Checks and Invoices
One of the most important features of Case Manager is the ability to track money owed to you by a client (Invoices) and Payments make to you for services rendered (Checks Received). The Key part of this is the ability to connect the money paid to the money owed. The process of connecting these two items together can be confusing.

So to keep things straight, remember at all time there are only Four Items that Case Manager tracks in regards to this process.

1. Invoice Line Items
2. Invoices
3. Checks
4. Check Allocations

In addition to these Four items there are various ways that you or your clients may want to handle your invoicing and payment rules.

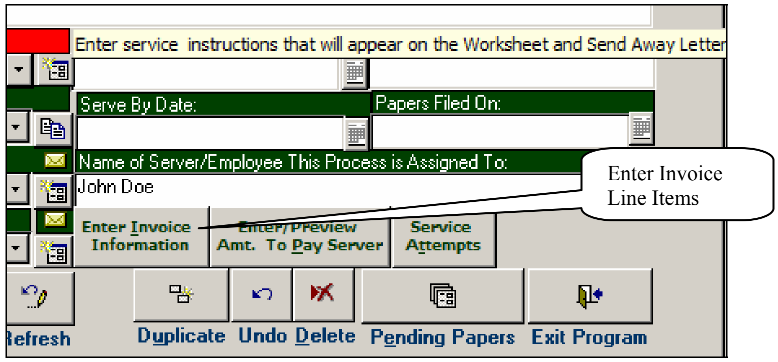
For Invoices:
- One Invoice always contains one Case.
- One Invoice contains many Cases
- The Invoice Number and the Case Number are the Same.
- Different Clients have different pricing.
- Some Clients have a regular retainer
- Specific Clients have an across the board discount.
- You need your invoice to sort in a specific way.
- You have a specific kind of window envelope

For Payments
- Payment is made after the service is completed.
- Payment is made before the service is completed.
- One Check always goes to One Invoice
- One Check goes to many Invoices.

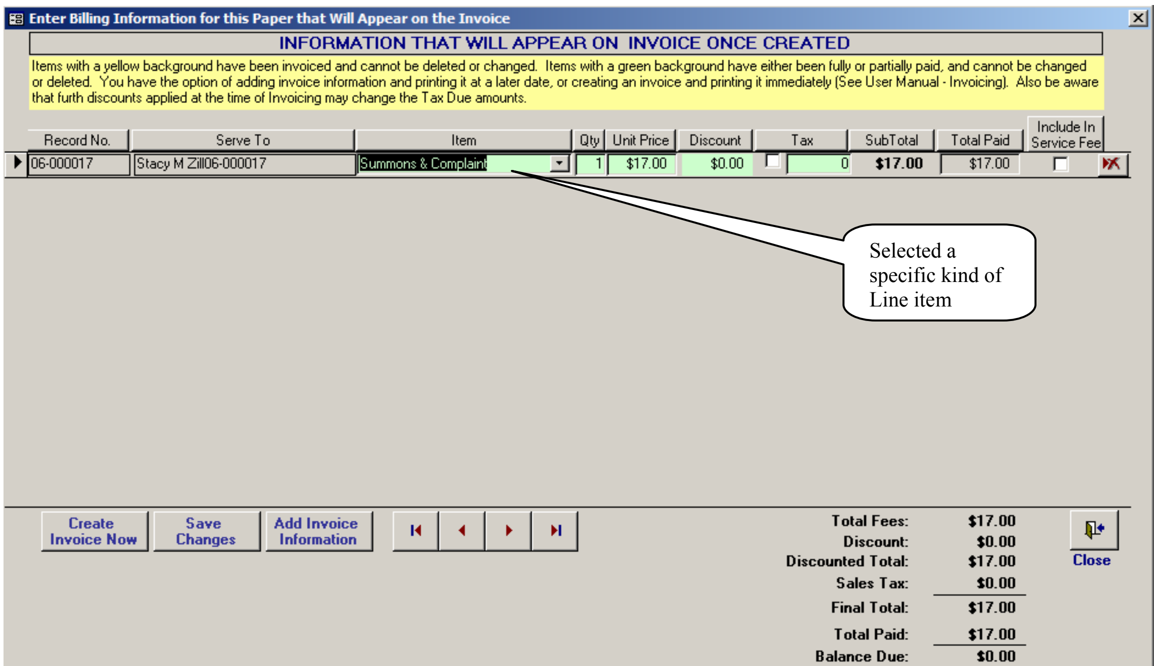
Finally there is an important concept that is used throughout the Invoicing and Payment process. This is the idea of ***Unapplied Balances***. In the Four Items mentioned above, the fourth item is called Check Allocations. This is the idea that when A check is received you will then connect that check to a specific Invoice Item in an Invoice.

When a Checks total balance is allocated to various Invoice Line Items then the check has a a zero Unapplied Balance. Any remaining unconnected balance will be reported as an ***Unapplied Balance.***

Invoice Line Items
An Invoice will always have one or more Invoice Line Items. An Invoice is basically a collection of one ore more Invoice Line Items. In Case Manager the Invoice Line Items always come first. The Are Created inside the Case.



On both the Process Info Tab and Return Info Tab there is a button to enter Invoice Information. This refers to the Invoice Line Items.



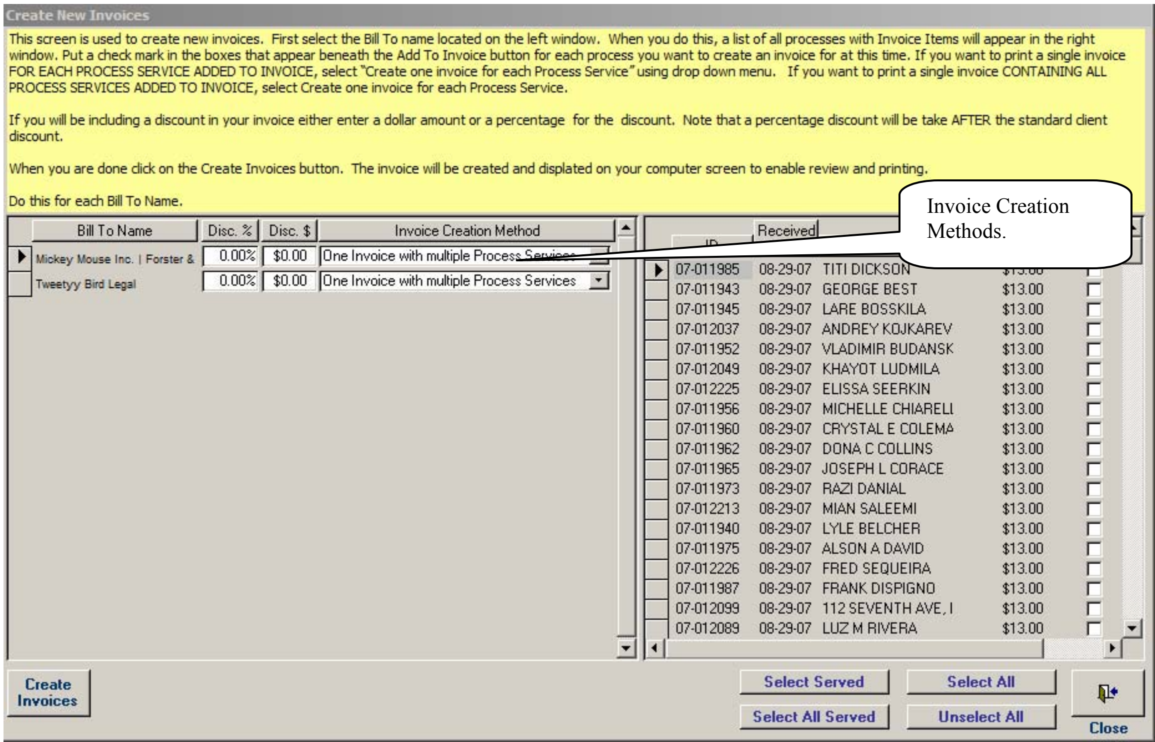
Please keep in mind that these items are NOT the Invoice they are the Line Items for the Invoice.

