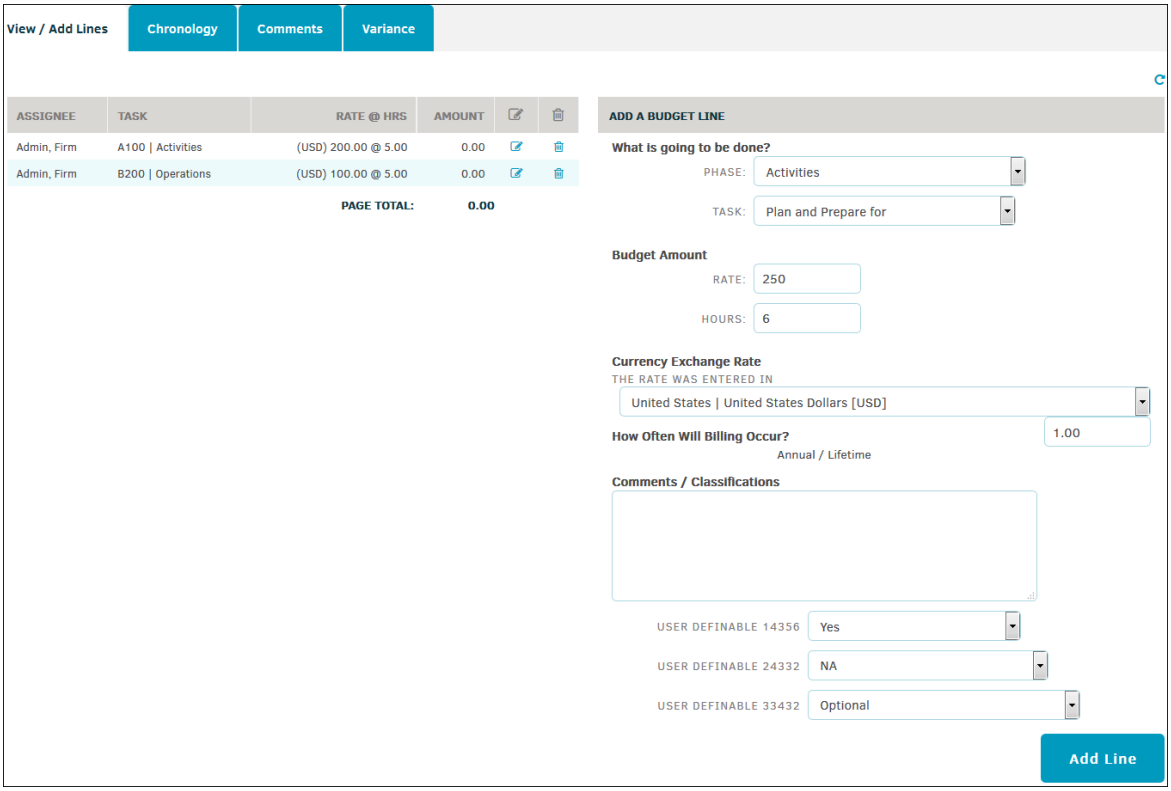
| Tab | Function |
|---|---|
| View/Add Lines | Review and edit existing line items and add new line items to the budget. |
| Chronology | View activity for that budget, including the date of activity and description. |
| Comments | Create comments and read firm/vendor comments. |
| Variance | View of Invoice-to-Budget variance. |

***Note:*** *The* ***Variance*** *tab does not appear if there is no invoice attached to the budget.*

1.5.2.1.1 Edit and Add Budget Line Items

From the **View/Add Lines** tab, you can review and edit existing line items and add new line items to the budget.

Line items are intended to identify tasks depending on Phase, and assign a monetary rate for hours worked on a particular task.




**Add a Budget Line**

- Click the icon to edit a budget line item, or approve/reject the budget line if you have the rights to do so.
- Click the icon to delete the line item.

## Add a Line Item to a Budget

To add a new budget line item, select and enter line item information on the right side.

1. Decide what is going to be done by selecting a "Phase" from the drop-down menu. The "Task" drop-down list generates based on "Phase" selection.
2. Enter rate cost per hours and the amount of hours worked.
3. Change the currency exchange rate if necessary using the drop-down list, and select a billing occurrence.

4. Type comments or classifications into the text field.
5. Specify how the budget item is to be paid using the bottom drop-down lists. These fields are customizable by the site administrator or super user, and the purposes may vary based on their preferences.
6. Click **Add Line**.

#### 1.5.2.1.2 Budget Chronology

Choose **Chronology** from the drop-down menu to view a list of activity for that budget, including the date of the activity and description.

The list displays activity from most recent to oldest.

Click the **View Comments** link to display additional information within the description field.

#### 1.5.2.1.3 Budget Comments

Save comments on a budget by clicking the **Comments** tab.

Outside counsel users are able to save comments on a budget, and it appears in the "Vendor Comments" field.

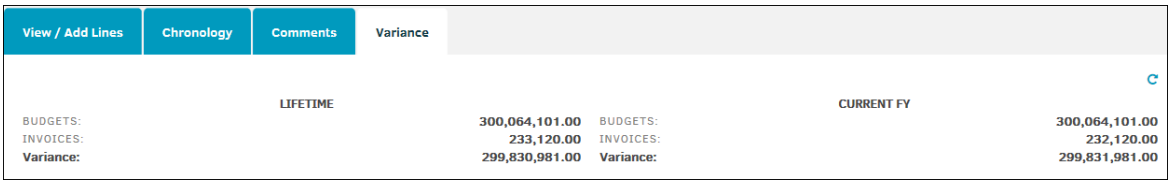
Enter your comments into the "In-House Comments" field and click **Save Comment**.


**Comments**

#### 1.5.2.1.4 Budget Variance

The **Variance** tab offers you a view of Invoice-to-Budget variance. You'll also find figures for Total Invoices and Budgets on File and the Total Variance.

***Important Note:*** *Inactive budgets are included in the Variance total. Lawtrac suggests that your company establish business rules for dealing with these budgets. We recommend deleting them, as budget totals displayed on many screens and in various reports within the application can appear to be irreconcilable.*

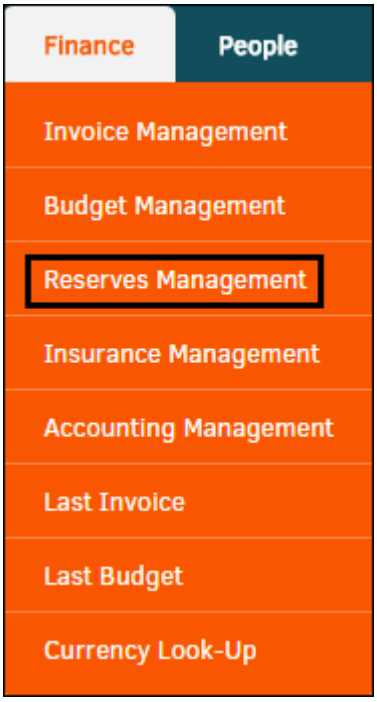



**Variance Report**

## 1.5.3 Reserves Management

Reserves allow companies to set aside funds or set fiscal goals for specific matter. Click **Reserves Management** from the **Finance** tab to see a list of reserves for your assigned matter.

***Important Note:*** *Business rules for using reserves differ between companies, so check with your site administrator before entering data.*

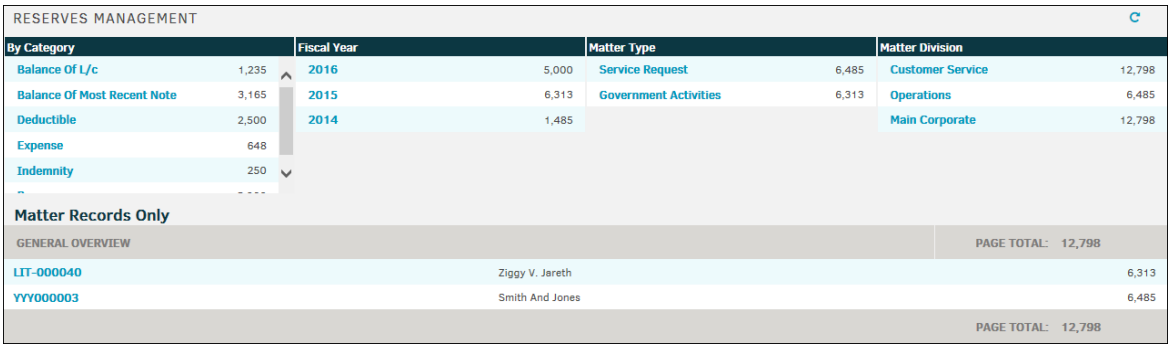



**Reserves Management**

The **Reserves Management** page includes only open records assigned to you. All reserve amounts on this screen are rounded to the nearest whole dollar. The top of the screen includes categories for filtering through each criteria.

Below the list of categories, a list of reserves appear in the **General Overview** section with links to the matter. The bottom and top of the table displays the total amount in reserves for that year.

***Important Note:*** *Your site administrator sets the* ***Reserve Categories****.*

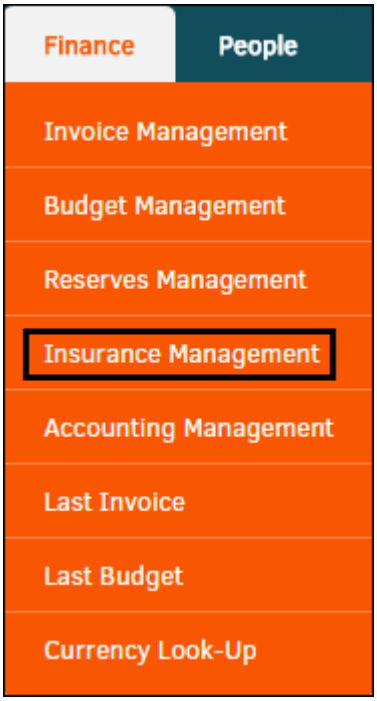



**Reserves List**

## 1.5.4 Insurance Management

**Insurance Management** in Lawtrac allows you to apply insurance policies to matter records, track the results, and report them to management. Click **Insurance Management** from the **Finance** tab to see a list of insurance policies in Lawtrac.

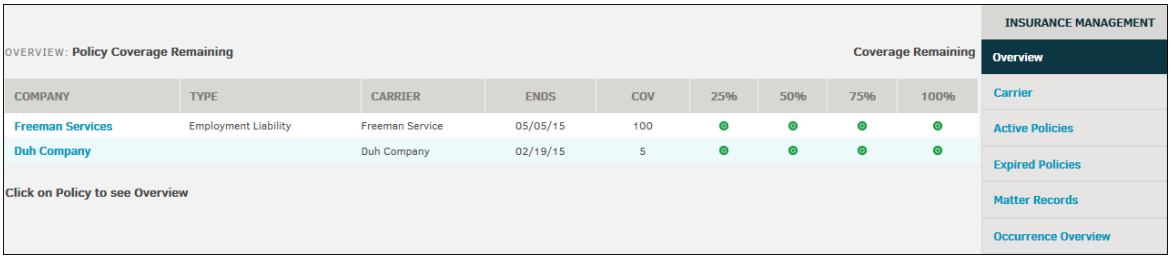
***Note:*** *If your site administrator turns off the* ***Insurance Management*** *function, this link does not appear.*




**Insurance Management**

**Insurance Management** defaults to **Overview**. Use the sidebar on the right to navigate through additional insurance pages.

View information and matter overview for the insurance policy by clicking the links under the **Company** column.




**Insurance Management Overview**

***Insurance Management Options:***

| Page | Function |
|---|---|
| Overview | View policy coverage remaining for each company and type of policy. |

| Page | Function |
|---|---|
| **Carrier** | View a carrier roster of active insurance vendors or underwriters and their active policies. See also Carrier Contacts and Carrier Policies. |
| **Active Policies** | View a list of all policies currently in effect for your company. |
| **Expired Policies** | View a list of all expired policies. |
| **Matter Records** | View policy occurrence by matter number. |
| **Occurrence Overview** | View a detailed list of all policy usage and coverage, and the matter assigned to each policy, as an overview to date. |

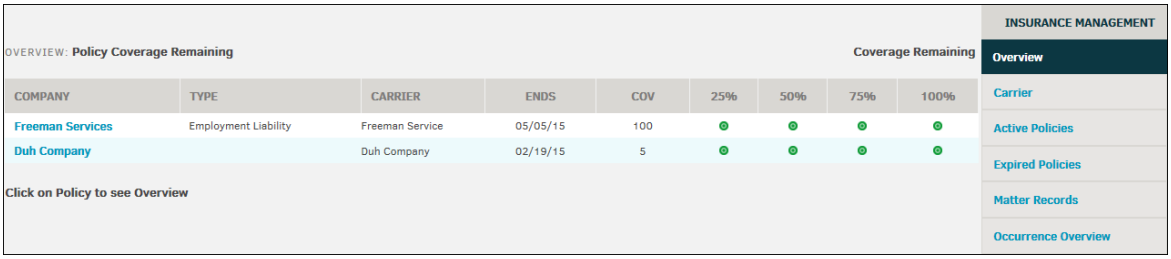
### 1.5.4.1 Insurance Policy Overview

The **Overview** page is the default view after selecting the **Insurance Management** hyperlink in the **Finance** module. It displays a list of insurance policies in Lawtrac.

The list includes the following columns:

- **Company**—The name of the company with the insurance policy
- **Type**—The type of insurance policy
- **Carrier**—The insurance carrier
- **Ends**—The policy's end date
- **Cov**—The amount of coverage in the current currency
- **25%**, **50%**, **75%**, **100%**—The percentage of coverage remaining

Click a **Company** link to open the company's **Policy/Coverage Information** page.




**Insurance Management Overview**

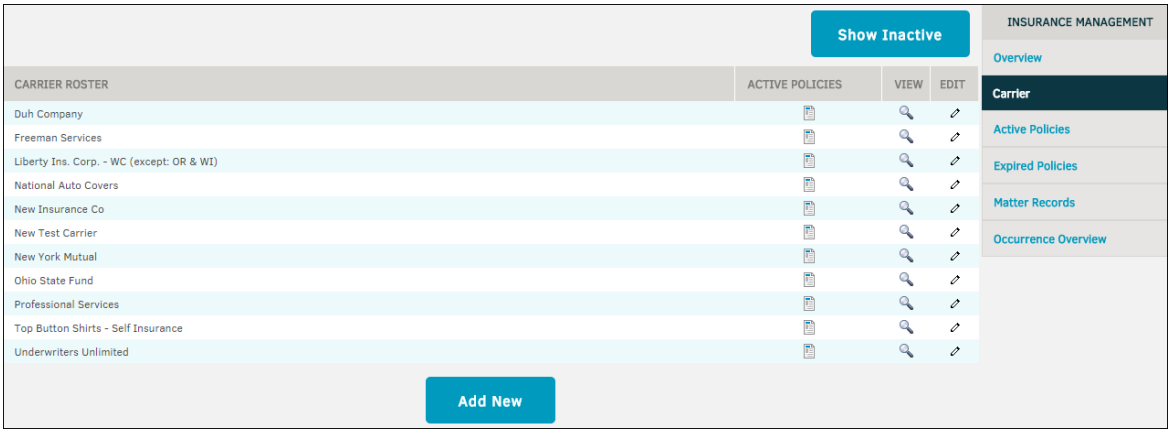
### 1.5.4.2 Carrier/Underwriter

Click the **Carrier** link to display a list of active insurance vendors or underwriters. Depending on site administrator preferences, this link may appear as **Underwriter**.

To see a list of inactive carriers, click the **Show Inactive** button to change the list to the **Inactive Underwriter(s) Roster**. Click **Show Active** to return to the active list.

Both lists include the following columns:

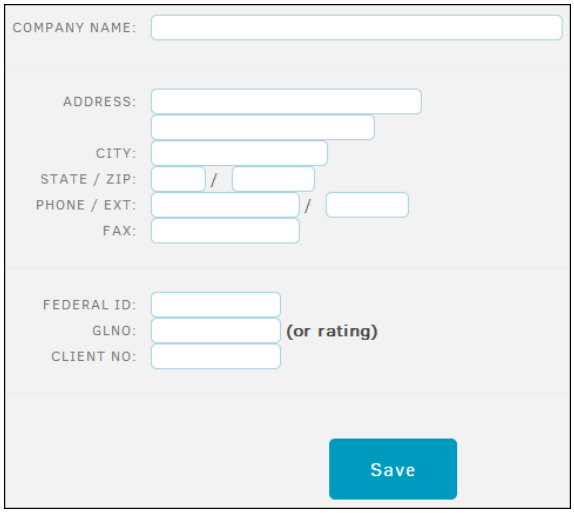
- **Carrier Roster**—View the name of the insurance vendor or underwriter
- **Active Policies**—Click to view a list of active policies for the carrier
- **View**—Click to view a profile of the carrier
- **Edit**—Click to edit the carrier's profile




**Carrier Roster**

## Add a Carrier

1. Click the **Add New** button to display the **Add New Underwriter** template.
2. In the fields that appear, enter information about the new carrier.




**Entering Information about a New Carrier**

3. Click **Save**.

## Edit a Carrier

1. From the carrier list, click the icon for the carrier. A profile page for the carrier with editable fields opens.
2. From the **Edit Carrier** section, update information about the carrier.
3. Click **Save**.

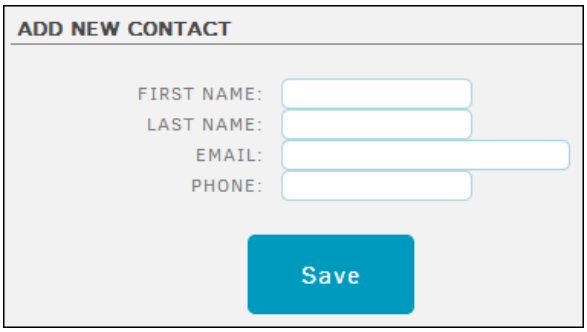
## Deactivate a Carrier

1. From the carrier list, click the icon for the carrier. A profile page for the carrier with editable fields opens.
2. From the **Deactivate this Carrier** section, click the **Deactivate** button.

#### 1.5.4.2.1 Carrier Contacts

You can add carriers to contacts so that you can contact them in the future.

1. From the carrier list, click the icon for the carrier. A profile page for the carrier opens.
2. From the **Add New Contact** section, enter information about the contact.




**Adding a New Contact**

3. Click **Save**. The contact appears in the **Contacts** list.


**List of Carrier Contacts**

## Edit a Carrier Contact

1. From the **Contacts** section, click the icon to update the contact's information.

   When you edit a contact, the **Released** checkbox appears.
2. Select this checkbox to make the contact inactive.


**Released Checkbox**

You can also use the following links from the **Contacts** section:

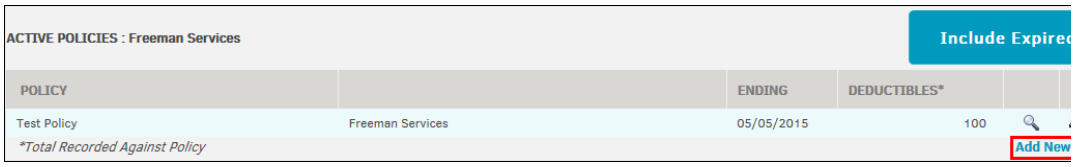
- **List Released**—List inactive contacts
- **List Active**—List active contacts

1.5.4.2.2 Carrier Policies

Click the icon to view policies for a specific carrier. From the **Active Policies** page, click the icon for a policy to view it.

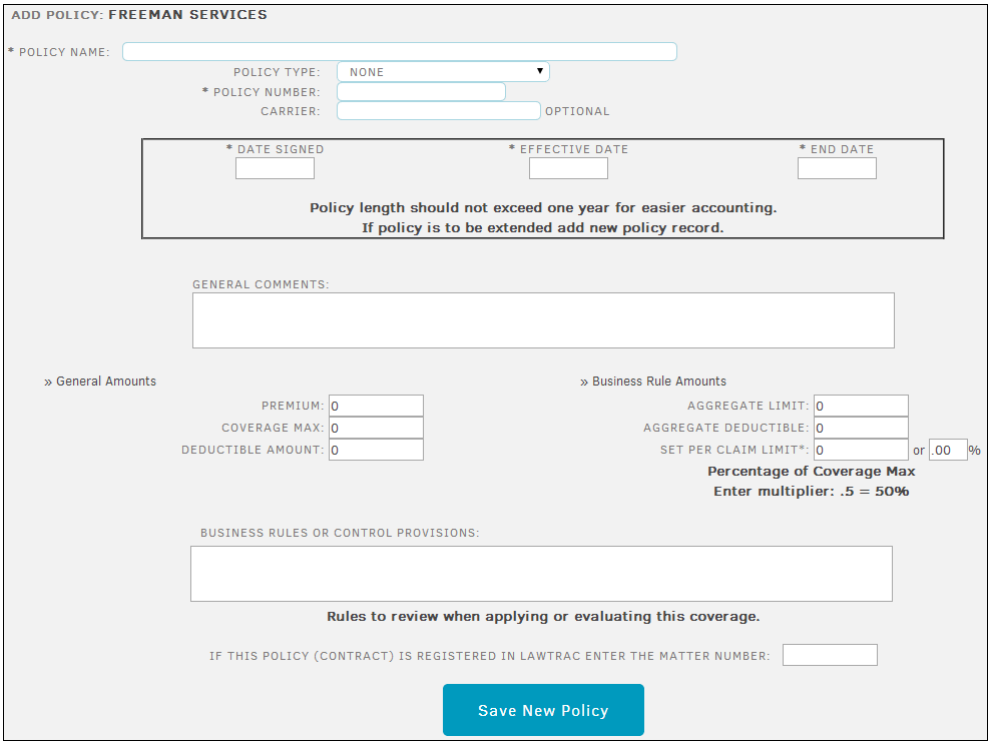
## Add a Carrier Policy

1. Click the icon for the carrier in the carrier list.
2. From the **Active Policies** page for the carrier, click the **Add New Policy** link.




**Add New Policy Link**

3. In the fields that appear, enter information about the policy. Fields inhabited with an asterisk (*) are required.




**Adding a New Policy**

4. Click **Save New Policy**.

## Edit a Carrier Policy

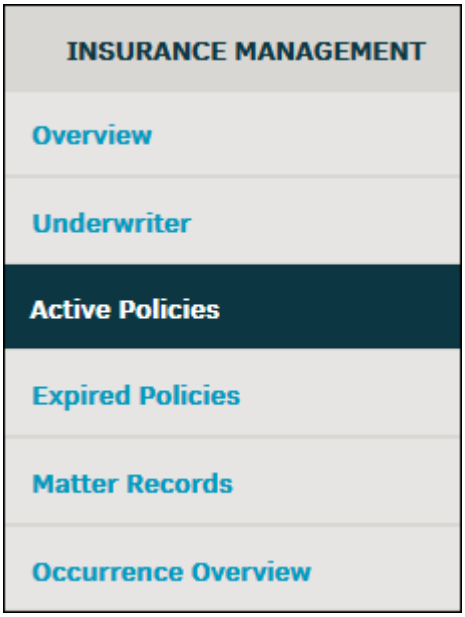
1. From the **Active Policies** list, click the icon for the policy.
2. In the fields that appear, update information about the policy.
3. Click the **Save Changes** button to save the policy.

## Delete a Carrier Policy

1. From the **Active Policies** list, click the icon for the policy.
2. At the bottom of the policy page, enter "Yes" into the text box and click the **Delete Policy** button.

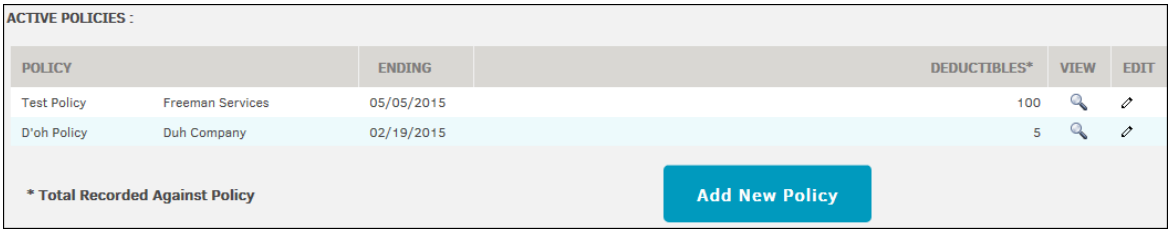
### 1.5.4.3 Policies

Click the **Active Policies** link to display a list of all policies currently in effect for your company. Click the **Expired Policies** link to display a list of all expired policies.




**Active Policies Link**

- 🔍—View a policy
- ✎—Edit or delete a policy




**Active Policies Page**

## Add a New Insurance Policy

1. From the **Active Policies** or **Expired Policies** page, click the **Add New Policy** button.
2. In the fields that appear, enter information about the policy.

ADD POLICY: FREEMAN SERVICES

* POLICY NAME:

POLICY TYPE: NONE

* POLICY NUMBER:

CARRIER: OPTIONAL

* DATE SIGNED | * EFFECTIVE DATE | * END DATE

Policy length should not exceed one year for easier accounting.
If policy is to be extended add new policy record.

GENERAL COMMENTS:

» General Amounts

PREMIUM: 0
COVERAGE MAX: 0
DEDUCTIBLE AMOUNT: 0

» Business Rule Amounts

AGGREGATE LIMIT: 0
AGGREGATE DEDUCTIBLE: 0
SET PER CLAIM LIMIT*: 0 or .0

Percentage of Coverage Max
Enter multiplier: .5 = 50%

BUSINESS RULES OR CONTROL PROVISIONS:

Rules to review when applying or evaluating this coverage.

IF THIS POLICY (CONTRACT) IS REGISTERED IN LAWTRAC ENTER THE MATTER NUMBER:

Save New Policy

**Adding a New Policy**

3. Click **Save New Policy**.

### 1.5.4.4 Matter Records

Click the **Matter Records** hyperlink in the **Insurance Management** sidebar to display a list of matter records with insurance policy coverage.

Along with the matter number and name, this list includes the policy for each matter in the **Policy Occurrence** column. If a policy is assigned to multiple matter records, the number next to the policy specifies the order number of the matter record for that policy.

MATTER OVERVIEW

Open Matter Records Only

| MATTER NO | MATTER NAME | POLICY OCCURENCE | MATTER AMOUNT COVERAGE | MATTER AMOUNT DEDUCTIBLE | POLICY AMOUNT COVERAGE MAX | POLICY AMOUNT AGGREGATE DEDUCTIBLE |
|---|---|---|---|---|---|---|
| 2000094 | Jones, Robert - Slip And Fall - Corporate Offices | Self Insurance Policy 2012 [1] | 7,000 | 0 | 500,000 | 5,000 |
| D4627 | Jane Smith Vs. Our Company | Self Insurance Policy 2012 [2] | 10,000 | 0 | 500,000 | 5,000 |
| B01660 | Samson Gerraldson - Finger Tip Injuries - Company Sector A | Self Insurance Policy 2012 [3] | 10,000 | 0 | 500,000 | 5,000 |
| B01660 | Samson Gerraldson - Finger Tip Injuries - Company Sector A | 2012 - General Liability Additional [1] | 15,000 | 0 | 7,500,000 | 0 |

INSURANCE MANAGEMENT
- Overview
- Underwriter
- Active Policies
- Expired Policies
- Matter Records
- Occurrence Overview

**Matter Records Page**

### 1.5.4.5 Occurrence Overview

Click the **Occurrence Overview** hyperlink in the **Insurance Management** sidebar to display a detailed list of all policies and the matter assigned to each policy.

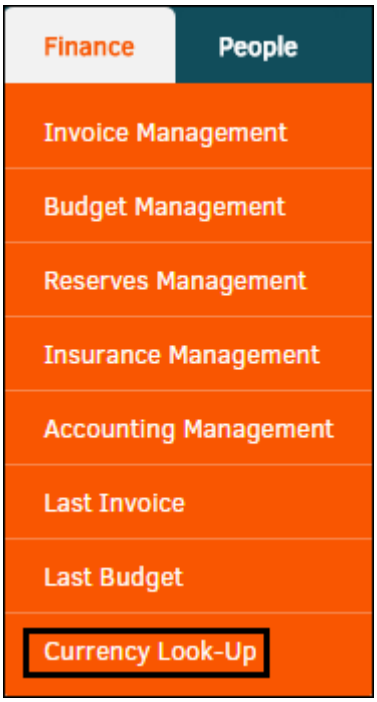
If a policy meets 50% of the Coverage Max or Aggregate Limit, a green switch shows up under the amount in the **To Date** column. If it does not, the switch remains red.

Click on the highlighted policy code to open the matter record's primary information page.


**Occurrence Overview Page**

## 1.5.5 Currency Exchange Look-Up Tool

To open the currency look-up tool, select **Currency Look-Up** from the **Finance** tab.




**Currency Look-Up**

The tool displays above the currently opened page.


**Currency Look-Up Tool**

**To look up a currency exchange rate:**

1. Select a country from the drop-down list and select a date using the icon.

   The right side of the tool refreshes with the current exchange rate for that country.

2. Use the right or left arrows to view rates for different days.

3. Click the to close the **Currency Look-Up** tool.

## 1.6 People Module

The **People** tab on the Top Navigation Bar is a great resource for getting Legal staff information quickly, as well as looking up firms, vendors, key personnel, parties, and entities.

***People Options:***

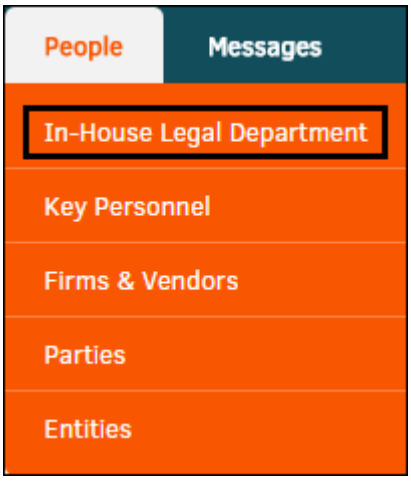
| Page | Function |
|---|---|
| **In-House Legal Department** | View members of the legal staff based on location, team, or position title. See also Edit Personal Information and Release/ Reinstate. |
| **Key Personnel** | View members of key personnel based on location or position title. See also Edit Records & Permissions and Remove Key Personnel. |
| **Firms & Vendors** | View or add firms and vendors in the Lawtrac system.<br>**See also:**<br>Search for Firms or Vendors<br>Add New Firm/Vendor<br>View and Edit Firms and Vendors<br>Employee Directory |
| **Parties** | View a list of parties. See also Search for Parties and Party Information Screen. |
| **Entities** | View a list of entities.<br>**See also:** |

| Page | Function |
|---|---|
| | Entity Information Screen<br>Add a New Entity<br>View Payments to and from an Entity<br>Party Relationships<br>Entity Transactions |

See also Parties vs. Entities.

### 1.6.1 In-House Legal Department

To display a list of internal legal staff, select **In-House Legal Department** from the **People** tab.




**In-House Legal Department Link**

Click a user's name to view more information about the individual.

From a list of internal legal staff, you can click the following icons to contact a staff member:

- —Send the staff member an internal Lawtrac message
- —Send the staff member an email

IN-HOUSE LEGAL STAFF

| INDIVIDUAL | TITLE | LOCATION | PHONE | | EMAIL |
|---|---|---|---|---|---|
| Waiters, Sonia | Senior Paralegal Associate | | 111-555-1212 | | |
| Waldrop, John Allen | Assistant General Counsel | | 111-555-1212 | | |
| Walsh, Kelly | Senior Risk Analyst | Corporate Headquarters | 111-555-1212 | | |
| Wayne, John | General Counsel | Corporate Headquarters | 212-250-2502 | | |
| Winnell, Alexis | Paralegal | Corporate Headquarters | 111-555-1212 | | |

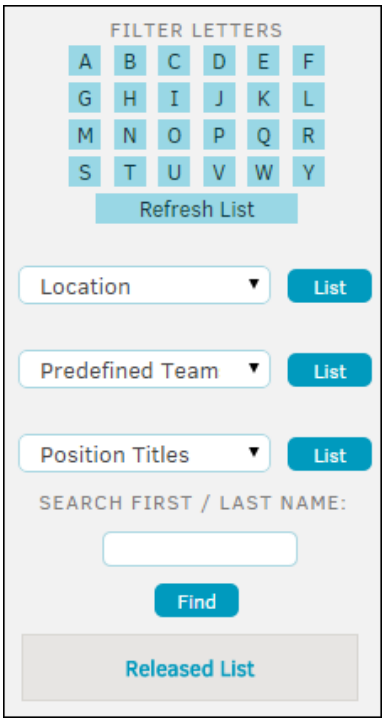
**Internal Legal Staff Filtered on W**

## Filter Legal Staff Members

To find a staff member, you can filter through the list in the following ways:

- Use the alphabet filter at the top of the screen to search by the first letter of the last name
- From the **Location** drop-down list, select a staff member location and click **List**
- From the **Predefined Team** drop-down list, select a legal team and click **List**
- From the **Position Titles** drop-down list, select a staff member title and click **List**
- From the **Search First/Last Name** text field, enter a name and click **Find**
- Click the **Released List** link to display a list of staff members that are no longer active

To return to a list of all active staff members, click **Refresh List** under the alphabet filter.




**Filtering Legal Staff**

## See also:

Edit Personal Information

Release/Reinstate

### 1.6.1.1 Edit Personal Information

Site administrators and super users can edit information about a Legal staff member.

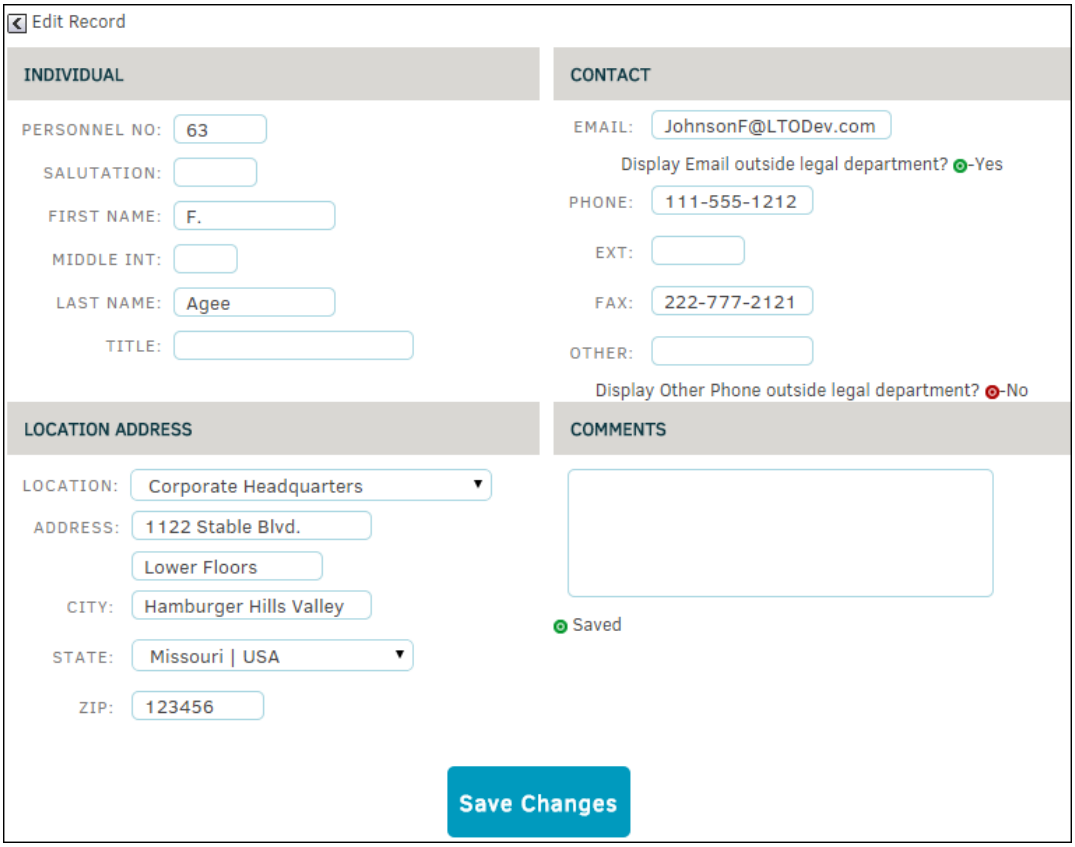
1. Click the staff member's name in the **Individual** column of the In-House Legal Staff table.
2. From the staff member's record, click the **Edit** hyperlink on the sidebar to the right.


**Click the Edit Link**

3. Update information about the staff member using the data fields provided.
4. Use the switches to change how contact information displays.

   By default, email addresses and phone numbers are available only to legal staff members.

   - **-No—**Not available
   - **-Yes—**Available




**Edit In-House Record**

5. Click **Save Changes**.

***Additional Options:***

| Page | Function |
|---|---|
| **Contact Info** | View staff member's name, office, address, email, phone/fax number, and status information. |
| **Schedule** | View dates and event information for associated matter. |
| **Matter** | View matter with which the individual is associated and their role within the matter. |
| **Predefined Teams** | View matter of which the individual is a team member. |
| **Documents** | View document activity associated with the individual. |
| **Routing Slips** | View routing slips associated with the individual and their status. |

| Page | Function |
|---|---|
| **Transactions** | View the last 100 transactions (or activity), listed in reverse chronological order. |
| **Edit** | Edit contact information and submit comments. |
| **Work Group Security** | Grant the individual access to specific work groups. |
| **Rates** | View rates associated with the individual. |
| **Classifications** | Manage matter legal classifications associated with the individual by Type and Division/Business Unit. |
| **Application Permissions** | Turn on or off the main menu items that are displayed on the application. |
| **Matter Permissions** | Manage viewing of matter menu items which users have access to. |
| **Reset Permissions** | Set to default profile. This option undoes all of the user's existing permissions and reset them to match those of the selected profile. |
| **Site Access** | View invoice authorizations, access points, and log-in credentials. |
| **Release/ Reinstate** | Release or reinstate an individual to the legal staff. |

#### 1.6.1.1.1 Work Group Security

Security groups are created and managed by the site administrator in **Application Administration**. Access to a specific matter record is only allowed to those users whose work/security group matches the matter's work/security group.

To assign permissions to a particular work group, click **Work Group Security** from within a Legal team member's profile on the right sidebar.


**Work Group Security Link**

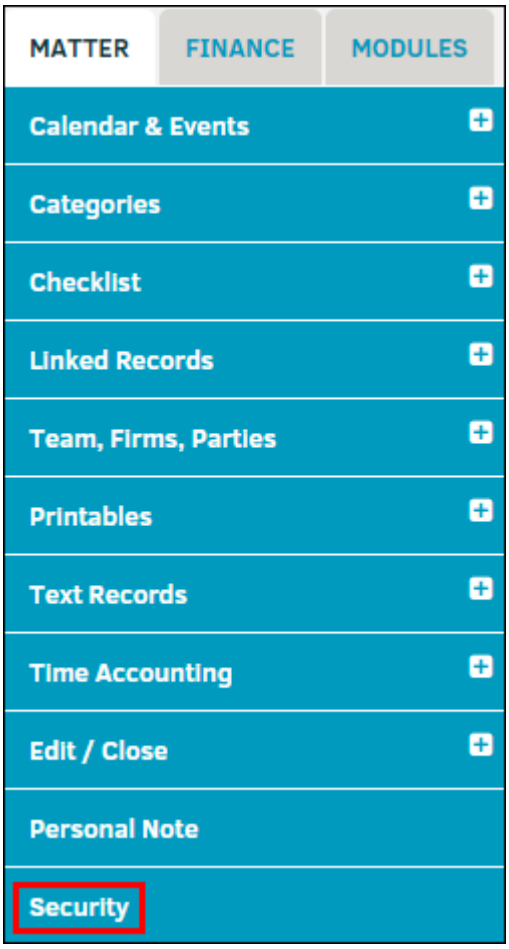
Click the switch to the right of an active group name to set the security for the person in that work group.

- —Inactive group
- —Individual does not have access to these matters
- —Individual has access to these matters


**Work Group Permissions**

1.6.1.1.1.1 Work Group Security within a Matter

The **Security** tab in the **Matter Navigation Bar** allows access control to Lawtrac users with the appropriate permissions. Individual users have a specific work/security group to which they are assigned, which is set within their user profile. Users only have access to matters which work/security group matches the user's.




**Matter: Security**

Toggle the icon next to the security/work group to grant them access to the matter or revoke it. The titles of the security/work groups are configured and managed by your site administrator or super user.

—Access to the record is enabled

—Access to the record is disabled

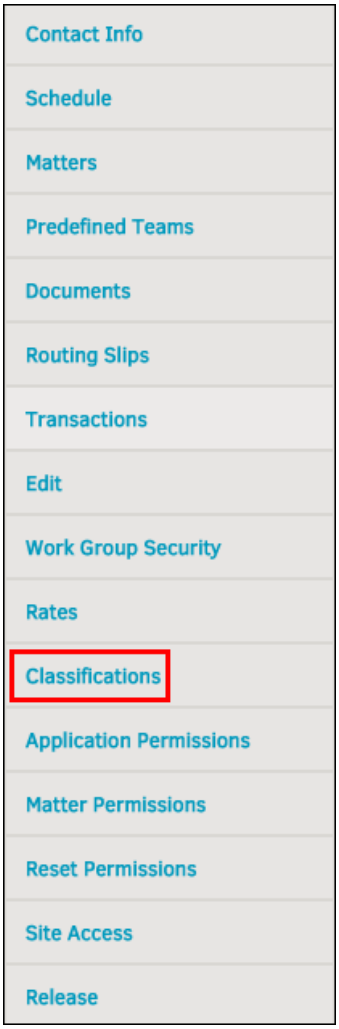
| | | | | | |
|---|---|---|---|---|---|
| Reporting Group 1 | | Reporting Group 10 | | Not Used | |
| Reporting Group 2 | | Federal Govt. | | Not Used | |
| Reporting Group 3 | | State Govt. | | Not Used | |
| Reporting Group 4 | | Reporting Group 13 | | Executives | |
| Reporting Group 6 | | Reporting Group 14 | | Reporting Group 22 | |
| Reporting Group 7 | | Reporting Group 15 | | Reporting Group 23 | |
| Reporting Group 8 | | Reporting Group 16 | | Reporting Group 24 | |
| Reporting Group 9 | | Reporting Group 17 | | Reporting Group 25 | |

**Security Switches**

#### 1.6.1.1.2 Classifications

If an individual is restricted to a particular matter Legal classification, or if the individual is only allowed to add new matter records for a specific department or business unit, it may be helpful to designate a classified Type or Department.

To add these features, click **Classifications** from within a Legal team member's profile on the right sidebar.

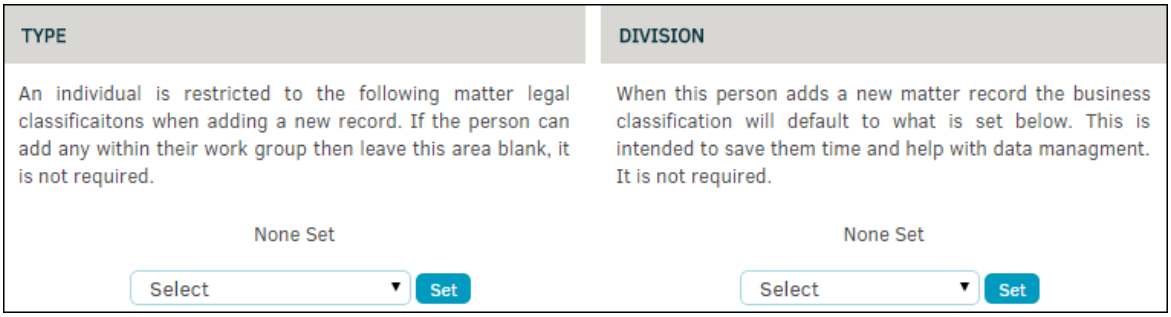



**Classifications Link**

Use the drop-down menus to select a **Type** and/or **Department/s**, then click **Set**.

A user can have multiple Type classifications, but only one Department classification.

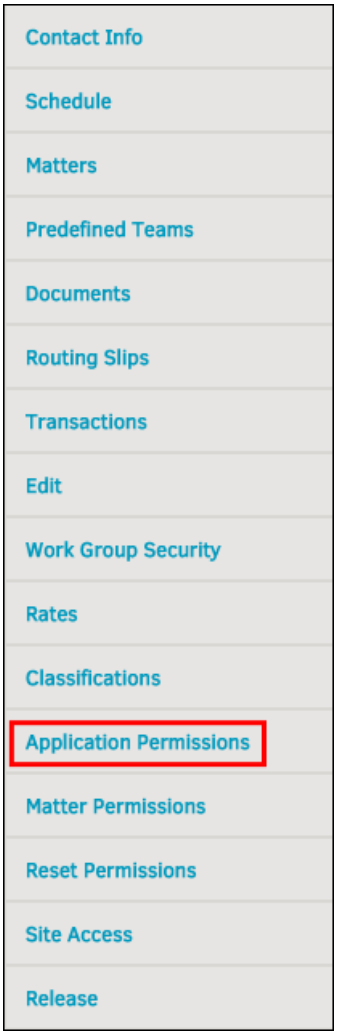
If the user is allowed to add any type or department within their work group, leave this area blank.




**Select a Type or Division**

1.6.1.1.3 Application Permissions

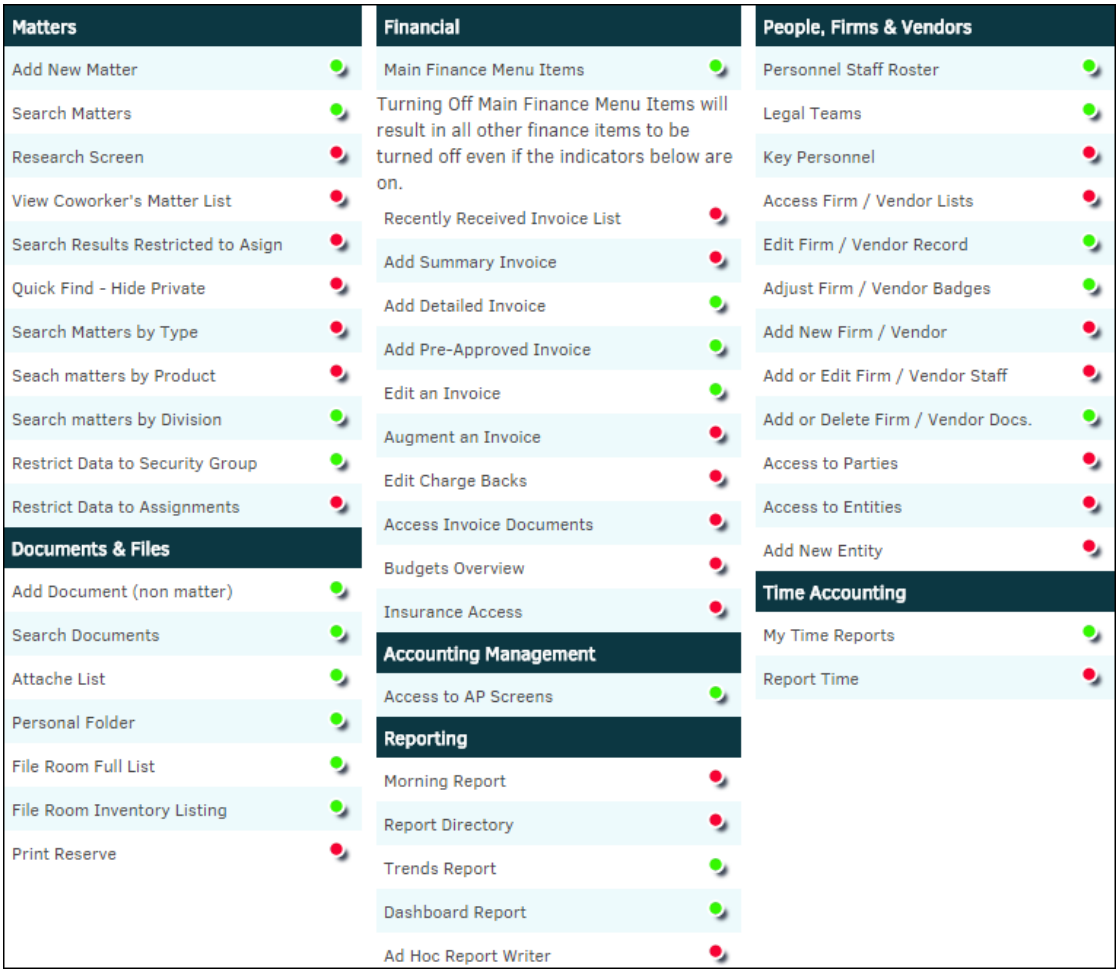
The switches in **Application Permissions** turn off or on the main menu items you see in the tabs and sidebars. Turning certain application permissions off may be helpful if you want to provide users with a more targeted list of utilities that make the application easier for them to use.




**Appliation Permissions Link**

By default, all application permissions are turned off, or they reflect the permissions that are assigned to a particular profile. To turn on an application permission, click the switch to the right of the subject. Changes are saved automatically.

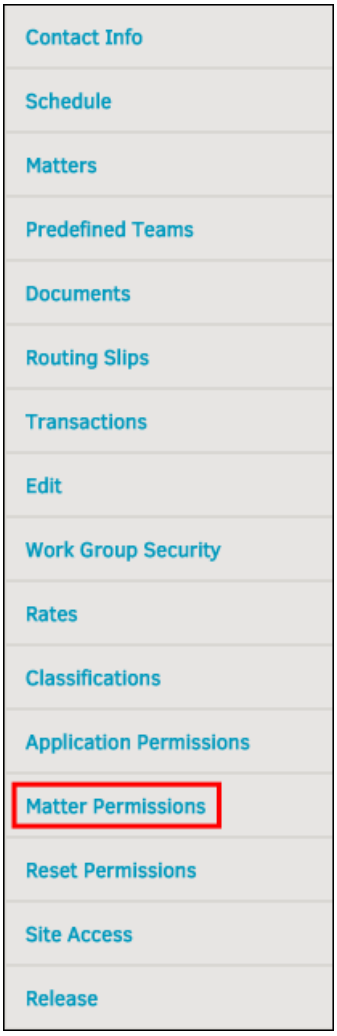
- —User has access
- —User does not have access




**Application Permission Switches**

1.6.1.1.4 Matter Permissions

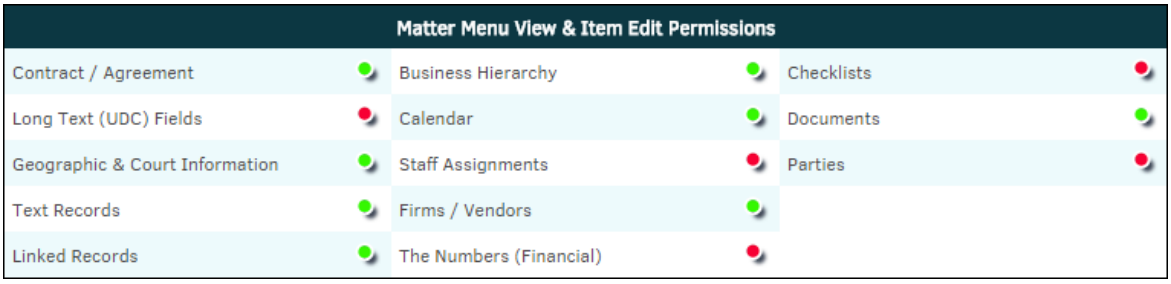
**Matter Permissions** control the display of the matter menu view and item edit permissions. It is suggested to turn off the items which are not needed to allow for quick reference, making the application easier for your users to navigate.




**Matter Permissions Link**

By default, all matter permissions are turned off. To turn on a matter permission, click the switch to the right of the subject. Changes are saved automatically.

- —User has access
- —User does not have access



| Matter Menu View & Item Edit Permissions | | | | | |
|---|---|---|---|---|---|
| Contract / Agreement | | Business Hierarchy | | Checklists | |
| Long Text (UDC) Fields | | Calendar | | Documents | |
| Geographic & Court Information | | Staff Assignments | | Parties | |
| Text Records | | Firms / Vendors | | | |
| Linked Records | | The Numbers (Financial) | | | |

**Matter Permission Switches**

***Additional Options:***

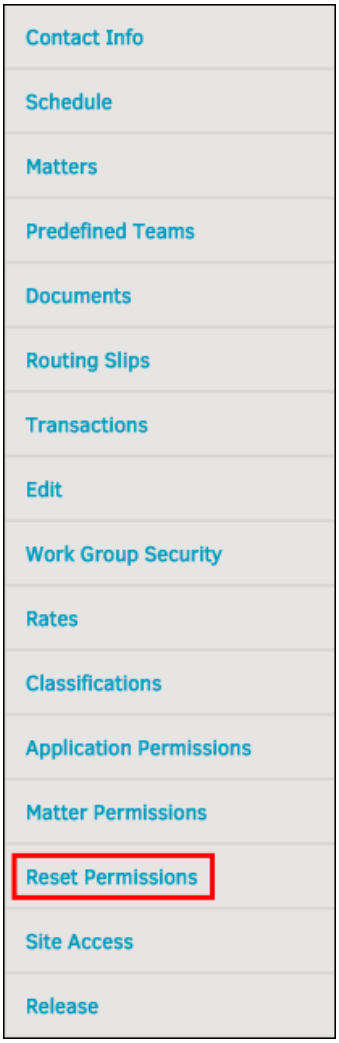
| Option | Function |
|---|---|
| **Main Elements** | Turn on or off the ability to view or edit main matter items. |
| **Calendar & Events** | Turn on or off the ability to view or edit matter calendars and events. |
| **Documents & Files** | Turn on or off the ability to view or edit documents and files. |
| **Text Items** | Turn on or off the ability to view or edit text items. |
| **Financial** | Turn on or off the ability to view or edit financial items. |
| **People/Modules** | Turn on or off the ability to view or edit areas within People/Modules. |

#### 1.6.1.1.5 Reset Permissions

By default, a Legal team member is set as an administrator in the permission settings, even if the user was not created as an administrator. In **Reset Permissions**, the default profile can be changed to a different profile. The objective of a permission profile is to provide the user with a set of "templates" that can apply to personnel records so they do not have to be individually adjusted. These profiles are created and managed by your site administrator in **Application Administration**.

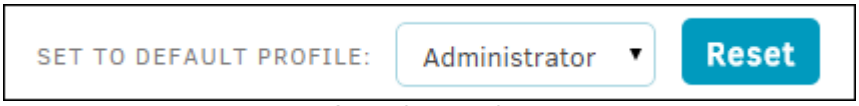
To reset an individual's profile permissions, click **Reset Permissions** from within a Legal team member's profile on the right sidebar.

***Important Note:*** *This option undoes all of the user's existing permissions and resets them to match those of the selected profile. You must remove or add individual permissions from the permissions tabs after running this function.*




**Reset Permissions Link**

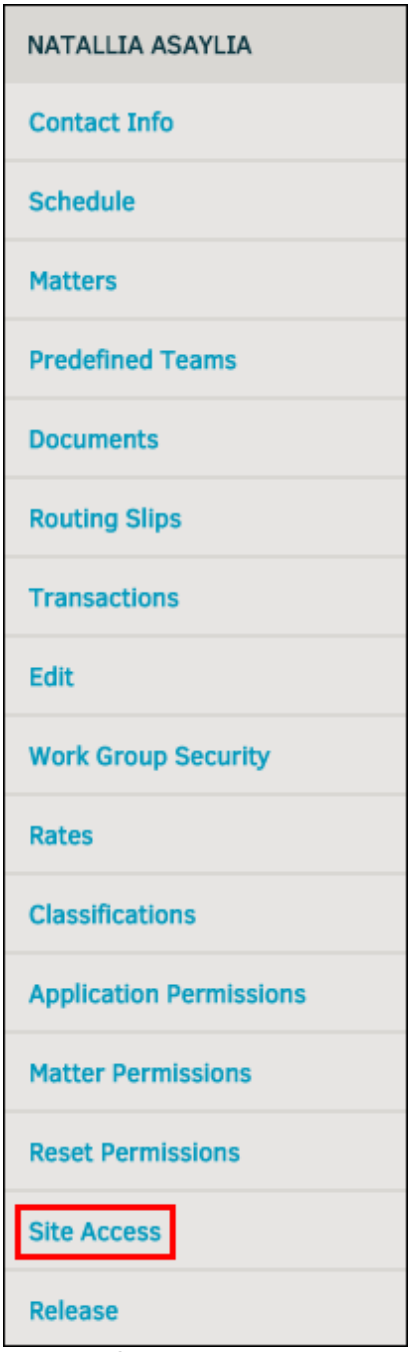
Select a profile from the drop-down menu, then click **Reset**.




**Set Default Profile**

1.6.1.1.6 Site Access

From a Legal team member's profile, select the **Site Access** from the sidebar to adjust access for invoices, routing slips, site administrations/settings, general counsel tab, and hold administrator abilities. From this page you can also change the user's log-in credentials.




**Site Access Link**

This page is separated into three categories. Under **Invoice Authorization**, click the switch to allow the user to perform as a lead on matter records. Under **Access Points**, click on the switches to turn access to a function on or off.

- —User has access
- —User does not have access

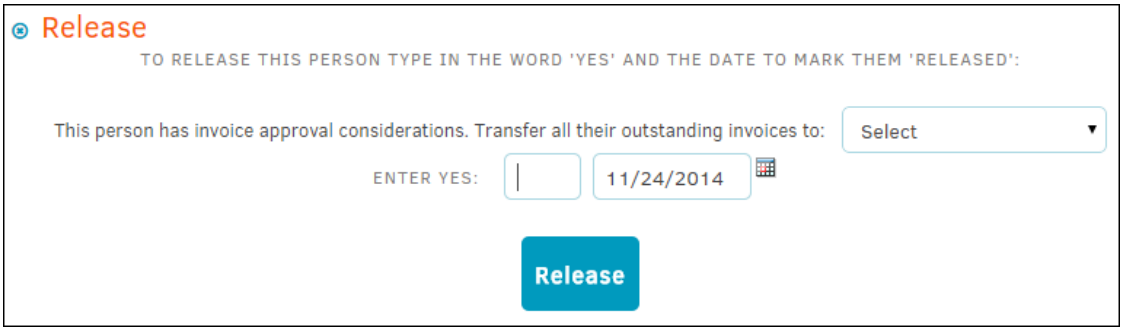
| Invoice Authorization | Function |
|---|---|
| Can perform as a lead attorney on matter records? | Has authorization to be placed in the role of Lead Attorney for a matter record. |
| Can approve invoices up to | The highest amount that the individual is authorized to approve for an invoice. If an invoice is assigned to this individual with a sum greater than the amount entered in this field, the invoice will be passed to the individual in the "Hands Invoices off to" field for review. |
| Hands invoices off to | This is the user who reviews the invoice if the invoice amount is greater than the approval amount threshold provided for the previous field. |
| **Access Point** | **Function** |
| Hold Administrator | Can access the **Hold Administration** page under the **Matters** tab and can be assigned to matter holds. |
| Routing Slips | Can create and has access to a matter record's routing slips. |
| Named User | Is considered an in-house user within Lawtrac and can access the application. If this switch is turned off, the user cannot log in, but can still be assigned to matters and approval chains. However, he/she won't be able to take action on assignments through the application. |
| Site Administration | Can access **Application Administration**. |
| Site Administration & Settings | Can access **Application Administration** and the **Misc. Settings** tab to control geographic settings, category headings, and lock time entries. |
| General Counsel Tab | Can access the **GC Dashboard** tab on the main Lawtrac screen. |

#### 1.6.1.2 Release/Reinstate

### Release

To release an individual from your in-house legal department, select **In-house Legal Department** from the **People** tab.

1. Select an individual by clicking their name.
2. In the gray panel on the right side of the page, click **Release** at the bottom.




**Release an Individual from In-House Legal Team**

If the individual belongs to an approval chain for one or more pending invoices, that invoice can be transferred to another individual from the drop-down list.

3. Type "Yes" into the text-box, and click to change the date, if necessary.
4. Click **Release** to confirm.

### Reinstate

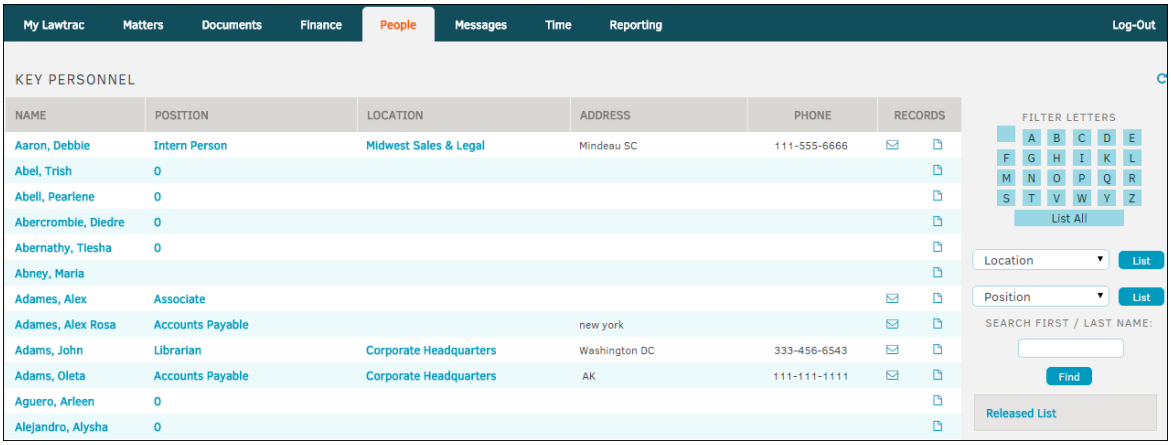
To reinstate an individual from your in-house legal department, select **In-house Legal Department** from the **People** tab.

1. Click Released List on the far right of the page or use the Search bar.
2. Select an individual by clicking their name.
3. In the gray panel on the right side of the page, click **Reinstate** at the bottom.

## 1.6.2 Key Personnel

**Key Personnel** are employees of your company who are not in the Legal department, but whom you may want to associate with matters.

If necessary, an administrator can grant a key person direct access to the Lawtrac application so they can see special screens and access matters to which they have permission. To remove any or all permissions from a key personnel member, see Remove Key Personnel.




**Key Personnel Page**

Key Personnel may be looked up using the alphabet filter on the right of the screen (by first initial of their last name).

Narrow search results by using the drop-down list for location of company and position of the personnel, or type their first or last name in the bottom text box and click **Find**.

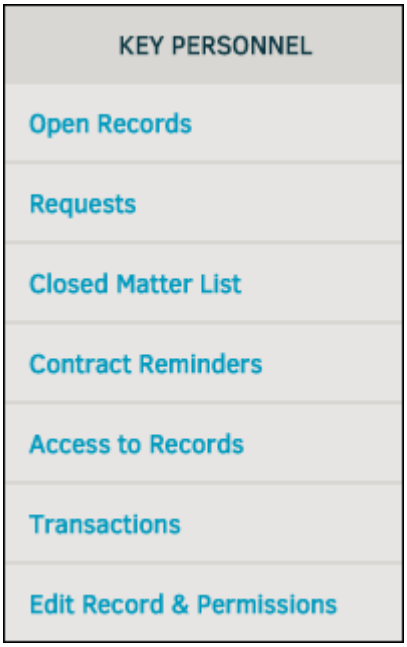
- —Email individuals who have provided an email address in the system. Clicking this icon launches your email application and your message is sent through this channel.
- —View Key Personnel Profile: The **Profile** or **Records** page displays additional contact information, comments entered by the site administrator, and a list of open matter associations. Use this link to obtain their mailing address or fax number.

Click a **Key Personnel** name to open up that individual's record.

- —Individual has access to the record/ receives reminders
- —Individual does not have access to the record/ does not receive reminders

Click the colored indicators to change user access.

Use the sidebar navigation to edit records and view details on transactions, matter, requests, and holds.




**Key Personnel Sidebar**

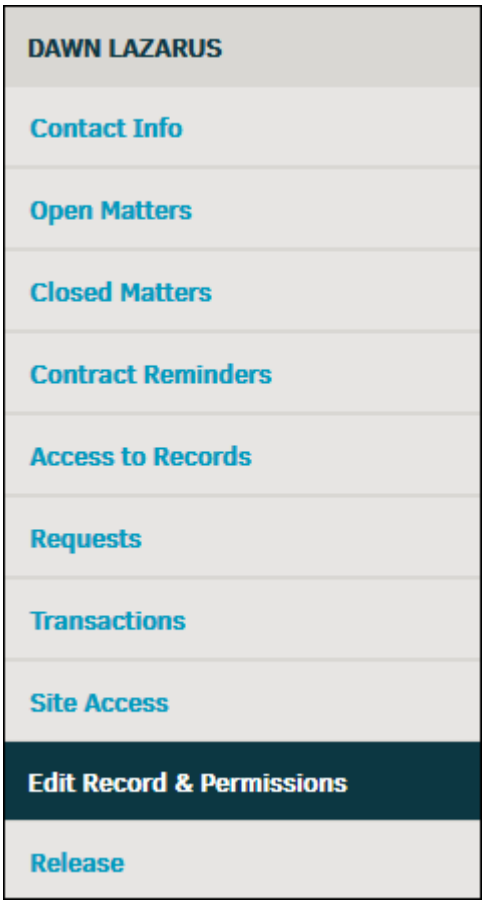
***Options:***

| Page | Function |
|---|---|
| **Contact Info** | View address, email, access points and company association. |
| **Open Matters** | View a list of open matter records and set reminders. |
| **Closed Matters** | View a list of closed matter records to which the individual is associated. |
| **Contract Reminders** | View and set contract reminders for matter records. |
| **Access to Records** | View matters with access granted, or remove access to matter records. |
| **Requests** | View a list of read-only requests. |
| **Transactions** | View transactions by date and time. |
| **Site Access** | Change username and password. |
| **Edit Record & Permissions** | Make changes to contact information or Lawtrac access. |

| Page | Function |
|---|---|
| Release | Remove key person. |

### 1.6.2.1 Edit Record & Permissions

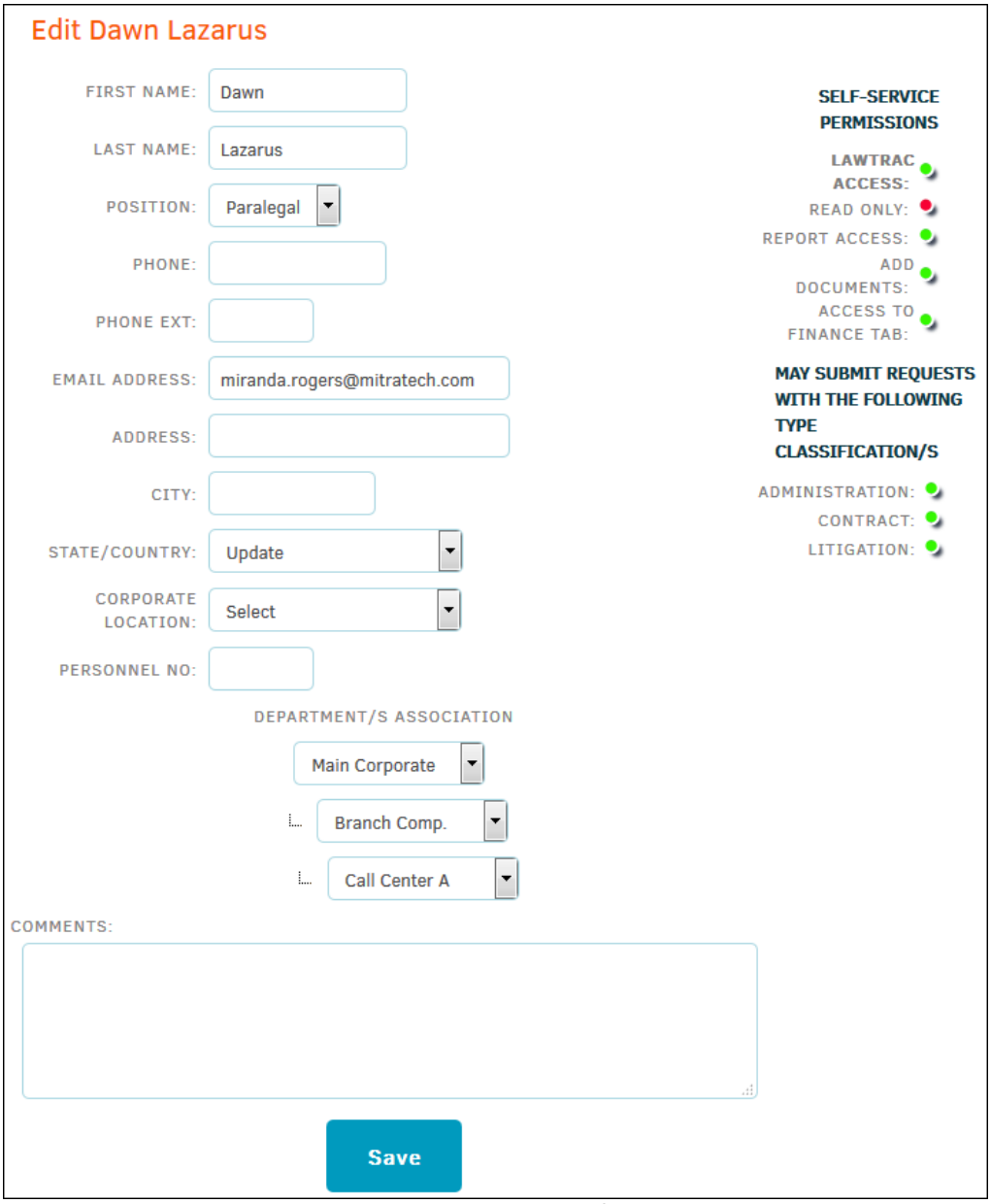
To edit a key person's profile information or permissions, click the **Edit Record & Permissions** hyperlink in the key person's profile sidebar.




**Edit Record & Permissions Link**

Change the individual's name, address, and contact information by typing directly into the text boxes or by making a selection from the drop-down menus.

Use the toggle switches on the right to turn a permission on or off.




**Edit Key Personnel Profile**

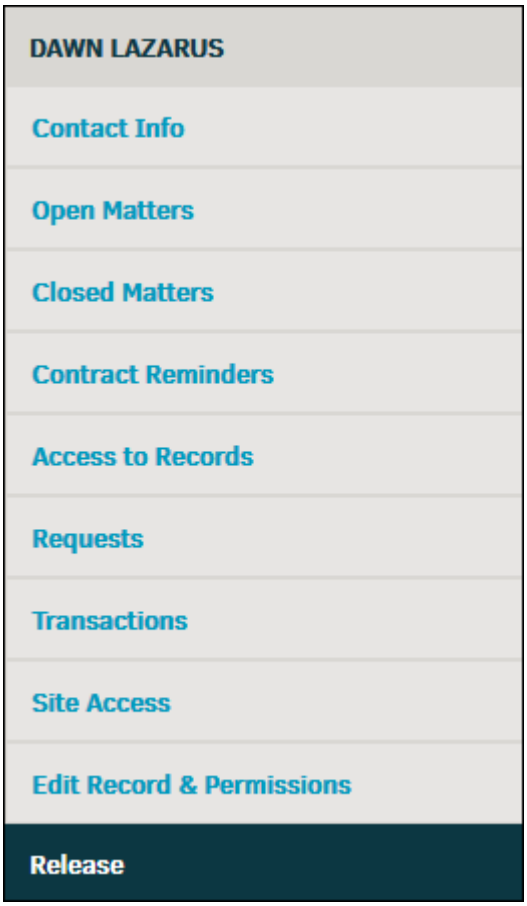
***Permission Options:***

| Switch | Function |
|---|---|
| *Self-Service Permissions* | |
| Read Only | User can only access matter records in read-only format, and cannot make changes. |
| Report Access | User has access to the **Reporting** module. |

| Switch | Function |
|---|---|
| Add Documents | User can add documents to the **Documents** module and to a matter record. |
| Access to Finance Tab | User has access to the **Finance** module. |

### 1.6.2.2 Remove Key Personnel

To remove a key person, access their profile and click the **Release** link. After activating this function, the user is no longer able to log into Lawtrac.

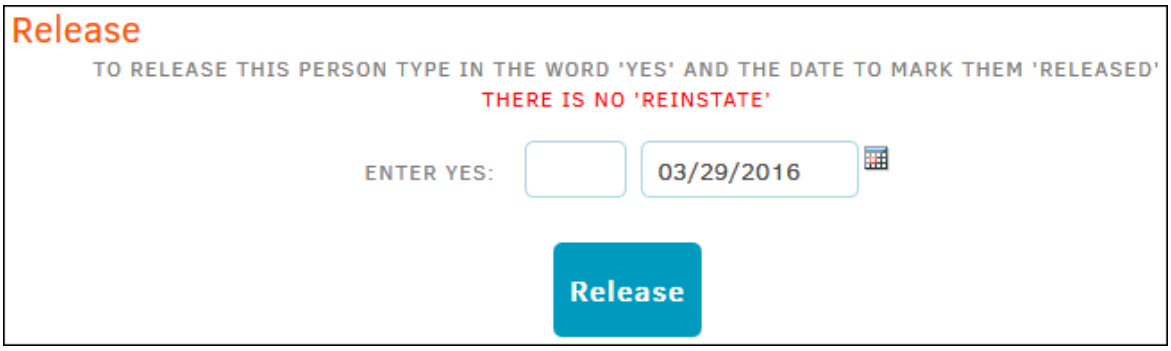



**Release Key Person**

## Remove Key Personnel

1. Navigate to the Key Personnel link of the People tab.
2. Select an individual.
3. Click **Release** from the right side navigation bar.

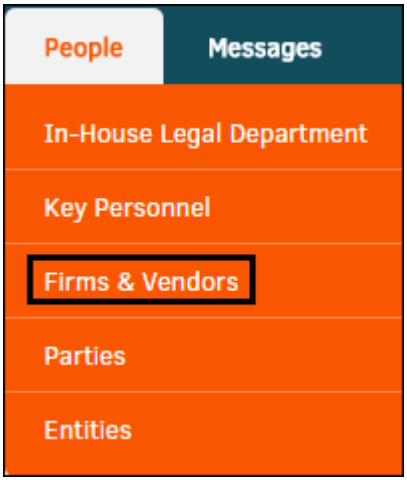
4. Type "Yes" into the text field. Use the icon to change the date of release.
5. Click **Release**.




Release

## 1.6.3 Firms & Vendors

To display a list of firms or vendors, select **Firms & Vendors** from the **People** tab.




Firms and Vendors

The **Firms** page opens with a list of all vendors that begin with the letter **A**, or the name of the vendor with the initial closest to the beginning of the alphabet.

Click **Switch to Vendors List** in the top right corner to see a list of vendors.

### Filter Firms and Vendors

From the **Vendors** and **Firms** pages, you can filter the list of results by using the following links:

- Use the alphabet filter to search by the first letter of the vendor or firm name. If there are no firms/vendors that begin with a particular letter, that letter does not appear in the grid.
- Click the **All My Associated** button to open a list of the vendors or firms with which you have an association.

- Click the **List All Vendors** or **List All Firms** button to list all the vendors or firms in your Lawtrac.


**List of Firms on the Firms Page**

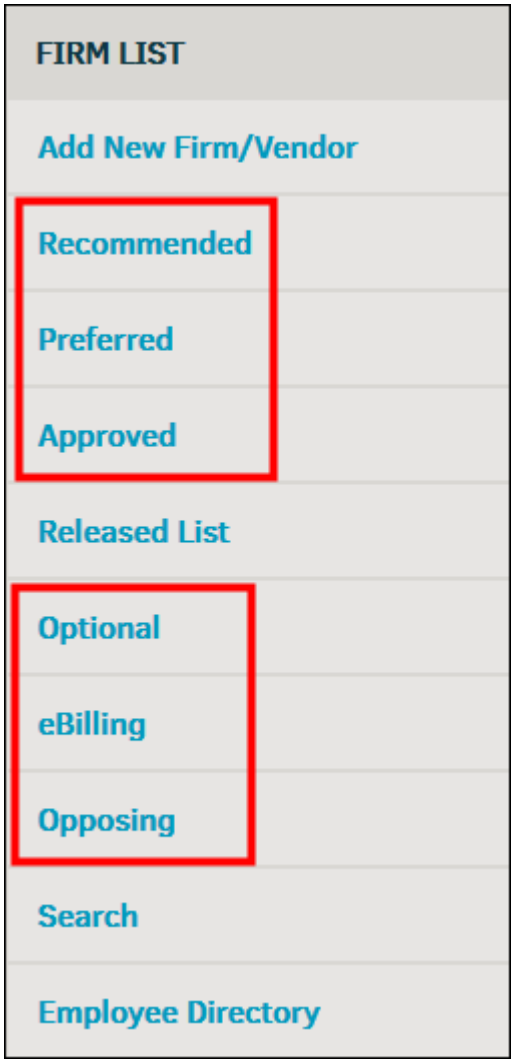
Click the link of a firm or vendor to view more information. To email an employee of the vendor or firm, click the icon.

## Badge Icons

The **Vendors** and **Firms** pages also may include the following icons to categorize the listed item:

- —A firm or vendor part of the recommended category. Click the **Recommended** link to open a list of items with this badge.
- —A preferred firm or vendor. Click the **Preferred** link to open a list of items with this badge.
- —A firm or vendor part of the approved category. Click the **Approved** link to open a list of items with this badge.
- —A firm or vendor that has an optional arrangement on file. Click the **Optional** link to open a list of items with this badge.
- —A firm or vendor who sends invoices to Lawtrac. Click the **eBilling** link to open a list of items with this badge.
- —An opposing firm or vendor. This badge appears to the left of the firm/vendor name. Click the **Opposing** link to open a list of items with this badge.

***Important Note:*** *Because the firm/vendor badges are customizable by site administrators, these links may have a different description than what you see here. "Approved", "Preferred", "e-Billing", and "Optional" (seen here as "AFA on File") may have different titles that coordinate with your company's business language. "Recommended" and "Opposing" are the only badge names that cannot be altered.*




**Badge Links**

**See also:**

Search for Firms or Vendors

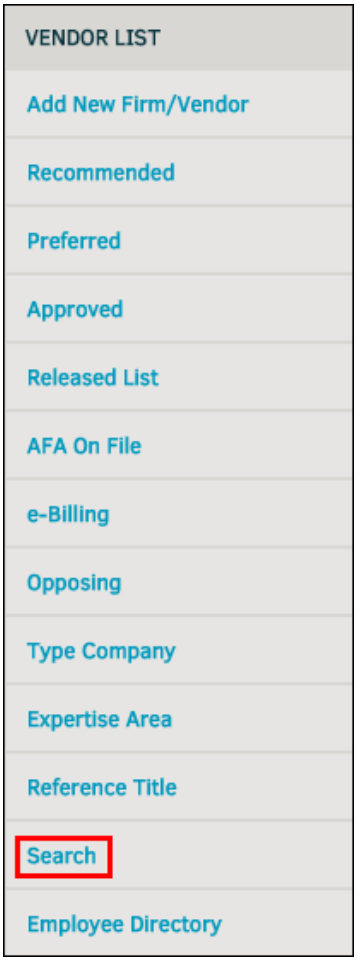
Add New Firm/Vendor

View and Edit Firms and Vendors

Employee Directory

### 1.6.3.1 Search for Firms or Vendors

Click the **Search** link in the sidebar on the right side of the **Vendors** or **Firms** page to open a search section at the top of the page.



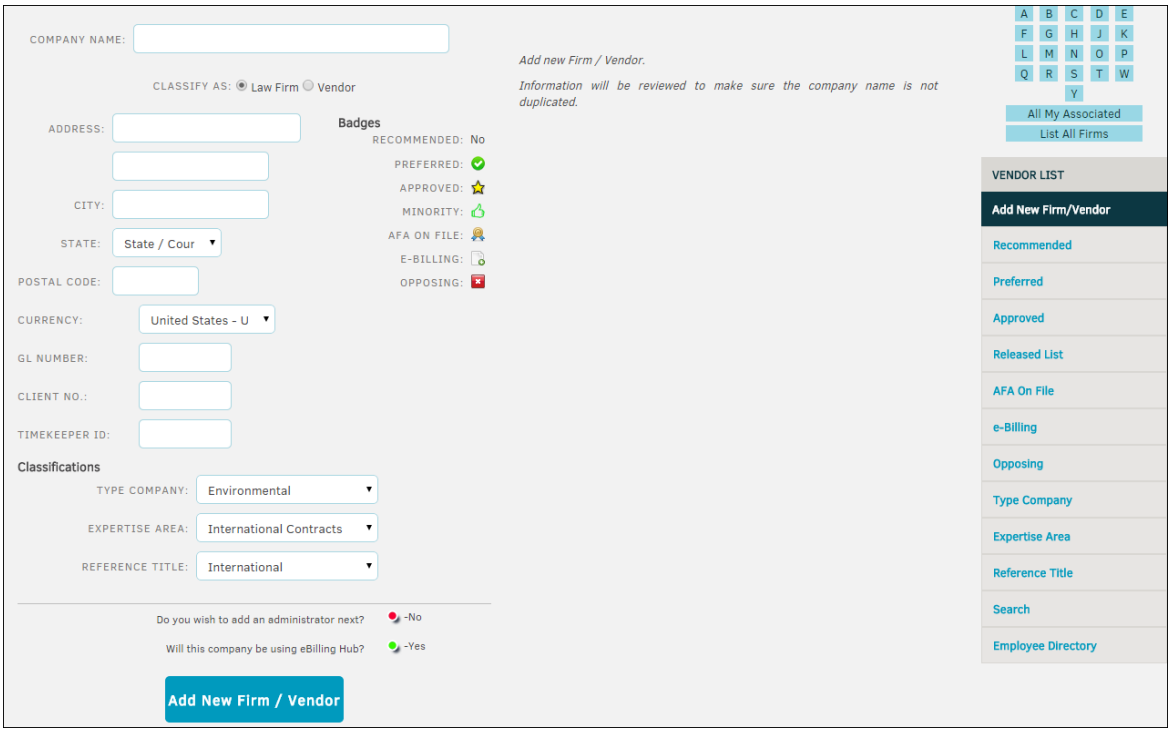

1. Enter the name of the firm or vendor and select criteria from the drop-down lists, then click **Search**.
2. Click the link of a firm or vendor to view more information.
3. Click to close the search.


**Searching for Firms and Vendors**

### 1.6.3.2 Add New Firm/Vendor

New firms and vendors can be added in Lawtrac through the **People** tab or through **Application Administration**.

To add a firm or vendor via the **People** tab, select **Add New Firm/Vendor** in the sidebar from the **Firms & Vendors** page to begin. Both firms and vendors can be created from this screen.




**Add a New Firm/Vendor**

1. Enter the firm or vendor details on the **Add New Firm/Vendor** screen.

   ***Note:*** *Make sure to select Law Firm or Vendor classification from the radio buttons beneath Company Name.*

2. If your company conducts international business, make sure you indicate the outside counsel's billing currency. Invoice entries default to this currency type. If there is a special code that your Accounts Payable department uses to identify this outside counsel, enter it into the "GL (General Ledger) Number field.

3. Place any internal Legal department code(s) into the "Client No." field.

4. Assign badges by clicking the word "No" next to the desired badge. The badge icon appears to confirm that it has been set (see above).

5. For the bottom two switches, determine if you'd like to add an administrator next or if the company uses eBillingHub. Selecting the eBillingHub option sends an email to Mitratech Support (ebillinghub.lawtrac@mitratech.com), who then enters the firm/vendor's information into eBillingHub (external link). eBillingHub logs in on behalf of the firm/vendor to submit e-Billing invoices.

   The firm/vendor may also contact Mitratech Support to have an eBillingHub account set up.

Once you add a vendor as an eBillingHub user, the site administrator must go to the **Application Administration | Firms & Vendors | eBillingHub Accounts** page and follow the instructions to add outside counsel's credentials.

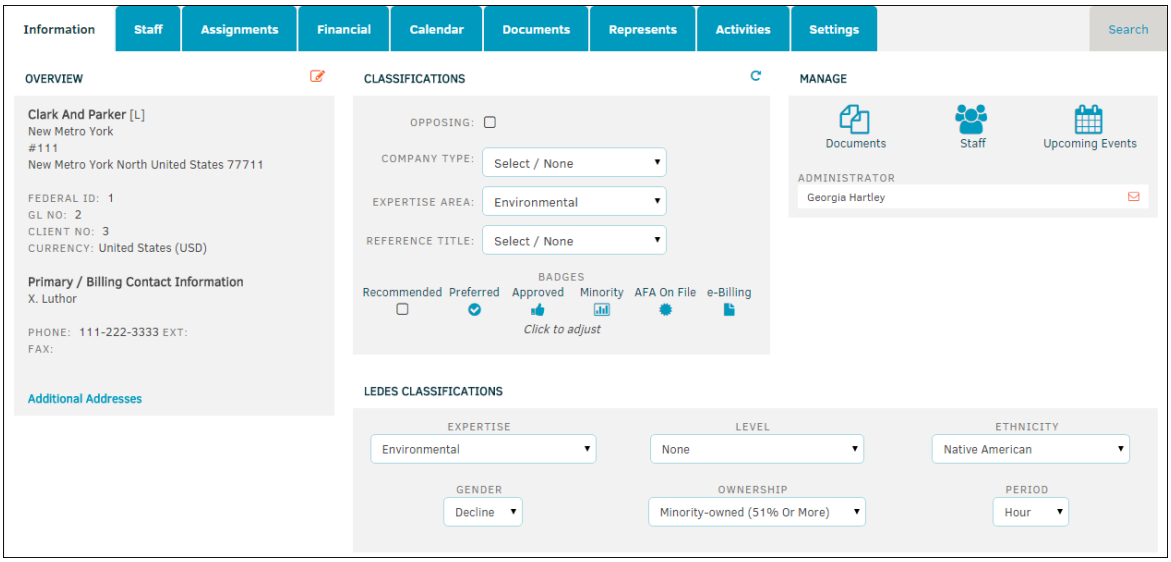
6. Click **Add New Firm/Vendor** to finalize the new record.

***Note to Site Administrators:*** *It is very important that individuals do not accidentally add the same outside counsel to the database. The system reviews company name information to make sure it is not a duplicate.*

*The ability to add and/or edit outside counsel records is a permissions setting on an individual's personnel screen. You may wish to limit the number of people who can add new outside counsel to the database.*

### 1.6.3.3 View and Edit Firms and Vendors

From **People | Firms & Vendors**, click the name of a firm or vendor to open their record.




**Firm/Vendor Record**

***Tab Options:***

| Tab | Function |
|---|---|
| **Information** | View firm/vendor contact information, classifications, and badges. Access quick links to documents, staff, and calendar events. |
| **Staff** | View a list of the firm or vendor's employees and timekeepers. Add and manage staff rate cards. See also Add a New Staff Member and Add a Timekeeper Rate Card. |
| **Assignments** | View the matter records assigned to the company.<br>**See also:** |

| Tab | Function |
|---|---|
| | Firm/Vendor Rate Card<br>Add a Rate Card<br>Delete a Rate Card |
| **Financial** | View all financial information associated with a firm or vendor.<br>**See also:**<br>Firm/Vendor Rate Card<br>Add a Rate Card<br>Delete a Rate |
| **Calendar** | View upcoming matter events associated with the firm or vendor. |
| **Documents** | View all documents that a firm or vendor has uploaded to matter records. |
| **Represents** | View a list of parties and entities that the firm or vendor represents. |
| **Activities** | View all actions relating to users and the selected firm or vendor. |
| **Settings** | View and edit additional data for the firm or vendor. |
| **Search** | Quickly locate information about the firm or vendor. |

#### 1.6.3.3.1 Firm/Vendor Information

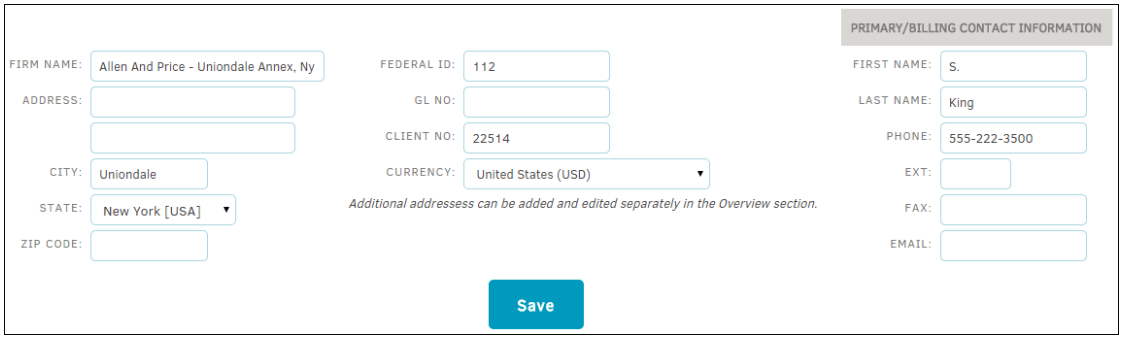
The default tab that opens for a firm or vendor is the **Information** tab. This tab includes four sections: Overview, Classifications, Manage, and LEDES Classifications.

While in view mode, click **Additional Addresses** in the **Overview** section to edit or include additional contact information.

### Overview

The **Overview** section includes information about where the firm or vendor is located.

Click the icon to edit the location information.




**Edit Firm/Vendor Overview**

Click **Save** to save the new information, or click to return to the **Information** tab.

## Classifications

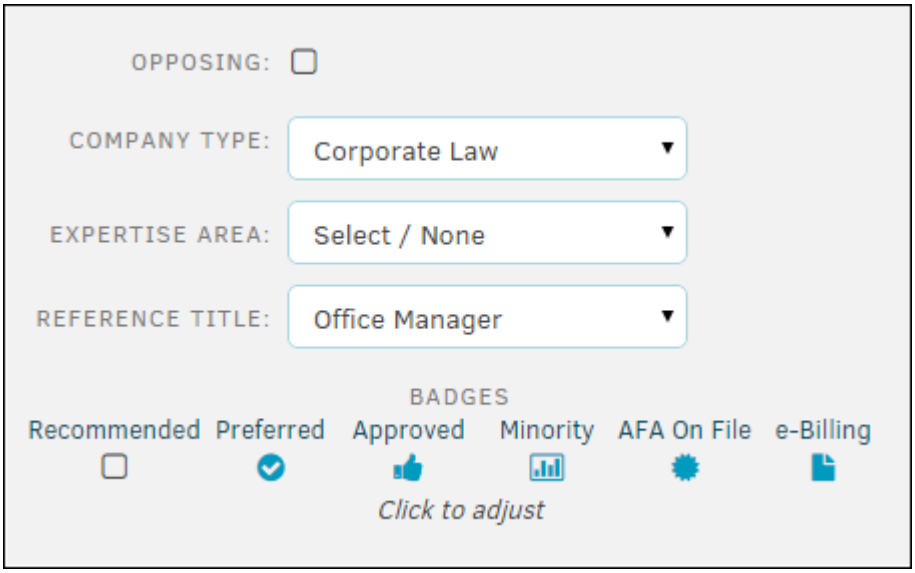
The **Classifications** section allows you to classify the Company Type, Expertise Area, and Reference Title. Lawtrac users have the ability to designate a firm as "Opposing" by clicking the checkbox above "Company Type". This option allows users to indicate to their Legal team and non-opposing vendors that this firm likely cannot be used and is in some way engaged in a matter against the user team.

You can also specify the following badges for the firm or vendor by clicking on the check boxes under Badges:

- **Recommended**—A user recommends the firm or vendor
- **Preferred**—A user prefers the firm or vendor
- **Approved**—The company approves the firm or vendor
- **Minority**—This firm or vendor is minority-owned
- **AFA on File**—This firm or vendor has an alternative fee arrangement on file
- **e-Billing**—This firm or vendor can send invoices to Lawtrac

An icon appears for each badge the company has. If the icon is present for a badge, the badge has not been assigned.

***Important Note:*** *Because badges titles are configurable, they may have different captions on your screen.*

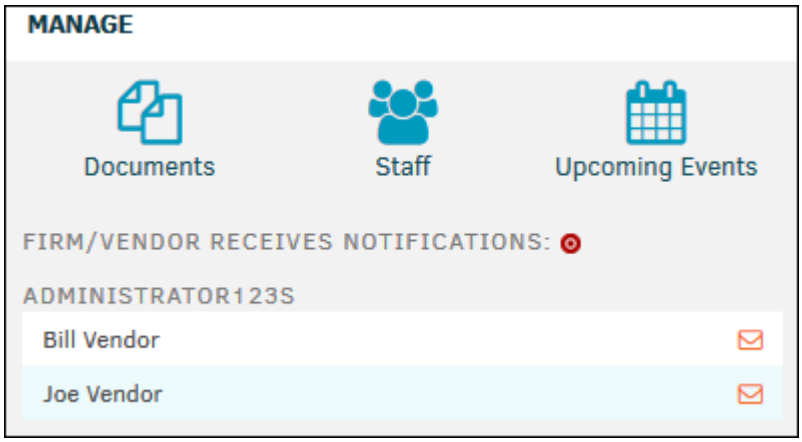



**Edit Classifications**

## Manage

The **Manage** section allows you to quickly navigate to documents, staff, or upcoming events. Click the corresponding icon to be taken to that page.