The basic idea behind this is that as you work on a Case you may need to add more fees to it until it is served.

We will address the specific Invoice Line Items and Pricing later on. Right now we want to continue with the flow of what happens next: Creating Invoices.

Creating Invoices

On some regular period of time you will Create Invoices. There are two different ways to getting to the Invoice Creation screen. One is through the Enter Invoice Information screen. On this screen you will see the Create Invoice Now Button. Another way is through the Menu system: Accounting->Create/Review Invoices->Create Invoices…



However you get to the Create New Invoices screen, you will be able to create any number of invoices for any number of clients.

The left hand side lists you clients, the right side Cases that have Invoice Line items that are not part of an invoice. (What this implies is that you could create more than one invoice against a Case if you wanted to.)

There are a number of things happening on this screen. Again we will focus on the basic ideas of creating an invoice.

First of all, when creating an invoice you need to click on an Client on the left and then click the check boxes next to the Cases on the right that you want to invoice.

You repeat this or each client in turn

We have created a number of short cut buttons to help the process of picking Cases to invoice.

Select All will select all Cases on the current list of cases for the currently selected client. It does not matter if a Case is served.

UnSelect All will unselelect all cases for the currently selected client.

Select Served will selecte all cases that have been served for the currently selected client.

Select All Served will selecte all Cases for All clients that have been served.

These buttons help you select a large number of Cases at one time. So think about how you will invoice your clients and work accordingly.

Invoice Creation Method
You will notice on the left side, where the clients are listed, a rather long dropdown called ***Invoice Creation Method***. This refers to how Invoices will be created for each client. There are two methods

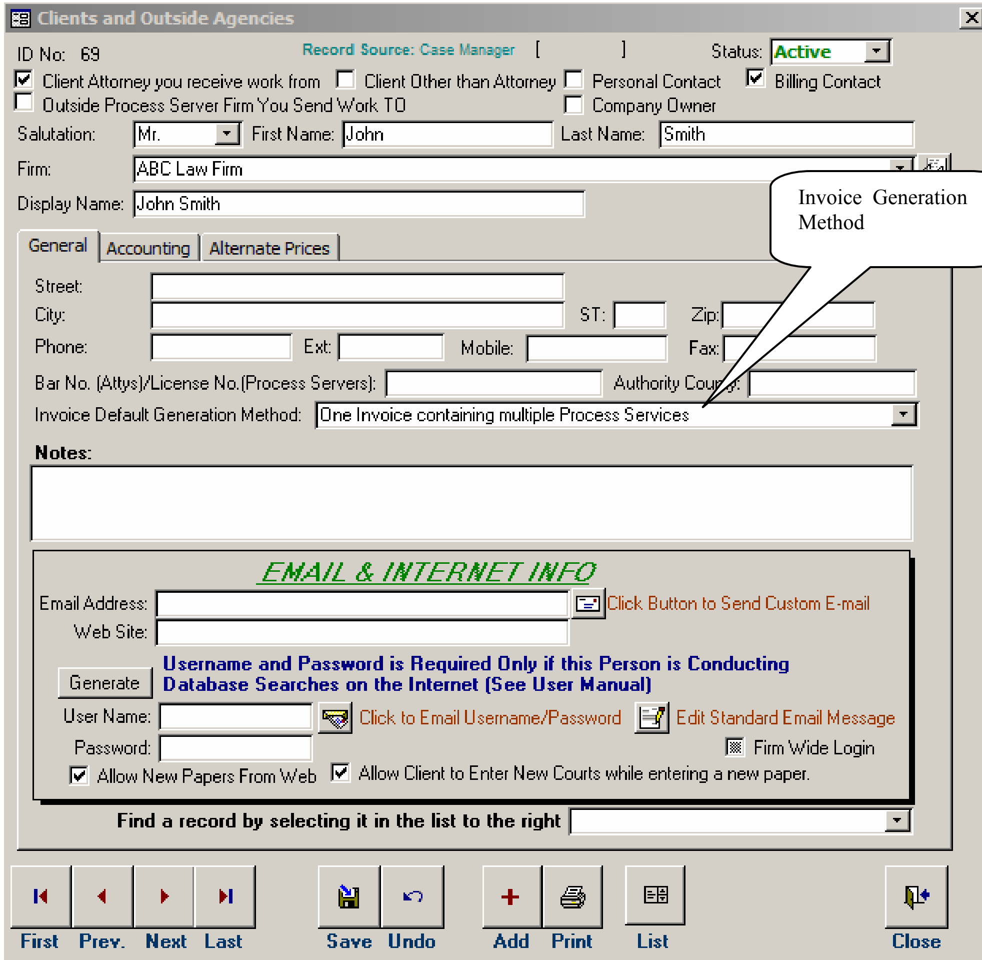
- One Invoice with Multiple Process Services
- On Invoice for Each Process Service.

When you pick *One Invoice with Multiple Process Services* for a Client and then click on Create Invoices, you will end up with ONE invoice, for that Client. That One invoice will contain all the Cases that you Selected.

When you pick One Invoice for Each Process Service for a Client and then click on Create Invoices, you will end up with MANY invoices. One Invoice for each Case that you selected to invoice.

This feature is available because some law firms require one invoice per Process and other just want it all under one invoice.

Invoice Create Method Default
If you have many different Clients, selecting the Invoice Creation Method for each client every time you generate Invoices would become very tiring. To that end we have created way to setup a Default value on the Client setup screen. Remember that this value should only be used on the Billing Contact, otherwise it will have no impact.



Creating the Invoices

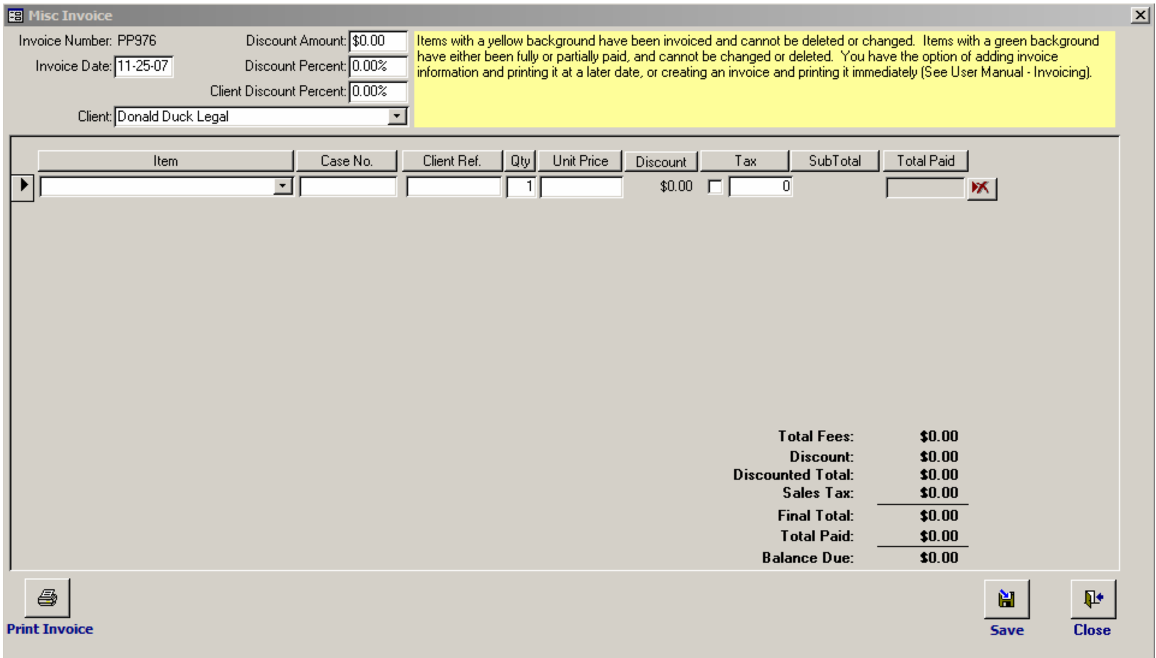
Now that you have picked your Cases to Invoice, and you have picked your method of Invoice generation, it is now time to Create the Invoices. To do this you click on the ***Create Invoices*** button on the lower left corner of the Invoice Creation screen.