This section also lists the firm/vendor's administrator(s); click the icon to send the individual an email.




**Firm/Vendor Manage Section**

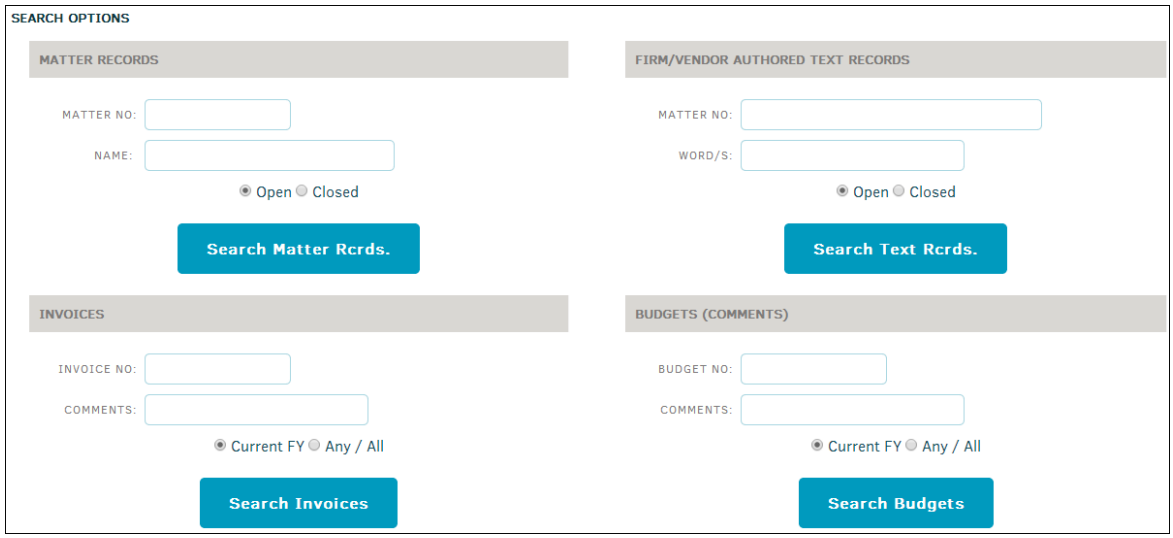
## LEDES Classification

LEDES classifications are created and managed by the site administrator in **Application Administration**.

Select an option from each menu. These informational tabs are optional, but the data may be beneficial when running reports. All changes save automatically.

1.6.3.3.2 Search on a Firm or Vendor

Click the **Search** tab at the top of the firm/vendor information page to quickly locate information about the firm or vendor. For example, to generate a list of all the firm's invoices, click the **Any/All** radio button in the **Invoices** section, and click **Search Invoices**, or enter search criteria into the text boxes and click **Search**.




**Searching on a Vendor or Firm Record**

1.6.3.3.3 Staff

Select the **Staff** tab within a firm or vendor page to view a list of the firm's or vendor's employees.

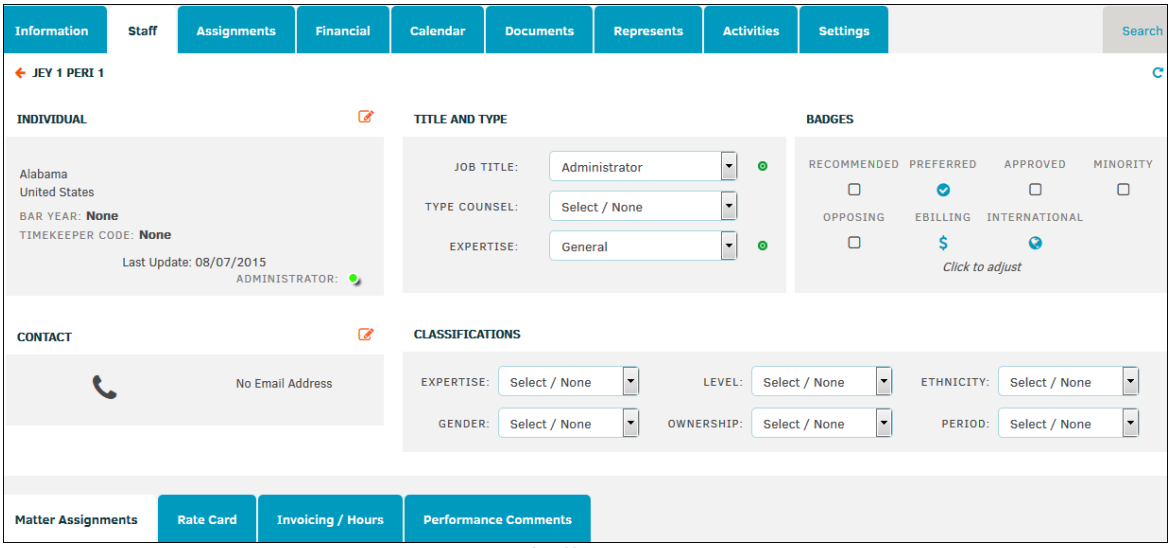
Select the **Include Inactive** button above the staff list to see all active and inactive staff members.


**Staff Page**

- **Hub, eBilling—**If you identified the firm or vendor as using an eBilling Hub when first adding the firm or vendor, "Hub, eBilling" appears at the bottom of the staff list. Click the name to edit first/ last name, location, and contact info.
- —Email the staff member.
- —Add information that was not included when initially adding the staff member.

Assign badges from this page by clicking the check box that corresponds to the appropriate badge. Click the badge icon to remove it.

Click on an employee's name to edit contact, badges, and classifications, and also view matter assignments, rate cards, invoicing/hours, and performance comments (see following screenshot).




**Staff Detail**

***Additional Options:***

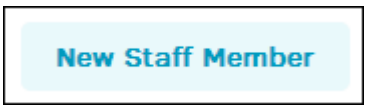
| Tab | Function |
|---|---|
| **Matter Assignments** | View staff member's assigned matters. |
| **Rate Card** | View or create rate card information by fiscal year. |
| **Invoicing/Hours** | View hours invoiced for a selected month. |
| **Performance Comments** | View or create comments for the staff member. Make changes by typing directly into the text box, then click **Save**. |

1.6.3.3.3.1 Add a New Staff Member

A list of staff members can be viewed from a vendor's or firm's profile.

**To add another staff member to the list:**

1. Open the vendor or firm record.
2. Select the **Staff** tab.
3. Click the **New Staff Member** button.




**New Staff Member Button**

4. Enter information about the staff member in fields on the **Add New Staff Member** page. Certain fields may be required depending on system administrator's settings (marked by a red asterisk). If the staff member is to log into Lawtrac's outside counsel system, complete the following fields:

a. Select **Yes** for **Will this person have access to Lawtrac?** A temporary user name and password generate automatically.

b. To send the user name and password to the staff member, click the checkbox in the **Send to the individual via email** field. Be sure there is an email on file in the **Contact** section.

c. Select whether the staff member is to have administrative privileges by clicking the Administrator buttons at the bottom of the screen.

5. Click the **Save New Staff Member** button to save the staff member's information.

FIRST NAME: * LAST NAME: *

JOB TITLE: Select

TYPE COUNSEL: Select

EXPERTISE AREA: Select

Will this person have access to Lawtrac? Yes No

**Temporary User Name & Password**

SEND TO THE INDIVIDUAL VIA EMAIL.

USER NAME: **4mAC**
PASSWORD: **6D1D9**

**LOCATION**

ADDRESS: 123 Vendor Lane

CITY: Sity

STATE: None

POSTAL CODE: 67890

**CONTACT**

EMAIL ADDRESS:

WORK NUMBER:

CELL NUMBER:

FAX NUMBER:

EXT:

**MISCELLANEOUS**

TIMEKEEPER ID:

BAR YEAR:

ADMINISTRATOR: Yes No

COMMENTS:

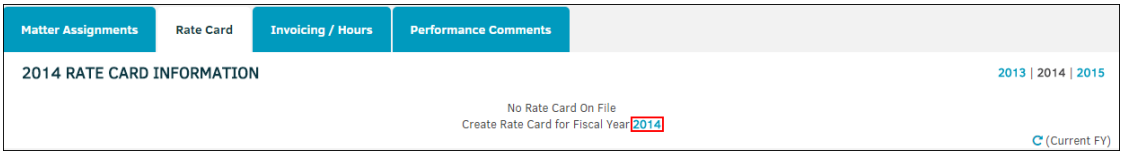
** Required for rate cards*

**Save New Staff Member**

**Add a Staff Member**

1.6.3.3.3.2 Add a Timekeeper Rate Card

1. From the vendor's **Staff** tab, select an employee's name to view or add a rate card. If no rate card has been added for the current fiscal year, you are prompted to create one if you have the appropriate permissions to do so.
2. Click the highlighted fiscal year hyperlink (or select a different fiscal year at the top right corner):




**Create a Rate Card**

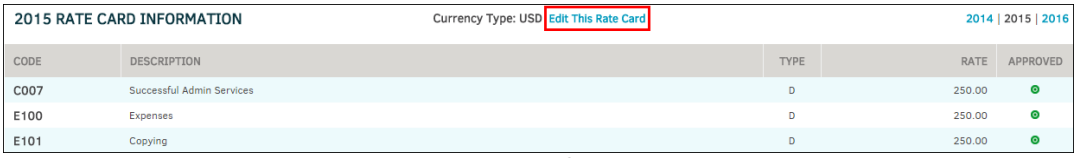
***Note:*** *This is an Administrative Function restricted to those with rate card approval authority. Any adjustments to this page are considered "Approved."*

2. Select a radio button to the left of the page to restrict to fee items only, restrict to disbursement/other items only, or authorize all LEDES categories.
3. Enter a basic rate in the text box and select a fiscal year from the drop-down list.
4. Click **Save** to confirm.

   Rate card information is displayed by code, description, type, rate and approval.

## Edit a Timekeeper Rate Card

1. Edit the rate card by clicking **Edit This Rate Card** at the top or bottom of the rate card information.




**Edit Rate Card**

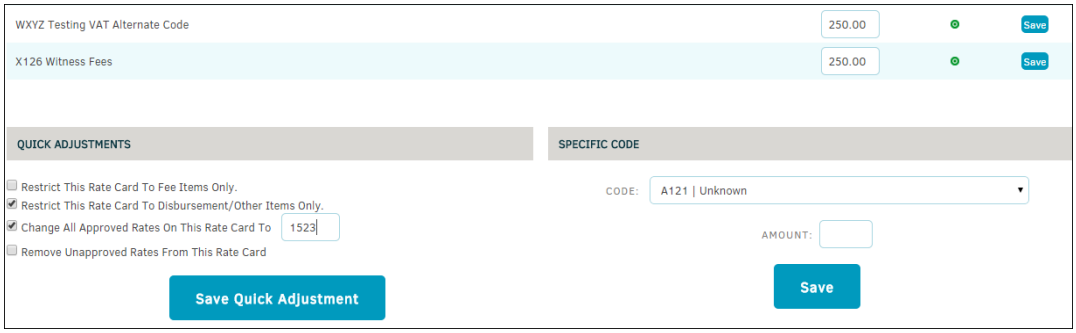
   The rate for each LEDES code is editable.

2. Type a new number into the text box in the **Rate** column and click **Save**.

   The rate amount for specific codes can be managed at the bottom under **Specific Code**.

3. Select a code from the drop-down list, enter the amount in the text box and click **Save**.

   a. Restrictions and rate approval can be managed under **Quick Adjustments**. Click one or more radio boxes and click **Save Quick Adjustment**.




**Quick Adjustments**

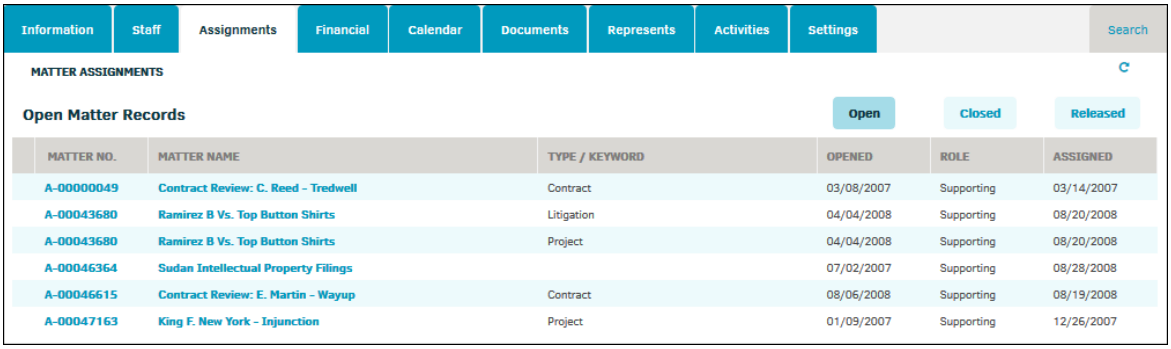
Rate cards can also be assigned to the firm rather than to the individual timekeeper. Do so from the **Financial** tab. *Timekeeper rate cards take precedence over firm rate cards*.

1.6.3.3.4 Assignments

Click the **Assignments** tab to display the matter records assigned to the company.

Click on **Matter No.** or **Matter Name** to view the matter.

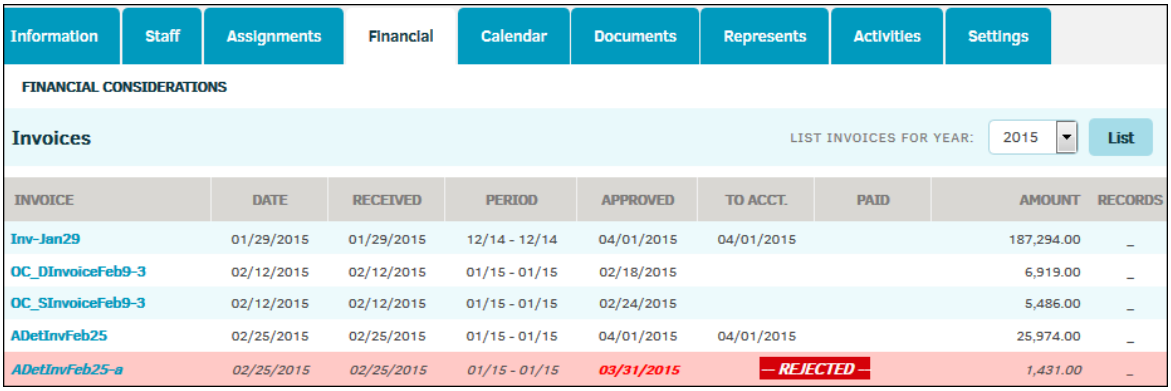
Use the buttons above the Matter Records table to view opened, closed, or released matter records.




**Assignments Tab View**

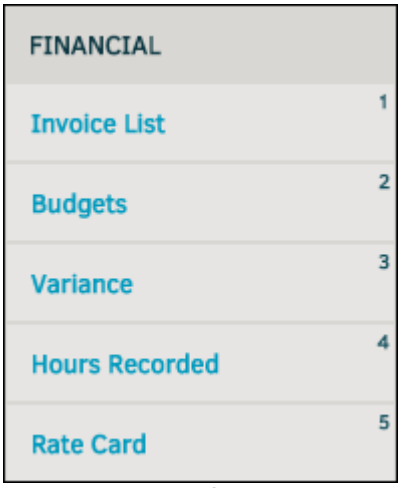
1.6.3.3.5 Financial

Click the **Financial** tab to view all financial information associated with a firm or vendor, including invoice list, budgets, variance, hours recorded, and firm/vendor rate card.




**Financial Page**

The **Financial** tab has a separate sidebar to navigate to specific options when managing finances:




**Financial Sidebar**

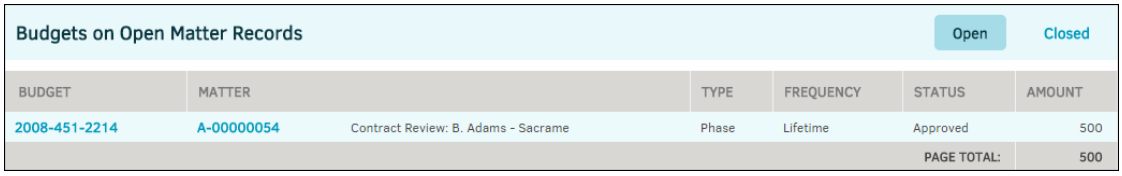
### Invoice List

The **Invoice List** page includes a list of invoices associated with the company.

### Budgets

Click the **Budgets** hyperlink to view the budget details for a company. If a budget displays a zero amount, the firm or vendor is required to submit a budget, but no line items have yet been entered.

Use the **Open** and **Closed** buttons above the Budget List to switch between open budgets and closed budgets.




**Budgets**

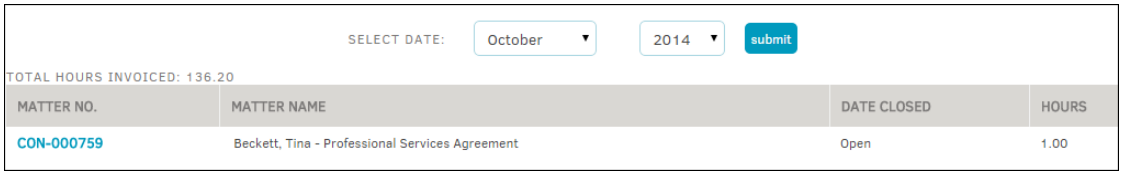
### Variance

Click the **Variance** hyperlink to display **Invoice/Budget Activities** for open matters assigned to the firm or vendor. The **Invoiced** column shows the percentage of total budgeted items that have been invoiced at that time.

### Hours Recorded

The **Hours Recorded** hyperlink displays the time recorded against the firm's assigned matters.

Use the "Select Date" drop-down lists above the "Total Hours Invoiced List" to view hours submitted for a specific month and year, and click **Submit**.




**Hours Recorded**

### Rate Card

Click the **Rate Card** hyperlink to review the rates for the company. Click a rate code to view details of the rate.

***Note:*** *Your company may not require a firm or vendor to use rate cards.*

The fiscal year view on this page always defaults to the current fiscal year as set by your site administrator. Lawtrac can only support one rate card per fiscal year for law firms and their employees. Outside counsel cannot change their rates without the approval of the in-house Legal department. Select a year from the "For Fiscal Year" drop-down list and click the **List** button to search for rate cards from a different year.

Members of the firm or vendor can log into the Lawtrac or Collaborati application and create or update their rate card. In addition, you can add to and edit these rate cards.

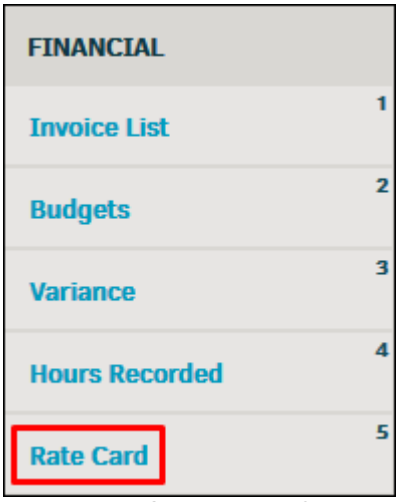
## Add a Specific Rate for the Chosen Fiscal Year

1. Under **Add a Specific Rate for**, select the type of drop-down list for which you will be choosing a rate by clicking the appropriate button at the bottom.
2. Select a code, title, or group from the drop-down list.
3. Enter a rate into the "Rate" text field.
4. Click **Save**.


**Add a Specific Rate**

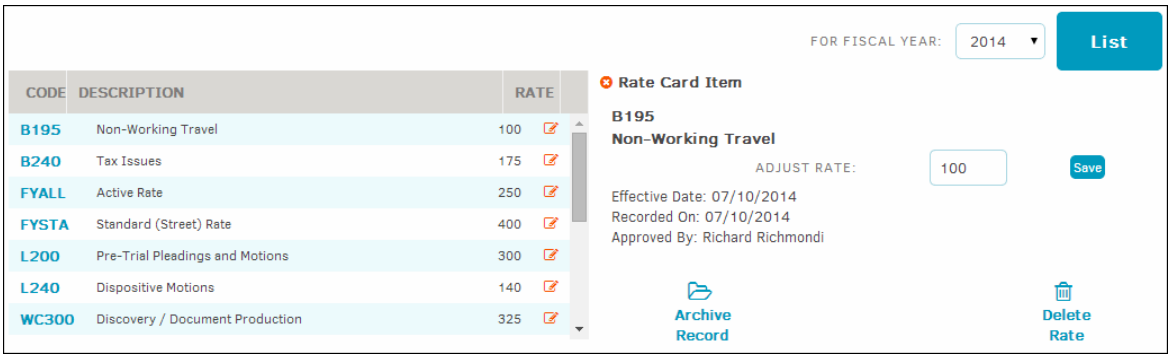
1.6.3.3.5.1 Firm/Vendor Rate Card

From the **Financial** tab, click the **Rate Card** hyperlink to review the rates for the company. Click a rate code to view details of the rate.




**Financial Sidebar: Rate Card**

***Note:*** *Your company may not require a firm or vendor to use rate cards.*




**Rate Card Page of the Staff Tab**

The fiscal year view on this page always defaults to the current fiscal year as set by your site administrator. Lawtrac can only support one rate card per fiscal year for outside counsel and their employees. Outside counsel cannot change rates without the approval of the in-house Legal department.

Staff of the outside counsel can log into the Lawtrac application and create or update their rate cards. In addition, you can add to and edit these rate cards.

**To search for rate cards:**

Select a year from the "For Fiscal Year" drop-down list and click the **List** button.

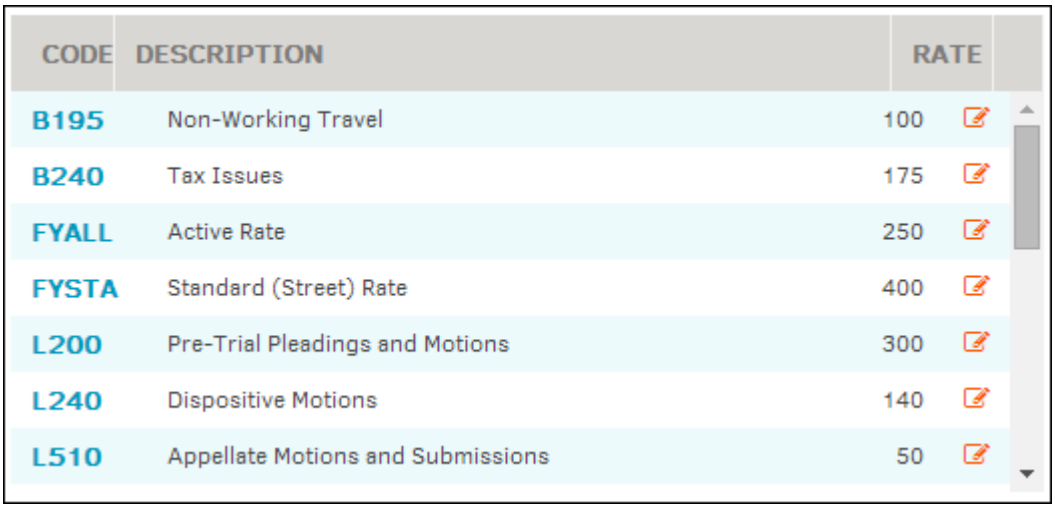
## Add a Specific Rate for a Fiscal Year

Add a specific rate for the chosen fiscal year for the entire firm/vendor.

1. Under **Add A Specific Rate for**, select the type of drop-down list you are choosing a rate for by clicking the appropriate button at the bottom.
2. Select a code, title, or group from the drop-down list, then enter a rate.
3. click **Save**.


**Add a Specific Rate**

From a vendor or firm record, you can see a list of rate cards for the company.



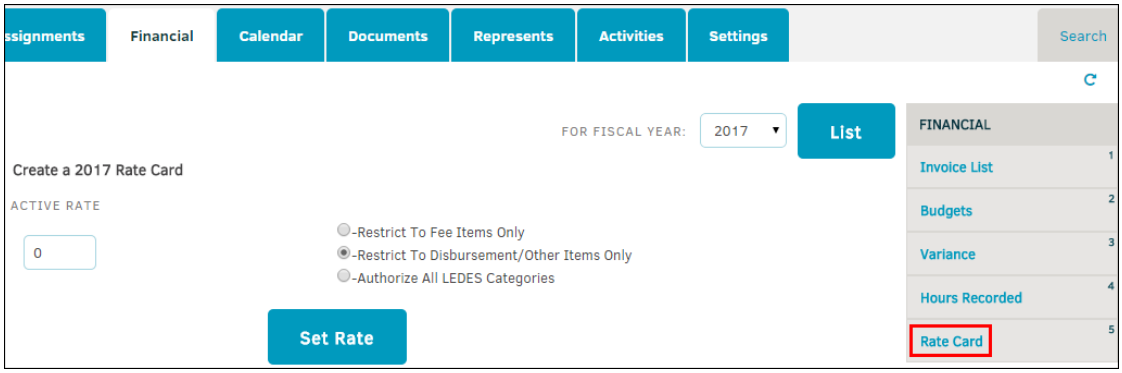
| CODE | DESCRIPTION | RATE |
|---|---|---|
| B195 | Non-Working Travel | 100 |
| B240 | Tax Issues | 175 |
| FYALL | Active Rate | 250 |
| FYSTA | Standard (Street) Rate | 400 |
| L200 | Pre-Trial Pleadings and Motions | 300 |
| L240 | Dispositive Motions | 140 |
| L510 | Appellate Motions and Submissions | 50 |

**List of Rate Cards**

## Add a Rate Card

***Note:*** *Adding rate cards is an administrative function and available to users with Rate Card Approval Authority only.*

1. Open the vendor or firm record.
2. Select the **Financial** tab.
3. Click the **Rate Card** link on the right side of the screen.
4. If necessary, select a different fiscal year from the "For Fiscal Year" drop-down list and click **List**.




**Add a Rate Card**

5. Enter the active rate for the firm/vendor.
6. Select restrictions by choosing one radio button.
7. Click **Set Rates**.

## Edit a Rate Card

To edit a rate card, click ✎ next to the rate.

You can also add a specific rate for the chosen fiscal year. Under **Add a Specific Rate for**, select the type of drop-down list you are choosing a rate for by clicking the appropriate button at the bottom. Select a code, title, or group from the drop-down list, enter a rate, then click **Save**.


**Add a Specific Rate**

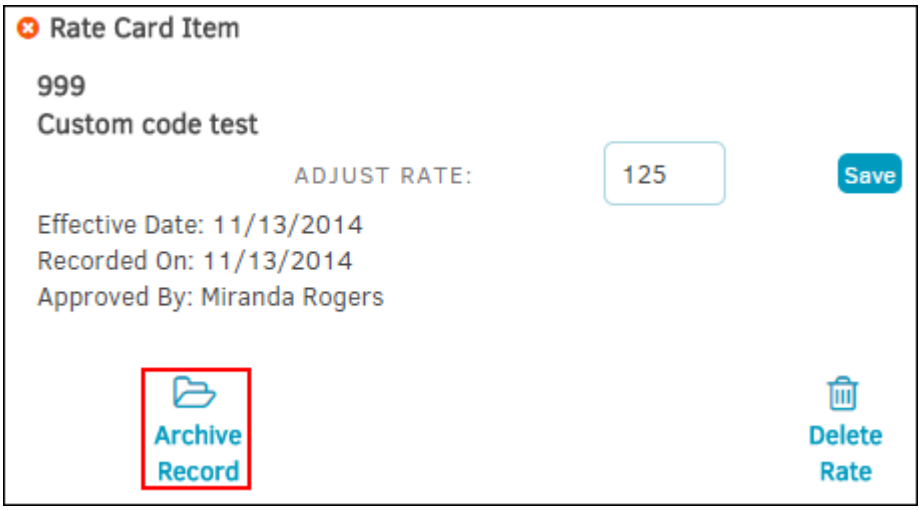
Once the rate cards are established, they'll have a three-fold relationship with every incoming LEDES invoice:

- Fiscal Year
- LEDES Code
- Timekeeper ID

All three of these items must match the invoice, and the rate on the invoice must be equal to or less than the approved rate for that task or expense code in order for the LEDES invoice to complete processing through the system.

Select the **Archive Record** icon to save the rate card in your archive.

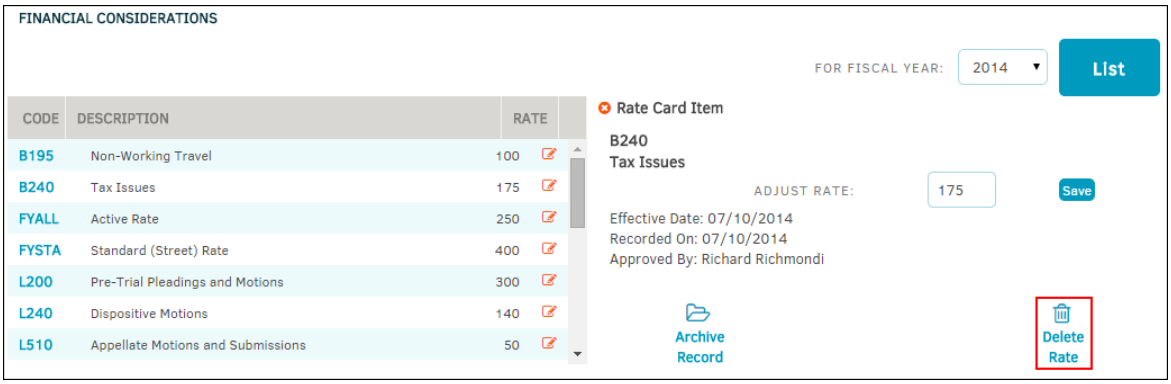
***Note:*** *Once a rate is archived, you are not able to adjust the rate. Select* ***Reinstate Record*** *(which replaces* ***Archive Record*** *once selected) to make the rate adjustable again.*




**Archive the Record**

1. Select **Firms & Vendors** from the **People** tab.
2. Click the name of a vendor to open their Information.
3. Click the **Financial** tab and select **Rate Card** on the right side of the screen.
4. From the rate card screen, click a code to open up the rate card item.
5. Select **Delete Rate**.

***Note:*** *This action permanently deletes the rate card item and cannot be undone. Deleting a rate card in its entirety may only be done by a system administrator via* ***Application Administration | Firms & Vendors | Delete Rate Card(s)****.*

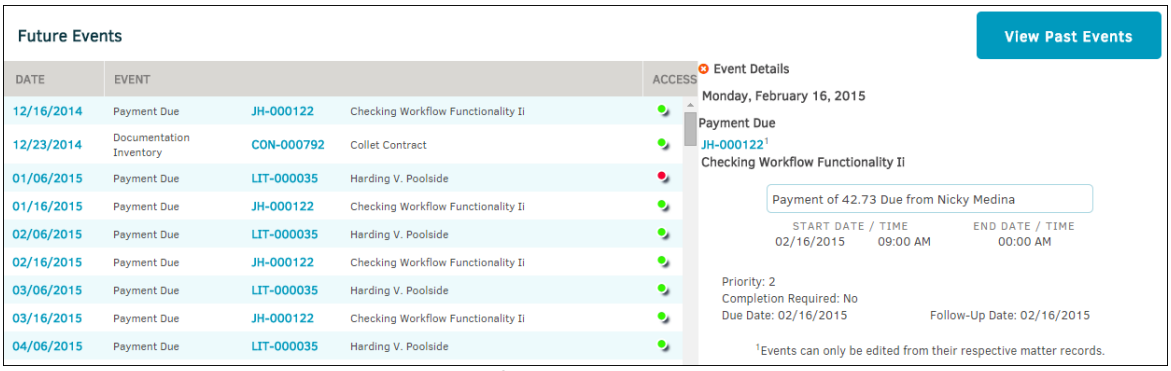



**Delete Rate Card**

1.6.3.3.6 Calendar

The **Calendar** tab displays upcoming matter events. Events that you add display only if the firm or vendor has the Add/Edit/Delete Calendar Items permission as part of the matter. If the firm assigns

the event to one of their employees, that individual's name displays. You cannot assign an outside counsel employee to an event.




**Calendar Events**

Click the **View Past Events** button at the top right to see past events.

Under the **Access** column in the Future Events table, click the toggle buttons to turn access to an event on or off.

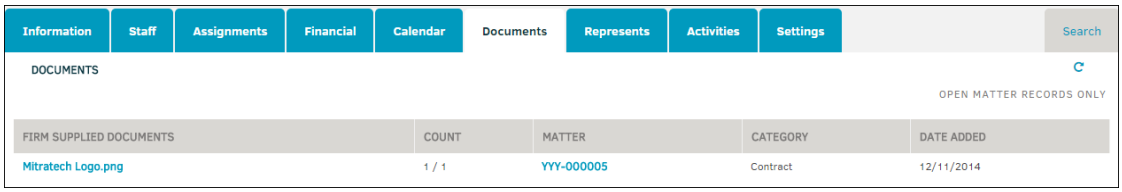
- —Can access event
- —Cannot access event

Click the event date under the **Date** column to open event details to the right.

### 1.6.3.3.7 Documents

The **Documents** tab displays all documents that a firm or vendor uploads to matter records.

- Click the name of the documents to download it to your computer.
- Click matter number to view the matter to which the document is associated.



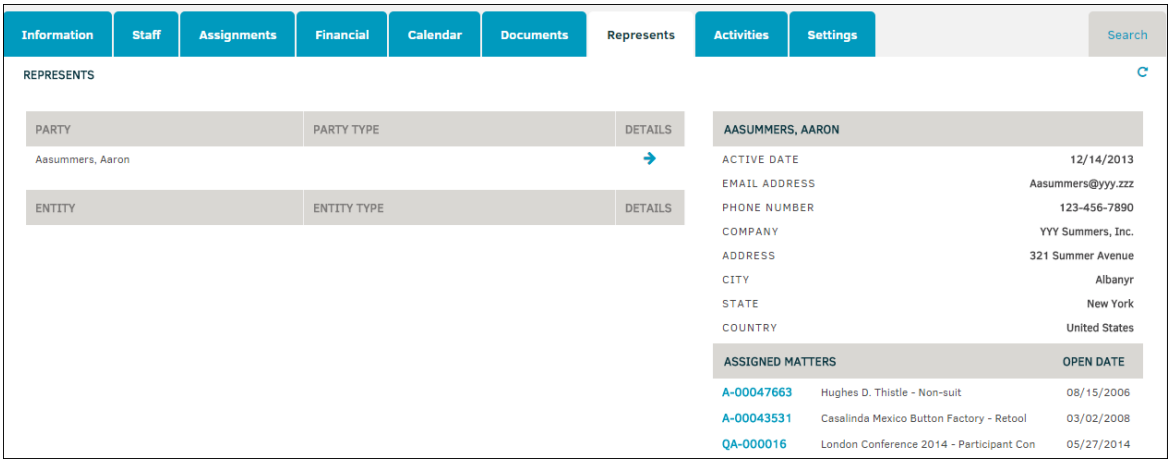

**Firm/Vendor Documents**

### 1.6.3.3.8 Represents

The **Represents** tab displays a list of parties and entities that the firm or vendor represents.

Click for more details about the party or entity and a list of assigned matters, which display on the right (as shown in the following screenshot). From the detailed view, click a matter number to navigate to that matter detail.

You can add or delete a party or entity to this list from the party or entity record.

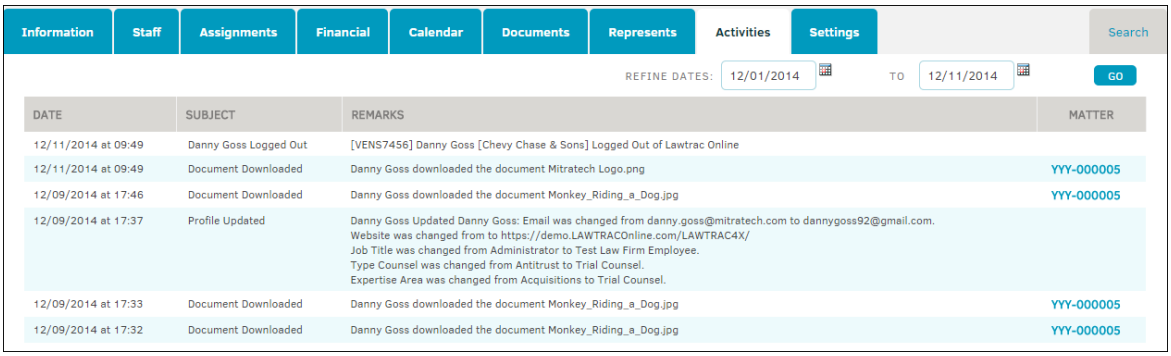



**Represents Page**

1.6.3.3.9 Activities

The **Activities** tab displays all actions relating to users and the selected outside counsel or timekeeper. Users can view the time-stamp of the action, the username, and the name of the firm that is performing the action. This activity list can be sorted by a range of dates.

To narrow your view of activities to a specific date, use the icons at the top with the "Refine Dates" and "To" data fields and click **Go.**




**Activities Page**

Activities displayed here include:

- History of changes made to rate cards
- Staff logging in/out
- Invoice creation and/or augmentation
- Documents uploaded and/or edited

The activity list can be sorted by date range. Use the icons at the top to select "Refine Dates"/"To" dates, then click **Go**.

Click the matter number under the **Matter** column to view matter details.

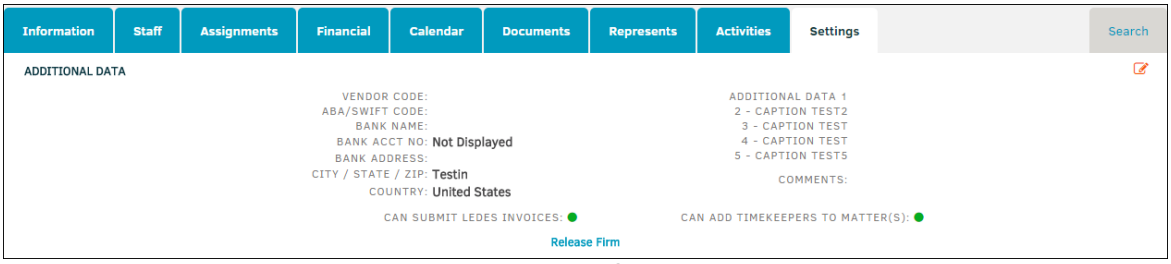
1.6.3.3.10 Settings

From the **Settings** tab, you can see additional data for the firm or vendor.

- Click to update the settings and add comments. Click **Save Changes** to confirm, or **Cancel** to undo unsaved changes.
- Click **Release Firm** to release the firm/vendor from the matter.

***Important Note:*** *After a firm or vendor has been released, it is very important to adjust their settings and remove permission to submit invoices and add timekeepers.*

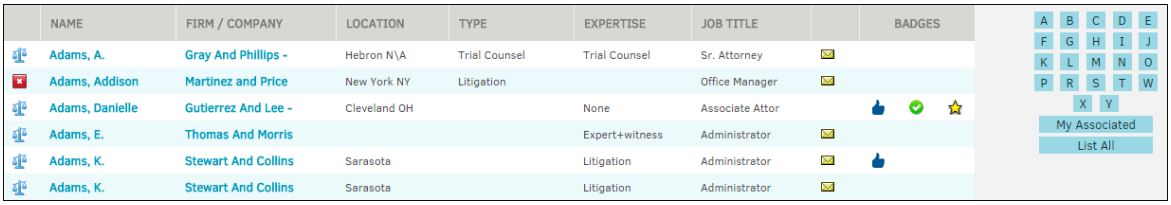
*Outside counsel cannot be released if they have pending invoices.*




**Firm/Vendor Settings**

### 1.6.3.4 Employee Directory

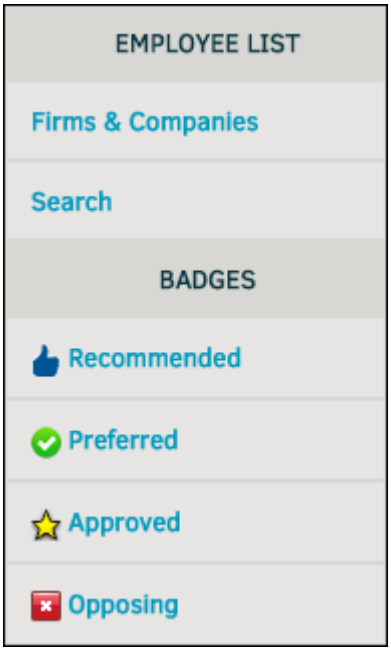
Select the **Employee Directory** hyperlink within **Firms & Vendors** to view a list of employees by name, firm/company, location, type of counsel, expertise, job title, and badges.




**Employee Directory List**

- Click the employee name or firm/company name to view the firm and the employee's relationship with the company.
- Email an employee by clicking the icon.
- Click any hyperlink to refresh the page showing only employees that are filed in that category.

The **Employee Directory** sidebar contains a list of hyperlinks that allows users to search for an employee by firm/company, badge type, or a focused search.



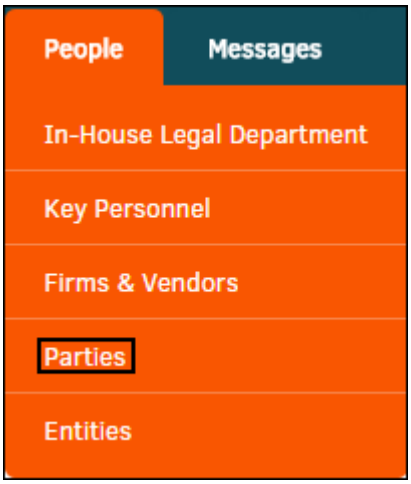

**Badges**

### 1.6.4 Parties

Lawtrac's **Parties/Entities** module was created in order to associate individuals as well as groups to a specific matter. The **Parties** page tracks individuals (internal or external) who have some relationship to a matter record, while **Entities** are companies or groups (internal or external) with some relationship to a matter record. See Parties vs. Entities for further information.

The relationship to the matter may be as agent, adjuster, or other category set by your site administrator. Multiple parties may be associated to the same entity but entities cannot be associated to parties. Parties are individuals associated with a vendor or firm.

Select **Parties** from the **People** tab to open a list of parties.




**Parties Link**

From the **Parties** page, click the name of a party to view the party's record.

PARTIES

1 2 3 Next Page

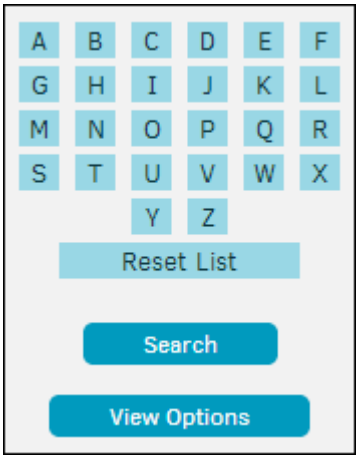
| NAME | CITY | ACTIVE | MATTER(S) | PAYMENTS |
|---|---|---|---|---|
| Aasummers Aaron | Albany 50 | 12/14/2013 | 8 | 700 |
| Abacino Florinda | 96 | 12/14/2013 | 2 | 50 |
| Abalos Yolanda | El Paso 67 | 12/14/2013 | 1 | 2,923 |

**Parties Page**

## Search for Parties

You can filter from the top right corner using the following links:

- Use the alphabet filter to search by the first letter of the vendor or firm name.
- Click the **Search** button to open the Search Parties entry field at the top of the screen.
- Click the **View Options** button to display certain columns in the **Parties** list. Columns available to be displayed are **Company, City, Supervisor,** and **Email**.




**Filtering on Parties**

**See also:**

Advanced Search for Parties

Party Information Screen

### 1.6.4.1 Search for Parties

1. Click the **Search** button on the right side of the **Parties** page to open a search section at the top of the page.
2. Select a field to search on from the **Search Party Records For** drop-down list and enter search criteria in the "That Contains" field. Enter at least four characters.
3. Click **Search**.

Parties can only be added via matter record. Adding a party is covered in depth in *Matters Module | My Matters | Matter Screens | Primary Information | Matter Navigation Bar | Teams, Firms, Parties | Party View | Add a Party*.

Click the name of a party to view more information about the party. Click to close the search.


**Search Party Records**

### 1.6.4.2 Party Information Screen

The Party detail page contains all the essential information about a party from contact information to matter associations. Private matters are not listed.

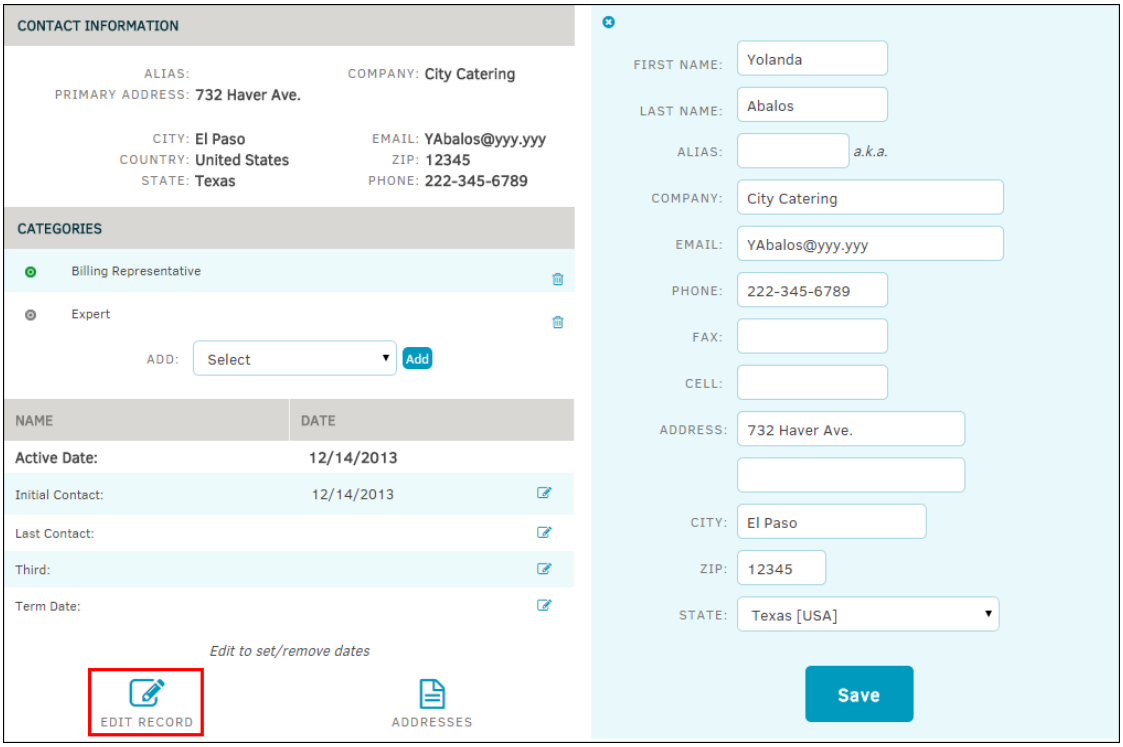
## Info

Contact information for a party is located at the top left of the page.

**To add information or make changes to existing data:**

1. Click **Edit Record** at the bottom.
2. Type in applicable information into the appropriate text boxes.
3. Click **Save** at the bottom to confirm changes, or at the top to cancel.

Fields marked with a red asterisk are required.



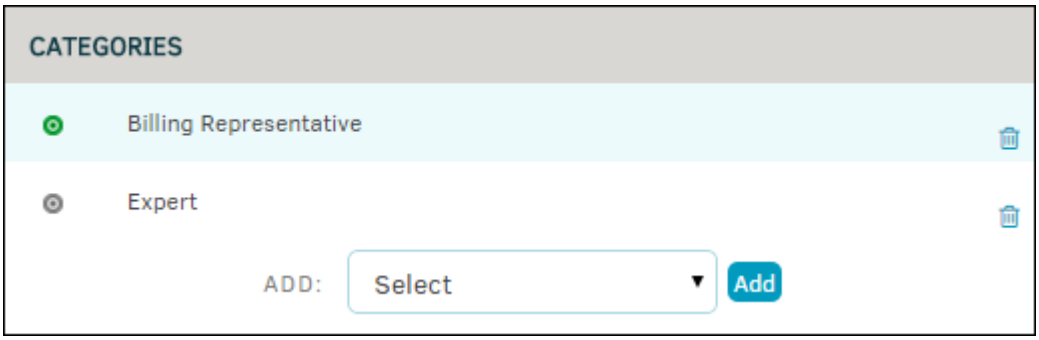

**Edit Party Contact Information**

## Categories

In the Categories section within the **Info** tab, categories can be added to or deleted from a party. The category drop-down menu on this page defines the default type of relationship this party has with matter records. While a party may be associated to many matters, a party should only be listed once in your database.

**To add a category:**

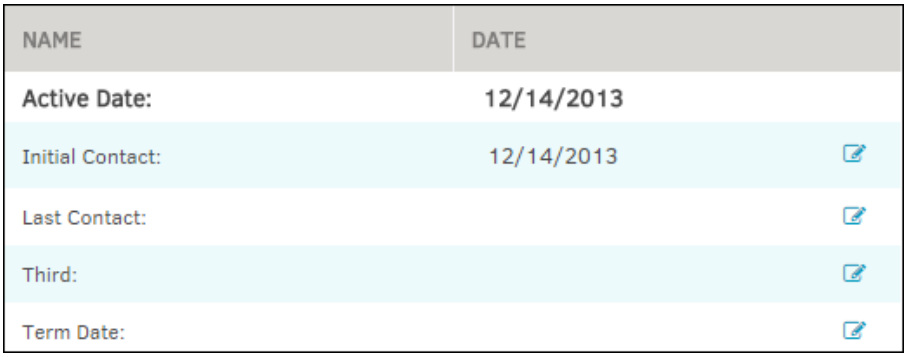
1. Select an option from the drop-down list and click **Add**.
2. To mark a category as primary, click the icon next to category name.
3. Click the icon to delete a category.




**Add Categories**

## Dates

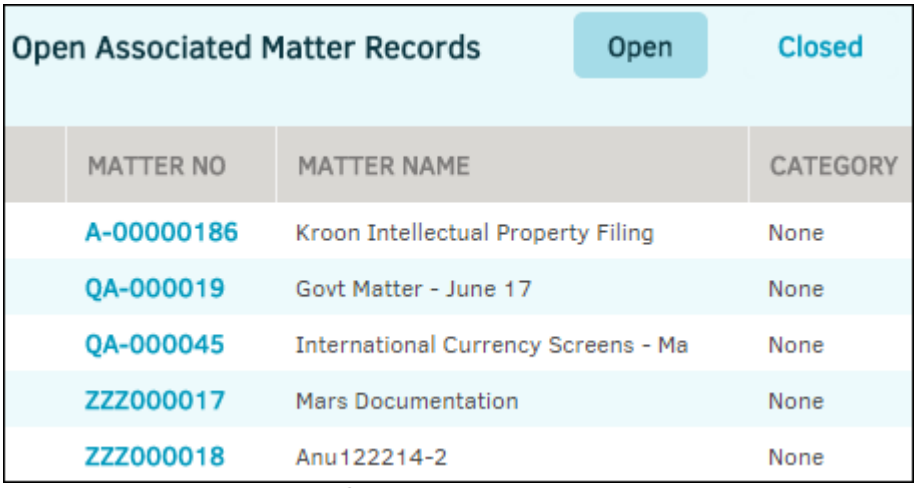
Dates that are relevant to the party are listed at the bottom of the **Info** tab. Active date is automatically entered when the party is first added, but initial contact, last contact, third, and term date can be edited by clicking the icons.




**Important Dates**

## Matter Associations

View **Open Matter Records** on the right side of a Party's **Info** tab. Associations are made and removed from within the specific matter records. Records marked "private" are not displayed.



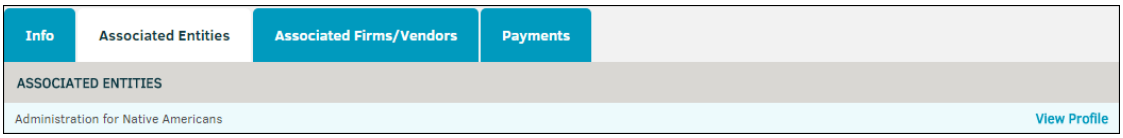

**Open Matter Records**

The **Open** button at the top displays open matters to which the party has been directly associated. The matter number link connects you to the matter record's primary information screen.

Click the **Closed** button to view closed matter records to which the party/entity is assigned.

## Associated Entities

Click the **Associated Entities** tab at the top to list all entities to which the party has been associated. Click **View Profile** to view the Entity Information Screen.



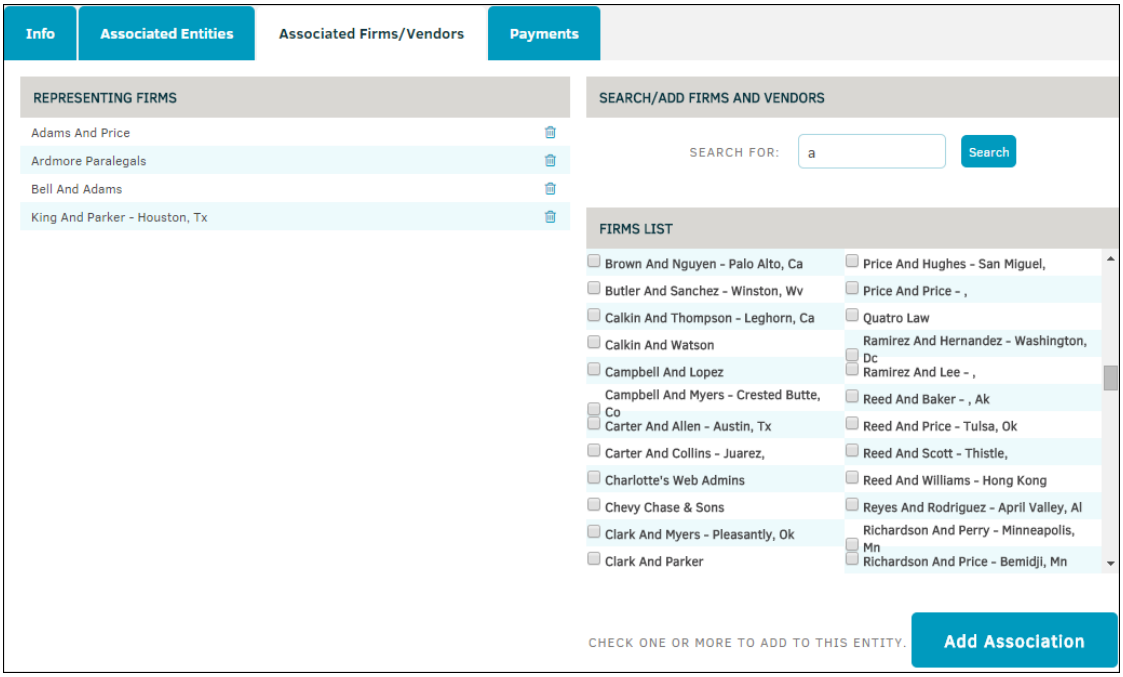

**View Associated Entities**

## Associated Firms/Vendors

The **Associated Firms/Vendors** tab displays all representing firms and vendors.

To add a firm or vendor:

1. Enter search criteria into the text box on the right.
2. Click **Search**.
3. In the list that generates below, select all checkboxes that apply.
4. Click **Add Association**.



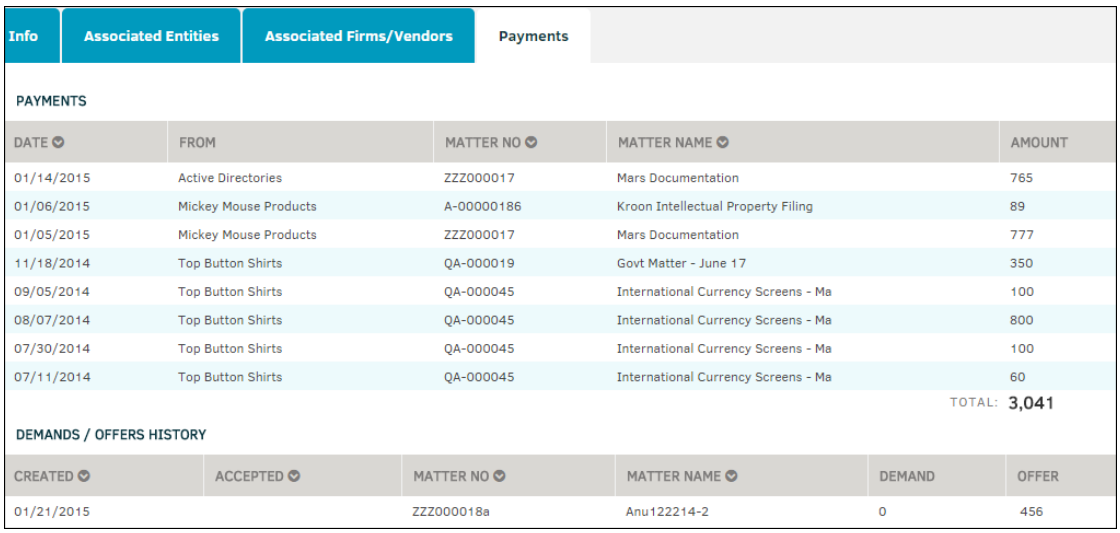

**Representing Firms**

## Payments

The **Payments** tab lists all the matters with payments to or payments from the party and their total amount.

Click to list the payments by date, matter number, or matter name.

The **Payments** tab also shows a history of all offers and demands, and whether they were accepted.

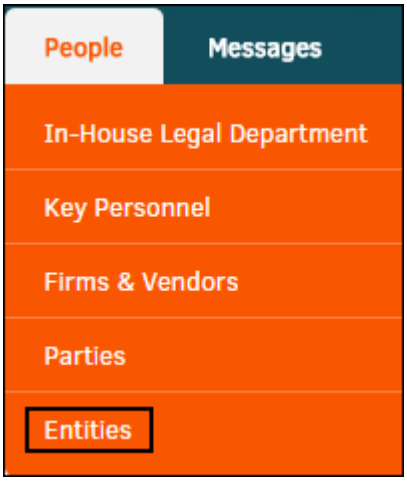



**Payments, Demands, and Offers**

## 1.6.5 Entities

Multiple parties may be associated to the same entity but entities cannot be associated to parties. Entities are a company or group of individuals, such as a labor union or class action grouping, associated with a matter. See *Parties vs. Entities* for further information.

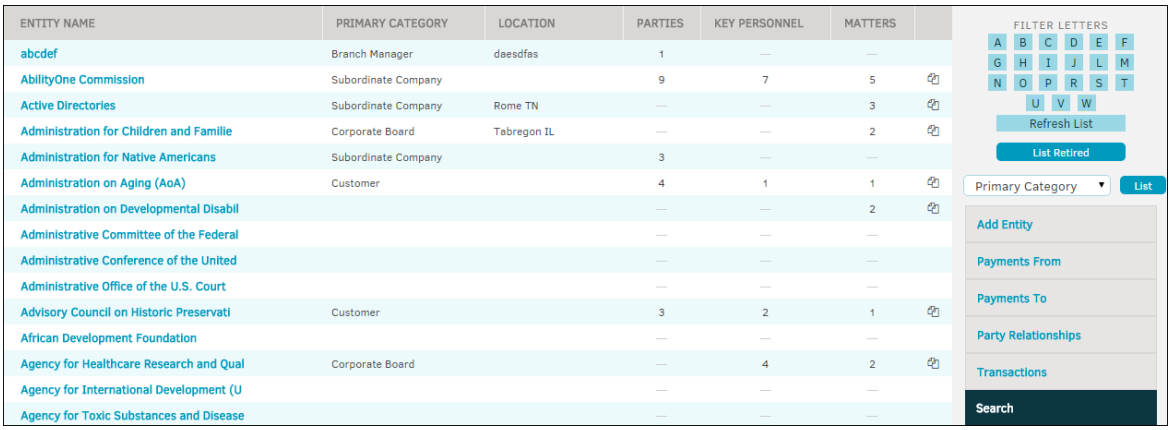
Select **Entities** from the **People** tab to open a list of entities.




**Entities Link**

From the **Entities** page, click the name of an entity to view the entity's record.

The icon indicates that the entity has documents on file.




**Entities Page**

You can filter from the top right corner using the following links:

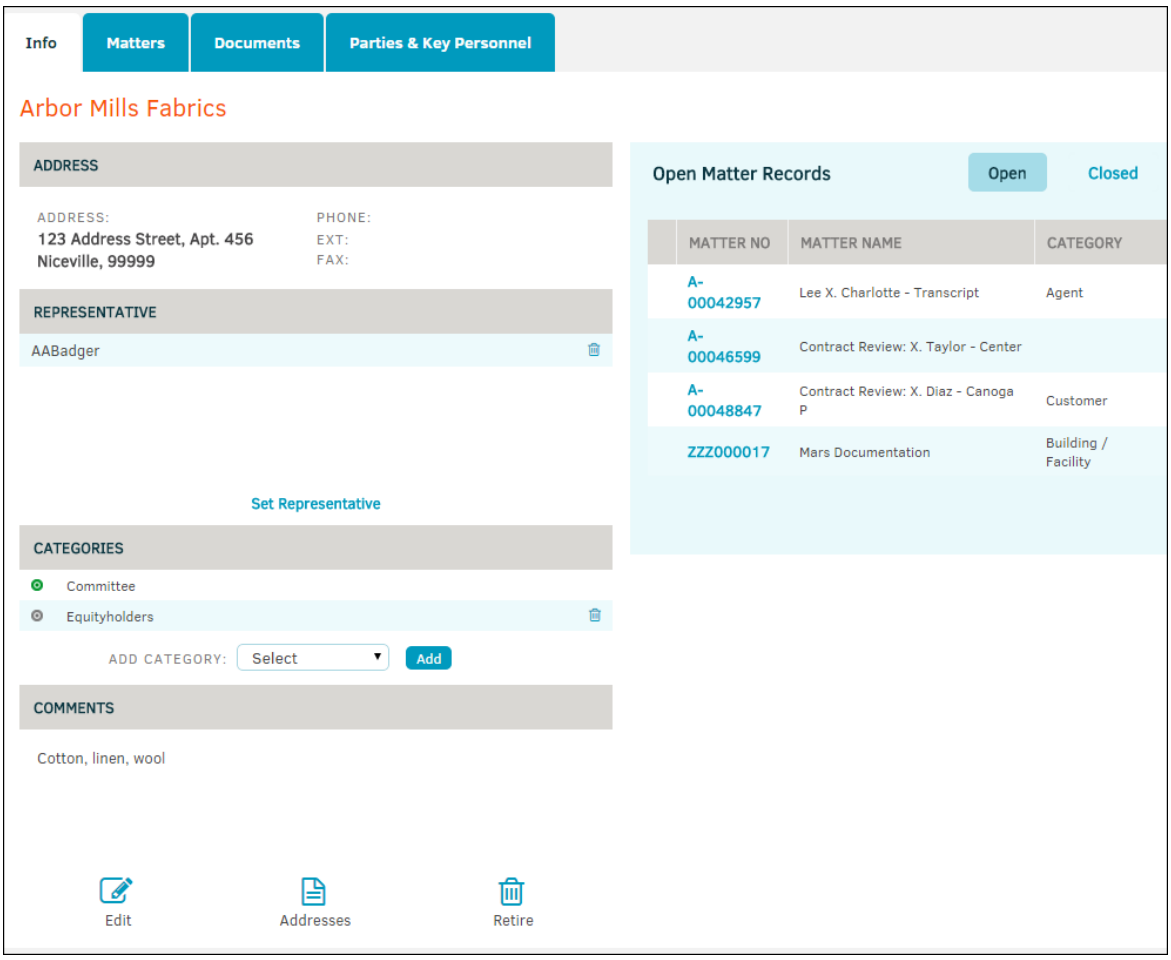
- Use the alphabet filter to search by the first letter of the entity.
- Click the **List Retired** button to display a list of entities that are no longer active.
  - Select a category from the Primary Category drop-down list to search for entities with the primary category, and click **List**.

***Entities Sidebar Options:***

| Page | Function |
| --- | --- |
| Add Entity | Add an entity to the Lawtrac database. |
| Payments From | View all payments made from an entity. |
| Payments To | View all payments made to an entity. |
| Party Relationships | View entity to party relationships. |
| Transactions | View actions involving entities. |
| **Search** | Open a search bar. |

### 1.6.5.1 Entity Information Screen

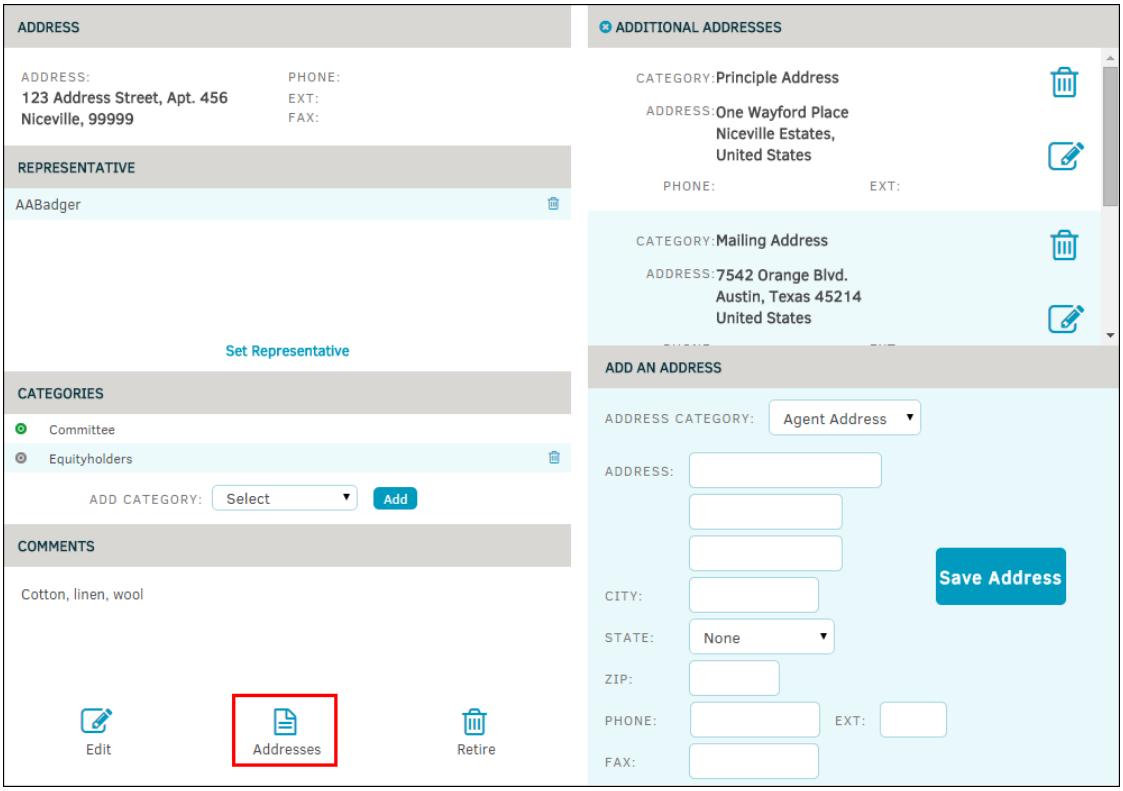
Click the link of an entity to open the record.




**Entity Record Detail**

## Info

Click the **Addresses** icon to edit or add addresses to the entity record.




Use the drop-down menus to choose the address type and state, then enter the information and any comments you may have in the text boxes provided. Click **Save**.

This page may include the following address types:

1. Principal Address—The primary place of business for an entity. When you add a new party that is subordinate to an entity, the entity's principal address is used to auto-populate the party's address. If any portion of this address is different for the party, that section can be changed without impacting the entity's record. Parties only have one address field.
2. Mailing Address—This is a more "individual" address. Whereas the principal address may be a post office box, this address may be used for face-to-face deliveries (court documents, etc.).
3. Agent Address—Sometimes an entity may be represented by a third-party individual or firm (i.e. law firm, agent of service, etc.). This address should be used when it would not be appropriate to contact the entity directly.

***Note:*** *"Address Types" are defined by your site administrator. The examples above are not used by all customers. Parties only have one address field; the other fields apply to entities only.*

Use the text boxes to enter information and comments. Drop-down menus are included to select entity association (see below) and country.

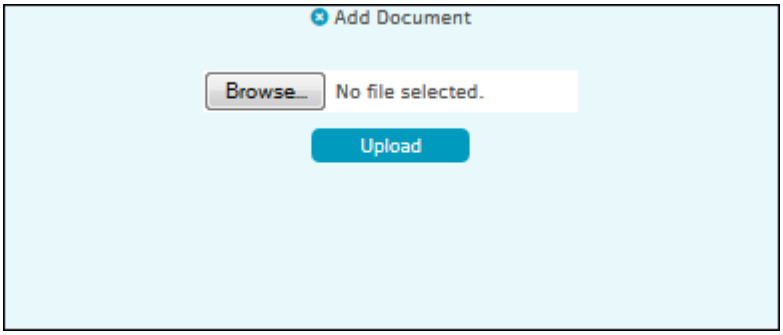
When you are finished, click **Save**.

## Matters

From an entity record, click the **Matters** tab to display a list of open matters associated with the entity. Click the **Closed** button to display a list of closed matters.

## Documents

Click the **Documents** tab to display a list of documents for the entity.




**Adding a New Document to an Entity**

**To add a document:**

1. Click the **Add Document** button.
2. Click **Browse...** and select a document from your file explorer.
3. Click **Upload**.
4. Click the **Refresh Document List** button to display the added document in the list.

## Parties and Key Personnel

Click the **Parties & Key Personal** tab to display a list of parties and personnel, such as employees and board members, associated with the entity.


**Parties & Key Personnel Tab of an Entity**

To remove an association from the entity, click the icon next to the name.

You can also add parties or key personnel to the entity from this tab.

- ## Associate Existing Parties

  1. From the **Parties & Key Personnel** tab, click the **Add Existing Party** button.
  2. Using the "Search" drop-down menu, select a means to search for the party, then enter part or all of the party name into the text box.
  3. Click **Search**.
  4. Select one or more parties to associate with the entity.
  5. Click the **Add Association** button.

- ## Add a New Party and Associate the Party

  1. From the **Parties & Key Personnel** tab, click the **Add New Party** button.
  2. Enter information about the party in the fields.
  3. Click the **Add Association** button.

     The new party now appears in lists of **Parties**.

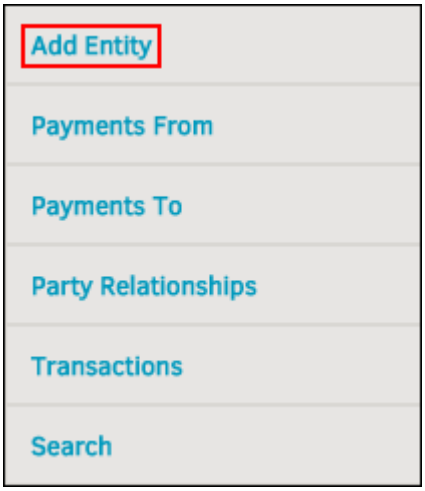
     ***Note:*** *Before adding a new party to associate to this entity, search existing parties to ensure you are not duplicating an existing party.*

- ## Associate Key Personnel

  1. From the **Parties & Key Personnel** tab, click the **Key Personnel** button.
  2. Using the "Search" drop-down menu, select a means to search for the key personnel, then enter part or all of the key personnel name into the text box.
  3. Click **Search**.
  4. Select one or more key personnel to associate with the entity.
  5. Click the **Add Association** button.

### 1.6.5.2 Add a New Entity

The **Add Entity** hyperlink in the **Entities** sidebar allows users to add an entity to their Lawtrac database.

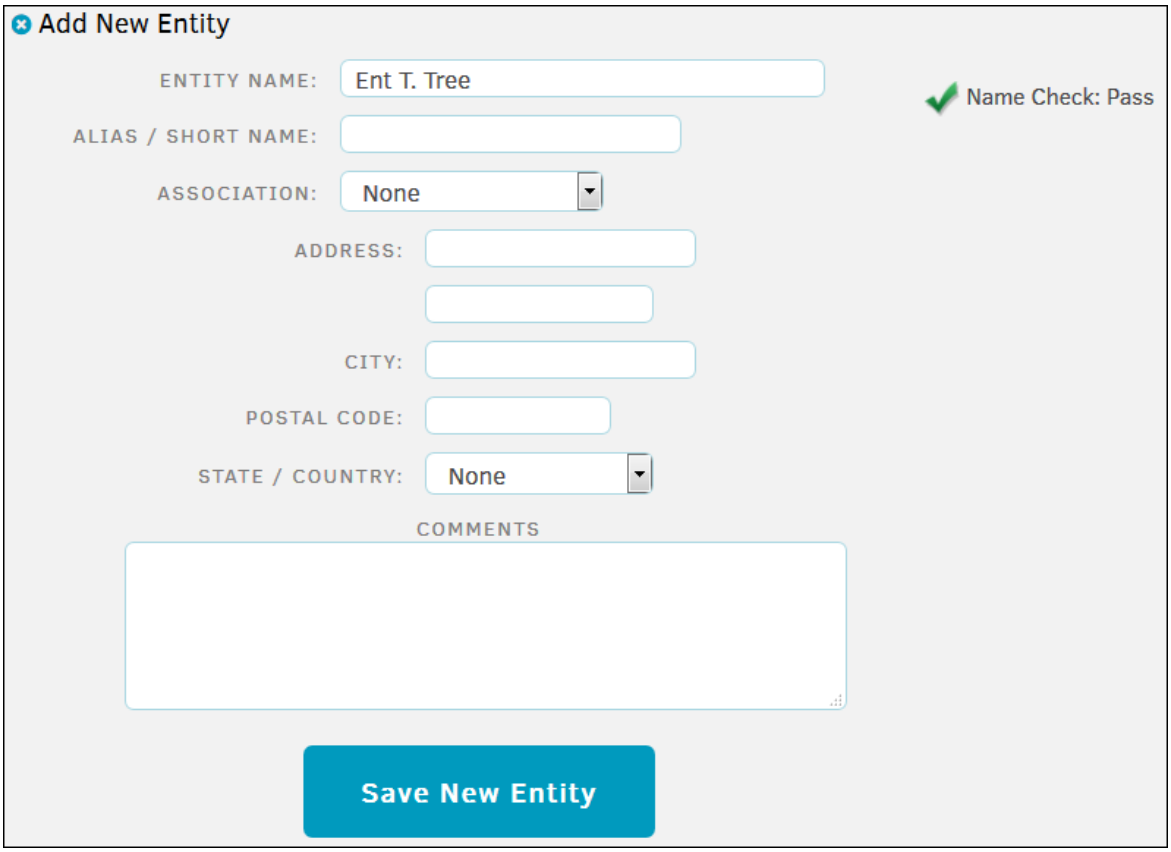



**Add Entity Link**

The first entity you should enter into your Lawtrac database is your own company.

To add a new entity to the list of entities, from the **Add Entity** page enter all available information about the entity into the corresponding text boxes, then click **Enter Entity Name**.

After saving the new entity, you are redirected to the entity's profile, where you can add additional information.

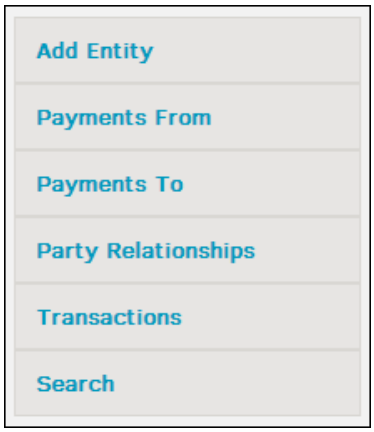



**Save New Entity**

### 1.6.5.3 View Payments to and from an Entity

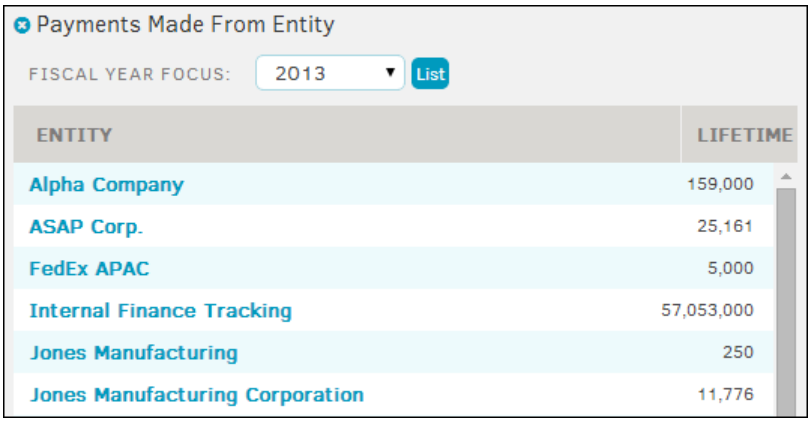
From the **Entities** page, you can view a summary of the payments to and from specific entities. To add a new entity to the list of entities, complete the following steps:

1. From the **People** tab, select the **Entities** link.
2. From the **Entities** page, click the **Payments From** or **Payments To** link.




**Payments From and Payments To Links**

3. From the "Fiscal Year Focus" drop-down list, specify a year or the Lifetime option to filter the entities list.

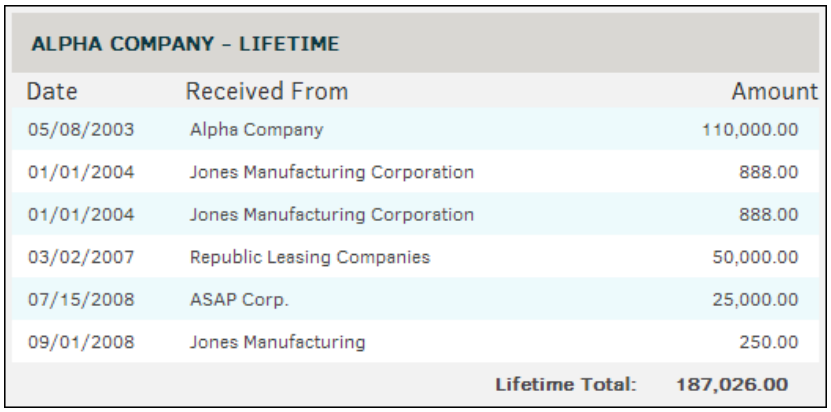



**Payments Made From Entity Page**

4. Click the **List** button.

5. Click the name of an entity from the list to view the payments to or from that entity.

   A list of details about the payments appears to the right of the **Entities** list.



ALPHA COMPANY - LIFETIME

| Date | Received From | Amount |
|---|---|---|
| 05/08/2003 | Alpha Company | 110,000.00 |
| 01/01/2004 | Jones Manufacturing Corporation | 888.00 |
| 01/01/2004 | Jones Manufacturing Corporation | 888.00 |
| 03/02/2007 | Republic Leasing Companies | 50,000.00 |
| 07/15/2008 | ASAP Corp. | 25,000.00 |
| 09/01/2008 | Jones Manufacturing | 250.00 |
| | Lifetime Total: | 187,026.00 |

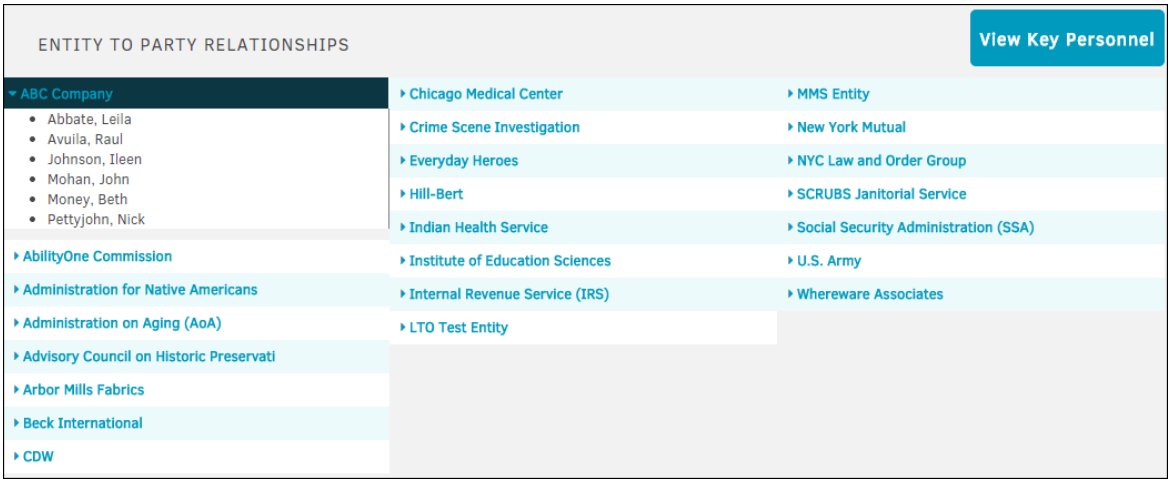
**Details about Payments for an Entity**

### 1.6.5.4 Party Relationships

From the **Party Relationships** hyperlink in the **Entities** sidebar, you can view which parties or key personnel relate to which entity.

Party relationships is the default view. To view all parties related to an entity, click the entity name.

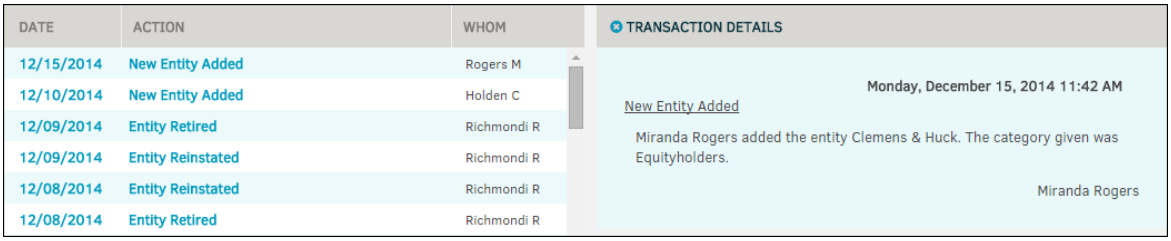
Select **View Key Personnel** in the top right corner to switch to key personnel relationships. Click the entity name to view the key personnel related to the entity.




**Entity to Party Relationships**

### 1.6.5.5 Entity Transactions

The **Transactions** hyperlink in the **Entities** sidebar contains transactions where the word "entity" is in the title. Click the date or action to view the details.

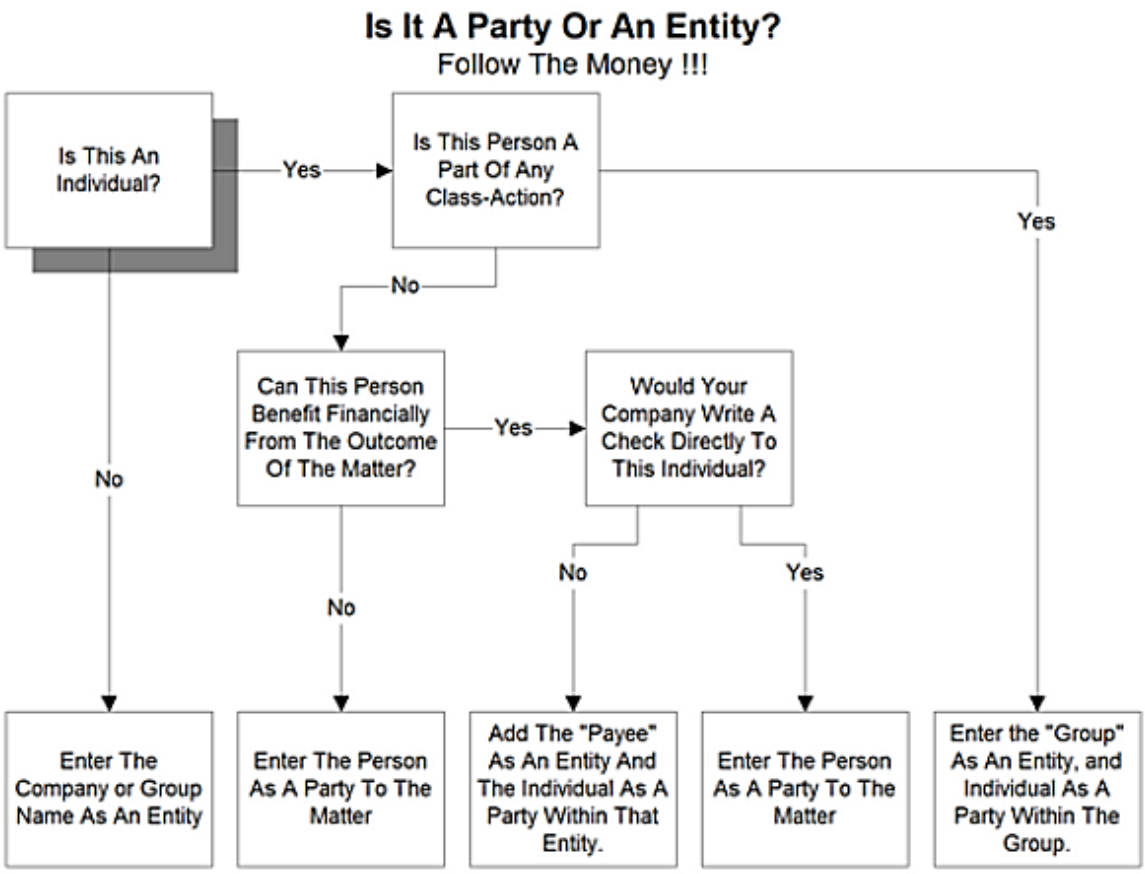



**Entity Transactions**

## 1.6.6 Parties vs. Entities

Lawtrac's **Parties/Entities** module was created in order to associate individuals as well as groups to a specific matter. The **Parties** function tracks individuals (internal or external) who have some relationship to a matter record while **Entities** are companies or groups (internal or external) with some relationship to a matter record. The relationship to the matter may be as agent, adjuster, or other category set by your site administrator.

The following flowchart illustrates the differences between a party and an entity.




## Examples of Parties and Entities

The traditional use of parties within a matter management system pertains mainly to individuals associated to a matter who are neither part of the corporate structure nor the outside counsel or vendors who also have a direct relationship to that matter.

If Bob Smith, the individual, is involved with a claim or litigation against your company, he might be a "Party" to the matter.

If Bob Smith is a corporation (Bob Smith, Inc.) involved with a claim or litigation against your company, that corporation would be associated to the matter as an Entity.

If Bob Smith is the CEO of your company, he would not be identified as a Party but rather as a corporate "Key Personnel."

If he is involved with the matter in a position to gain financially for work or services performed, he would be an outside counsel or vendor.

The traditional requirements of assigning Parties to a matter will continue to be a function within Lawtrac, but we have introduced a two-tier "hierarchy" system to the Parties: the first tier is referred to as "Entity"; the second tier is referred to as "Party".

Individual parties can be associated to a matter, and they can also be a part of an entity that is associated to another matter.

***An Entity can be:***

- An external company
- A subordinate company within the corporation using the Lawtrac application
- An identified class of litigants

***A Party can be:***

- A subordinate individual to an Entity
- A subordinate individual to more than one Entity
- An individual who can be associated to a matter but who is not associated to an Entity

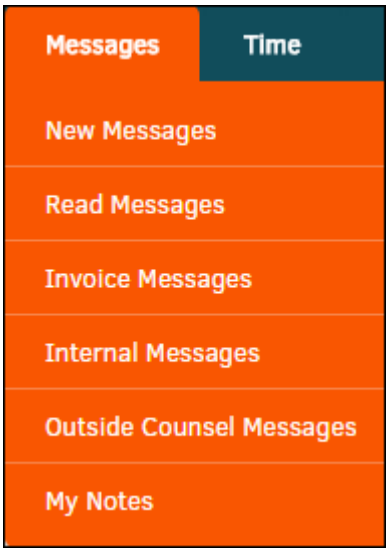
### Matter Relationships to Parties and Entities

When an Entity is attached to a matter, subordinate Parties are also attached, making their contact information available to all those working on the matter.

Parties are attached to a matter as individuals. An individual who is subordinate to an Entity may be attached as an individual, at which point the association is one-to-one and does not involve the Entity or other subordinates of any associated Entity.

## 1.7 Messages Module

Lawtrac's **Messages** module allows you to manage and monitor your internal messages.



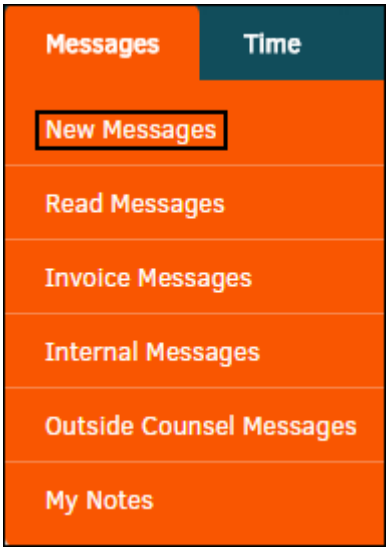

**Messages Tab**

***Messages Options:***

| Page | Function |
|---|---|
| New Messages | View all unread messages. See also Search Messages. |
| **Read Messages** | View all messages you have read. |
| **Invoice Messages** | View all messages that pertain to invoices. |
| **Internal Messages** | View all messages received within the Lawtrac application. |
| **Outside Counsel Messages** | View any messages you have received from outside counsel. |
| My Notes | View personal notes you added to Lawtrac. |

### 1.7.1 New Messages

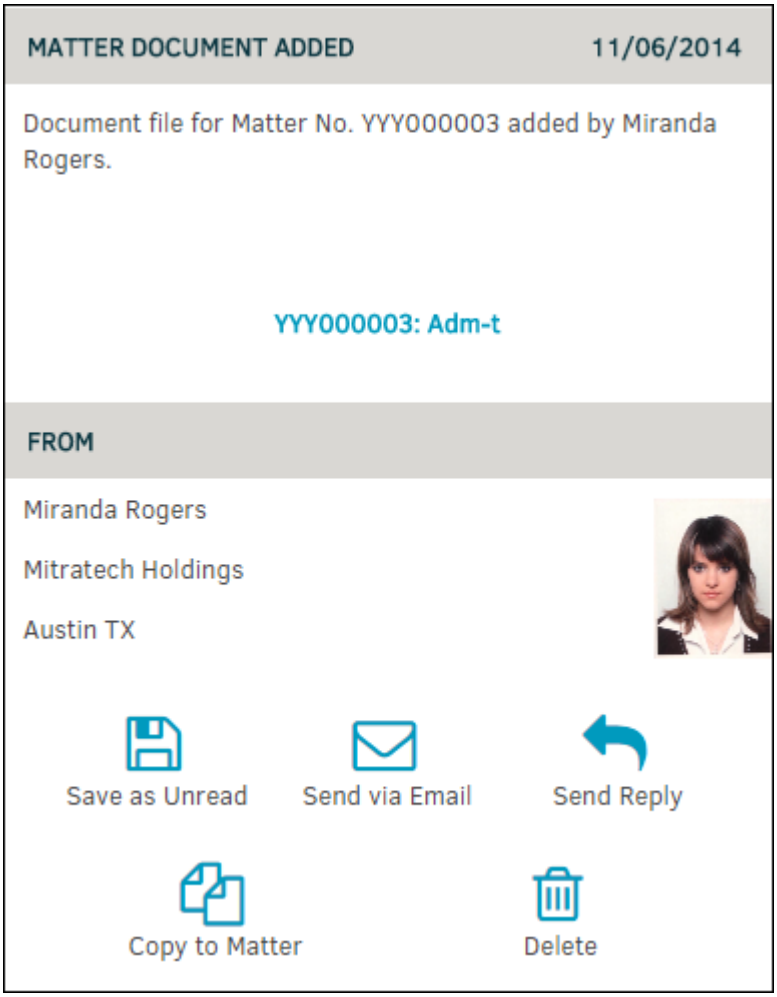
From the **Messages** tab, click **New Messages**.




**New Messages**

- Click the **Subject** or **Matter** name to open the message.

  The message displays to the right of the messages list, as shown in the following image:




**Message View**

- Delete emails by clicking the checkboxes on the left of the emails, then click **Delete Selected** at the top. Click **OK** in the confirmation window.
- View the profile of the user who sent the email by clicking their name in the **From** column. Outside counsel members who have added documents or edited matter events appear in plain text.