This will create and then present a print out of all the invoices generated for all the clients. You can either print them out now or later. To print them now you can process <ctrl>-P or click the right mouse button over the Invoices.

Miscellaneous Invoices

Miscellaneous Invoices (Misc. Invoices) are meant to be created for a client for items that are not easily related to just one case. This could be various expenses or other items.

When you first indicate that you wish to create a Misc. Invoice, Case manager will ask you if you are sure. When you so yes, it will present you with the following screen.



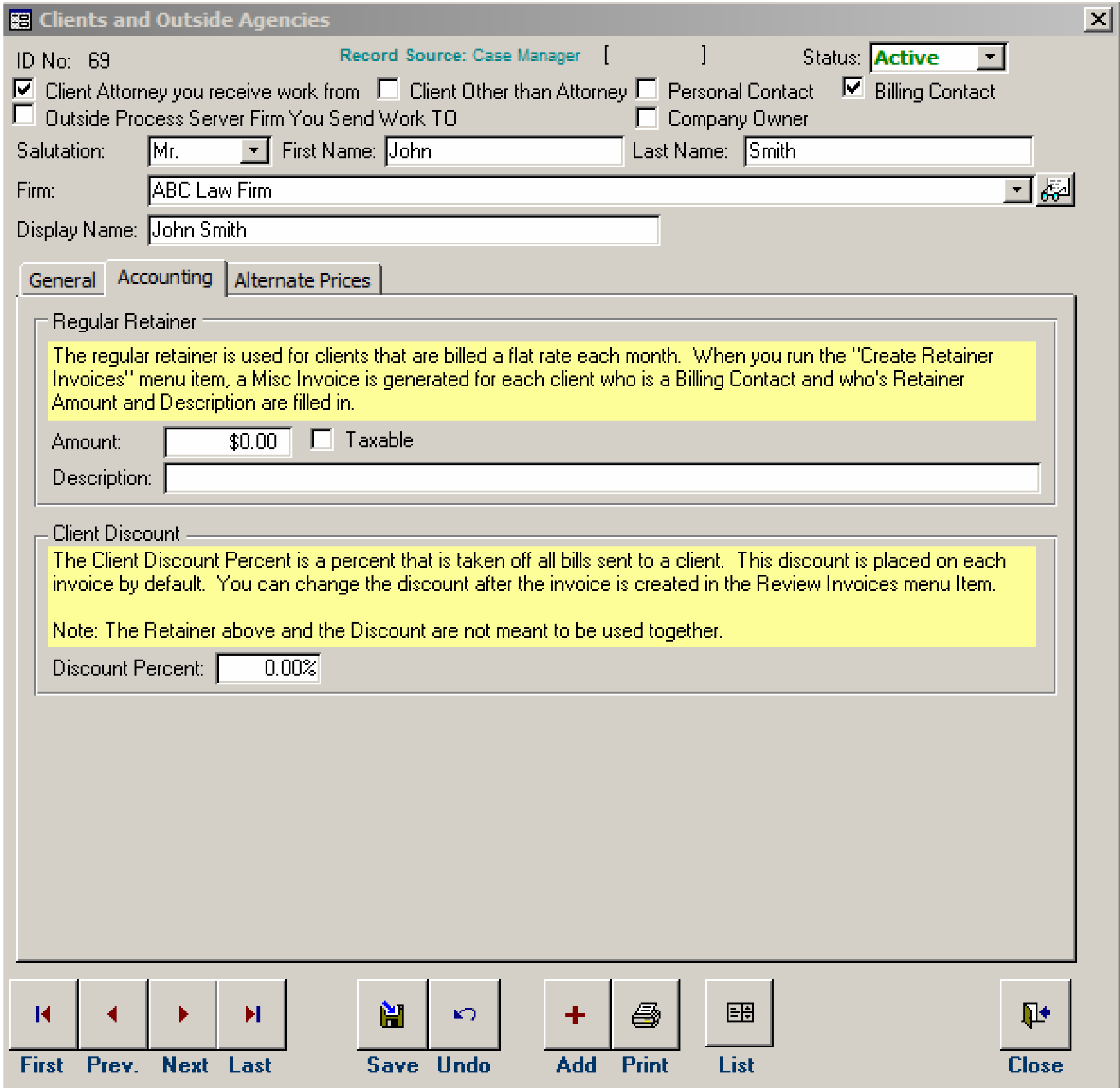
From here you select the client that this invoice is for using the dropdown, an then enter the various line items. You can type anything in the Item field that you like. Also you can change any price that you like.

The way a miscellaneous invoice is created is the opposite order than the normal Case invoices. Instead of creating the Invoice Line Items and then the Invoice, here you create the invoice and then the invoice line items.

Retainer Invoices

The idea of the retainer invoice is that some process servers will setup a retainer relationship with a law firm. In this case you will be billing that Client then same amount every month. You could use a Misc. Invoice to do this, but we setup a Retainer Invoice process to handle this.

This is initially set up in the Client Setup screen under accounting:



Under the Retainer section you enter the Amount of the Retainer, if it is taxable, then the description.

You do this only for the Billing Contact.

To actually create the Retainer Invoice you need to Run the Create Retainer Invoice Menu item. It will ask if you are sure and will then create and present the Invoice(s) to you for printing. These will be Misc. Invoices, since they are not connected to a specific Case.