Delete Selected

| | | FROM | SENT | SUBJECT | MATTER |
|---|---|---|---|---|---|
| | | Debbie Aaron | Dec 09 | Key Personnel Request: CPSR - 42 | |
| | | Richard Richmondi | Dec 09 | RE: Hello | |
| | | Debbie Aaron | Dec 08 | Key Personnel Request: CPSR - 41 | |
| | | LAWTRAC | Nov 10 | Routing Slip Assignment - #28 | Smith And Jones |
| | | Richard Richmondi | Nov 07 | Matter Document Added | Adm |

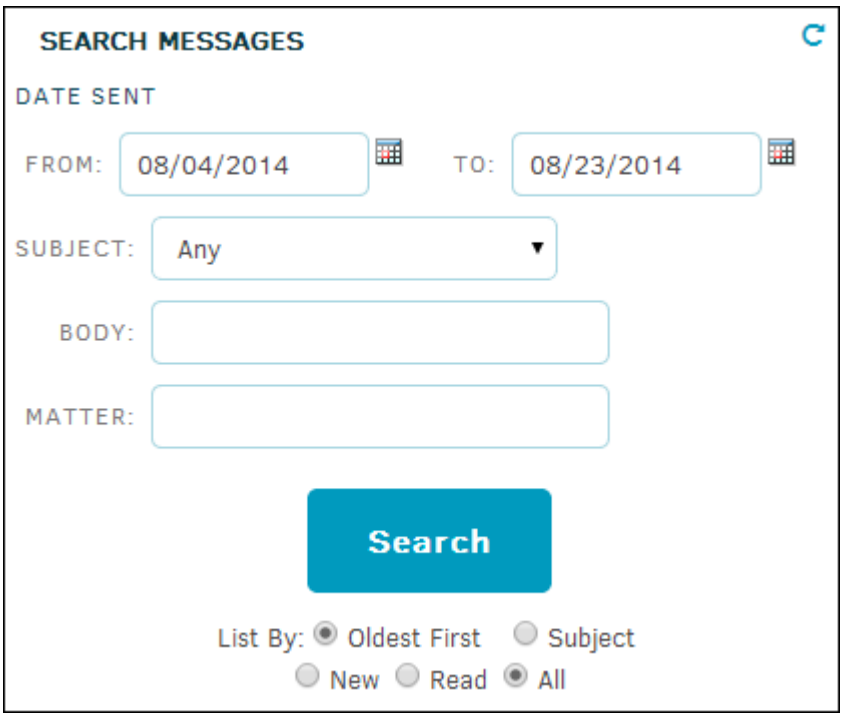
**List of New Messages**

From an opened message, you have the following options:

- Click the matter number to open the invoice, matter, or another record associated with the message. If a button with the record name does not appear, your message is not associated with a record.
- **Save as Unread**—Save the message to the New Messages list.
- **Send via Email**—Email the message to someone.
- **Send Reply**—Send a reply to the message sender.
- **Copy to Matter**—Copy the message to matter text records.
- **Delete**—Delete the message.

#### 1.7.1.1 Search Messages

When you open your messages list, the **Search Messages** section appears to the right of the list.




**Searching Messages**

Select a date range in the fields provided. If necessary, enter the subject, body, or matter search criteria and click **Search**.

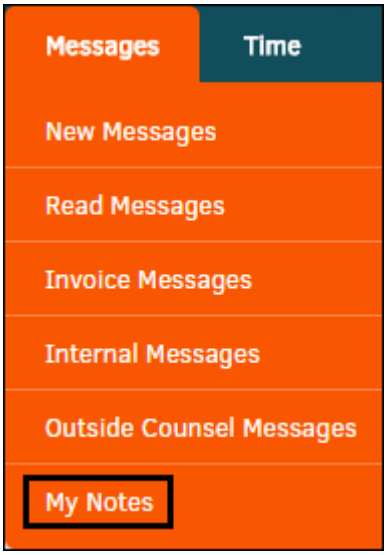
The search results appear in the list of messages in the order received as selected by the radio buttons under the **Search** button.

### 1.7.2 My Notes

**My Notes** allows Lawtrac users to create new notes with a subject, optional follow-up date, and text. Users can also see a summary list of all notes created, and open an existing note to either edit or delete it. This function is an easy way to leave yourself reminders, tips, etc.

To access personal notes within Lawtrac select **My Notes** from the **Messages** tab.

***Note:*** *Any notes entered here have no connection to any matter-specific notes entered into any other area of the application by you or any other user.*




**My Notes**

Select **Add Personal Note** to create a new note.

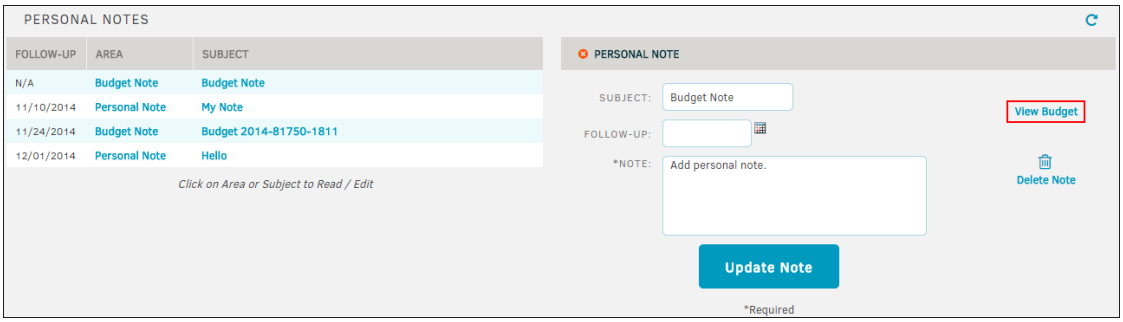
## Edit a Note

1. Click on the **Area** or **Subject** title. In the text boxes that open on the right, type in your changes.
2. Select to change follow-up date.
3. Click **Update Note** to save changes.

To delete a note, click the icon.

## Budget Notes

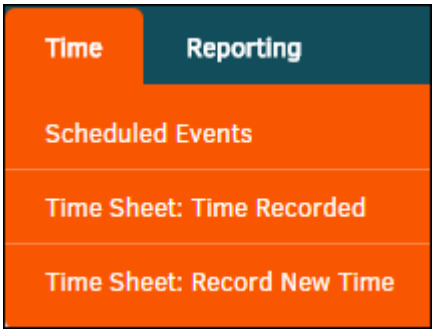
If you have added a personal note to a matter budget, the personal note for that matter budget appears on the **Personal Notes** page. Click **View Budget** to be taken to the budget information page.




**Edit Personal Note**

# 1.8 Time Module

Lawtrac's **Time** module allows you to manage and monitor your time spent handling matters. It includes a schedule of upcoming events and reminders as well as a Time Report where you can track your hours on a matter by matter basis.



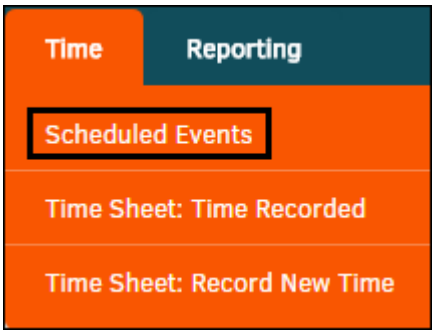

**Time Tab**

***Time Options:***

| Page | Function |
|---|---|
| Scheduled Events | View matter events by date and time. |
| Time Sheet: Time Recorded | View a time sheet for recent time recorded. |
| Time Sheet: Record New Time | Record new time into Time Accounting. |

## 1.8.1 Scheduled Events

The **Scheduled Events** tab allows you to view future events and reminders.




**Scheduled Events**

Select the desired range of future dates on the right side using the icons and click **Refine List** to sort events.

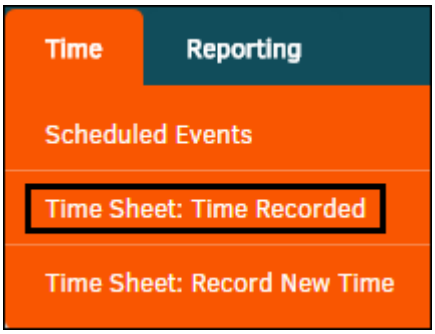
Use the hyperlinks on the **Scheduled Events** sidebar to switch between a list of **Upcoming Events** and **Upcoming Reminders**.

Click on the matter number to navigate to the matter record's primary information screen.

- —Event has a follow-up date

### 1.8.2 Time Recorded

The **Time Sheet: Time Recorded** link in the **Time** tab provides a listing of all time you have reported on various issues. You can also edit and delete entries as needed.

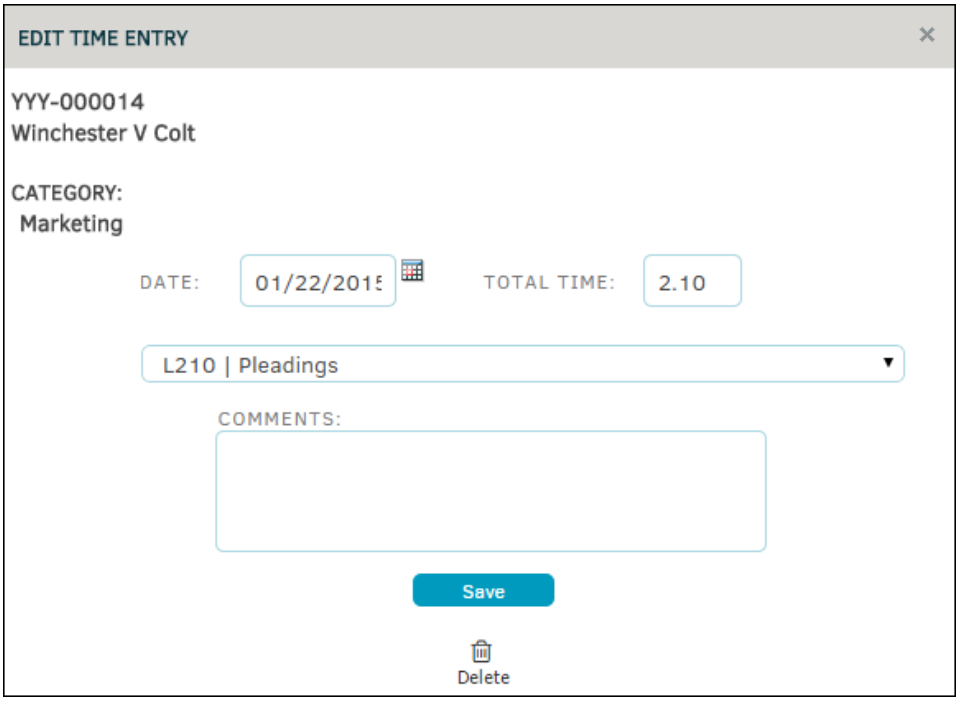



**Recorded Time**

Past reports are visible here and may be edited by clicking the icon.

You can change the Date, Total Time, Matter, and Comments of previous entries with this feature.

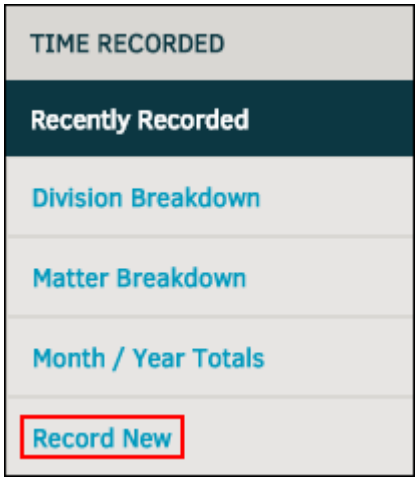
Click **Save** to confirm changes, to cancel or close, and to delete the time record.




**Edit Time Entry**

## Record New Time

You can also record new time from the **Time Sheet: Time Recorded** page under the **Time** tab by clicking the **Record New** hyperlink in the **Time Recorded** sidebar on the right side of the page. After clicking the hyperlink, it will change to **Recorded**, allowing you to return to the Recently Recorded list.



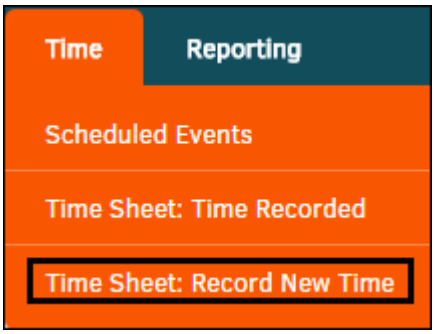

Record New Time

***Additional Time Record Options:***

| Page | Function |
|---|---|
| **Recently Recorded** | View all time recently recorded. |
| **Division/Business Unit Breakdown** | View overall time entered by division/department. |
| **Matter Breakdown** | View overall time entered by matter. |
| **Month/Year Totals** | View the overall time entered by month. |

### 1.8.3 Record New Time

The **Time Sheet: Record New Time** link in the **Time** tab allows you to enter and detail time reports.




**Record New Time**

Time reports are recorded by matter.

1. Adjust the activity with the drop-down menu bar. Once activity has been selected, an additional drop-down menu appears for choosing a LEDES code. Further detail can be added in the "Comments" text box.
2. Use the icon to select a date incurred if the current date that auto-populates the text box is incorrect. Total time cannot be less than zero or more than 24; time should be entered in hours instead of minutes (for example, an hour-and-a-half should be entered as "1.5").
3. If the time recorded is not delegated to a matter, you have the option to associate it with a department. To change the default department association, click **Select Other** to make a selection from a drop-down list. Click **Select None** to erase department association.
4. Click **Add** to finalize your entry.

RECORD TIME BY MATTER

DATE INCURRED: 03/02/2015

TOTAL TIME:[1] 0

DELEGATE FOR:

ACTIVITY:[2] Bankruptcy

LEDES: Administration - B100 | Bankruptcy Administrati

MATTER: Non Matter Related

BUSINESS UNIT2 ASSOCIATIONS:

1 Accounting 100.00%

Options:

Select None | Select Different

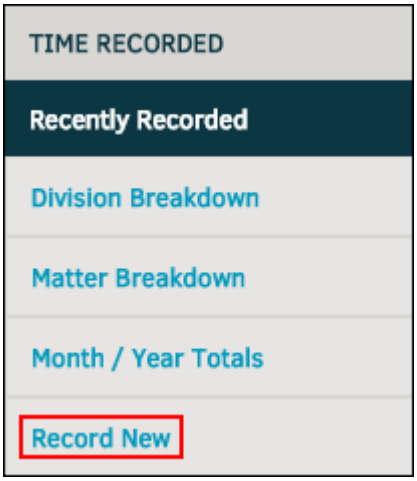
COMMENTS:

Add

**Record Time**

These entries can always be changed later in the [Time Sheet: Time Recorded] section of the module.

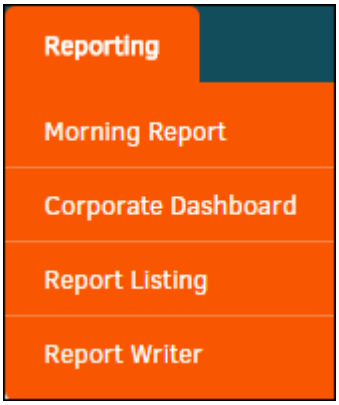
You can also record new time from the **Time Sheet: Time Recorded** page under the **Time** tab by clicking the **Record New** hyperlink in the **Time Recorded** sidebar on the right side of the page. After clicking the hyperlink it changes to **Recorded**, allowing you to return to the Recently Recorded list.




Record New Time

## 1.9 Reporting Module

Lawtrac's **Reporting** module is home to a myriad of reports that can be produced by accessing the information contained in your database. These specialized reports can then be utilized to further enhance your matter management.




Reporting Module

***Important Note:*** *Site administrators may turn off a user's permissions to view reports. Granting access to reports should be carefully considered.*

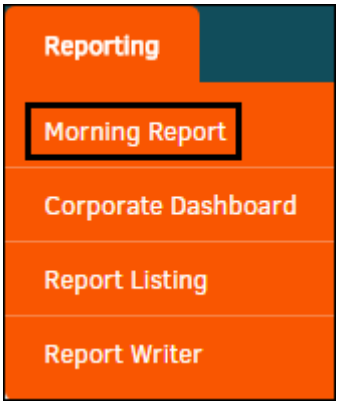
***Reporting Options:***

| Page | Function |
|---|---|
| Morning Report | View information where data is either new or may be missing. |
| Corporate Dashboard | View various sub-reports which track Financial, Outside Counsel, Fiscal Year Compare, Business Hierarchy, Time Management, Risk Assessment, and Data Management statistics in your database. |

| Page | Function |
|---|---|
| | **See also:**<br>LEDES: Breakdown<br>Assignments<br>Risk Assessment<br>Missing Category |
| **Report Listing** | View a list of all standard reports in your Lawtrac database. See also Flag a Report. |
| **Report Writer** | Allows you to retrieve your data from Lawtrac in a quick and efficient manner. |

## 1.9.1 Morning Report

Among the options that your site administrator can take advantage of is the customization of your **Morning Report**; accessed via the **Reporting** tab on your **Top Navigation Bar**.




**Morning Report Link**

The **Morning Report** is intended to provide information where data is either new or may be missing. You can select from the items on the sidebar navigation for a focused breakdown.

| Page | Function |
|---|---|
| **Recently Opened** | View matter records opened on or after a specific date. |
| **Missing Leadership** | View which matter records are missing an individual in the Lead, Paralegal, or Administrative role. |

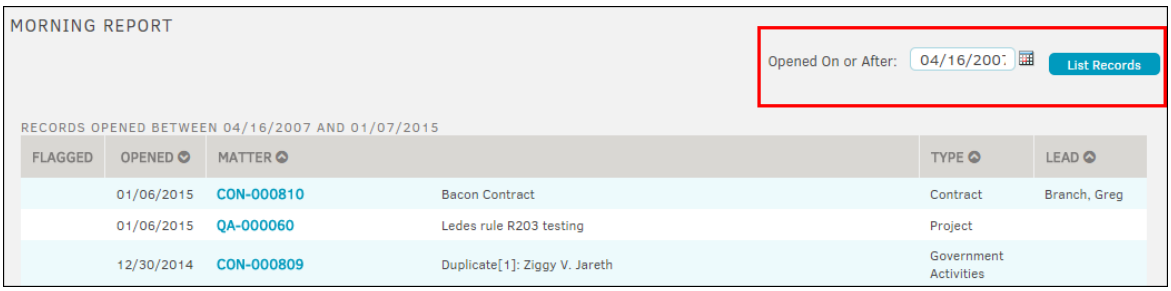
| Page | Function |
|---|---|
| Missing Category | View which matter records are missing information for Type, Keyword, Issues, Product, or Division/Department. |
| Division/Business Unit not 100% | View matter records in which the division/business units currently assigned are less than or over 100%. |
| Retired Categories | View matter records that are using retired categories. |
| No Outside Counsel | View matter records that do not have assigned outside counsel. |
| Staff Positioning | View the most recent 100 added matter records with an overview of staff assigned to maintain the information. |
| **No Approval Chain** | View which invoices do not have an assigned approval chain. |
| **Invoices Not Reviewed** | View which invoices have not yet been reviewed by the first assigned reviewer. |
| **Invoices Not Approved** | View which invoices do not have a final approval date. |
| **Invoices Not Sent to AP** | View which approved invoices have no accounting date set. |
| Matters Recently Closed | View matter records that have been closed within the last month, last two months, or last three months. |
| List Matter by Status | View a list of matters organized by status. |
| Budget Activity | View which budgets have been adjusted in a specific time period. |
| No Update—30 days | View matter records that have not been updated within a specific time period. |
| Previous Day Activity | View all transaction records which took place on a specific past date. |
| Description Text Missing | View matter records that do not have a completed description text. |

### 1.9.1.1 Recently Opened

The **Recently Opened** hyperlink in the **Morning Report** sidebar allows users to view matter records that have been opened on or after a specific date.

To set the date for recently opened matter records, click the icon in the top right corner to select a date and click **List Records**. The report lists all records opened on or after the date you selected up to the current day.

Click the highlighted matter number to be taken to the matter record's primary information page.

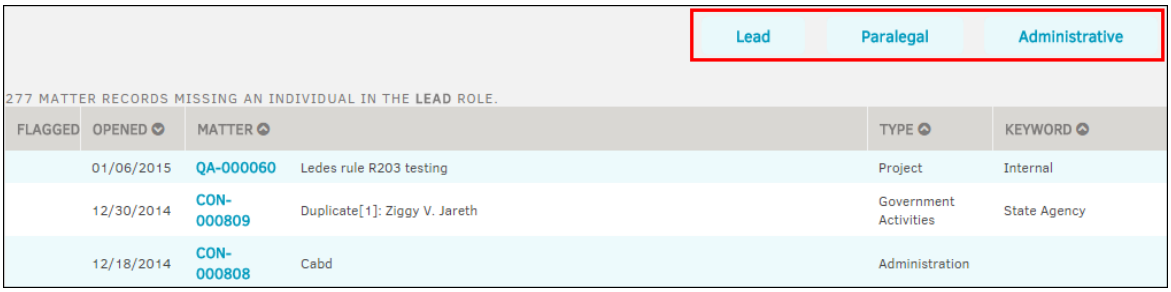



**View Recently Opened Matter Records**

### 1.9.1.2 Missing Leadership

The **Missing Leadership** hyperlink in the **Morning Report** sidebar allows users to view matter records that do not have a Lead, Paralegal, or Administrative role assigned.

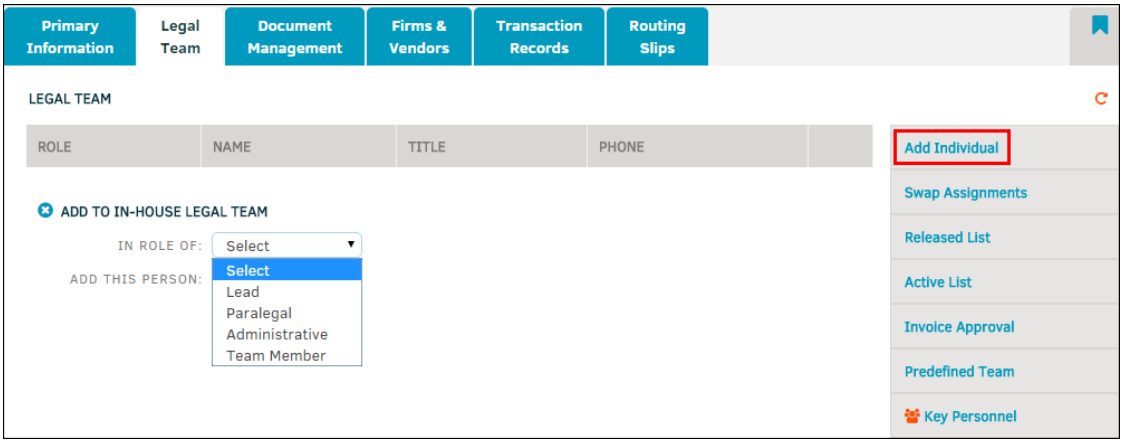
The page opens to the default Lead role missing list; use the buttons at the top of the list to view matter records with missing Paralegal roles, or missing Administrative roles.




**Matter Records with Missing Positions**

To add a role to a matter record and remove it from the **Missing Leadership** page:

1. Select the matter number. After being redirected to the matter record's primary information page, click the **Legal Team** tab and select **Add Individual** from the **Legal Team** sidebar.




**Add a Role to Legal Team**

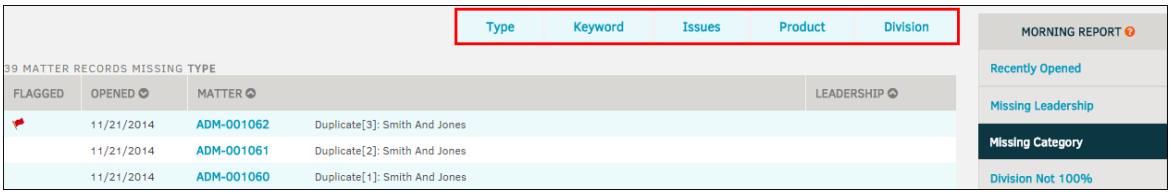
2. Select a role from the top drop-down list, then select an individual from the second.
3. If applicable, click the checkbox to have reminder emails sent to the individual, then click **Save**.
4. Repeat this process for all roles.

For a further explanation of the Legal Team Roles, see the **Legal Team** section in the **Matters** module.

### 1.9.1.3 Missing Category

The **Missing Category** hyperlink in the **Morning Report** sidebar allows users to view which matter records are missing information for Type, Keyword, Issues, Product, or Division/Department.

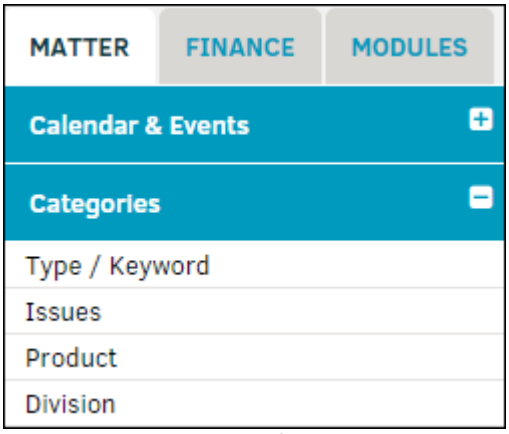
The page defaults to list all matter records missing type. Use the buttons at the top of the list to switch between lists for Type, Keyword, Issues, Product, or Division/Department.




**Missing Category Buttons**

To assign a Type, Keyword, Issue, Product, or Division/Department to a matter record and remove it from the **Missing Category** list, click on the matter number. You are redirected to the matter record's primary information screen.

In the **Matter Navigation Bar**, select any of the hyperlink under **Categories** to add the corresponding category.




**Matter Record Categories**

### Type/Keyword or Issues

Select a type from the drop-down menu. The area to the right refreshes to display the available keyword or issues available. Click on a icon to include it; the icon changes to green . Clicking the green icon removes the category from the record.

Click **Set Issues** or **Update Keyword** to confirm changes and save.

### Product

Select a product category from the drop-down list. If subcategories are available, additional drop-boxes appear for selection. The first Product to be added to a matter record is set as primary. The percentage box defaults to 100%, but can be changed by typing directly into the text box. Click **Save** when finished.

### Division/Business Unit

Select a division/department from the drop-down list. If subcategories are available, additional drop-boxes appear for selection. The first department to be added to a matter record is set as primary. The percentage box defaults to 100%, but can be changed by typing directly into the text box. Click **Save** when finished.

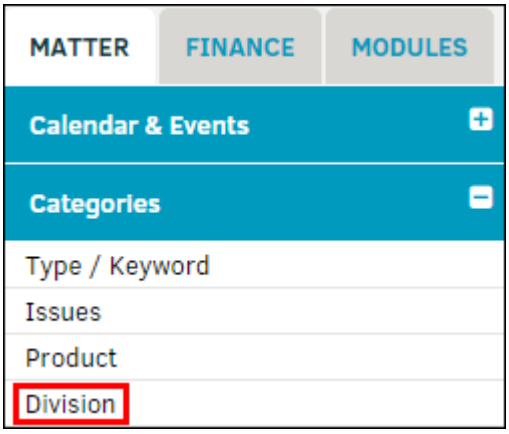
For additional information about these categories, please refer to **Categories** section in the **Matters** module.

#### 1.9.1.4 Division/Business Unit Not 100%

The **Division/Business Unit Not 100%** hyperlink in the **Morning Report** sidebar allows users to view matter records in which the division(s) currently assigned are less than or over 100%.

To adjust division/business unit percentage in a matter record and remove it from the **Division/ Business Unit Not 100%** list, click on the matter number. You are redirected to the matter record's primary information screen.

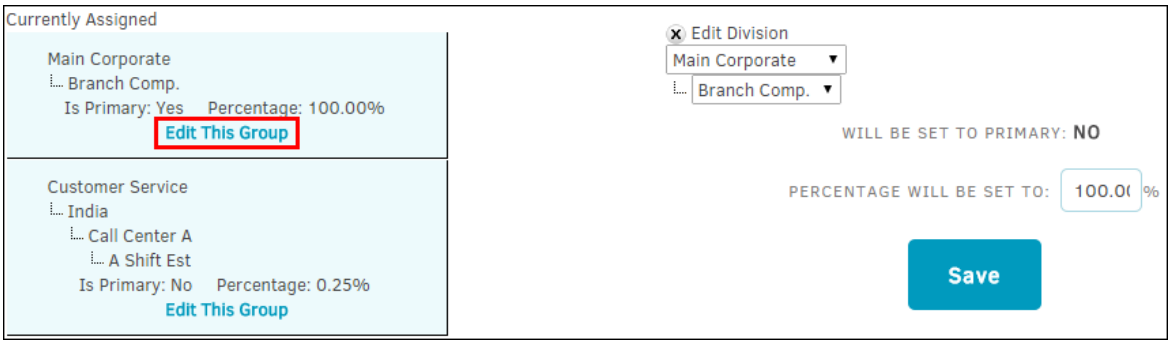
In the **Matter Navigation Bar**, select the **Division** or **Business Unit** hyperlink under **Categories**.




**Division Link**

The currently assigned divisions are listed with their percentage numbers displayed. Click **Edit This Group** for any division(s) to be adjusted, and type a new number into the "Percentage Will Be Set To" text box. Click **Save** when finished.

For additional information about these categories, please refer to the **Department** section in the **Matter** module.

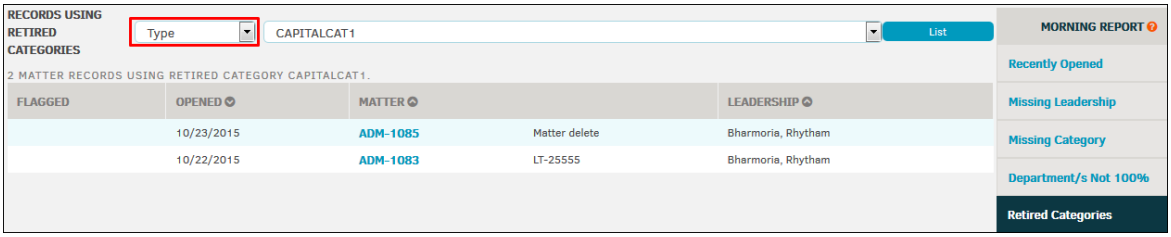



**Edit Division Percentage**

### 1.9.1.5 Retired Categories

The **Retired Categories** in the **Morning Report** sidebar allows users to view matter records that are using retired categories.

First, select a category level from the drop-down menu. Then select a subcategory from the new drop-down menu and click **List**.

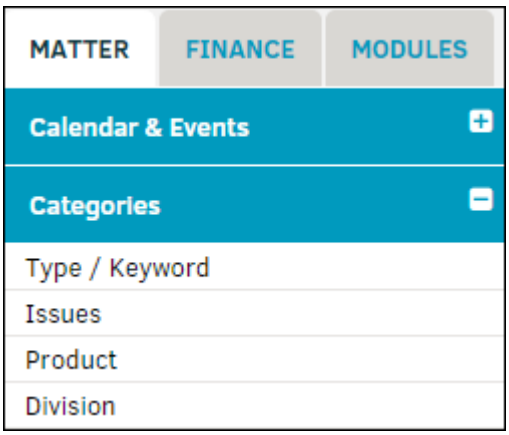



**Matters Using Retired Categories**

To remove retired categories in a matter record and remove it from the **Retired Category** list, click the matter number. You are redirected to the matter record's primary information screen.

In the **Matter Navigation Bar**, select any of the hyperlinks under **Categories** to add the corresponding category.

***Important Note:*** *Retired Categories do not appear, so new categories added or adjusted are active.*




**Matter Record Categories**

## Type/Keyword or Issues

Select a type from the drop-down menu. The area to the right refreshes to display the available keyword or issues available. Click on a icon to include it; the icon changes to green . Clicking the green icon removes the category from the record.

Click **Set Issues** to select Issues for the category, or **Finish** to skip that step. To make a category the 'primary' click the icon. The new primary is indicated with a icon.

- —Category is not included
- —Category is included

## Product

Select a product category from the drop-down list. If subcategories are available, additional drop-boxes appear for selection. The first Product to be added to a matter record is set as primary. The percentage box defaults to 100%, but can be changed by typing directly into the text box. Click **Save** when finished.

## Division

Select a department from the drop-down list. If subcategories are available, additional drop-boxes appear for selection. The first department to be added to a matter record is defaults to primary. The percentage box defaults to 100%, but can be changed by typing directly into the text box. Click **Save** when finished.

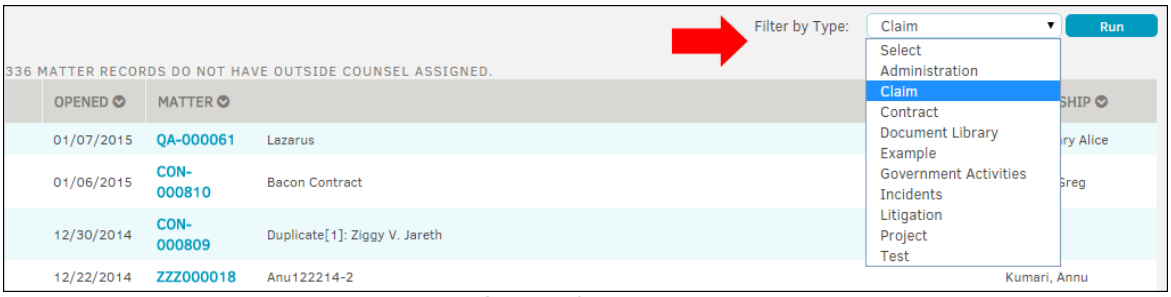
For additional information about these categories, please refer to **Categories** section in the **Matters** module.

Retired categories can only be reinstated by the Site Administrator. Please refer to the **Administrator User Guide** for more information.

### 1.9.1.6 No Outside Counsel

The **No Outside Counsel** hyperlink in the **Morning Report** sidebar allows users to view matter records that do not have outside counsel assigned.

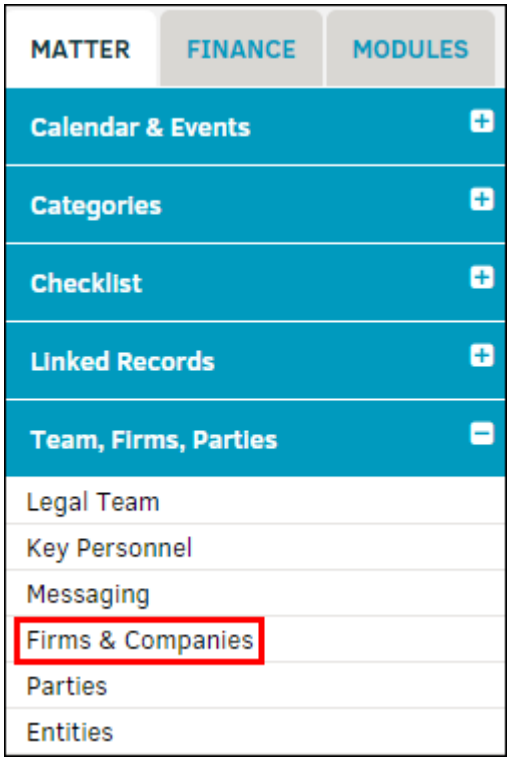
Narrow the outcome results of matter records by using the "Filter by Type" drop-down list at the top and click **Run**.




**No Outside Counsel Filter**

**To remove the matter record from the No Outside Counsel list:**

1. Click on the matter number. You are redirected to the matter record's primary information screen.
2. In the **Matter Navigation Bar**, select the **Firms & Vendors** hyperlink under **Teams, Firms, Parties**.



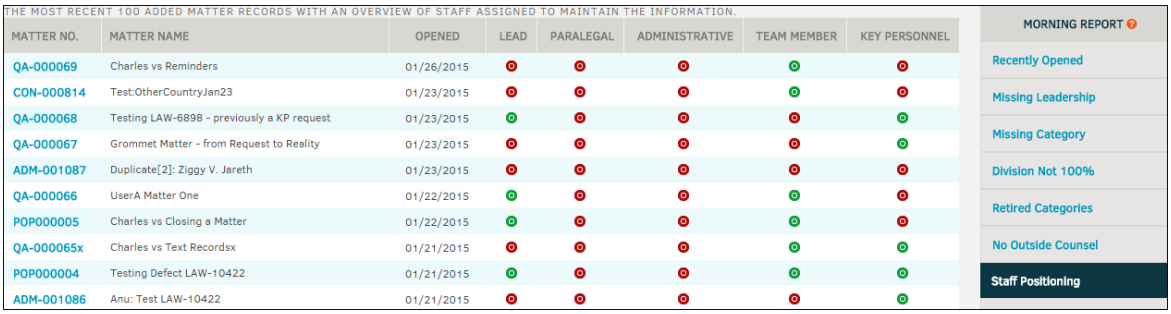

**Firms & Vendors Link**

3. Click **Add Firm/Vendor** from the gray panel on the right. Under the "Firm or Vendor Company Name" text box, make sure the radio button for firm is selected.
4. Narrow your search results by entering firm name in the text box.
   a. Press the **List Matching Firms and Vendors** button to display a list of all firms and vendors that have the search criteria included in their name. For a complete explanation of all firm/vendor options, please refer to **Add Firm/Vendor** section in the **Matters** module.
5. Click on a firm's name in the list and adjust assignment permissions by selecting the appropriate checkboxes.
6. Click **Assign Firm/Vendor**.

### 1.9.1.7 Staff Positioning

The **Staff Positioning** hyperlink in the **Morning Report** sidebar allows users to view the 100 most recently added matter records with an overview of staff assigned to maintain the information. This page is similar to the **Missing Leadership** page, but allows users to view staff positions in a different layout, and includes team members and key personnel.

- —An individual is assigned to the position on the matter record
- —The position is vacant


THE MOST RECENT 100 ADDED MATTER RECORDS WITH AN OVERVIEW OF STAFF ASSIGNED TO MAINTAIN THE INFORMATION.

| MATTER NO. | MATTER NAME | OPENED | LEAD | PARALEGAL | ADMINISTRATIVE | TEAM MEMBER | KEY PERSONNEL |
|---|---|---|---|---|---|---|---|
| QA-000069 | Charles vs Reminders | 01/26/2015 | | | | | |
| CON-000814 | Test:OtherCountryJan23 | 01/23/2015 | | | | | |
| QA-000068 | Testing LAW-6898 - previously a KP request | 01/23/2015 | | | | | |
| QA-000067 | Grommet Matter - from Request to Reality | 01/23/2015 | | | | | |
| ADM-001087 | Duplicate[2]: Ziggy V. Jareth | 01/23/2015 | | | | | |
| QA-000066 | UserA Matter One | 01/22/2015 | | | | | |
| POP000005 | Charles vs Closing a Matter | 01/22/2015 | | | | | |
| QA-000065x | Charles vs Text Recordsx | 01/21/2015 | | | | | |
| POP000004 | Testing Defect LAW-10422 | 01/21/2015 | | | | | |
| ADM-001086 | Anu: Test LAW-10422 | 01/21/2015 | | | | | |

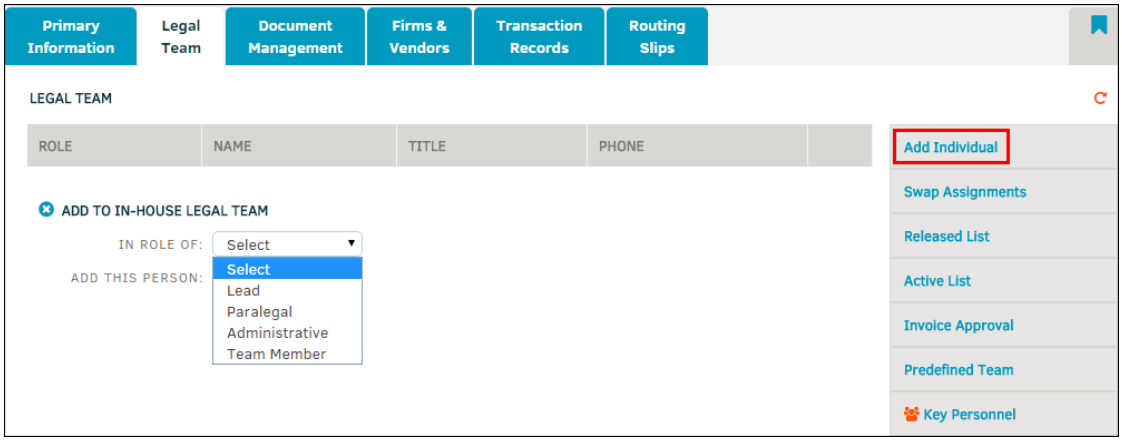


**Staff Positioning**

**To add a role to a matter record and remove it from the Staff Positioning page:**

1. Click on the matter number.

   You are redirected to the matter record's primary information page.
2. Click the **Legal Team** tab and select **Add Individual** from the **Legal Team** sidebar.




**Add a Role to Legal Team**

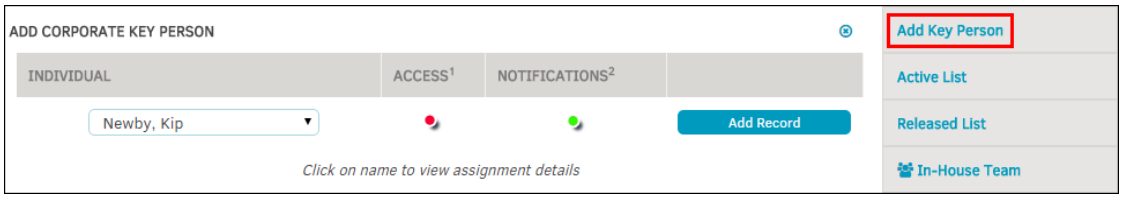
3. Select a role from the first drop-down list, then select an individual from the second.

   a. If applicable, click the checkbox to have reminder emails sent to the individual, then click **Save**.

4. Repeat this process for all missing roles.

To add key personnel, click **Key Personnel** from the **Legal Team** sidebar, then click **Add Key Personnel**.

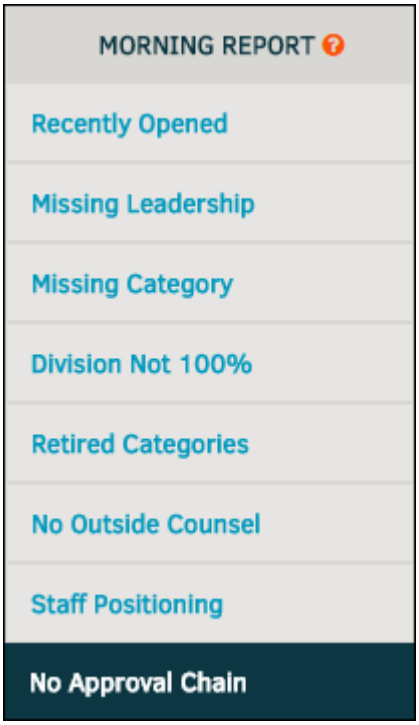
Select an individual from the drop-down list, then click the switch to turn access or notification on or off. Click **Add Record** to confirm.




**Add Key Person**

### 1.9.1.8 No Approval Chain

The **No Approval Chain** hyperlink in the **Morning Report** sidebar allows users to view matter records that have invoices submitted without approvers assigned to review.




**Morning Report: No Approval Chain**

Approval chains can be set for an invoice by a site administrator, and are required to either accept or reject an invoice.

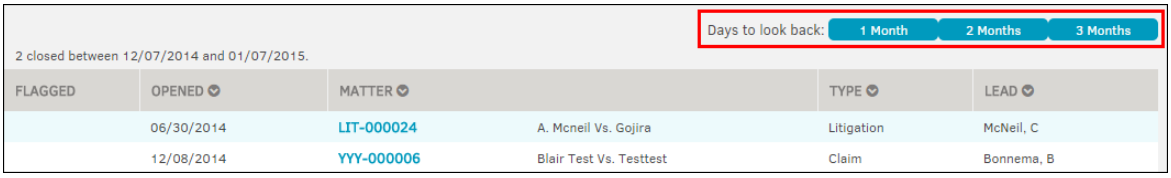
You can access an invoice from a specific matter record within **My Matters**, or you can locate it in **Invoice Management** in the **Finance** module.

The approval chain is located in the middle of an invoice. Adding approvers is covered in-depth in the *Invoice Management* | *Approval Chain* section of the manual.

### 1.9.1.9 Matters Recently Closed

The **Matters Recently Closed** hyperlink in the **Morning Report** sidebar allows users to view matter records that have been closed within the last month, last 2 months, or last 3 months.

Adjust the dates to look back by clicking the **1 Month**, **2 Months**, or **3 Months** buttons at the top of the list.




**Days to Look Back**

### 1.9.1.10 List Matter by Status

The **List Matter by Status** hyperlink in the **Morning Report** sidebar allows users to view a list of matters organized by status.

The list automatically defaults to Active (Open) matter records.

- Use the drop-down menu at the top of the list and click **List Records** to view additional statuses.
- Use the switch below the drop-down list to filter between open, closed, or both. Click **List Records** when changing between filter options to refresh the matter list.


**Select a Status**

### 1.9.1.11 Budget Activity

The **Budget Activity** hyperlink in the **Morning Report** sidebar allows users to view which budgets have been adjusted within a specific time period.

You can filter the list results by budget type, frequency, and changes made since a certain day by using the drop-down menus and text fields at the top of the list.

Click a matter number to be redirected to the matter record's primary information page.

Budgets with lines added or edited: Budget Type
Frequency
Changes Since: 12/24/2014
List

10 BUDGETS HAVE BEEN ADJUSTED SINCE 12/24/2014

| BUDGET NO. | MATTER | | TYPE | FREQUENCY | LEAD |
|---|---|---|---|---|---|
| 2012-5920-1932 | A-00000037 | Reed Z. Milwaukee - Petition | Phase | Monthly | Levin, S |
| 2014-50032-18094 | A-00042930 | Ellis W. Montreal - Injunction | Phase | Yearly | , |
| 2015-2672-18094 | A-00042994 | Williams And Santiago - Adjudication - Has Alternate Approval Chain | Phase | Lifetime | Engelbreck, V |
| 2014-2539-18090 | A-00043567 | Lee E. Hellena - Appeal | Phase | Lifetime | Medina, T |
| 2012-5920-4098 | A-00047869 | Rodriguez Y. Testville - Continuance | Updated | Updated | , |
| 2014-81726-18090 | ADM-001049 | Mondale Matter | Updated | Updated | Anthony, S |
| 2014-81730-5363 | ADM-001051 | Mars Matter | Updated | Updated | Clark, Y |
| 2015-81777-18113 | ADM-001063 | Testing | | | Richmondi, R |
| 2015-81792-4 | QA-000050 | New Test Matter Escobar | Phase | Lifetime | , |
| 2015-81751-5774 | ZZZ000017 | Mars Documentation | Phase | Lifetime | McNeil, C |

**Budget Activity**

### 1.9.1.12 No Update: 30 days

The **No Update—30 Days** hyperlink in the **Morning Report** sidebar allows users to view matter records that have not been updated within a specific time period.