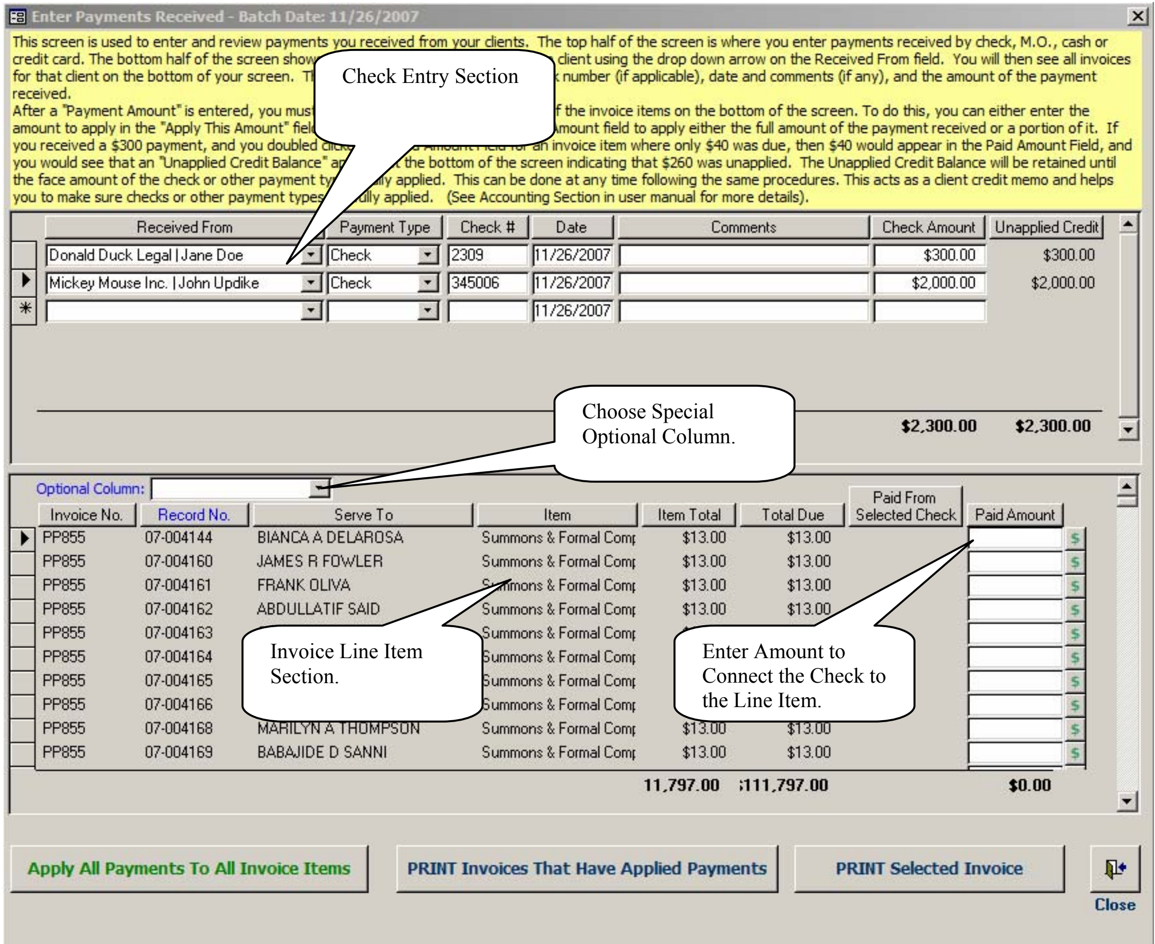
Checks
Now that we have reviewed the printing of invoices, we want to deal with the handling of Checks Received to pay for invoices.

Some Key things related to checks are:

- They are entered on a Batch Date
- They are connected with a specific Billing Contact Client entry.
- The Entered Amount will be hooked to specific Line items of an Invoice.

Entering a Check

The Check is entered on the Enter Payment Received Screen:



This screen is divided into two sections, the Check Entry section and the Invoice Line Item Section.

To use this screen first enter Check information into the Check Entry Section. The Most important information you enter is the Received From entry and the Check Amount.

Once entered, the Invoice Line Items should appear in the Invoice Line Item Section. It is very important at this point that you correctly match the Bill To Client entry with the Received from entry. If they do not match you will not see the Invoice Line items you are expecting.

and amount into You selected to correct Billing Contact Client in the received From Drop-Down list. Once you selected this item then all related Invoice Items will appear in the lower list.

Check Allocations: Connecting the Check to the Invoice Line Item

The Payment Entry Screen serves two purposes. The First is to enter the payments received. The second is to connect the received payments to the Invoice Line Items.

The Connection between the Check and the Line Item is accomplished by entering the amount of the check applied to the line item in the Paid Amount field in the Invoice Line Item Section.

There are a number of ways to accomplish this:

- Enter the amount.
- Click on the $ button to apply the as much money that is available to that line item.
- Click the Button “Apply All Payments to All Invoice Items. This will start at the top of the list and apply money to each Invoice Line item until all the money in the check is used up. This could result in partial payments on a line item.

Every time you allocate money from a check to an Invoice Line Item, the Unapplied Credit will automatically by adjusted.

In addition to these Connection methods, there are various way to group the Invoice Line items to make sure that all related items are next to each other.

Each Column is storable by clicking on it. There is a special drop down that allows you to change the Optional Column. This Optional Column is also sort able. The Optional Column list is:

- Record Number
- Client Reference Number
- Court Case

Printing Invoices

Once you have applied money from the checks to the Invoice Line Items you have the option of printing the Invoice to send to the Client. You have two possibilities:

Print Invoices That Have Applied Payments. This means to print only the invoices that have at least one of there Paid Amount fields containing an entry.

Print Selected Invoice. This means print the Invoice that contains the Line Item of the Currently selected Line. This is the line with the Right Pointing Arrow in the Left side of the Line Item row.

Managing Invoices and Checks

Now that we have Invoices and payments floating around inside Case Manager we need a way to manage them. Much of the next section will present a series of tools that you will use to manager your business processes.

There are two basic issues at this point. One is Presentation related the other is Lookup related.

Presentation topics include:

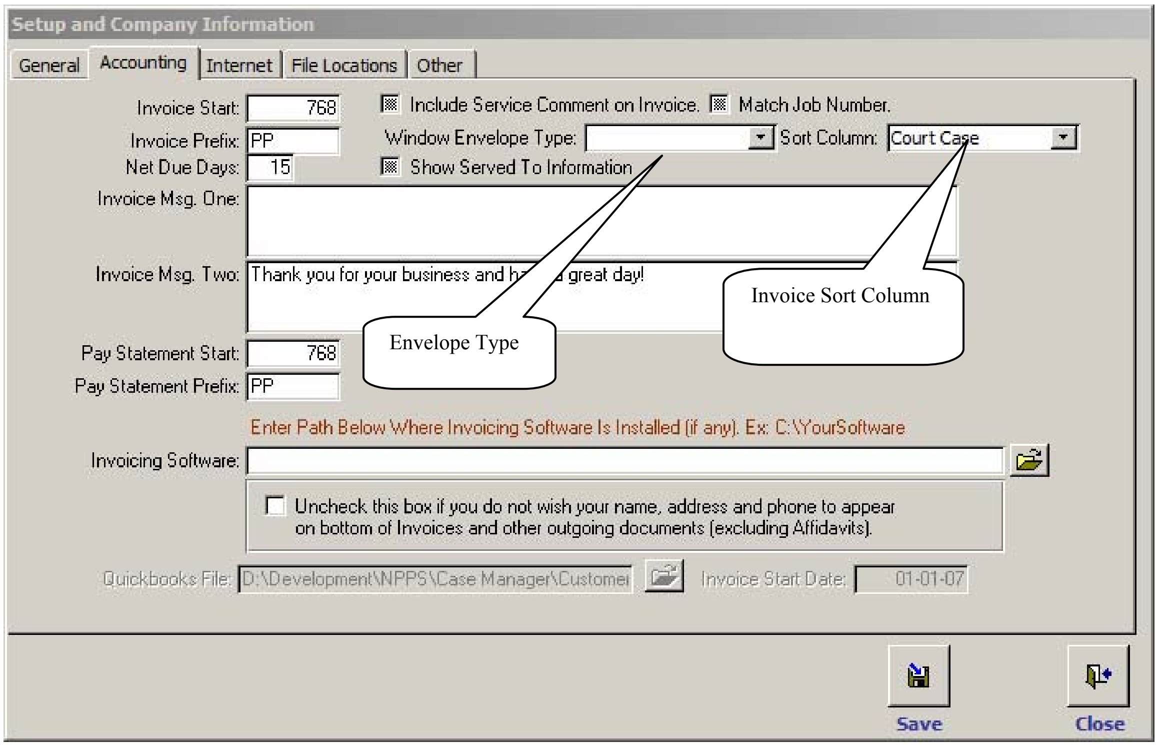
- The order of Cases in the Multiple process paper invoice.
- The positioning of the Address blocks on the invoice for windowed envelope printing.
- The kinds of fields that can appear on the Invoice
- What kind of Invoice Number to use

The Lookup Issues include:

- What Invoices have balances due.
- What Checks have unapplied balances.
- To what Invoices have Checks been applied.
- Aging Statements for Clients

The Order of Cases

Various Case Manager users have different requirements for their Invoices. One of them is for Case Manager users who put many Cases on one Invoice. In this situation we allow you to pick a predefined sort for all invoices in the Company setup screen.



You can sort on the following items:

- Court Case Number
- Plaintiff
- Defendant
- Court Date
- Date Received
- Date Served
- Client Ref No.

Printing for Envelopes

There are two kinds of Envelope printing that we have setup:

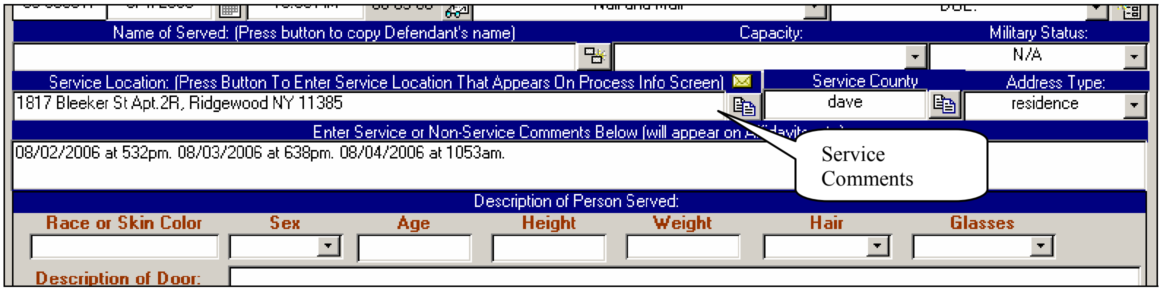
- Double Window
- Window

The best thing is simply to test your window envelope with each setting. If you can not get it to work, let us know and we will make adjustments.

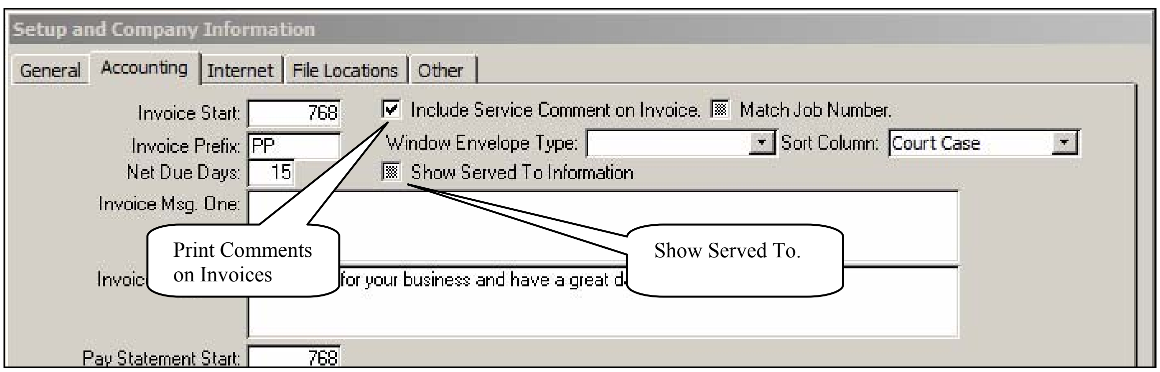
Invoice Fields

As time has gone on various Case Manager users have asked for specific kinds of fields to be added to the Invoice. However, since other users are not expecting those fields to appear we have setup the ability to turn on these new fields.

Include Service Comment on the Invoice
On the Return Info Tab there is a field called: *Enter Services or Non-Service Comments…*



Some of our client want to see this comment appear on the Invoice. Case Manager is setup to include this comment then the *Include Service Comment on Invoice* check box is check on the Setup Accounting Tab. If the Comment is blank then the Comment line will not appear if the item is check in the Setup screen.



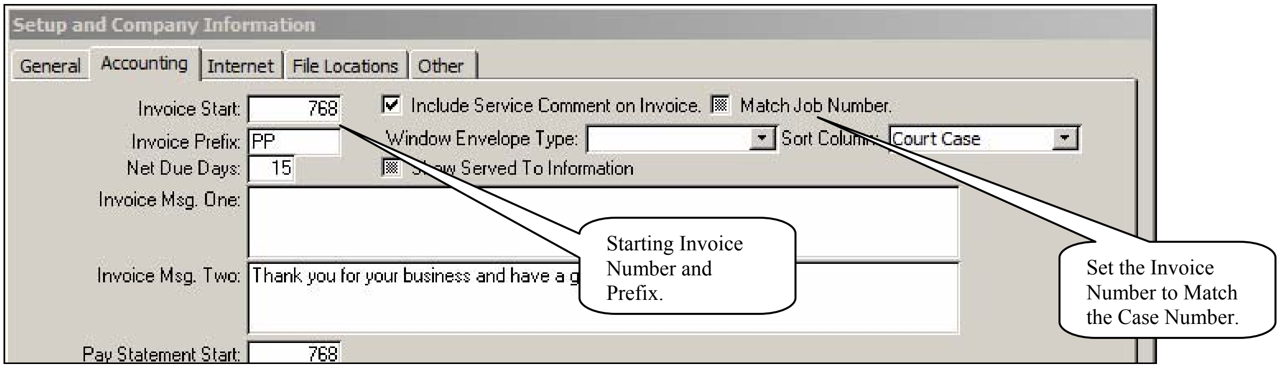
Show Served Information
For some Case Manager clients it is important to see on the Invoice the Name of the person and Location that was actually served. The option Show Served To Information.

The difference is the following: When this field is un-check then the default behavior occurs, which is to show the Serve To Name and Location. This is the Name of the person who should receive the Service.

However, when this field is checked then the Name of Served and Location will appear on the invoice.

Controlling Invoice Numbers
There are a number of items can use to control the kind of Invoice Number that are generated.

First of all you can set the Starting Invoice Number and the Prefix that appears on the Invoice number.



There is another way to control the Invoice Number as well. That is to make the Invoice Number to be the same as the Case Number.

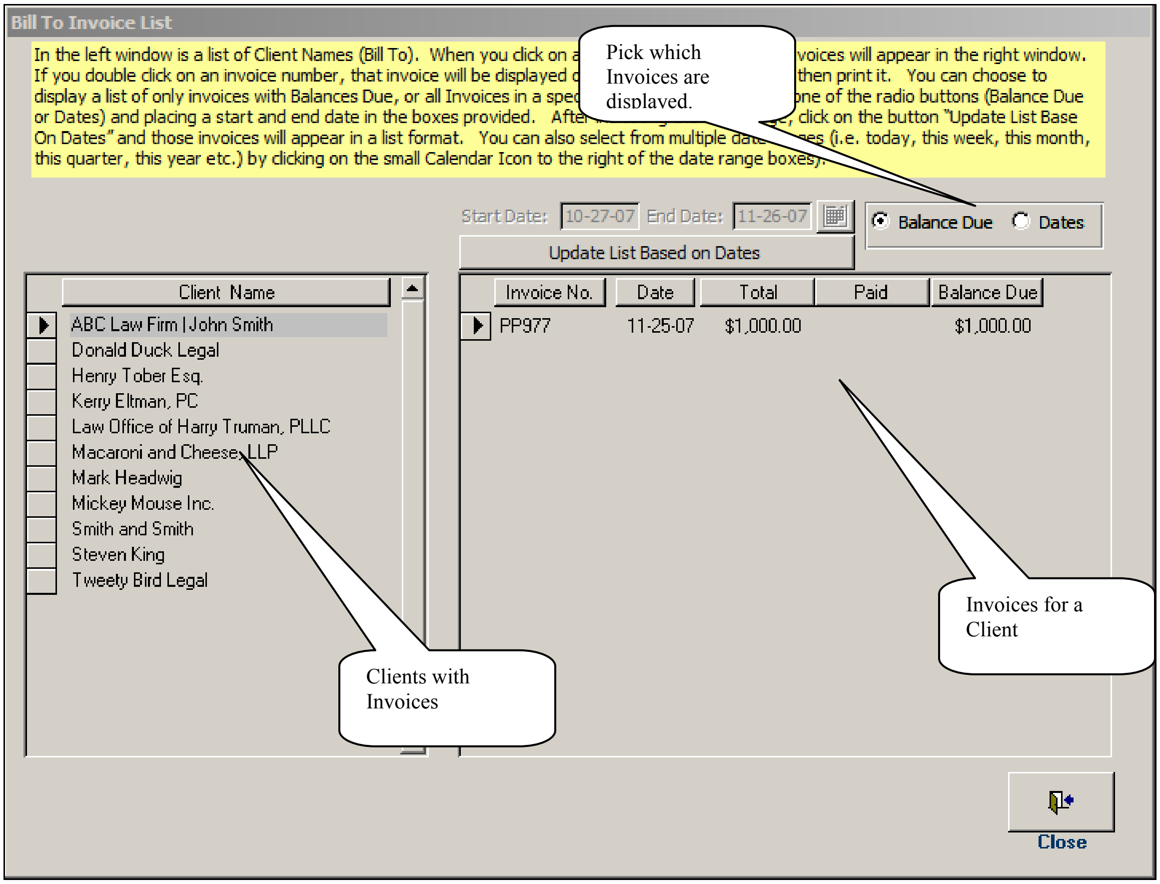
Many Case Manager users have asked for this, however, there is one draw back on this feature. It will only work if you choose an Invoice Generation Methods that creates one Invoice for one Case. If there is more than one Case on One Invoice then the Old Invoice Number method will be used.