You can filter the list results by matter type, lead, and changes made since a certain day by using the drop-down menus and text fields at the top of the list.

Click a matter number to be redirected to the matter record's primary information page.

Refine list by adjusting items below: Type
Lead
Changes Since: 12/07/2014
List

1000 NOT UPDATED SINCE 12/07/2014.

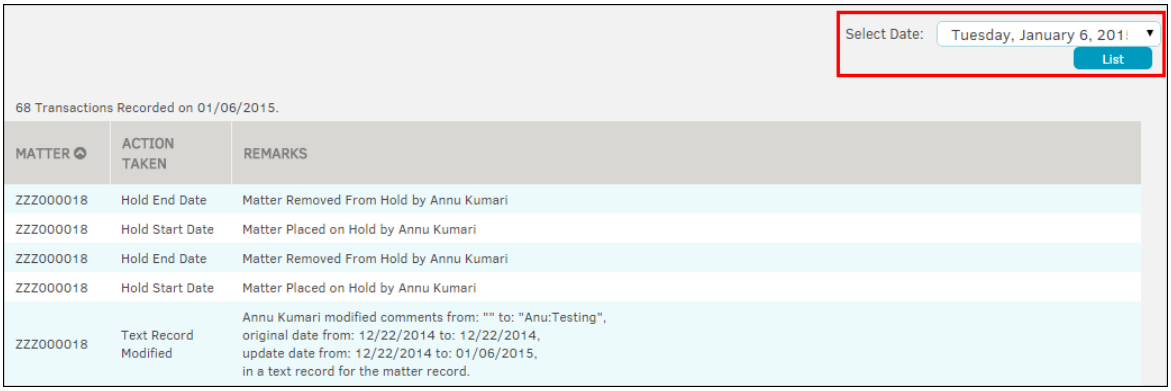
| OPENED | MATTER | | TYPE | LEAD |
|---|---|---|---|---|
| 12/05/2014 | ADM-001067 | Haoodshur Matter | Administration | Richmondi, R |
| 11/25/2014 | CON-000806 | Capitaltwo Nda | Contract | , |
| 12/04/2014 | YYY-000005 | Batman's Matter | Administration | Richmondi, R |
| 12/03/2014 | ADM-001064 | User Guide Matter | Administration | Richmondi, R |

**Refine List**

### 1.9.1.13 Previous Day Activity

The **Previous Day Activity** in the **Morning Report** sidebar allows users to view all activity for the previous day, or up to 10 days prior.

Select a date using the drop-down menu at the top of the list, then click **List**.



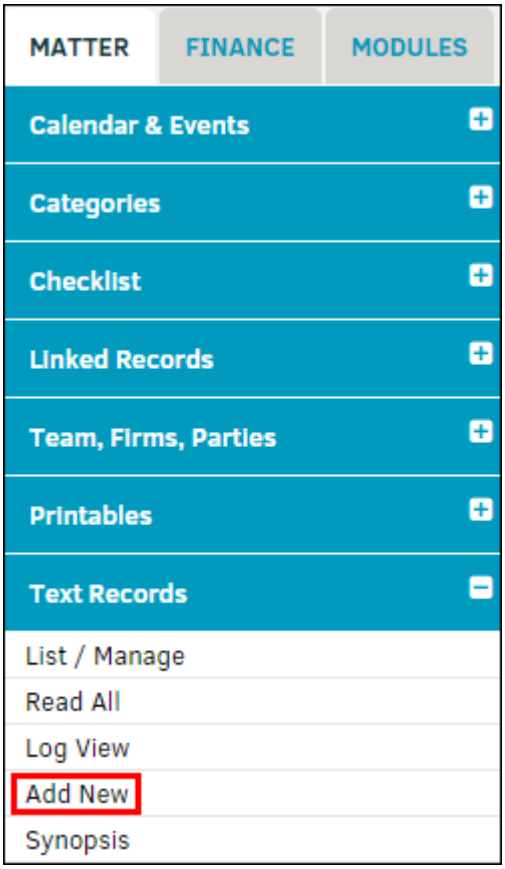

**Previous Transactions**

### 1.9.1.14 Description Text Missing

The **Description Text Missing** hyperlink found at the bottom of the **Morning Report** sidebar allows users to view matter records which do not have a description text. Description text is completely optional, and is usually added when first creating a matter (see *Matters Module | Add New Matter*). It can be added to a matter or edited at any time.

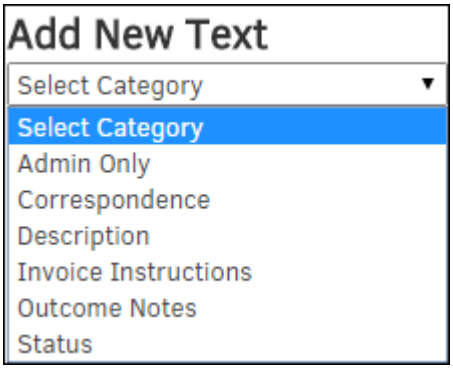
**To add a description text to a matter record:**

1. Click on a matter number from the **Description Text Missing** page.
2. From within the matter, go to the **Matters Navigation Bar** and select **Add New** under **Text Records**.




**Add New Description Text**

3. Select "Description" from the drop-down list. All text categories appear in the Text Records List (**List/Manage** hyperlink located in the sidebar above), but only adding a description text removes the matter record from the **Morning Report** notice.




**Select a Category**

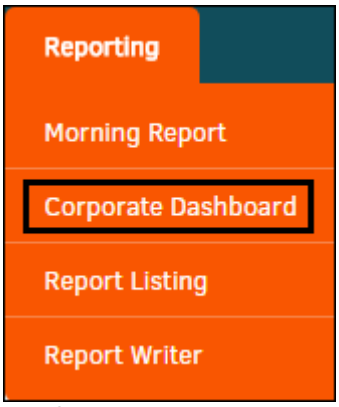
4. Use the icon to the right of the "Description" text field to change the save date for the text, which defaults to the current date.

5. Use the radio buttons below the "Description" text field to determine who is able to view and/or edit the text.

6. Click **Save** when finished to confirm any changes made.

## 1.9.2 Corporate Dashboard

The **Corporate Dashboard** hyperlink opens a report composed of various sub-reports which track Financial, Outside Counsel, Fiscal Year Compare, Business Hierarchy, Time Management, Risk Assessment, and Data Management statistics in your database.




**Corporate Dashboard**

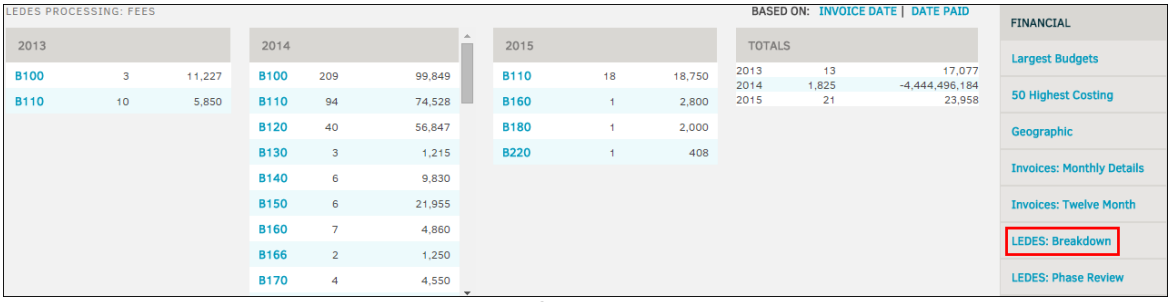
Click any hyperlink to view the related report. (Example: The **Invoices: Twelve Month** hyperlink is opened in the following screenshot).

Most reports offer a print view, as indicated by the icon at the top of the report.

### 1.9.2.1 LEDES: Breakdown

The **LEDES: Breakdown** hyperlink in the **Corporate Dashboard** sidebar, under **Financial**, allows users to view LEDES processing fees based on invoice creation date or date paid.

Each report is titled by LEDES code, and there is a code guide available at the bottom of the page that clarifies the description of each code.




**LEDES: Breakdown**

## View Reports

To view reports based on invoice date or date paid, use the corresponding hyperlinks located above the **Totals** table at the top right.

The number located directly to the right of the LEDES code, in the middle of the table, represents the number of invoices on which the LEDES code is used.

The number located to the far right of the LEDES code represents the sum amount of all invoices listed under that LEDES code. Click on a LEDES code to see the individual amounts of the invoices for that particular code (as shown below).

ASSET DISPOSITION (B130) APPEARS ON 3 INVOICES DURING 2014

| | | | | | |
|---|---|---|---|---|---|
| 1 | Charles30 | Carter And Allen - Austin, Tx | 07/10/2014 | 1 Lines | 25 |
| 2 | PAUL102814-3 | Aaa Law | 10/28/2014 | 1 Lines | 440 |
| 3 | ML-mTKtab | Mchendry Law | 11/11/2014 | 1 Lines | 750 |

**Invoices Associated to LEDES Code**

### 1.9.2.2 Assignments

The **Assignments** hyperlink in the **Corporate Dashboard** sidebar, located under **Fiscal Year Compare**, allows you to view the amount of matter assigned to an individual, and compare the percentage of those which are open to all open matter in the Lawtrac database.

The list can be filtered by role, which includes Lead, Paralegal, Administrative, Team Member, or Any/All. To switch between views, use the buttons at the top of the list. Employees are listed in alphabetical order.

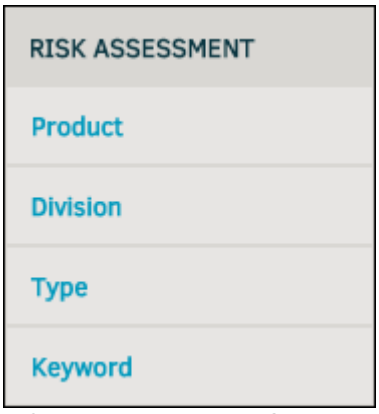
ASSIGNMENTS: LEAD ROLE — Lead | Paralegal | Administrative | Team Member | Any / All

| NAME | ASSIGNED MATTERS | % OF OPEN MATTERS | NAME | ASSIGNED MATTERS | % OF OPEN MATTERS |
|---|---|---|---|---|---|
| Aben, Barbara | 7 | 0.7% | Koyenhoven, V. | 1 | 0.1% |
| Abernanthy, Z. | 12 | 1.1% | Kumari, Annu | 15 | 1.4% |
| Adames, Alex | 2 | 0.2% | Leadbetter, G. | 4 | 0.4% |

**Assignments Report**

### 1.9.2.3 Risk Assessment

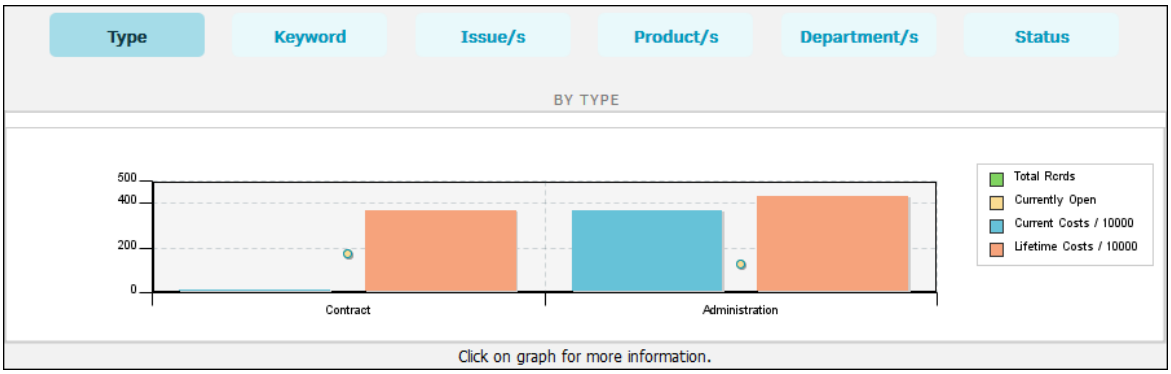
The hyperlinks located under **Risk Assessment** in the **Corporate Dashboard** sidebar allows you to view risk assessment graphs by Type, Keyword, Issues, Product, Division/Department, or Status.




**Corporate Dashboard Sidebar**

The hyperlinks under **Risk Assessment** offer a quick way to navigate between Product, Division/ Department, Type, and Keyword, but you can click on any hyperlink and still view additional reports by using the buttons at the top of the graph. Opening the link also displays the additional report options for Issues or Status.

Hover your mouse pointer over the data bar to see additional information.




**Risk Assessment Buttons**

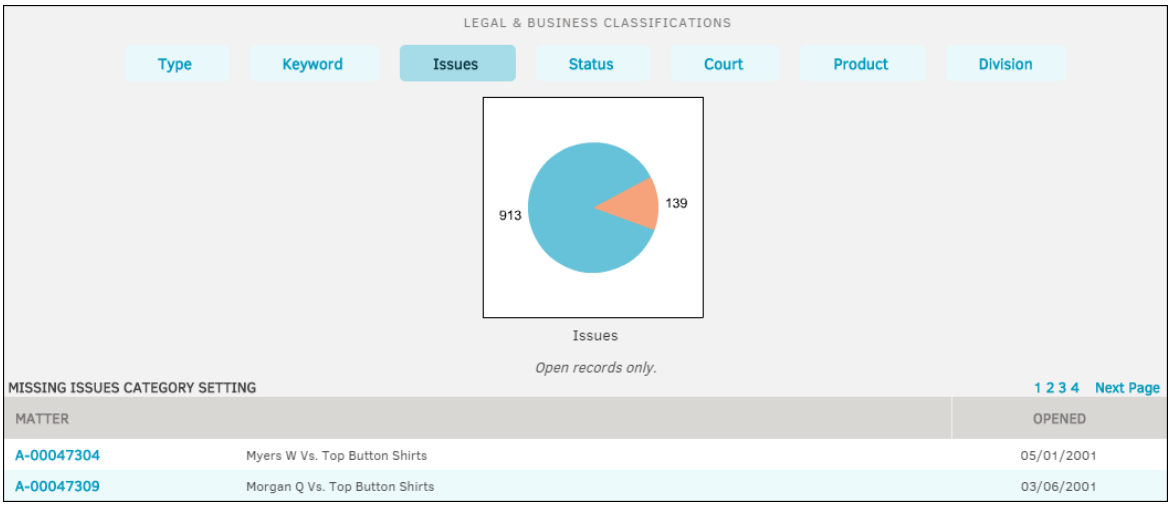
### 1.9.2.4 Missing Category

The **Missing Category** in the **Corporate Dashboard** sidebar, located at the bottom under **Data Management**, allows you to view matters with missing categories in a pie chart.

Filter between missing Type, Keyword, Issues, Status, Court, Product, and Division/Department by using the buttons above the chart.

In the chart (shown in the following screenshot), the orange color represents the amount of matter records that include the categories, and the blue color represents the amount of matter records with the category setting missing.

Navigate to the matter record in review by clicking the matter number hyperlink.

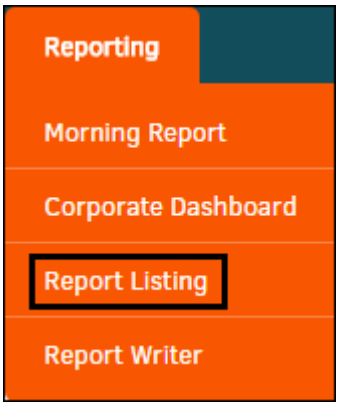



**Missing Category Report**

For information on including missing Type, Keyword, Issues, Product, or Division/Business, please see **Missing Category** page in the **Morning Report** section of the **Reporting** tab.

### 1.9.3 Report Listing

The **Report Listing** hyperlink in the **Reporting** tab displays flagged reports, recent reports, and a list of all reports listed in alphabetical order that can be filtered by category.




**Report Listing**

Your site administrator designates whether the report data you see is restricted to your assigned matter or restricted to your security group(s).

- Click on the title of a recent or flagged report to access additional information for that report.
- Click the report name to run a report based on category focus.
- Click the icon to run the report on a page to be printed.

| REPORTS | ID | PRINT | LAST |
|---|---|---|---|
| Budgets By Fiscal Year Category Focus | BUD001 | | 12/02/2014 |
| Budgets By Fiscal Year | BUD002 | | 10/15/2014 |
| Budgets by Matter | BUD003 | | 04/17/2014 |
| Budget By Law Firm/Matter - Monthly Matrix | BUD009 | | 10/15/2014 |
| Budget Status - Active Budgets Only | BUD011 | | Not Used |
| CUS_15274a.cfm - REVIEW | CUS_15274a | | Not Used |

**List of Reports**

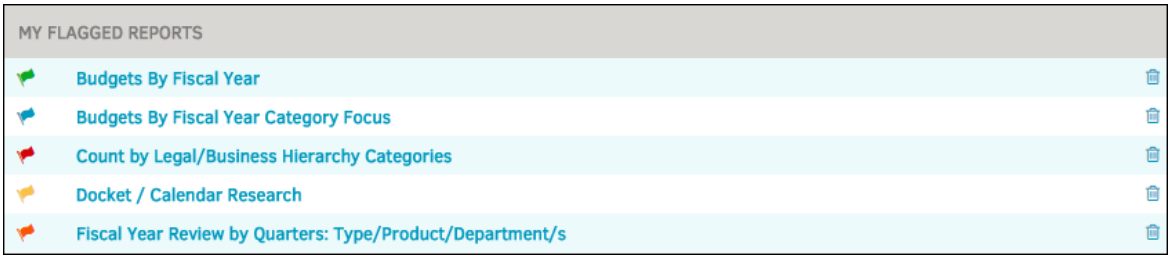
The **Report Listing** page also includes a list of reports categories. Use the buttons to filter the list of reports; results for that category show up to the left.

Click the category links to open each category list. To view the **Custom Reports**, use the hyperlink at the bottom of the list. Custom reports are created and maintained by the site administrator from **Application Administration**.


**Report Listing Categories**

### 1.9.3.1 Flag a Report

Flagged reports are reports that you flag as favorites and appear in the **My Flagged Reports** section. The **My Flagged Reports** section resides in the top left section of the **Report Listing** page (it does not appear until you have flagged at least one report).




**My Flagged Reports**

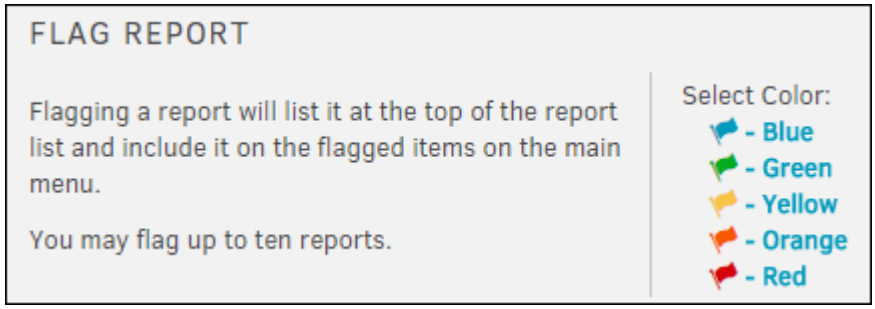
## Flag a Report

1. Open a report from the list of reports on the **Report Listing** page.
2. Click the **Flag as Favorite** link on the right side at the bottom of the report.


**Flag as Favorite Link**

***Note:*** *You can only flag up to 10 reports. The* ***Flag As Favorite*** *link does not appear if 10 reports have already been flagged.*

3. Click the link for a colored flag to assign that flag to the report. The colors of the flags do not mean anything in Lawtrac. Flag them according to how you want to distinguish different reports.




**Select Flag Color**

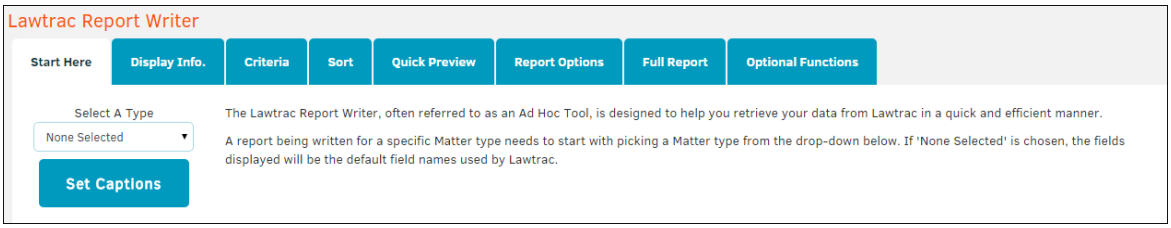
### Remove a Flag

1. From the **My Flagged Report** section, click the icon next to the report.
2. Click **OK** to confirm the removal.

## 1.9.4 Lawtrac Report Writer

The **Lawtrac Report Writer** is covered in depth in its own user guide.

To get back to the main screen from the **Report Writer** start screen, click the Lawtrac logo in the upper left corner.




**Report Writer**

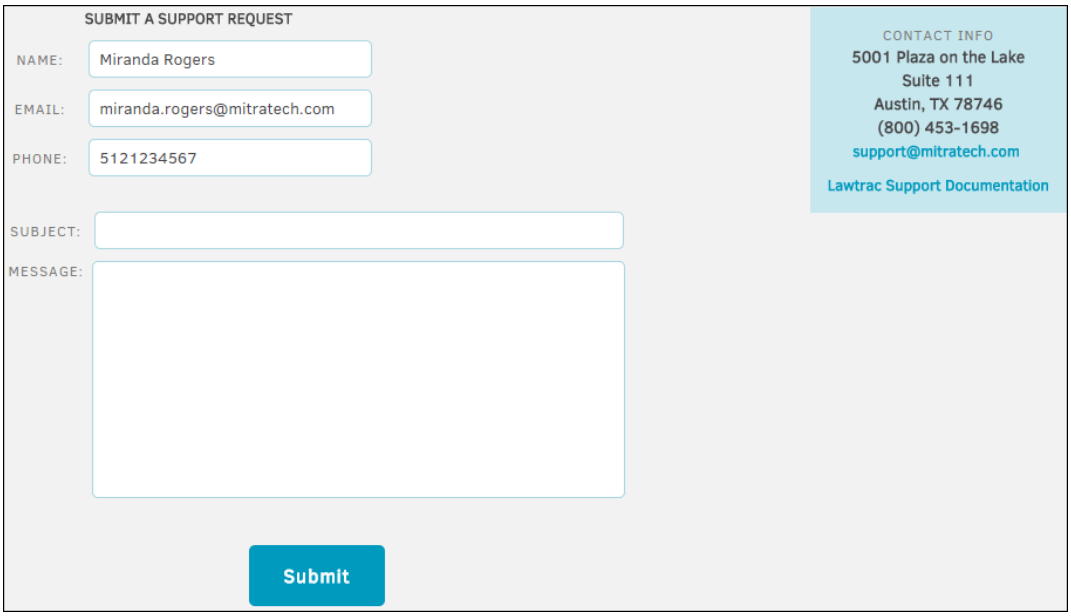
# 1.10 Support Module

The **Support** module, located at the top right of the Lawtrac site, allows you to submit a query to Lawtrac support.


**Lawtrac Help & Support**

Enter your request in the "Message" text box and click **Submit** to send your support request. This page also displays Mitratech's headquarters contact information.

The Lawtrac User Guide is located in the **Lawtrac Support Documentation** hyperlink.




**Submit a Support Request**

## 1.11 Troubleshooting Help

Welcome to the *Lawtrac 4.0 Troubleshooting Help*.

The purpose of this section of the *Lawtrac User Guide* is to address specific troubleshooting needs and frequently asked questions made by application users, in order to help you use the Lawtrac application as efficiently as possible.

### e-Billing FAQ

What are the phases of the eBilling process?

How do I set up my vendor for invoice submission?

A note about Invoice Approvers

### Help with Invoices

Help with e-Billing

Help with submitting invoices

Help with creating invoices

Troubleshoot invoice creation

Help checking the status of an invoice

### Help with Budgets

How do I view budget requests?

How do I add a budget for a law firm/vendor?

How do I search for budgets?

How do I edit a budget?

How do I attach documents to a budget?

How do I approve or reject a budget?

### Notification FAQ

What notifications can I receive as key personnel?

What notifications can I receive as a Legal team member?

If you still have questions that are not covered by the user guide, please contact Lawtrac support at Support@mitratech.com.

## 1.11.1 e-Billing FAQ

What are the phases of the e-Billing process?

How do I set up my vendor for invoice submission?

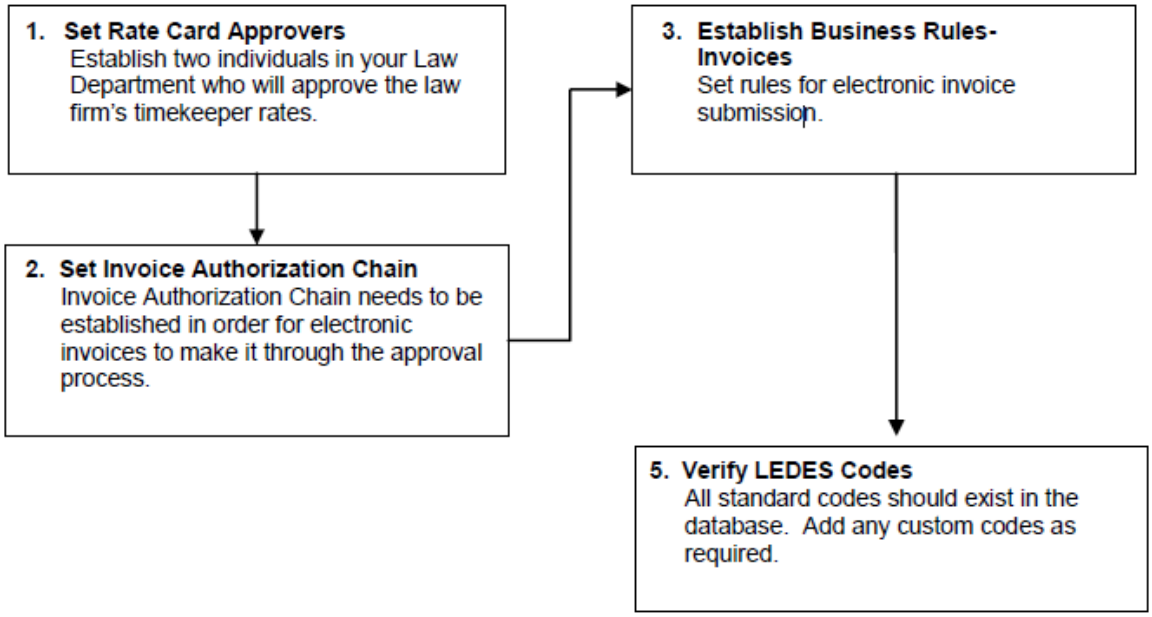
How do I obtain vendor credentials for pre-existing accounts?

How do I transition staff members with existing approved rate cards to Collaborati?

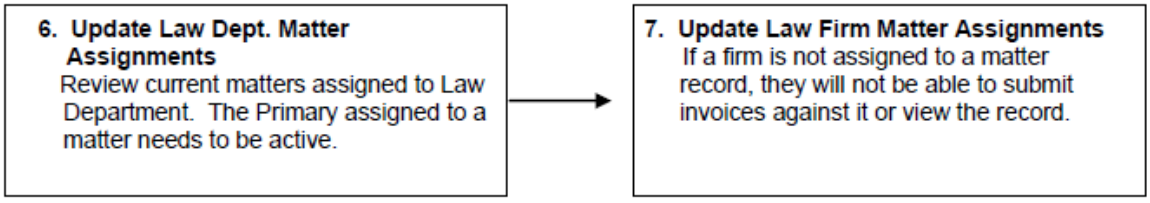
### 1.11.1.1 What are the phases of the e-Billing process?

**Law Department Process Flow Chart:**

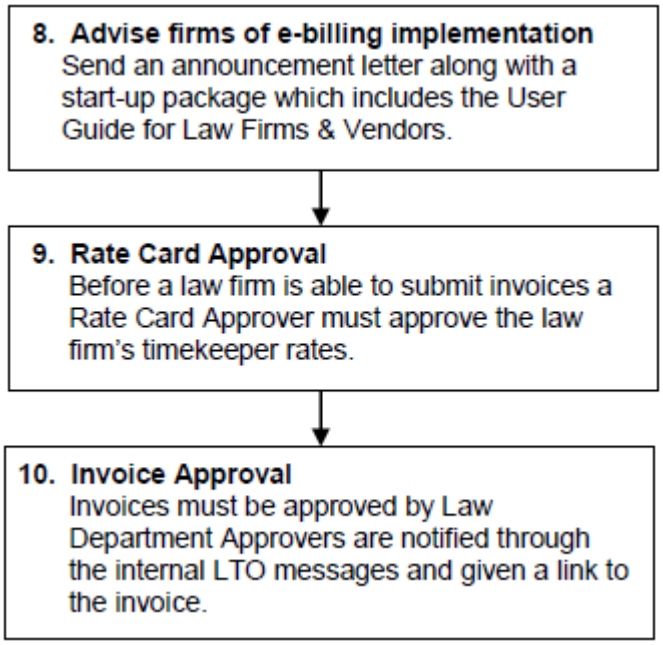
**Phase 1**




## Phase 2




## Phase 3



### 1.11.1.2 How do I set up my vendor for invoice submission?

The following steps need to be completed by the Legal department in order to receive invoices electronically:

1. Set rate card approvers.
2. Set invoice authorization chain. (If you are adding a new approver to the system, see a note about invoice approvers.)
3. Establish processing rules (invoices).
4. Verify LEDES codes.
5. Add a law firm or vendor account to your Lawtrac database.
6. Add an administrator for the new firm or vendor. (Administrator must have access to Lawtrac if they are not using a third-party eBilling platform.)
7. Assign a lead role to your matter record.
8. Assign a firm or vendor to your matter record.

If your law firm or vendor has an eBillingHub account; click here.

#### 1.11.1.2.1 A Note About Invoice Approvers

Before setting up the invoice approval chain, there are a few things you may need to do to ensure an approver's ability to review an invoice.

1. Give them the proper application permissions.
2. Give them the proper site access permissions.
3. Set their approval amount threshold.

### 1.11.1.3 How do I transition staff members with existing approved rate cards to Collaborati?

Timekeepers with existing, approved rate cards need to be mapped again to Lawtrac if they change their eBilling platform, particularly if they move from an Outside Counsel user to a Collaborati user. In order for their previously approved rates to sync successfully, please ensure that both the “Select Staff” and “Select Timekeeper” drop-down fields are selected for that respective timekeeper.

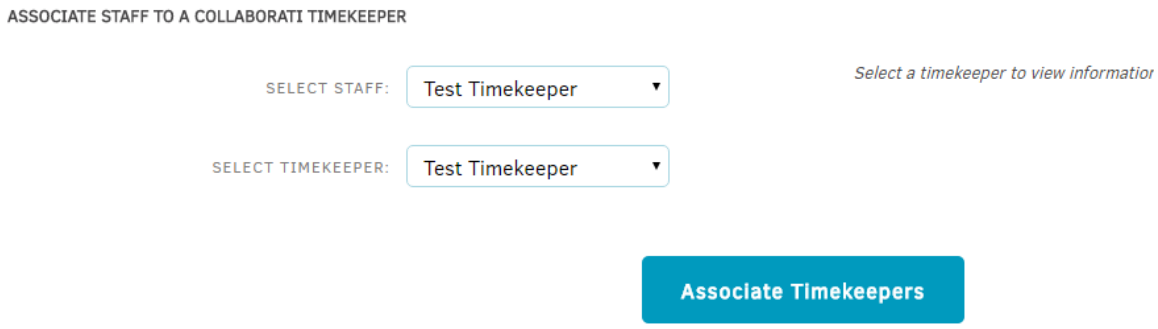
**Onboarding Existing Timekeepers**

1. Ensure that a timekeeper record has been created in Collaborati for the existing Outside Counsel staff member.
2. Navigate to the respective vendor for the desired staff member from the **People > Firms & Vendors** tab.

3. Select the **Collaborati** tab. The Current Collaborati Vendor should be listed.
4. Click the **Manage Timekeepers** button.
5. Select the desired staff member name from the **Select Staff** and **Select Timekeeper** dropdowns. It is important that both are selected for the rates to be mapped.

   ***Note:*** *If you have added the contact in Collaborati but it still isn't visible in Lawtrac, you may need to refresh the page for the contact to appear in the dropdown.*

6. Click **Associate Timekeepers** to finalize the mapping.




**Mapping Existing Timekeeper**

## 1.11.2 Help with Invoices

- Help with e-Billing
- Help with Submitting Invoices
- Help with Creating Invoices
- Troubleshooting Invoice Creation
- Help Checking the Status of an Invoice

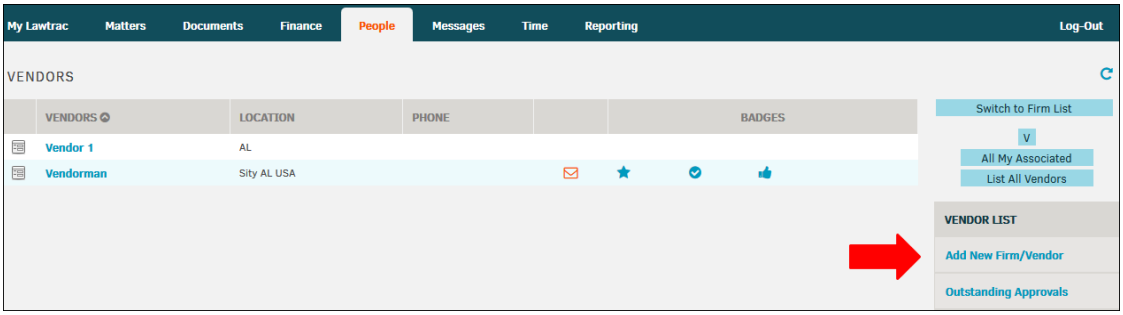
### 1.11.2.1 Help with e-Billing

If you are working with a law firm or vendor who is using eBillingHub, there are two ways to add them to the Lawtrac system:

#### A user adds them through the People module

Users must have the appropriate permissions configured by the site administrator in order to add outside counsel to the system.

1. To add a new firm or vendor to the Lawtrac database, access the **People** tab, then click **Firms & Vendors**.
2. On the sidebar to the right, select **Add New Firm/Vendor**.

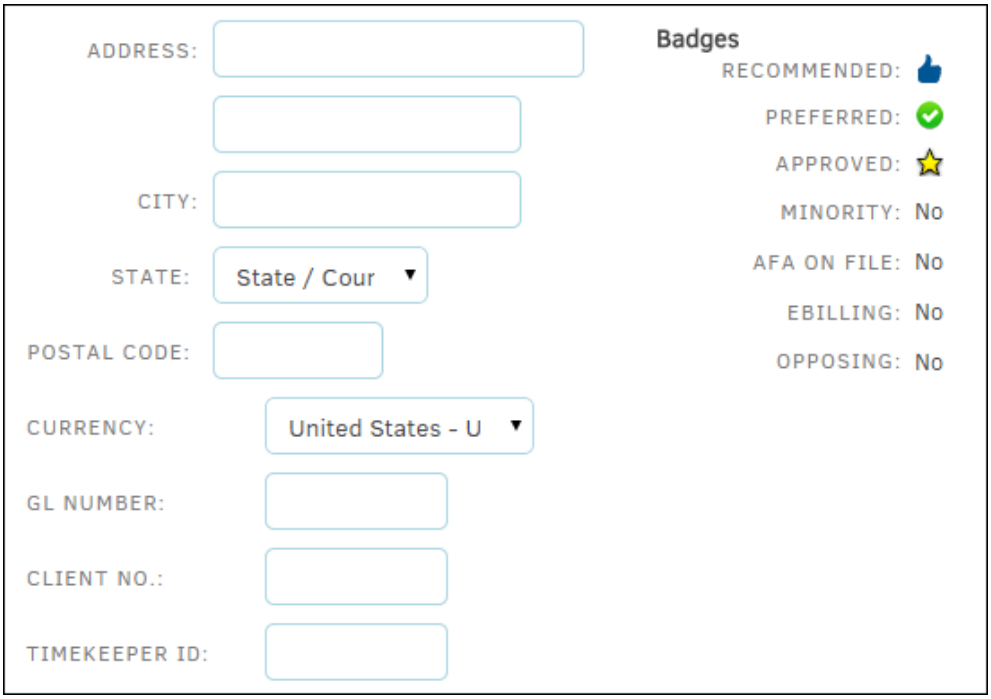



**Add New Firm/Vendor**

3. Enter Company Name in the text box, then select a radio button to classify them as a Law Firm or Vendor.


**Company**

4. Enter all information that is available in the appropriate text boxes.
5. Under **Badges**, click "No" to assign a badge to the company. The assigned badge icon appears, as shown in the following screenshot:




**Assign Badges**

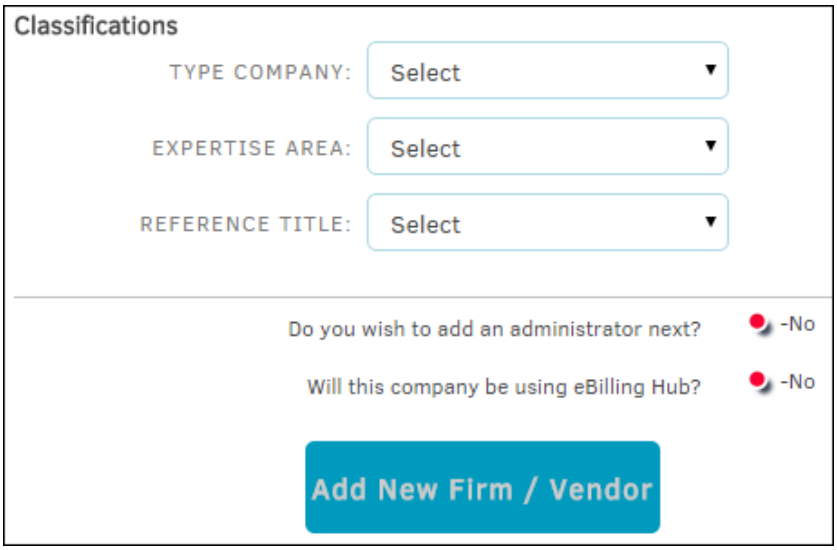
6. In the Classifications section, use the drop-down lists to define the type of company, their area of expertise, and a reference title.

7. Click the button to add an administrator or indicate that the company is using eBillingHub. Doing this sends an email to Mitratech Support (ebillinghub.lawtrac@mitratech.com), who then gives the firm/vendor's information to eBillingHub. eBillingHub logs in on behalf of the firm/vendor to submit e-Billing invoices, using information from the firm/vendor.

   The firm/vendor may also contact Mitratech Support to have an eBillingHub account set up.

8. Once you add a vendor as an eBillingHub user, go to the eBillingHub Accounts page and follow the instructions to add the firm/vendor's credentials.

9. Click **Save** when finished.

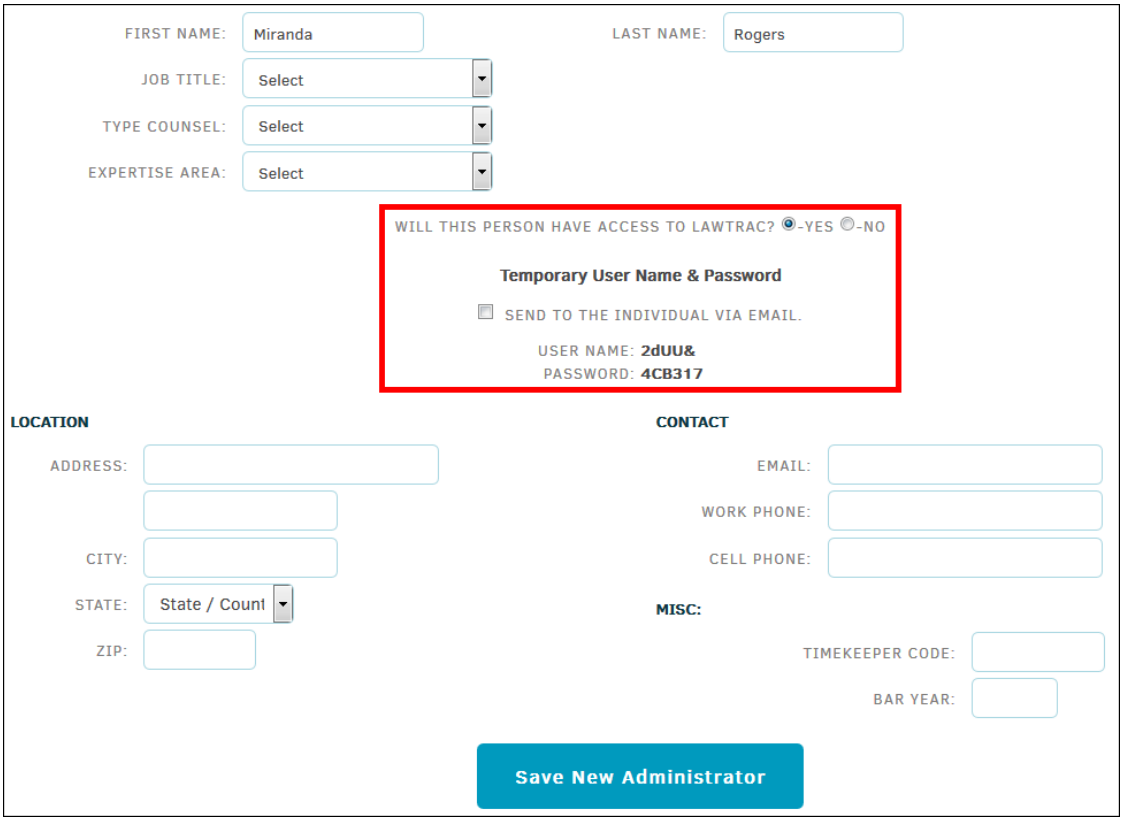



## Add an Administrator

If you opted to add an administrator by clicking the icon, a new page is displayed where you can enter any information in the text box, or choose information from a drop-down list.

1. Decide if the new administrator is to have access to Lawtrac by clicking the appropriate radio button .

2. Click **Save New Administrator** when finished. ***Note:*** *First and last name are required.*

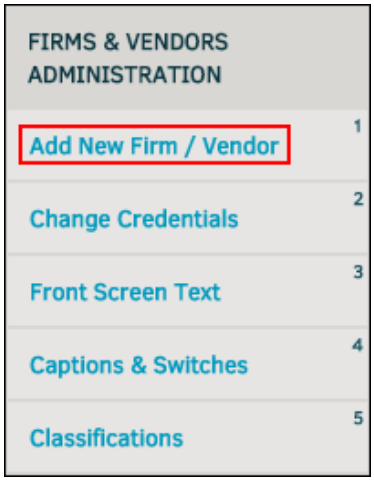



**Add New Administrator**

## The site administrator adds them through Application Administration

Only individuals assigned to a matter's Legal team are allowed to add new firms and vendors for the matter.

1. To add a new firm or vendor to the Lawtrac database, access **Application Administration**, then click **Firms & Vendors**.
2. Click **Add New Firm/Vendor** at the top of the **Firms & Vendors** sidebar. The firms and vendors added here are available for selection when a Lawtrac user needs to add a firm/ vendor to a matter.




**Add New Firm/Vendor Link**

3. Enter Company Name in the text box, then select a radio button to classify them as a Law Firm or Vendor.


**Company**

4. Enter all information that is available in the appropriate text boxes.
5. Under **Badges**, click "No" to assign a badge to the company. The assigned badge icon appears, as shown in the following screenshot:


**Assign Badges**

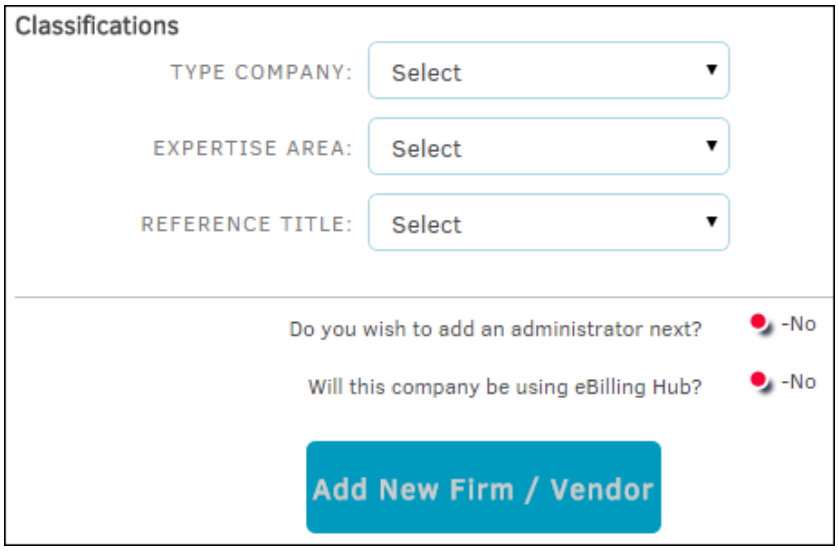
6. In the Classifications section, use the drop-down lists to define the type of company, their area of expertise, and a reference title.

7. Click the button to add an administrator or indicate that the company is using eBillingHub. Doing this sends an email to Mitratech Support (ebillinghub.lawtrac@mitratech.com), who then gives the firm/vendor's information to eBillingHub. eBillingHub logs in on behalf of the firm/vendor to submit e-Billing invoices, using information from the firm/vendor.

   The firm/vendor may also contact Mitratech Support to have an eBillingHub account set up.

8. Once you add a vendor as an eBillingHub user, go to the eBillingHub Accounts page and follow the instructions to add the firm/vendor's credentials.