For example: If the Invoice contains one Case whose number is: 07-00345 then the invoice number will be 07-00345.

However, if the Invoice contains many Cases, the Invoice number will be something like this: PP786

- *Aging Statements for Clients*

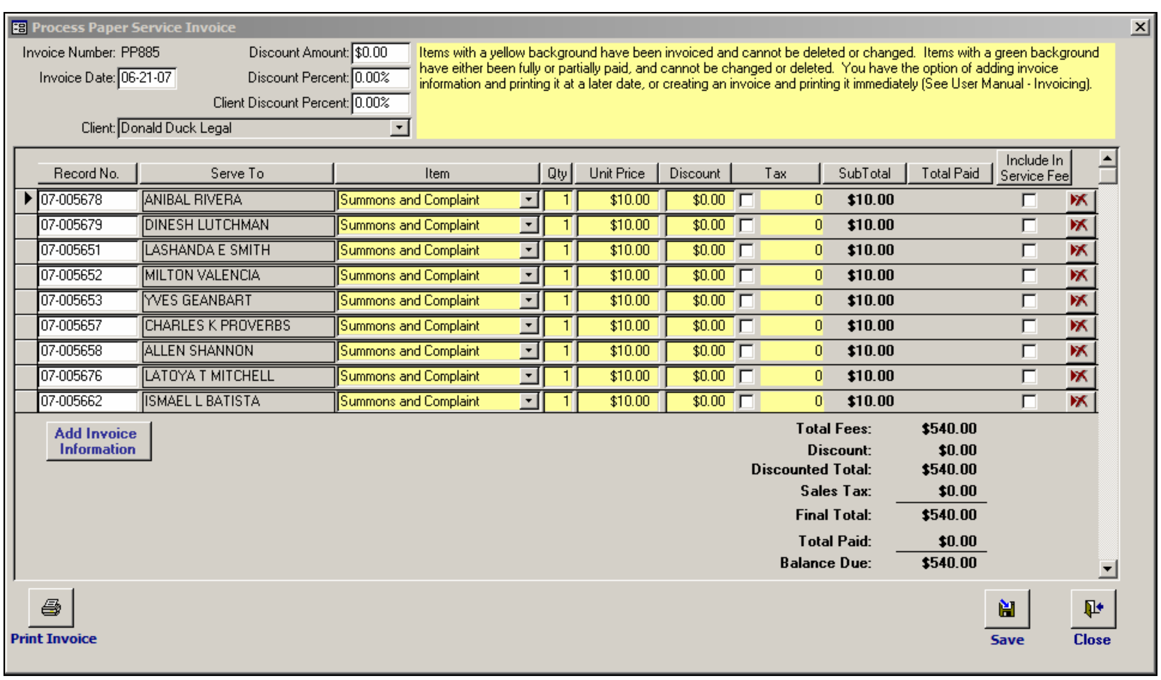
Lookup Information-Invoices
There are a number of ways to see Invoices after they have been entered into this system. The most common way is to view them from Review Invoices Screen.



This screen will show you a list of Clients on the Left and a List of Invoices on the Right. By default the invoices listed are those with Balances due. If you wish to see Invoices based on a date range you can click the *Dates* Radio Button, then pick a Date range, then click on *Update the List based on the Date*. This will change the list of invoices.

Editing an Invoices

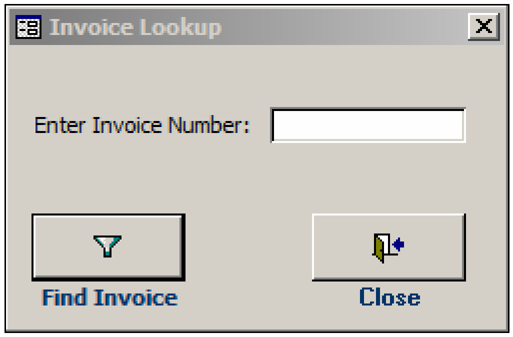
You can also edit the Contents of an invoice by double-clicking on the Invoice Row.



From this screen you can change the Date of the Invoice, Remove Line Items, Add Line Items, change the Line Item prices, and finally, Print the Invoice.

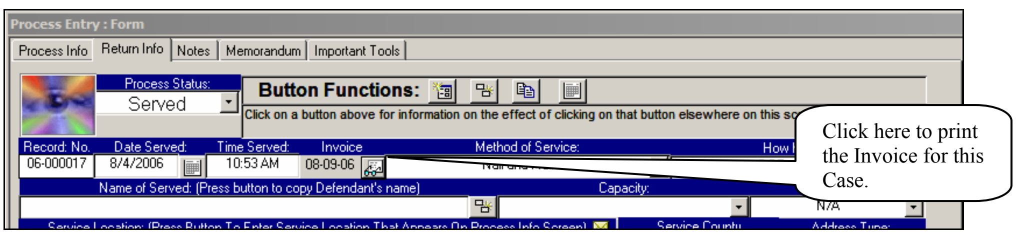
Invoice Lookup

If you just have the Invoice Number you can use the Look-Up Invoice menu item.



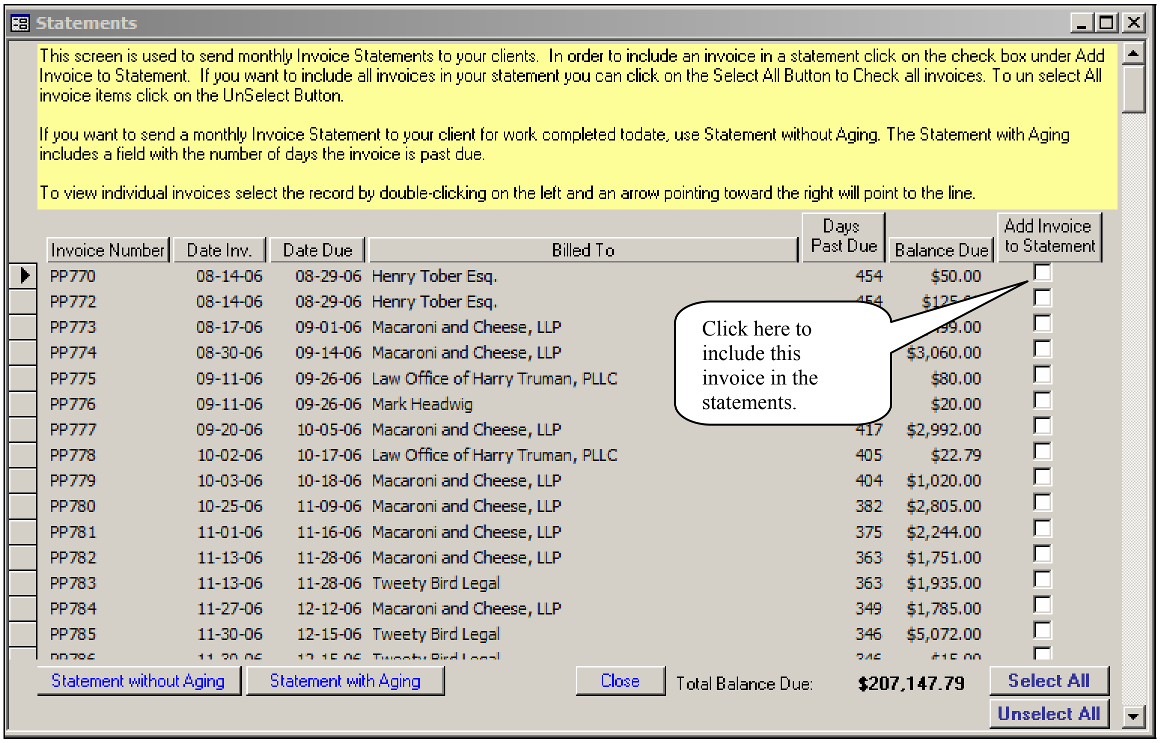
Enter the Invoice Number here to print the Invoice Number.

Another way to see an Invoice is to click on the Invoice in the Return Info tab next to the Invoice Date.



Aging Statements

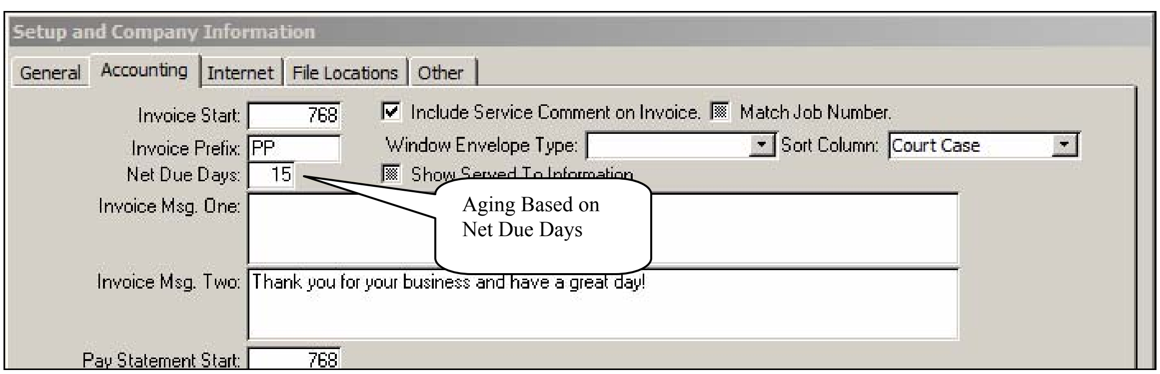
Case Manager also has a report that allows you to create statements for your Clients.



In this screen you can pick which Invoices you want to include in your statements. You can sort the columns. The idea is to click the check boxes in order to pick a statement for printing.

You can Selected all invoices by clicking on the Select All button.

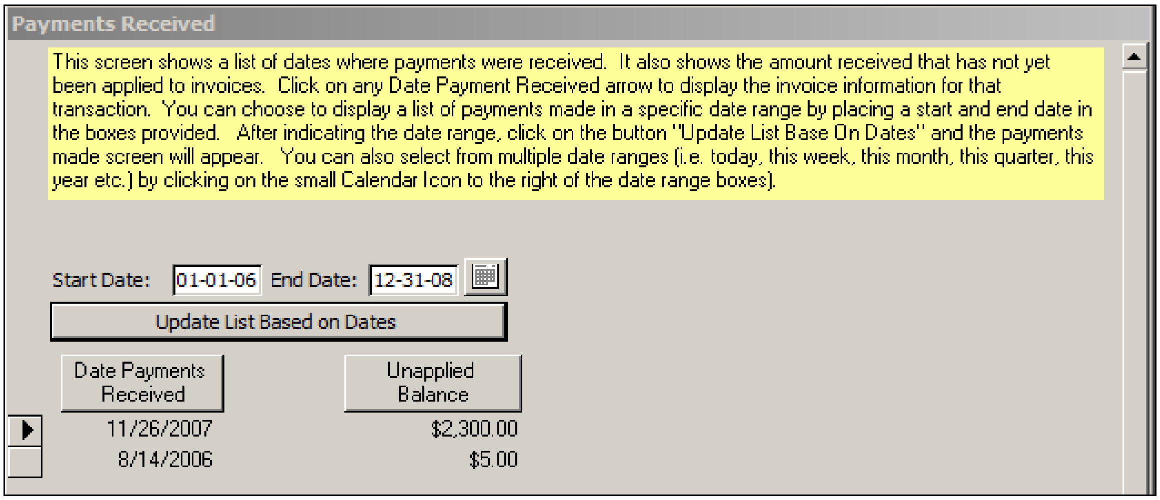
The Statement with Aging will include an aging date based on your Invoice Net Due



days as specified in the Company Setup Screen.

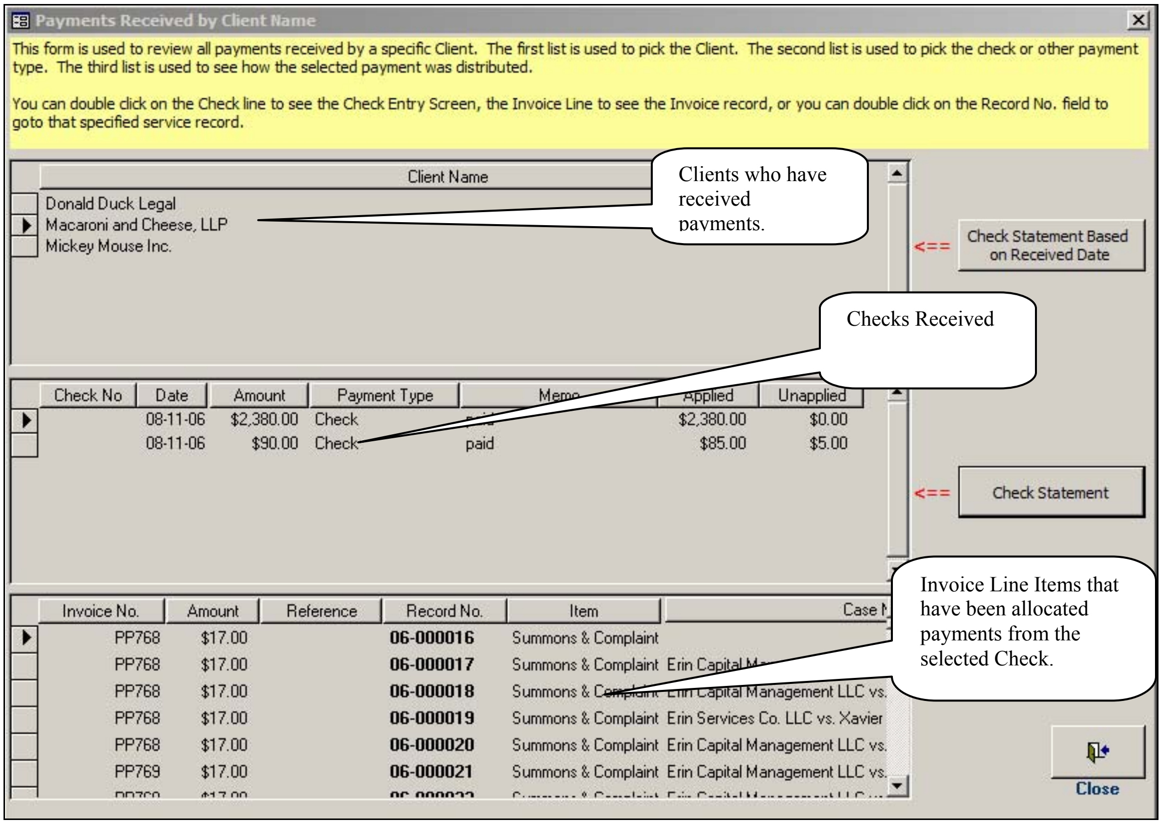
Unapplied Payments
The Other half of the process is to find Payments that have not been allocated fully to Invoices. There are two places to do this.