9. Click **Save** when finished.

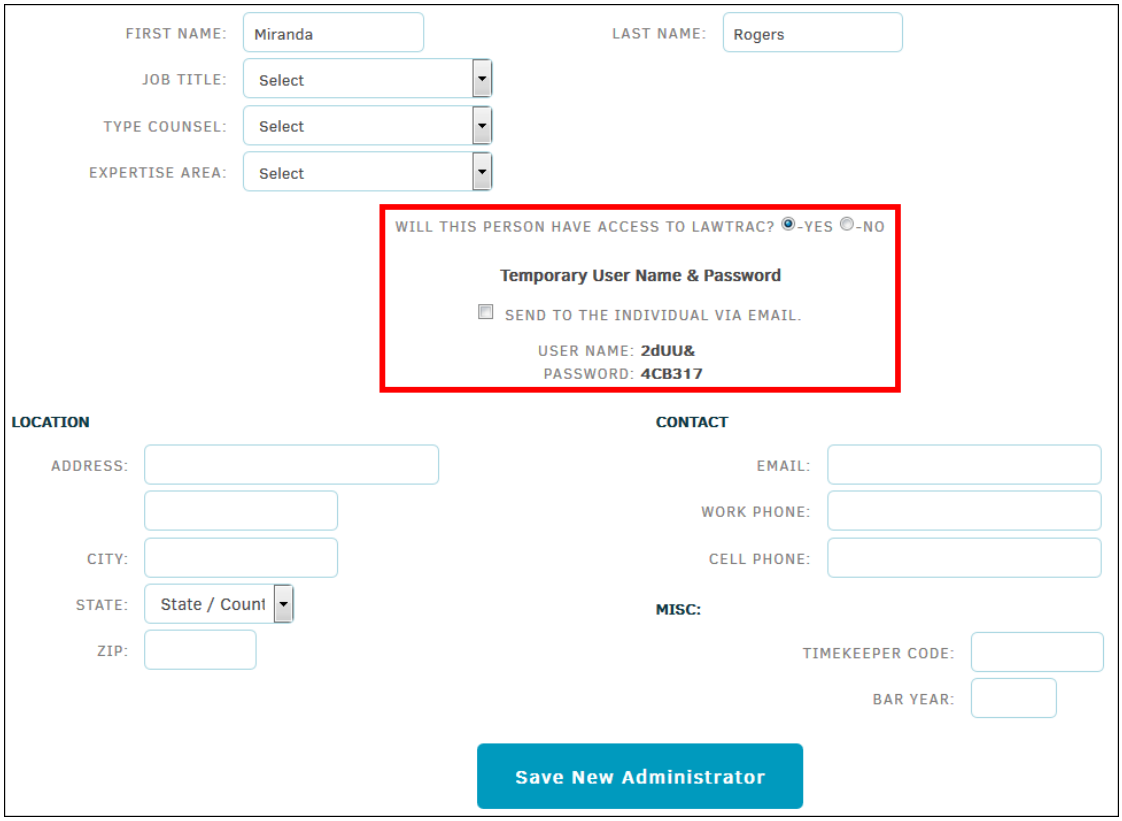



## Add an Administrator

If you opted to add an administrator by clicking the icon, a new page is displayed where you can enter any information in the text box, or choose information from a drop-down list.

1. Decide if the new administrator is to have access to Lawtrac by clicking the appropriate radio button .

2. Click **Save New Administrator** when finished. ***Note:*** *First and last name are required.*




**Add New Administrator**

Once outside counsel have been added to the system, a member of the Legal department can add them to a matter. eBillingHub then uses the login credentials given to them by Mitratech Support to log into Lawtrac on behalf of the vendor to submit invoice information. An eBillingHub representative corresponds with the law firm/vendor to make sure that all information is accurate.

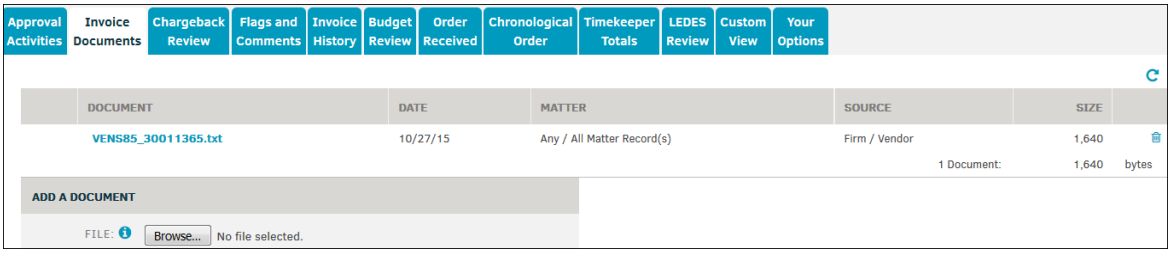
### 1.11.2.2 Help with Submitting Invoices

- How do I include expense receipts or other attachments with my invoices?
- How do I upload LEDES files with Non-US Taxes (VAT, GST)?
- How do I upload LEDES files with non-US taxes at the line item level?
- Can I edit my invoices?
- Can I delete invoices that have been approved, paid, or rejected by a client?
- How do I check on the status of my invoices?
- How do I attach documents to my uploaded invoice?

#### 1.11.2.2.1 How do I include expense receipts or other attachments with my invoices?

You can include expense receipts or other attachments with your invoice by accessing the **Invoice Documents** tab within an invoice's detail page.

1. Navigate to the **Invoice Documents** tab by opening an invoice from **Finance | Invoice Management**, or from within the matter to which the invoice is associated.
2. Scroll to the bottom of the invoice detail page. The **Invoice Documents** tab is the second from the left.




**Invoice Documents Tab**

From this tab, you can perform the following tasks:

- Download—Click the document title to download a document
- Delete—Click the icon to delete a document
- Add—Add a document, expense receipt, or other attachment

3. Select **Browse** from the **Add Document** section to upload a file to the invoice.

   a. Click the icon to view upload instructions and restrictions.

4. When a file type has been selected, an **Upload** button appears. Click this button, and the entire invoice refreshes to list the new document in the **Invoice Documents** tab.

### 1.11.2.2.2 How do I upload LEDES files with Non-U.S. Taxes (VAT, GST)?

1. To upload a LEDES file with Non-US taxes, first create a Detailed invoice.
2. Within the invoice detail page, select the **VAT & Taxes** tab located in the middle of the page.

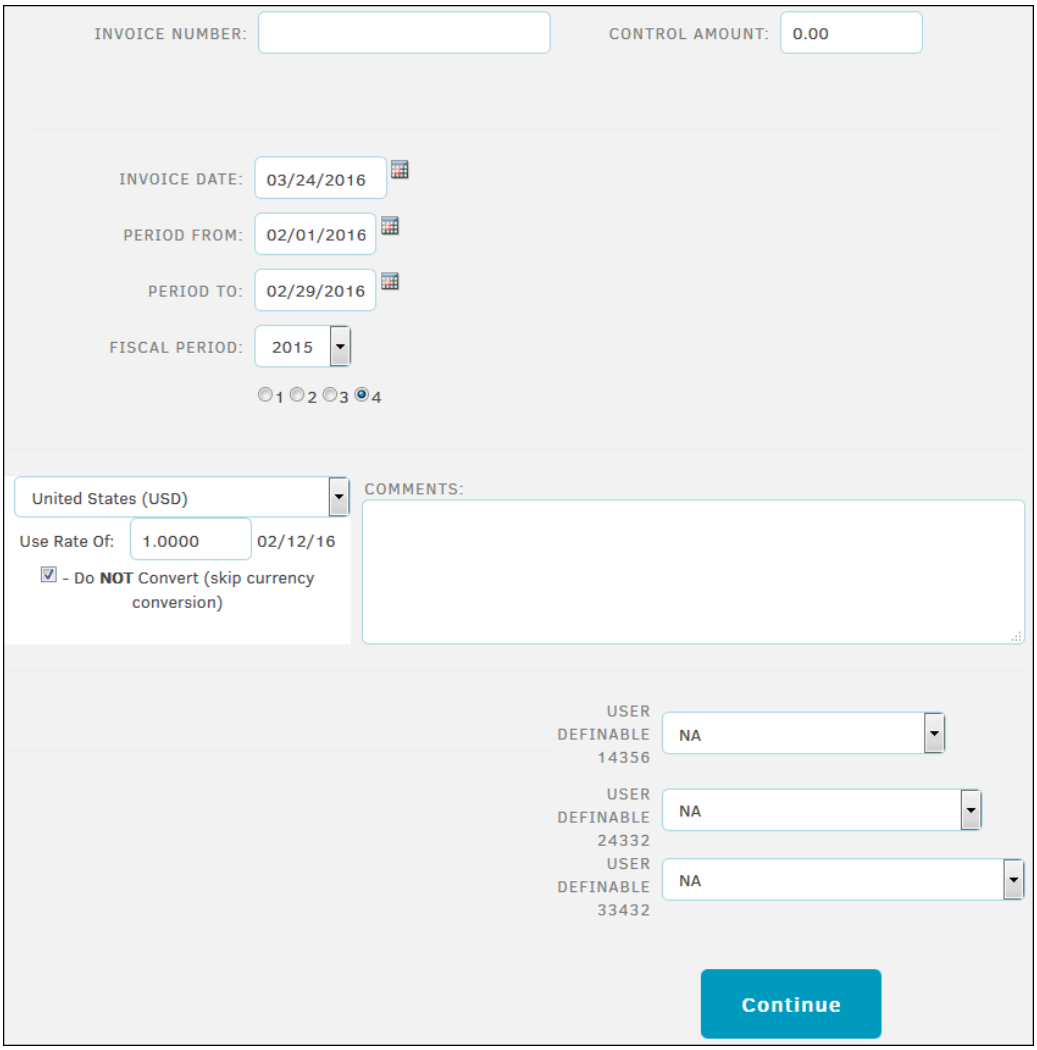
3. Select the desired country and tax rate from the "Taxation Reference List" drop-down menu. The rate populates the "Rate" text box on the right side under the total invoice amount.
4. Add an amount, if necessary, to the "Amount to Add" text box, select a tax category from the "Categorize As" drop-down list, then click **Record**.

### 1.11.2.2.3 How do I upload LEDES files with non-U.S. taxes at the line item level?

- To upload LEDES files with non-U.S. taxes at the line item level, you first need to create a Detailed invoice.

  1. Under the **Finance** tab on the top navigation bar, select **Invoice Management**, then click **Add New Detailed Invoice** in the sidebar.

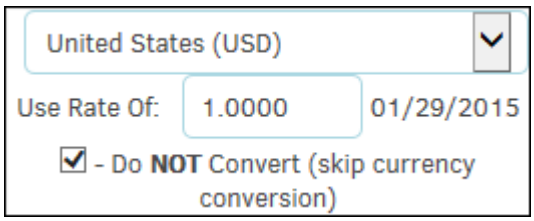
2. Follow the basic instructions for adding an invoice found here.




**Add Detailed Invoice**

3. Review the currency information. The currency field defaults to the law firm's currency, at the current exchange rate.

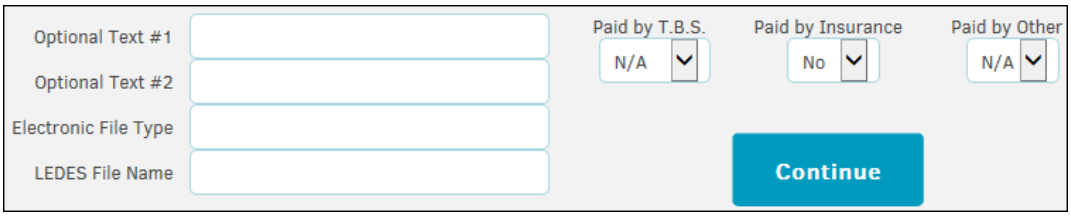
   a. If desired, select a different currency from the drop-down menu and enter the conversion rate in the "Use Rate of" field. Check the **Do NOT Convert** box if you want to skip currency conversion.




**Invoice Currency**

4. Enter **Optional Text**, **Electronic File Type**, and **LEDES File Name** in the designated fields.

5. Click **Continue**.

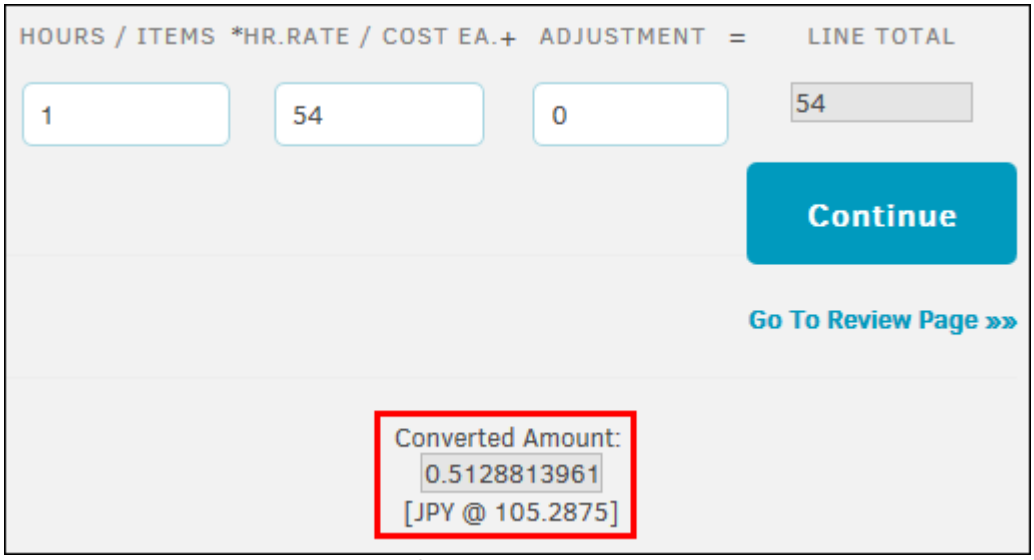



**Optional Text and Paid By**

**The next set of steps covers how to enter each line item:**

1. Select the employee who performed the work from the "Work By" drop-down menu.
2. Enter the date the task was performed.
3. Choose the LEDES Code and Activity code from the drop-down menus.
4. Enter the number of Hours (i.e. 1, 1.25, 1.5, 1.75) or Items (for an expense/disbursement) and the Hr. Rate/Cost ea. and Adjustment. If you are unsure of the rate, click the **View Rate Card** hyperlink in the bottom right corner. The employee or firm rate information displays.

   The currency conversion of your selected country appears under the line item text fields.

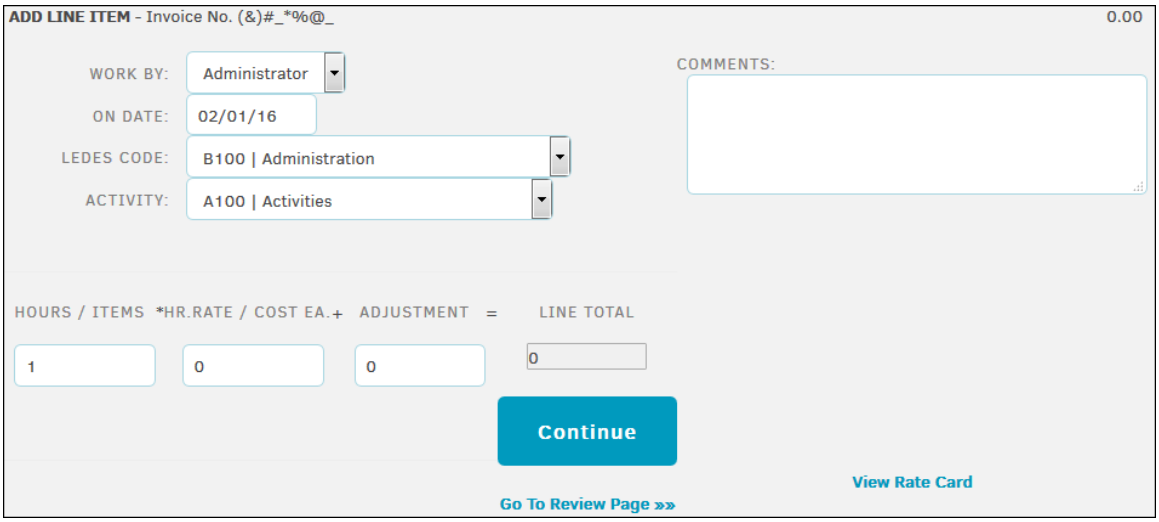



**Converted Amount**

5. Click **Continue**.
   a. You can add another line item by selecting the **Add Another Line Item** hyperlink.

   If you are on the **Add Line Item** page again and you wish to review the invoice details before adding another line item, click the **Go To Review Page** hyperlink.

6. When you have finished adding your line items, click **Continue** to review the invoice details.



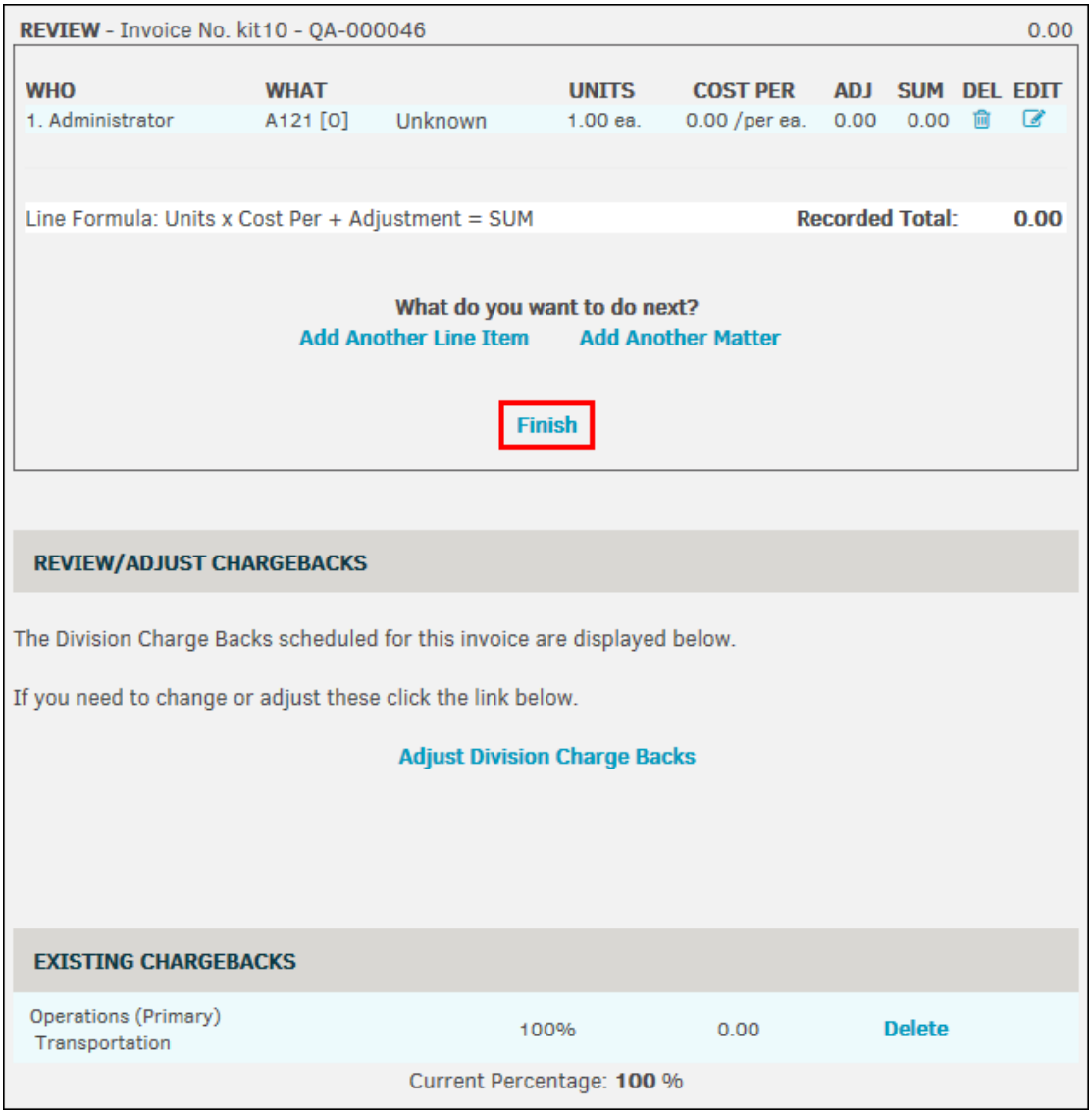

**Add Line Item**

If you find an error while reviewing the invoice data, click to remove the item or to edit it. You also can click the **Add Another Line Item** hyperlink to add another charge, without deleting the existing line items.

Click **Add Another Matter** to add the same invoice to another matter record.

If the invoice totals don't fall within the approved budget for the firm or vendor, and the flag feature is turned on, an indicator reveals that the invoice has **Failed**. You may then click to delete line items, if desired. When the addition of the invoice falls within the fiscal year budget, the indicator changes to **Pass**.

For information on charge backs, refer to the Adjusting Division/Business Unit Chargebacks instructions.




**Review and Finish**

1.11.2.2.4 Can I edit my invoices?

After creating an invoice in the Lawtrac application, users with the proper application permissions may make several changes to the invoice.

## Add a Line Item

1. At the top of an invoice, select the **Tools** tab, then click **Augment**.

2. Select a LEDES code from the "Classification" drop-down list, then enter the line item information by Hours/Items, HR Rate/Cost, and Adjustment into the appropriate text boxes.

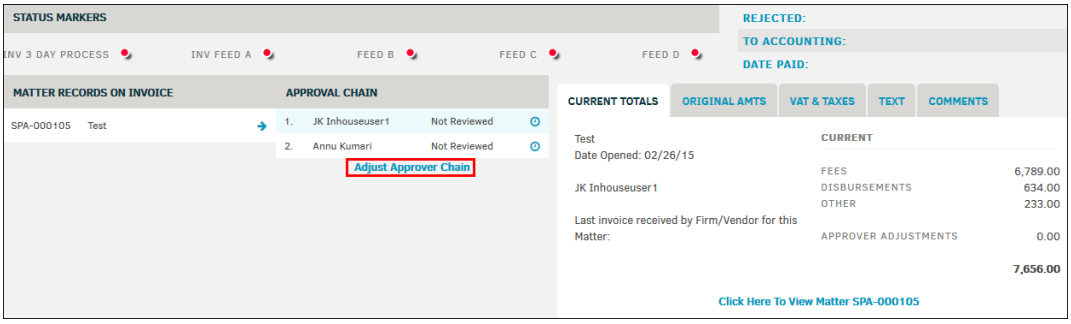
3. If necessary, add details about the line item in the "Comments" section, and change the date of the charge by typing into the "On Date" field.

4. Click **Add New Line**.

After clicking the icon in the top right corner of the page, you can view your new line item in the **Approval Activities** tab.

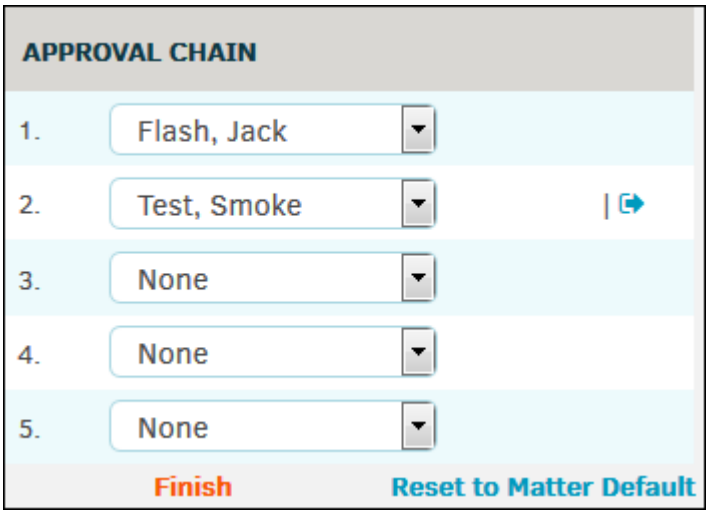
## Adjust Approver Chain

1. In the middle of an invoice, click **Adjust Approver Chain**.




2. Set up to five approvers by selecting an individual from the drop-down lists.

3. Click **Finish** to confirm and save your selection(s). If the approvers were chosen based on a predefined team, you can reset the team by clicking **Reset to Matter Default**.




## Edit VAT & Taxes

1. Select the **VAT & Taxes** tab located in the middle of the page.

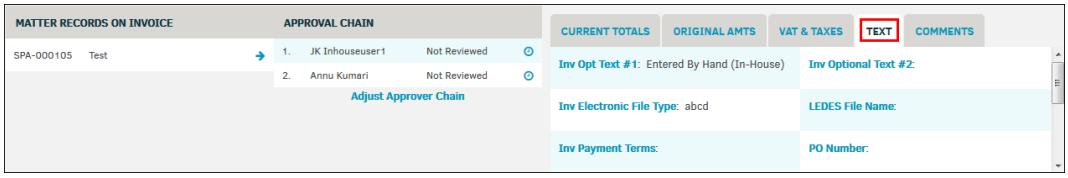
2. Select the desired country and tax rate from the "Taxation Reference List" drop-down menu.

   The rate populates the "Rate" text box on the right side under the total invoice amount.

3. Add an amount, if necessary, to the "Amount to Add" text box, select a tax category from the "Categorize As" drop-down list, then click **Record**.

## Edit Text

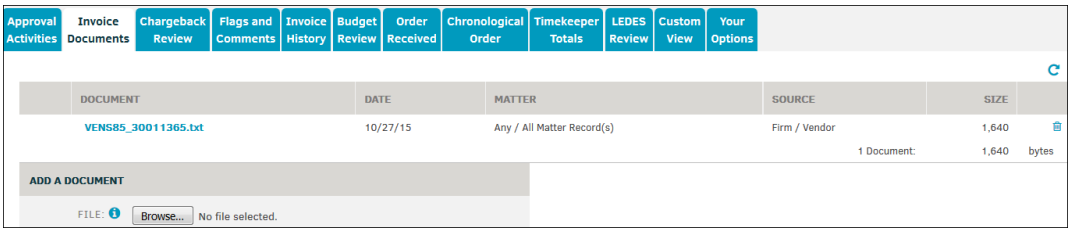
1. Select the **Text** tab located in the middle of the page.




2. Click any of the text hyperlinks to open an editable text field.
3. After entering your text, click **Save**.

## Add a Document

1. Select the **Invoice Documents** tab at the bottom of an invoice page. This tab includes all of the documents uploaded to the invoice.



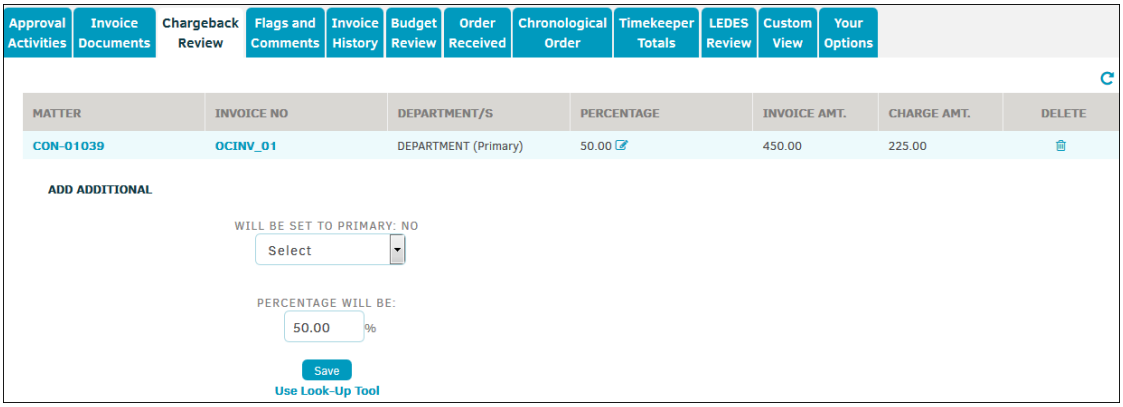

**Invoice Documents Tab**

2. For each listed document, you can perform the following tasks:
   - Download—Click the document title to download the document
   - Delete—Click the icon to delete a document
3. Select **Browse** from the **Add Document** section to upload a file to the invoice.

   a. Click the  icon to view upload instructions and restrictions.
4. When a file type has been selected, an **Upload** button appears. Click this button, and the entire invoice refreshes to list the new document in the **Invoice Documents** tab.

## Add or Edit a Chargeback

Select the **Chargeback Review** tab at the bottom of an invoice page.



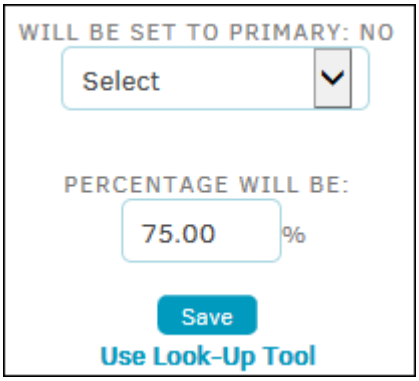

**Chargeback Review Tab**

You can update existing chargebacks in the following ways:

- Click the icon under the **Percentage** column. Enter a new percentage and click **Save**.
- Delete a chargeback using the icon.

**To charge an additional business unit, complete the following steps:**

1. Select a business unit from the drop-down list. If additional drop-down lists appear, you can narrow down the business unit further.
2. In the "Percentage Will Be" field, enter the percent of the invoice that is to be charged to the business unit. The sum of all chargebacks must not exceed 100%.
3. Click **Save** to add the chargeback to the invoice.




**Add a Charge-back**

1.11.2.2.5 Can I delete invoices that have been approved, paid, or rejected by a client?

Only site administrators and super users can delete an approved, paid, or rejected invoice through **Application Administration**.

1.11.2.2.6 How do I check on the status of my invoices?

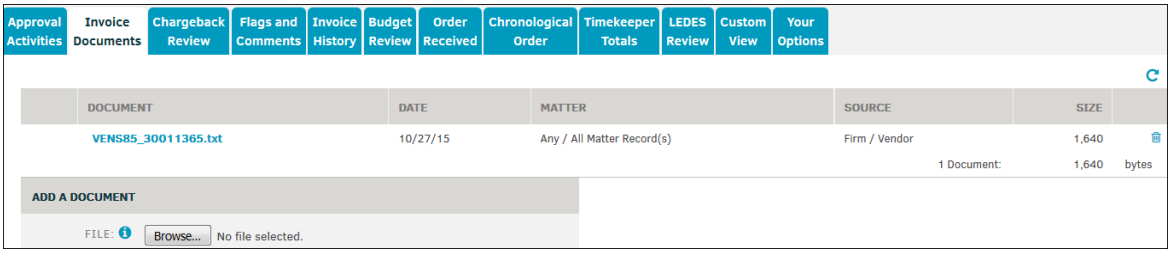
1. Open the matter record to which the invoice is associated, then click **Invoice List** under the **Invoices** section of the **Finance Navigation Bar**.

2. Select an invoice from the list by clicking the invoice number. The status of the invoice is located directly under the firm/vendor contact information.

Alternatively, you can open the invoice by clicking **Invoice Management** from the **Finance** tab and use the Refine Results options at the top of the page.

1.11.2.2.7 How do I attach documents to my invoice?

1. From within an invoice detail page, select the **Invoice Documents** tab at the bottom.




**Invoice Documents Tab**

2. Select **Browse** from the **Add Document** section to upload a file to the invoice.

   a. Click the  icon to view upload instructions and restrictions.

3. When a file type has been selected, an **Upload** button appears. Click this button, and the entire invoice refreshes to list the new document in the **Invoice Documents** tab.

### 1.11.2.3 Help with Creating Invoices

- How do I work with invoices in Lawtrac?
- How do I create an invoice in Lawtrac?
- How do I apply a discount to my invoice?
- How do I add taxes to line items in an invoice?
- How do I attach documents to my invoice?
- How do I modify an invoice?
- How do I edit a line item in an invoice?

- How do I delete an invoice created in Lawtrac?
- What do I do if a client is missing from the Create Invoice drop-down field?
- Troubleshooting Invoice Creation

#### 1.11.2.3.1 How do I work with invoices in Lawtrac?

Click a link for information:

- How do I create an invoice in Lawtrac?
- How do I create a Summary invoice in Lawtrac?
- How do I create a Detailed invoice in Lawtrac?
- How do I modify an invoice?
- How do I apply a discount to my invoice?
- How do I add taxes to line items in an invoice?
- How do I edit a line item in an invoice?

#### 1.11.2.3.2 How do I create an invoice in Lawtrac?

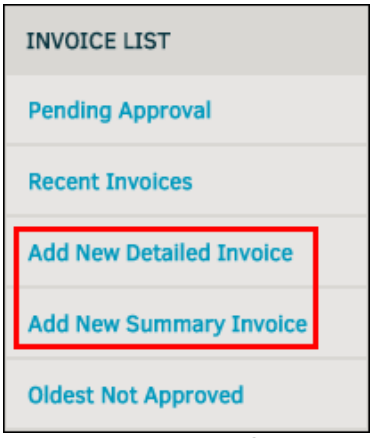
Invoices can be entered into Lawtrac two ways:

- They can be imported by utilizing LEDES code eBilling.
- They can be typed in manually.

If you add invoices manually, add them from the **Invoice Management** page under the **Finance** tab.

You can add two kinds of invoices:

- *Detailed*—Invoices with budget line item information. Click **Add New Detailed Invoice** to add this type of invoice.
- *Summary*—Invoices that include the summary totals. Click **Add New Summary Invoice** to add this type of invoice.

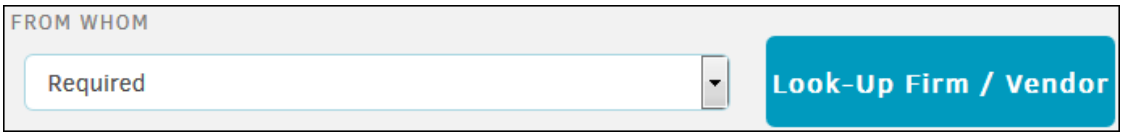



**Add New Detailed or Summary Invoice**

***Note:*** *Do not use your browser's "back" button when adding new invoices.*

1. When creating either type of invoice, you must first select the firm or vendor that submitted the invoice from the drop-down list. Click **Look-Up Firm/Vender** to continue to the next step.

   ***Important Note:*** *Released firms and vendors still appear on the drop-down list.*




**Invoice From Firm/Vendor**

   You can specify that the invoice is pre-approved during invoice creation.

2. From the second screen for creating an invoice, select the invoice approver from the "Invoice Has Been Approved by" drop-down list. If you do not see the appropriate user's name in the drop-down list of invoice approvers, please contact your Lawtrac Administrator. Users must be granted permission to approve invoices before their name appears on this list.

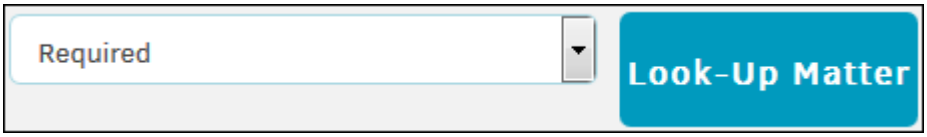
   The "Comments" text box of the invoice automatically includes a statement with the name of the person who entered the pre-approved invoice and the approval date. The approval chain area displays only the selected approver.

   a. If you do not want to pre-approve the invoice, keep **None, Approval Required** as the default in the drop-down list.

3. After you specify the approval state, click **Continue**.


**Invoice Has Been Pre-Approved**

4. An invoice must be associated with at least one matter. At the beginning of invoice creation, you associate the invoice with one matter.




**Assign the Invoice to a Matter**

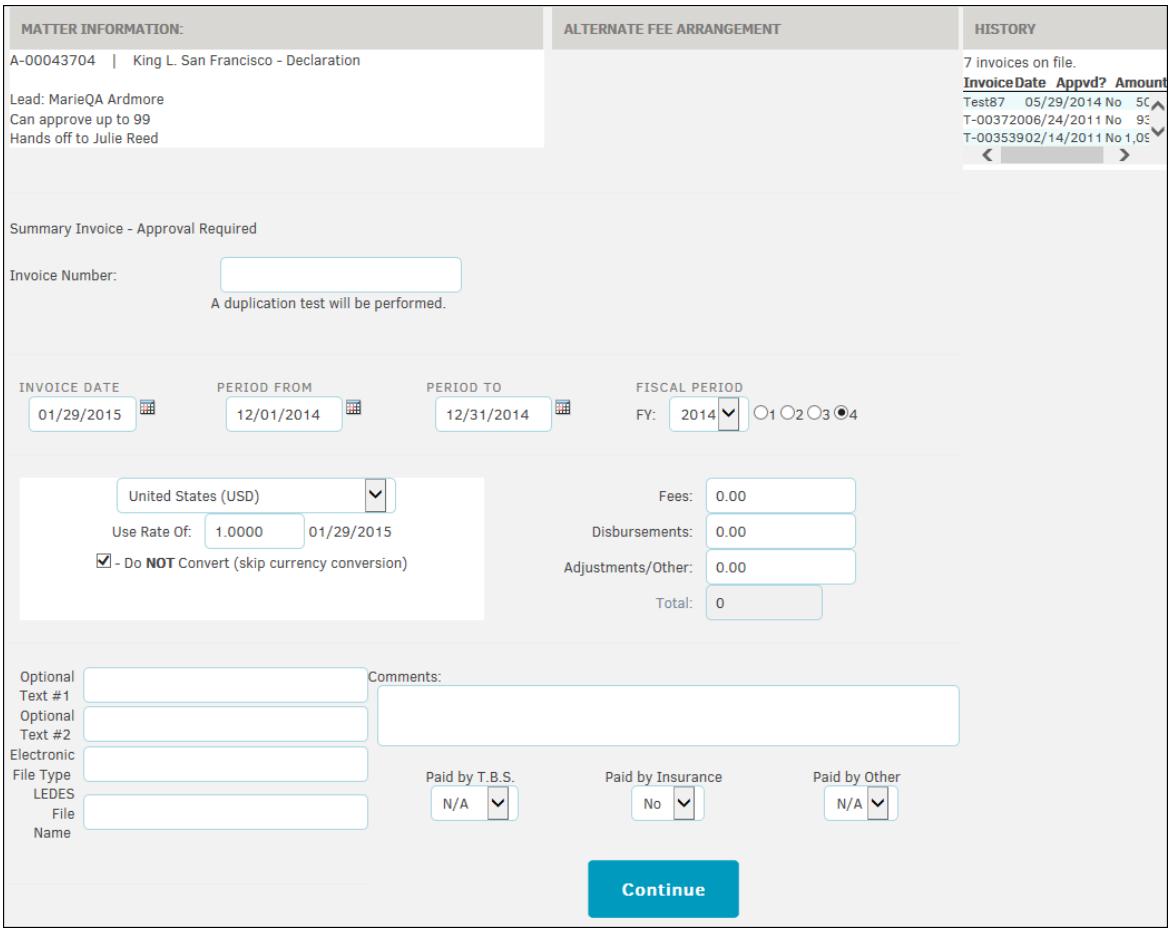
When creating a detailed invoice, you can add an additional matter to associate with other line items. When creating a summary invoice, you can add an additional matter with more invoice summary information.

***Important Note:*** *The "Matter" drop-down list only contains the matters assigned to your firm/vendor. If your matter is missing from the list, leave the drop-down list on "Required" and click* ***Look-Up Matter****. A search bar is generated, and the new drop-down list contains all matter records.*

5. After you select a matter, click **Look-up Matter**.

1.11.2.3.2.1 How do I create a Summary invoice?

If you are adding a Summary invoice, the page that opens after assigning a matter record to the invoice is the **Summary Invoice** page. Unlike the detailed Invoice, a summary invoice has the option to add fees, disbursements, and adjustments amounts.

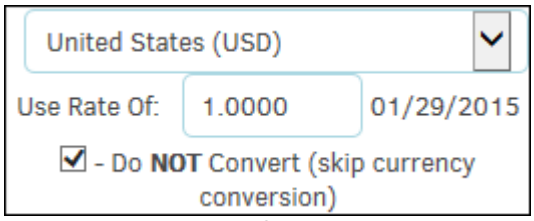



**Summary Invoice**

1. Enter the "Invoice Number" into the text box. This number can be any combination of letters, numbers, and dashes, up to 35 characters.

2. Type or select the icon to enter Invoice Date and billing period using the "Period From" and "Period To" fields. Review the default "Fiscal Period" and update if necessary.

3. Review the currency information. The currency field defaults to the law firm's currency, at the current exchange rate. If desired, select a different currency from the drop-down menu and enter the conversion rate in the "Use Rate Of" field. Check the **Do NOT Convert** box if you want to skip currency conversion.



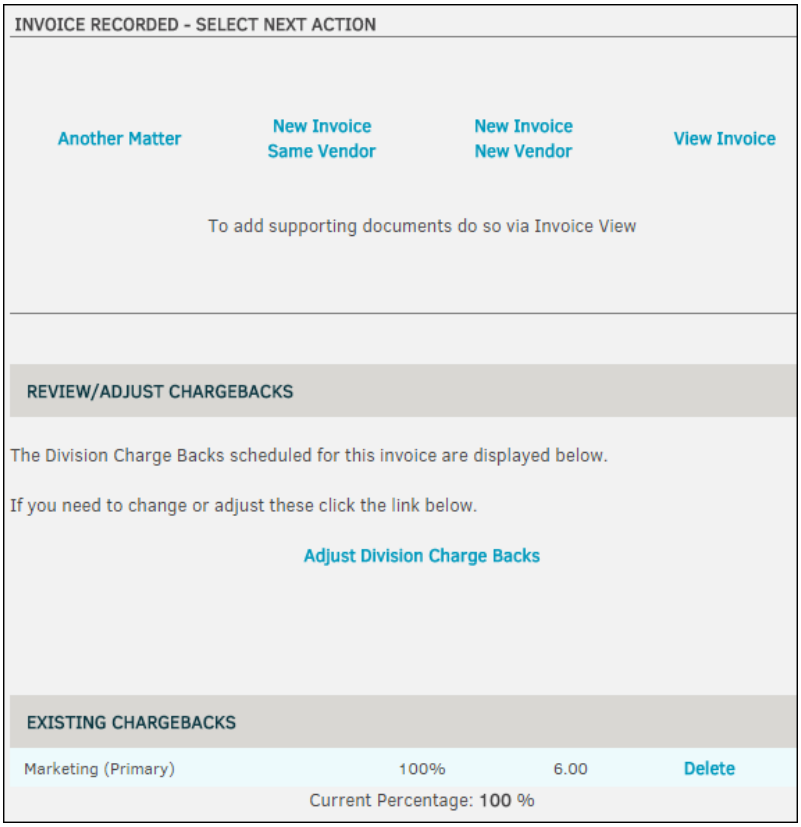

**Invoice Currency**

4. Enter the amount for Fees, Disbursements, and Adjustments/Other. The total is calculated automatically.

5. Enter Optional Text, Electronic File Type, and LEDES File Name in the designated fields.

6. Fill out the optional user defined fields, add comments if desired. Indicate whether the invoice is paid by T.B.S., Insurance, or Other using the drop-down lists.

7. Click **Continue**.




**Additional Options**

You now have several options:

- Add Another Matter to the same invoice
- Add New Invoice to the Same Vendor
- Add New Invoice to a New Vendor
- View the Invoice
- Adjust Division Charge Backs (as explained in the next section)
- Delete existing Charge Backs

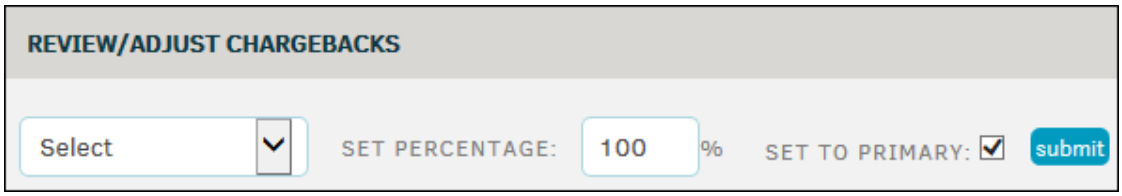
## Adjusting Division Chargebacks

By default, invoices are charged back to the matter's current division/business unit, which displays in the **Review/Adjust Charge Backs** area. If you need to assign a different chargeback, you can do that before selecting one of the other options.

It is best to use this feature with pre-approved invoices, so that the reset chargeback functions available in several areas of the application do not overwrite your adjustment by resetting it to the matter's division/business unit hierarchy.

1. If you see that the matter does not currently have a division/business unit assigned, update the matter, and then use one of the reset chargeback functions.

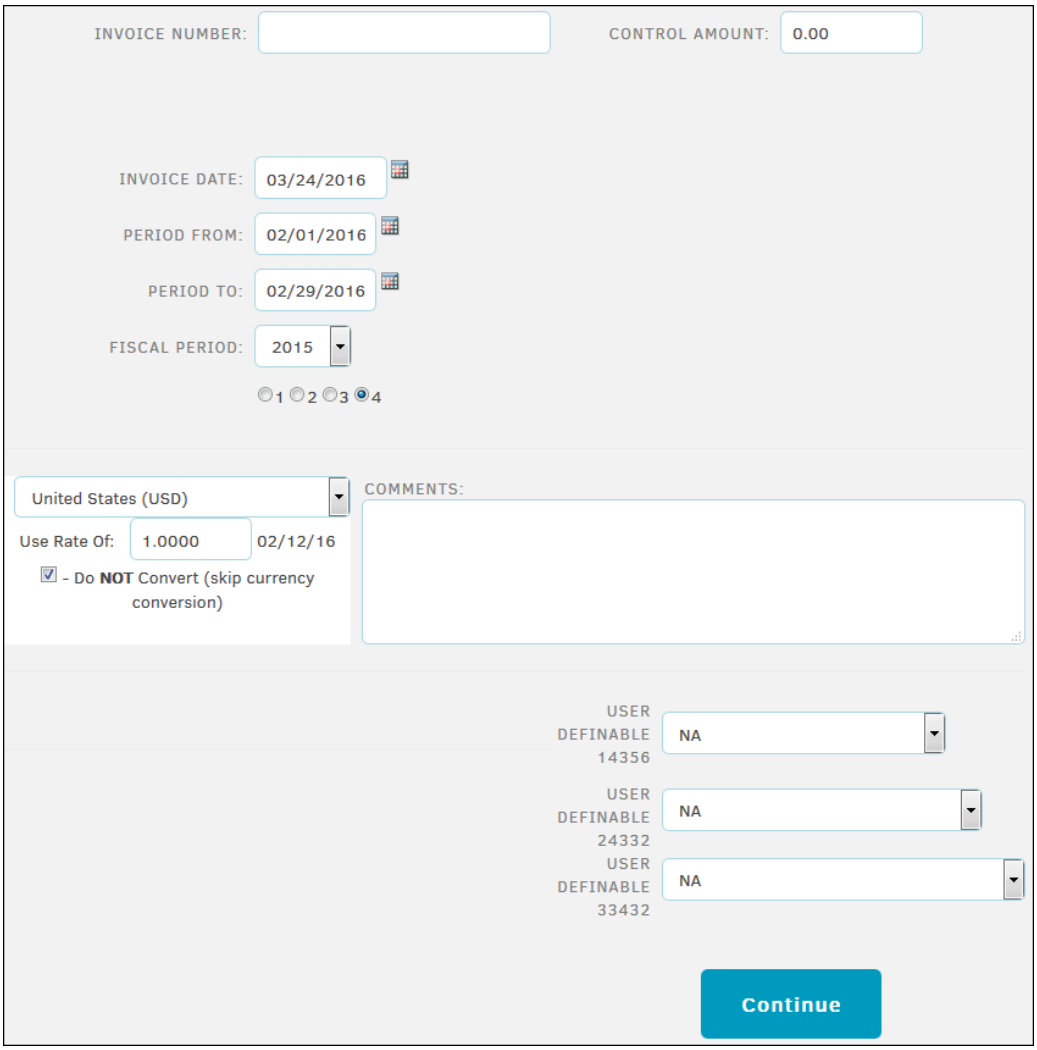
2. When you click the **Adjust Division Chargebacks** link, a selection area appears. Set the percentage amount and select the division and click **Submit**.




**Select Division and Percentage**

1.11.2.3.2.2 How do I create a Detailed invoice?

If you are adding a Detailed invoice, the page after you assign an invoice to a matter record is the **Detailed Invoice** page. Unlike the Summary Invoice, a Detailed Invoice allows you to enter a control amount and add line items for hours worked vs rate and cost adjustments.




**Add Detailed Invoice**

1. Enter the Invoice Number. The number can be any combination of letters, numbers, and dashes, up to 35 characters. Use the **[Tab]** button on your keyboard to move to the next text field. Doing

so prompts the page to save and perform a duplication test to make sure the invoice number is unique.

2. If there is a Control Amount, enter it in the space provided. If the site administrator has set the feature to “must match”, the application requires the sum of all line items on the invoice to match the Control Amount, and does not display the **Finish** link on the last page until they match.

   ***Important:*** *When entering dollar amounts, do not use the currency symbol or commas. Enter all amounts as a series of numbers with only a period to separate the monetary units: 10000.00*

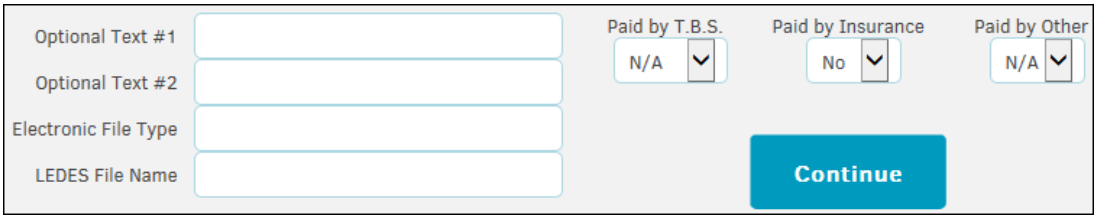
3. Type or select the icon to enter the Invoice Date, the billing period using the "Period From" and "Period To" fields, and the Fiscal Period year and quarter if necessary. These fields default to current date for the invoice date, the previous month for the billing period, and the current fiscal year and fiscal quarter.

4. Review the currency information. The currency field defaults to the law firm’s currency, at the current exchange rate. If desired, select a different currency from the drop-down menu and enter the conversion rate in the "Use Rate of" field. Check the **Do NOT Convert** box if you want to skip currency conversion.


**Invoice Currency**

5. Enter Optional Text, Electronic File Type, and LEDES File Name in the designated fields.

6. Click **Continue**.




**Optional Text and Paid By**

**The next step is to enter each line item:**

1. Select the employee who performed the work from the "Work By" drop-down menu.

2. Enter the date the task was performed.

3. Choose the LEDES Code and Activity code from the drop-down menus.

4. Enter the number of Hours (i.e. 1, 1.25, 1.5, 1.75) or Items (for an expense/disbursement) and the Hr. Rate/Cost ea. and Adjustment.

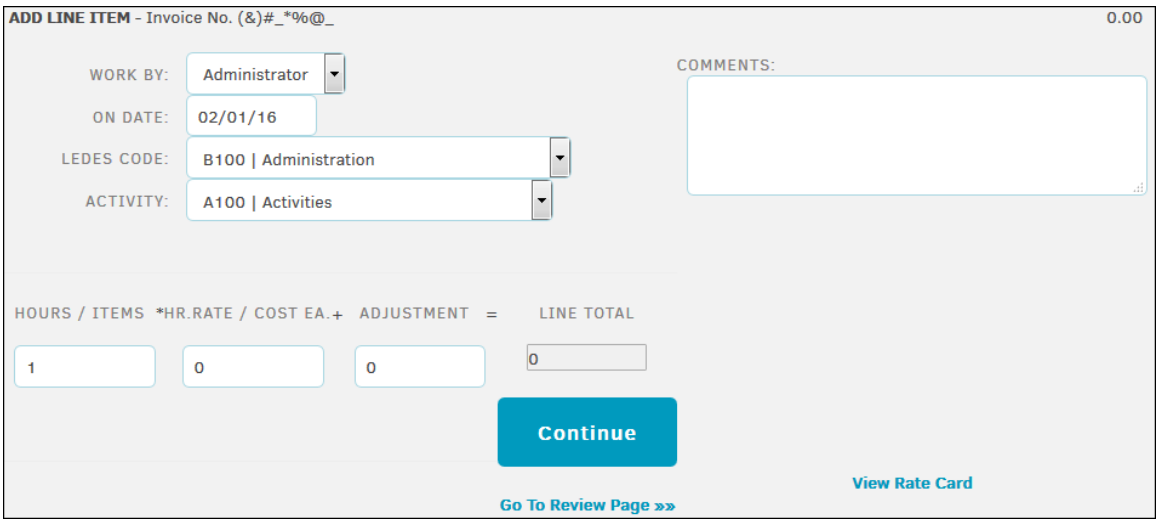
   a. If you are unsure of the rate, click the **View Rate Card** hyperlink in the bottom right corner. The employee or firm rate information displays.

5. If you would like to add another line item, place a checkmark in the "Add Another Line After This One" checkbox.

6. Click **Continue**.

   If you are on the **Add Line Item** page again and you wish to review the invoice details before adding another line item, click the **Go To Review Page** hyperlink.

7. When you have finished adding your line items, click **Continue** to review the invoice details.



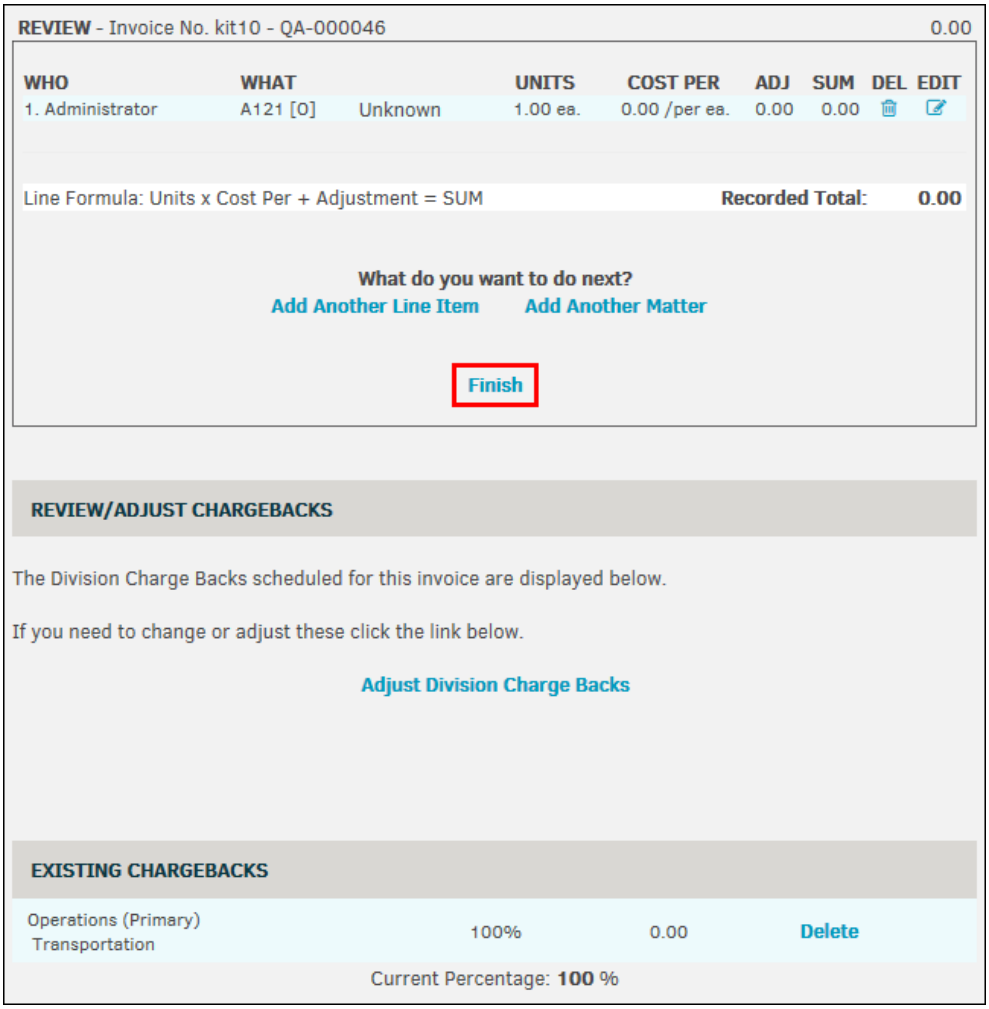

**Add Line Item**

If you find an error while reviewing the invoice data, click to remove the item or to edit it. You also can click the **Add Another Line Item** hyperlink to add another charge, without deleting the existing line items.

Click **Add Another Matter** to add the same invoice to another matter record.

If the invoice totals don't fall within the approved budget for the firm or vendor, and the flag feature is turned on, an indicator reveals that the invoice has **Failed**. You may then click to delete line items, if desired. When the addition of the invoice falls within the fiscal year budget, the indicator changes to **Pass**.

For information on charge backs, refer to the Adjusting Division/Business Unit Chargebacks instructions.




**Review and Finish**

1.11.2.3.3 How do I apply a discount to my invoice?

Lawtrac does not currently have a designated process for applying a discount to an invoice; however, an in-house adjustment can be made at the line item level to reflect discounted amounts within a Detailed invoice.

***Note:*** *To apply a discount to a pre-existing invoice, you must have permissions set by your site administrator to edit invoices.*

1. Select the invoice from **Finance | Invoice Management**.
2. Open the invoice detail page and navigate to the **Approval Activities** tab.

3. Invoice line items are listed by LEDES code. Assign the discount to a code by typing a negative amount in the "In-House" text box under the **Adjustments** column. (For assistance with adding a line item, click here.)

Be aware that the adjustment amount is applied as a controlled amount, and does not adjust automatically based on unit or cost by unit. Therefore, if you have "3.00" in the "Unit" text box and

"3.00" in the "Unit Cost" text box, the sum would be 9.00. If you apply the amount "-2.00" to the "In-House" text box, the sum will then be 7.00, rather than 3.00.

1.11.2.3.4 How do I add taxes to line items in an invoice?

Lawtrac does not currently have a designated process for applying taxes to an invoice at the line item level; however, an in-house adjustment can be made at the line item level to reflect adjusted amounts within a detailed invoice.

To apply a discount to a pre-existing invoice, you must have permissions set by your site administrator to edit invoices.

1. Select the invoice from **Finance | Invoice Management**.
2. Open the invoice detail page and navigate to the **Approval Activities** tab.

3. Invoice line items are listed by LEDES code. Assign the adjustment to a code by typing an amount in the "In-House" text box under the **Adjustments** column. (For assistance with adding a line item, click here.)

Be aware that the added amount is applied as a controlled amount, so you must calculate the total tax amount for all units by unit cost before entering it into the line item. For example, if you have "3.00" in the "Unit" text box and "3.00" in the "Unit Cost" text box, the sum would be 9.00. If you apply the tax amount "1.15" to the "In-House" text box, the sum will then be 10.15, rather than 12.45.

1.11.2.3.5 How do I edit a line item in an invoice?

1. At the top of an invoice, select the **Tools** tab, then click **Augment**.

2. Select a LEDES code from the "Classification" drop-down list, then enter the line item information by Hours/Items, HR Rate/Cost, and Adjustment into the appropriate text boxes.
   a. If necessary, add details about the line item in the "Comments" section, and change the date of the charge by typing into the "On Date" field.
3. Click **Add New Line**.

After clicking the icon in the top right corner of the page, you can view your new line item in the **Approval Activities** tab.

1.11.2.3.6 How do I delete an invoice created in Law trac?

Invoices can only be deleted by a site administrator or super user through **Application Administration | Finance Options | Delete Invoice**.

1.11.2.3.7 What do I do if a client is missing from the Create Invoice drop-down field?

1. Select the firm/vendor from whom the invoice is being posted.
   a. If you cannot locate the precise firm/vendor, leave the selection in the drop-down list at "Required" and click **Look-up Firm/Vendor**. The page refreshes with a search box displayed above the firm/vendor drop-down menu.
2. Type the firm/vendor's name in the text box and click **Go**.
3. If your desired firm/vendor is still not showing, make sure the firm/vendor's **Settings** reflect permissions to submit LEDES invoices, and that they are assigned to the matter that the invoice is to be submitted against.

### 1.11.2.4 Troubleshooting Invoice Creation

## Look-up Firm/Vendor

1. Select the firm/vendor from whom the invoice is being posted.
   a. If you cannot locate the precise firm/vendor, leave the selection in the drop-down list at "Required" and click **Look-up Firm/Vendor**. The page refreshes with a search box displayed above the firm/vendor drop-down menu.
2. Type the firm/vendor's name in the text box and click **Go**.
3. If your desired firm/vendor is still not showing, make sure the firm/vendor's **Settings** reflect permissions to submit LEDES invoices, and that they are assigned to the matter that the invoice is to be submitted against.

## Pre-Approved Invoice: Look-up Approver

The second step of adding a new detailed or summary invoice is selecting the individual who has pre-approved the invoice, if applicable.

Because the pre-approved drop-down list does not have a search option, if you cannot locate the individual who has pre-approved the invoice in the drop-down list, leave the option as "None, Approval Required" and click **Continue**.

Proceed with the rest of the steps to add the invoice.

Go to **People | In-House Legal Department** and find the individual who pre-approved your recently added invoice.

1. Open the individual's profile by clicking their name.
2. Click **Site Access** in the profile sidebar.
3. Under **Invoice Authorization**, ensure that the individual can perform as a lead on matter records (the switch should be green ) and can approve invoices up to an amount of at least 1.
4. Navigate to **Finance | Invoice Management**, open the invoice detail page, and locate the invoice approval chain.

5. Click **Adjust Approver Chain**.

6. In the first drop-down list, select the individual.
7. Click **Finish**.
8. Click the icon to the right of the firm/vendor's name to send the individual an email alert to review and approve the invoice.

## Look-up Matter Record

An invoice must be associated with a matter. At the beginning of invoice creation, you associate the invoice with one matter.

The "Matter" drop-down list only contains the matters assigned to your firm/vendor. If your matter is missing from the list, leave the drop-down list on "Required" and click **Look-Up Matter**. A search bar is generated, and the new drop-down list contains all matter records.

## Common Error Messages from Web page

| Error Message | What does it mean/what to do |
|---|---|
| Error retrieving markup for element InvAddDet: XX/XX/XXXX is an invalid date or time string. [Enable debugging by adding 'cfdebug' to your URL parameters to see more information] | You have entered invalid data into a date field. Reexamine and revise all date fields to ensure they reflect an accurate date. Use the icons if applicable to select a date from the calendar field. |
| Error retrieving markup for element CurrentTotal: The value XXXX cannot be converted to a number. [Enable debugging by adding 'cfdebug' to your URL parameters to see more information] | You have entered invalid data into a number field. Reexamine and revise all number fields to ensure they do not contain any alphabetical or special characters. |

### 1.11.2.5 Help Checking the Status of an Invoice

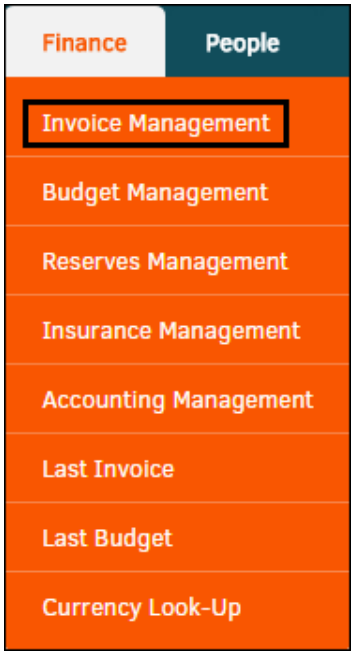
Click a link for information:

- How do I track an invoice?
- How can I view invoice history?
- How do I know if I need to take action on an invoice?

1.11.2.5.1 How do I track an invoice?

Lawtrac's **Finance** module makes it easy to track the status of your invoice(s).

1. Under the **Finance** tab, click **Invoice Management**.

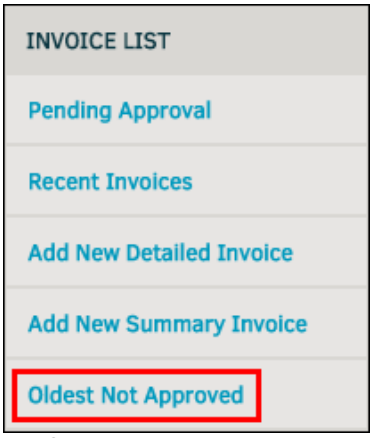



**Invoice Management**

2. Use the search tool above the invoice list to narrow the list of invoices to only those to which you are associated.
3. Where it says "Show Only My Invoices", highlight the "Yes" radio button. Keep the radio button for Unapproved Invoices Only on "No".
   a. You can also enter the invoice number into the text box if you are looking for the status of a particular invoice.
4. Click **Search** to generate results.

5. Once the invoices are listed, click on the invoice number hyperlink to navigate to the invoice detail page. The status is located under the firm/vendor contact information.

6. To check on the status of all invoices, select **Oldest Not Approved** from the **Invoice Management** sidebar.
7. Click the **Oldest Not Approved** link to display outstanding unapproved invoices. Click an invoice number in the list to open that invoice.




**Oldest Not Approved Link**

8. From this page, change the dates in the **Refine List By Date Range** fields to filter the invoices in this list by a specific date range and click **Go**.

This page also includes a color legend at the top of the list. These colors specify the approval status of each invoices approver. Invoices with a **Not Set** status are pending but have no assigned approvers.

#### 1.11.2.5.2 How can I view invoice history?

All actions taken on an invoice are saved in the Lawtrac system and logged within an invoice.

Navigate to an invoice detail page from **Finance | Invoice Management**. Invoice history is stored at the bottom of the invoice detail page under the **Invoice Logs** tab.

#### 1.11.2.5.3 How do I know if I need to take action on an invoice?

Lawtrac sends notifications on necessary actions and tasks via email:

Unapproved Invoice Report For: Miranda Rogers — As of Monday, June 22, 2015

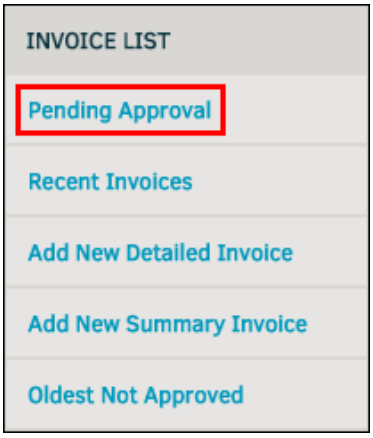
You are next to approve the following outstanding invoices in Lawtrac.

| Invoice No. | Invoice Date | Date Recorded | Firm Name | Invoice Amount | Days Since Recorded |
|---|---|---|---|---|---|
| 123 | 04/07/15 | 04/07/15 | Astar | 0.00 | 76 Days |

Message Generated By LAWTRAC

However, if you have turned email notifications off through your email application or want to manage your tasks from the Lawtrac application, you can see all invoices associated to you via **Finance | Invoice Management**.

To see invoices pending your approval, click the **Pending Approval** link in the **Invoice List** sidebar.

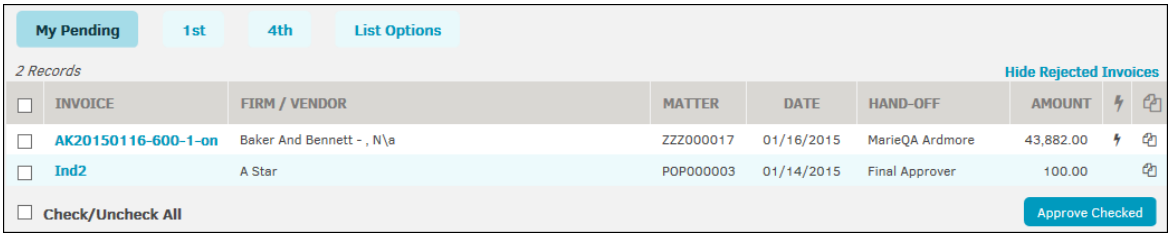



**Pending Approval Link**

The **Pending Approval** page opens up the invoices to which you are a member of the approval chain by default. From the this page, you can approve multiple invoices at the same time. Open the invoices to see comments from others in the approval chain and details of the invoice.

**To automatically approve a group of invoices:**

1. Click the invoice checkboxes to select the invoices you wish to approve.
2. Click **Approve Checked**.



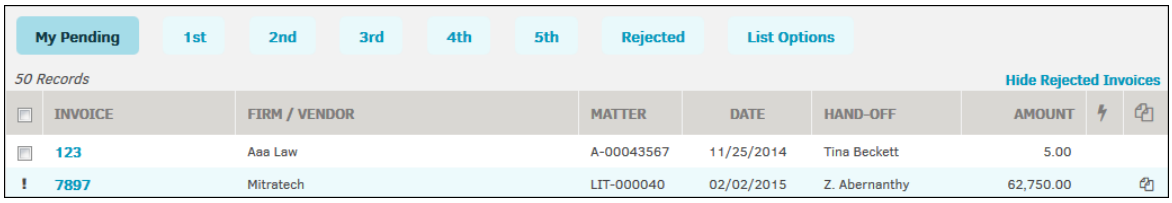

**Invoices Pending Approval**

The **Pending Approval** page includes the following tabs at the top.

- **My Pending**—Displays all invoices that require your approval. The **Hand-Off** column specifies when you are the final approver for the invoice or the person who must approve the invoice after your approval.
- **1st**—Displays all invoices for which you are the first approver.
- **2nd**, **3rd**, **4th**, etc—Displays all invoices for the specified order in the approval chain. For example, the invoices in the **2nd** tab are the invoices for which you are the second approver. Instead of a **Hand-Off** column, these pages have a **From-To** column, which specifies that you are the final approver or there is a person on the approval chain after you.

  ***Note:*** *If you are an approver in one of these lists and you approve or reject the invoice before approvers earlier in the chain perform an action, the earlier approvers are skipped and no longer able to approve or reject.*

- **Rejected**—Displays invoices you have rejected. Rejected invoices appear with an exclamation point (**!**) in place of an approval check-box, as shown below:




**Rejected Invoice in My Pending List**

- **List Options**—Contains a filter for your **Pending Approval** lists. ***Important Note:*** *This search criteria is only active until you log out or get timed out. You may have to refresh the list tab(s) to engage these settings.*

  Use the following fields on this page:

  - **Display Invoices Only From**—Select only the firms and vendors that you want to appear on the pending approval lists.
  - **Sort List By**—Select an invoice field to sort by in the lists.
  - **List Per Page**—Specify the maximum number of invoices to display per page.
  - **Clear Filters**—Click this button to clear all the options you changed.
  - **Set Filters**—Click this button to set and save the list options.

Click the **Hide Rejected Invoices** link to remove rejected invoices from your lists and click **Include Rejected Invoices** to add rejected invoices to your lists. The ! icon appears next to rejected invoices.


**Hiding Rejected Invoices**

## 1.11.3 Help with Budgets

Budgets are added to a matter by the Legal department on behalf of outside counsel, and outside counsel can add line items to the budget in Lawtrac using their vendor credentials. A budget request is assigned to a single matter, and there may be one or more budget lines in the request.

Under certain conditions, you may also create a new budget without waiting for outside counsel to send one to you.

Here are some common tasks related to budget requests:

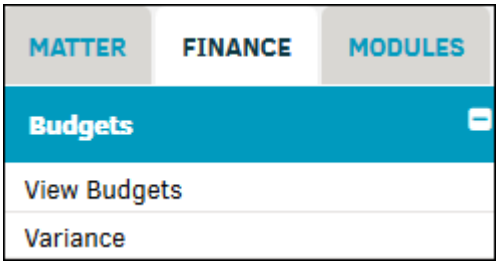
- How do I view budget requests?

- How do I add a budget for a law firm/vendor?
- How do I search for budgets?
- How do I edit a budget?
- How do I attach documents to a budget?
- How do I view the latest budgets for a matter?
- How do I approve or reject a budget?

### 1.11.3.1 How do I view budget requests?

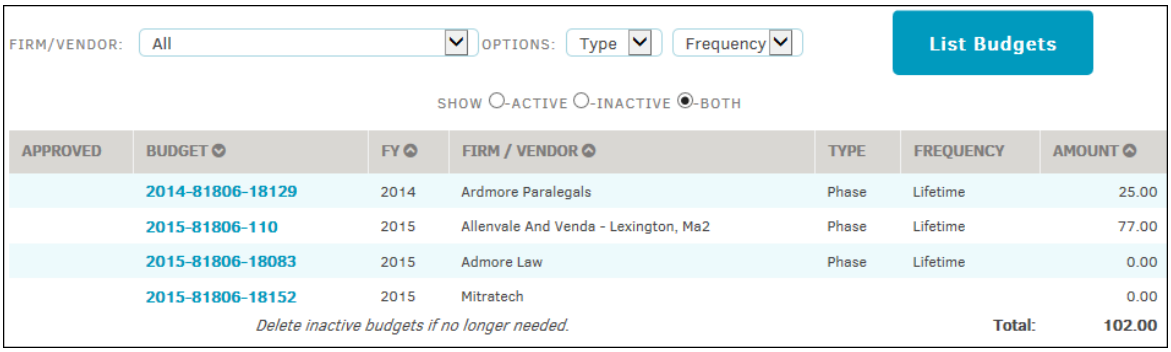
Budget request notifications are sent via email to all legal team members associated with the matter against which the budget was requested . However, you can view these budgets in the Lawtrac application by accessing the associated matter.

1. From the matter detail page, click the **Budgets** section of the **Finance Navigation Bar**.




**Finance: Budgets**

2. Select **View Budgets**.
3. Click a radio button ( ) to show a list of active budgets, inactive budgets, or both. Click **List Budgets** to confirm and refresh the page.
   a. Under "Options", select the drop-down list to show budgets by type or frequency. You can also use the arrows in the column titles to filter the arrangement of the list by budget number, fiscal year, firm/vendor, or amount.




**Budget List**

**To edit a budget:**

1. Click the budget code from a Matter Budget list to be redirected to a new page with the budget detail.

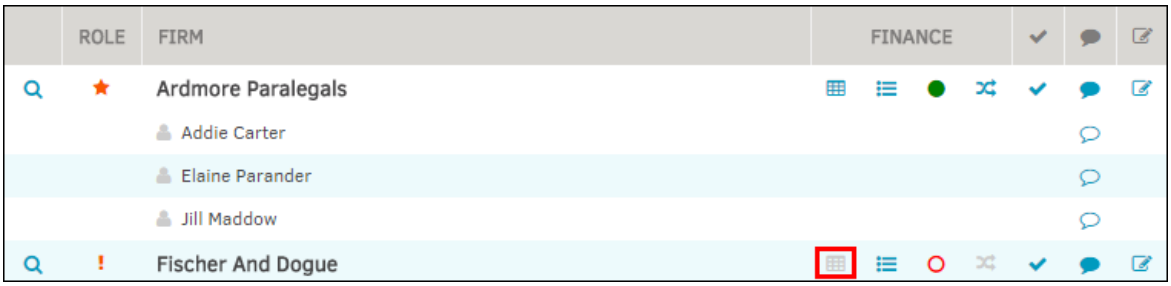
For information about initiating a budget, refer to the **Firms & Vendors** section.

2. Click the at the top right of the screen to be taken back to the matter record.

### 1.11.3.2 How do I add a budget for a law firm/vendor?

Only in-house staff with the appropriately assigned permissions can initiate a budget.

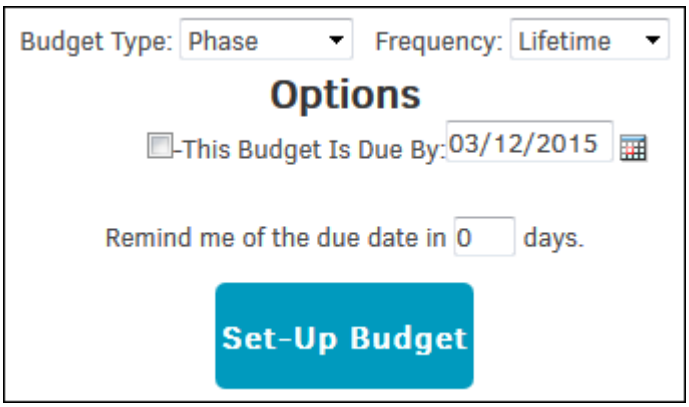
1. Go to the **Firms & Vendors** tab and click the icon under the **Finance** column (far left). If the firm or vendor already has a budget on file, this icon is highlighted in blue.




**Select the Budgets Icon**

2. Select budget type and frequency from the drop-down lists and use the icon to designate a due date.
   a. You can opt to set up a reminder in your calendar.
3. Click **Set-Up Budgets**.

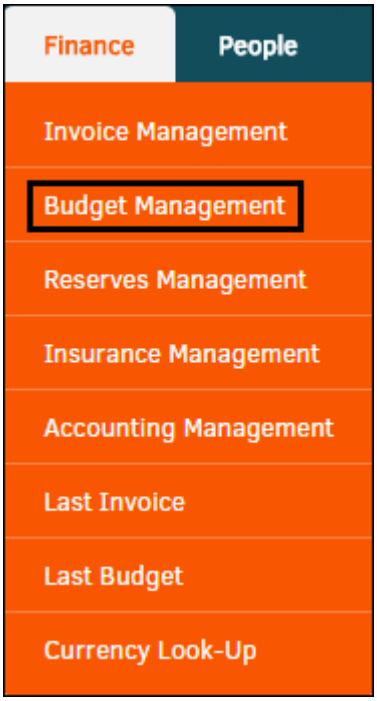
***Important Note:*** *Initiating the budget does not create an amount. This is done from the budget detail page by clicking the budget number from the* ***Matter Budgets*** *page that opens once you complete the budget set-up.*




**Set-Up Budget**

### 1.11.3.3 How do I search for budgets?

Click **Budget Management** from the **Finance** tab to see a list of budgets for your assigned matter record invoices.

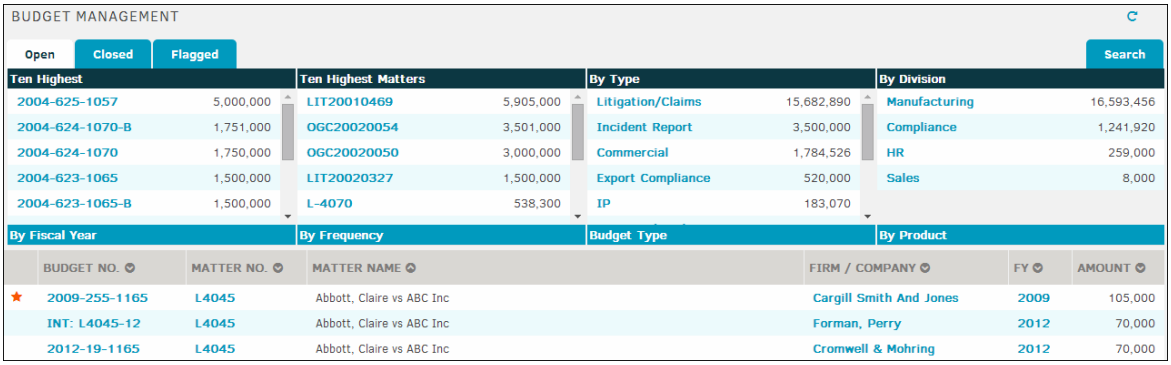



**Budget Management**

The top of the screen provides you with numerous mini-reports. Click a link to display data specific to a category or your selection. All budget totals on this screen are rounded to the nearest whole dollar. In the list of budgets, the **Matter No.** and **Budget No.** columns include links that open those matter or budgets. Click on firm/company name to see all budgets for that firm or vendor, or a fiscal year to see all budgets for that particular year.

The ★ icon indicates that the budget has been approved.

***Note:*** *You can also access budgets from a matter. From within the matter, click the* ***Finance Navigation Bar*** *and select* ***Budgets***.



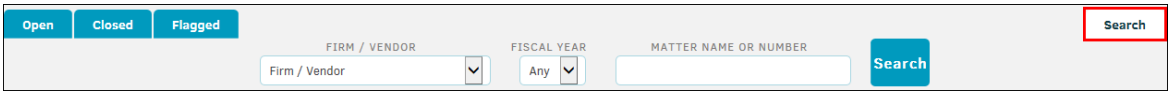

**List of Budgets**

To filter the list of budgets, click the **Search** tab (top right). Enter information in the following fields:

- **Firm/Vendor**—Select the name of a firm or vendor from the drop-down list

- **Fiscal Year**—Select a fiscal year
- **Matter Name or Number**—Enter part or all of a matter name or number

***Important**: The intended functionality of budgets within Lawtrac is that there should be one budget per firm/vendor, per matter. It is recommended that you delete inactive or rejected budgets. Retaining them can cause some screens and/or reports to display misleading amounts.*

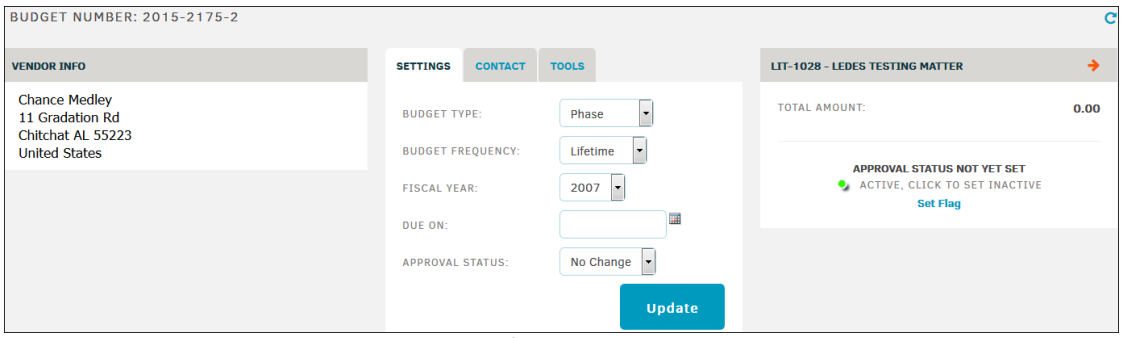



**Budget Management Search Tab**

### 1.11.3.4 How do I edit a budget?

Click on any budget number link to view the details for that specific budget.

## The Top of a Budget

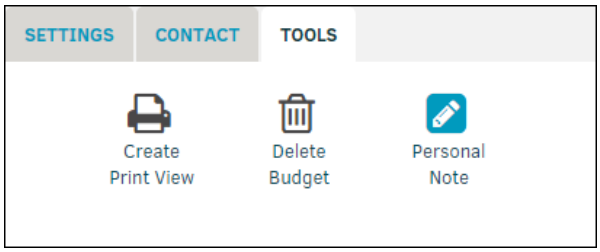



**Top of a Budget Page**

The area at the top of the budget details screen displays the budget number, firm or vendor name, information or matter associated with the budget, and the budget status. The budget status shows whether the budget is pending, approved, or denied and whether it is active or inactive. This section also includes a **Settings** tab for the budget. Click **Update** when you change the settings.

Flag this budget for easy return access by clicking **Set Flag**. The budget appears in your **My Flags** page. Select a color of your preference for organization, or select **Close/Cancel** to end the process without flagging the budget. When a matter is Flagged, the icon manifests beside a **Remove Flag** link in this area. Clicking the link removes the flagged status.

## Tools Tab




**Tools**

Use the following links on the **Tools** tab:

- **Create Print View**—Click to create a printable view of the budget that you can use to create a PDF.
- **Personal Note**—Click to add a personal note to the budget. Outside counsel and other users cannot see this note.
- **Delete Budget**—Click to remove the budget from your database. You must have permissions set to complete this action.

From the **View/Add Lines** tab, you can review and edit existing line items and add new line items to the budget.

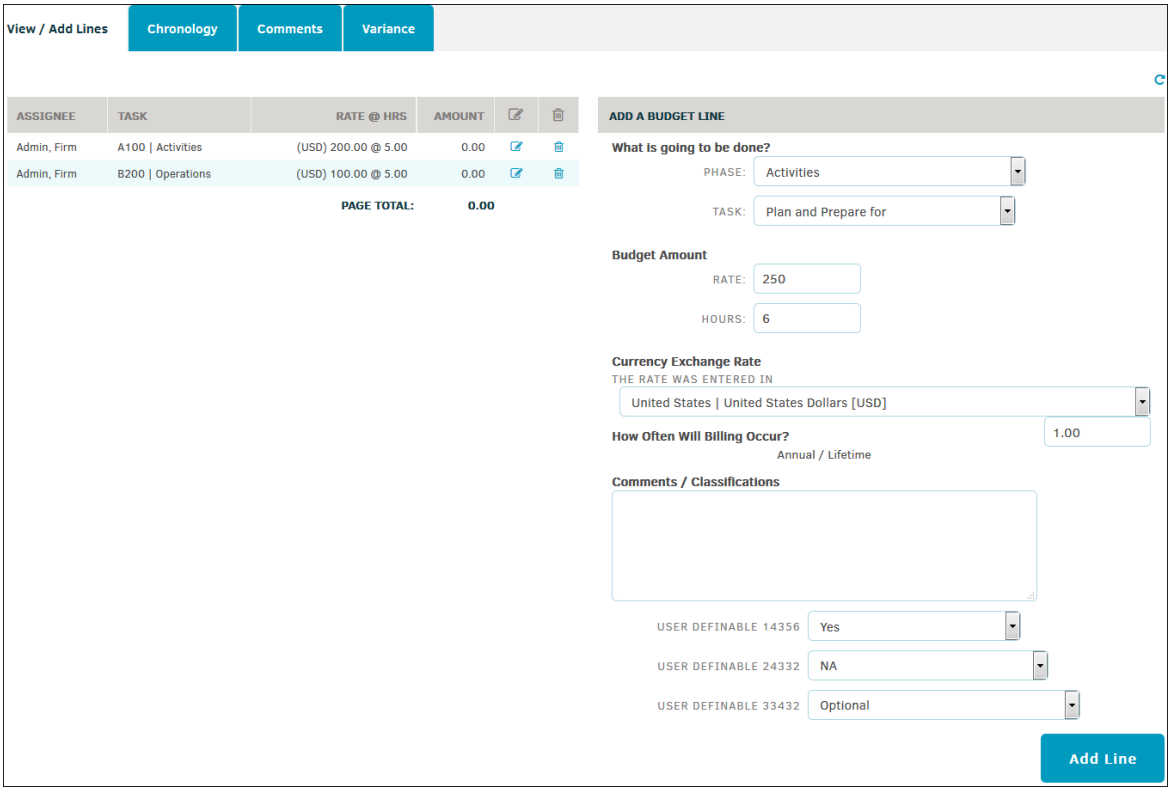
### Add a Line Item

To add a new budget line item, select and enter line item information on the right side.

1. Decide what is going to be done by selecting a Phase from the drop-down menu. The Task drop-down list generates based on Phase selection.
2. Enter budget amount by rate per hours and amount of hours worked.
3. Change the currency exchange rate if necessary using the drop-down list, and select a check-box for billing occurrence.
4. Type comments or classifications into the text field.
5. Specify how the budget item is to be paid using the bottom drop-down lists.
6. Click **Add Line**.

Line items are intended to identify tasks depending on Phase, and assigning a monetary rate for hours worked on a particular task.

- Click the icon to edit a budget line item, or approve/reject the budget line if you have the rights to do so.
- Click the icon to delete the line item.

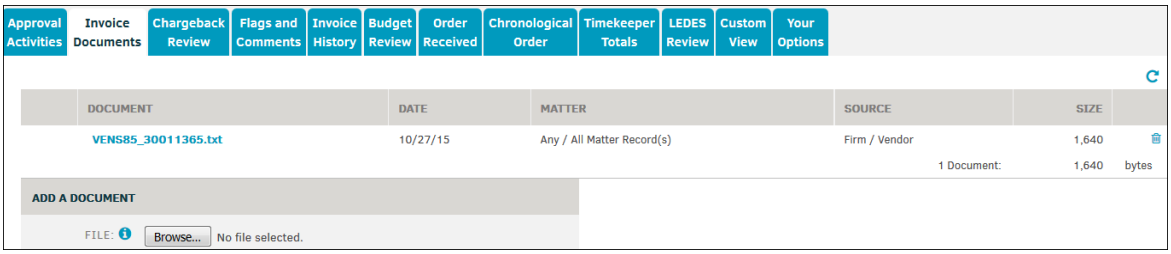



**Add a Budget Line**

### 1.11.3.5 How do I attach documents to a budget?

Documents cannot currently be attached to budgets; however, documents can be added to invoices that are associated with the budget.

To view the documents for an invoice, select the **Invoice Documents** tab at the bottom of an invoice page. This tab includes all of the documents uploaded to the invoice.




**Invoice Documents Tab**

For each listed document, you can perform the following tasks:

- Download—Click the document title to download the document
- Delete—Click the icon to delete a document

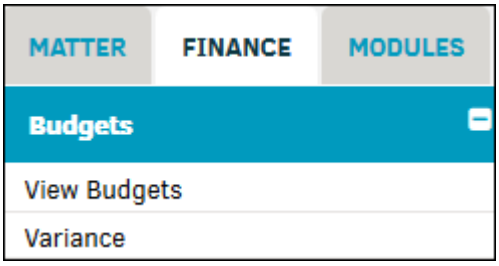
Select **Browse** from the **Add Document** section to upload a file to the invoice. When a file type has been selected, an **Upload** button appears. Click this button, and the entire invoice refreshes to list the new document in the **Invoice Documents** tab.

Click the icon to view upload instructions and restrictions.

### 1.11.3.6 How do I approve or reject a budget?

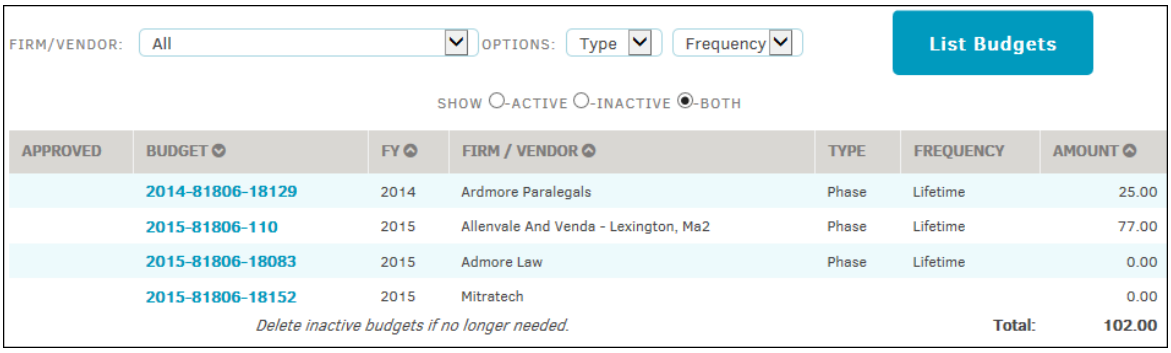
Select **Firms & Companies** in the **Team, Firms, Parties** section of the **Matter Navigation Bar**, or go to the **Firms & Vendors** tab at the top of the matter record. Click **Active List** in the sidebar.

You can also view a list of budgets submitted to a matter via **Finance Navigation Bar | Budgets**.



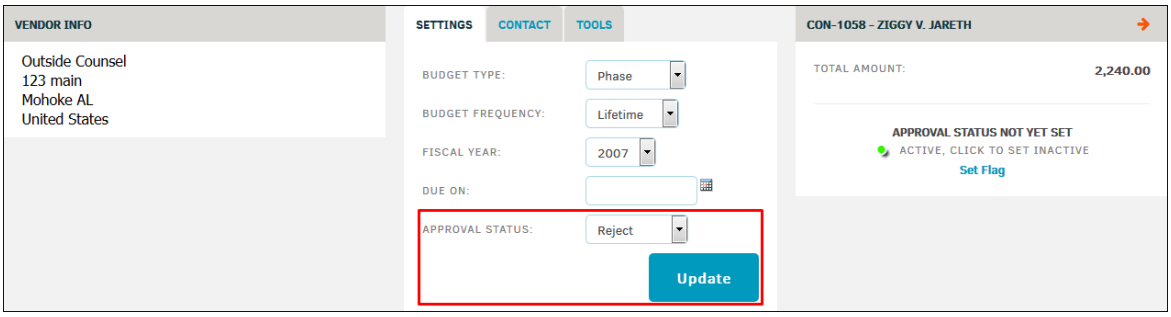

**Finance: Budgets**

1. Click the icon (the far left icon under the **Finance** column). If the firm or vendor has a budget on file, this icon is highlighted in blue font. Clicking the icon directs you to the Budgets page.




**Budget List**

2. At the top of the page, in the **Settings** tab, select either Approve or Reject from the Approval Status drop-down list. Click **Update** to confirm.




**Approve or Reject a Budget**

# Index

## - A -



## - B -



## - C -



## - D -

# - E -



# - F -



# - G -



# - H -



# - I -



# - K -



# - L -

# - M -



# - N -



# - O -



# - P -



# - Q -



# - R -



# - S -

# - T -



# - U -



# - V -



# - W -



# - Y -