Review Payments by Date
When you review Payments by Date you will see a list of Date where Checks were entered along with any unapplied balances from that date.



On this screen you can double click to display the Payment Entry screen for that selected Batch Date. You can then allocate or de-allocate payments to Invoice Line Items.

Review Payments Received by Client
This screen allows you to see each payment that a client has made and how that payment was allocated. Also if there are any unapplied balances these will be clear to see.



Form this screen you can pick a Client and then see what checks have come from that client. In addition you can see if each check has any left over money not allocated or applied to an Invoice Line Item.

To allocate additional money from a check you can double click on the Check row.

To Edit the and Review the Invoice Detail you can double click on the Invoice Row.

The Check Statement Buttons will print a report showing how a specific check was allocated.

Pre-Payments
One recurring question that many users have about Case Manager is how to handle Pre-Payments. This rather simple process.

- First you simply record the payment in the Payment Entry screen.
- Then you work through the case until it is Invoiced.
- Once Invoiced you can come to the Payments Received by Clients screen and look for Payments with unapplied balances.
- Double-Click on the payments with Unapplied Balance.
- You will be on a Batch Date with check containing an Unapplied balance(s). Find that Unapplied balance in the list of checks and click on it.

- You will then see all the Invoice Line Items that have received payments from this check and any Invoice Line Items that are blank.
- You can fill in the Blank Invoice Line Items.

Although the concept is simple there are a number of steps involved. Please call if you need help with this.

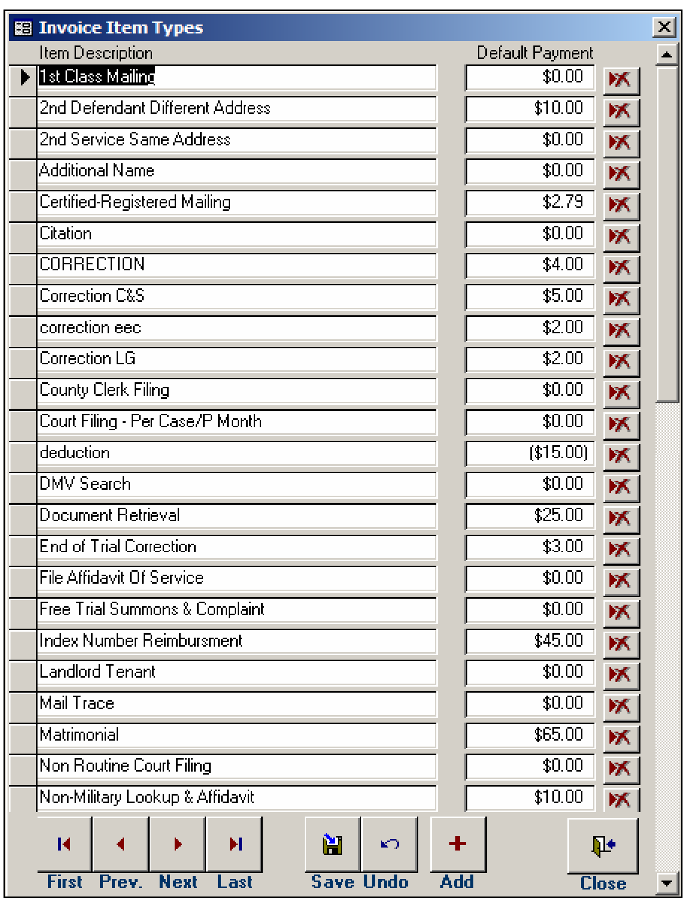
Pricing
There are a number of ways to work with Invoice Pricing.

- Standard Invoice Pricing.
- Billing Contact Alternate Pricing.
- Client Discount Percent
- Invoice Discount Percent
- Invoice Discount Amount

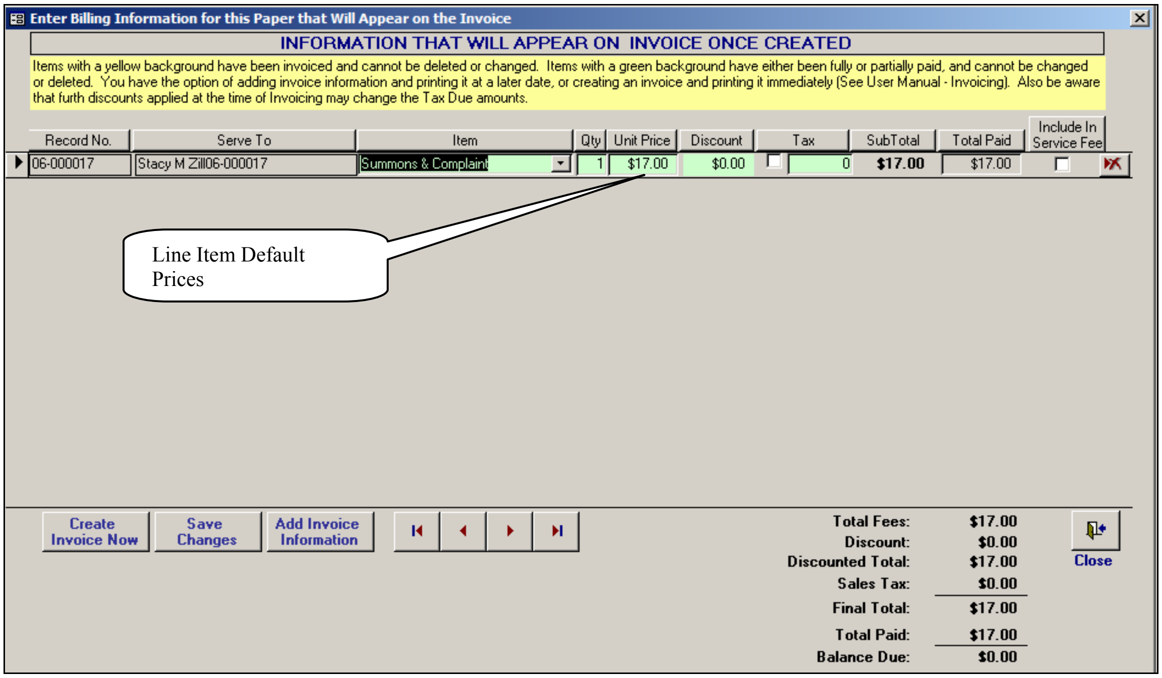
Doing business with various clients you may enter into various Relationships that require you do adjust you prices. This could be for specific Line Items, across the board or for a specific Invoice.

What ever the case it is important that understand how you setup these various items.

Standard Invoice Pricing
Standard Pricing is setup using the Invoice Item Types screen. This screen allows you to and remove Invoice Line Item types.

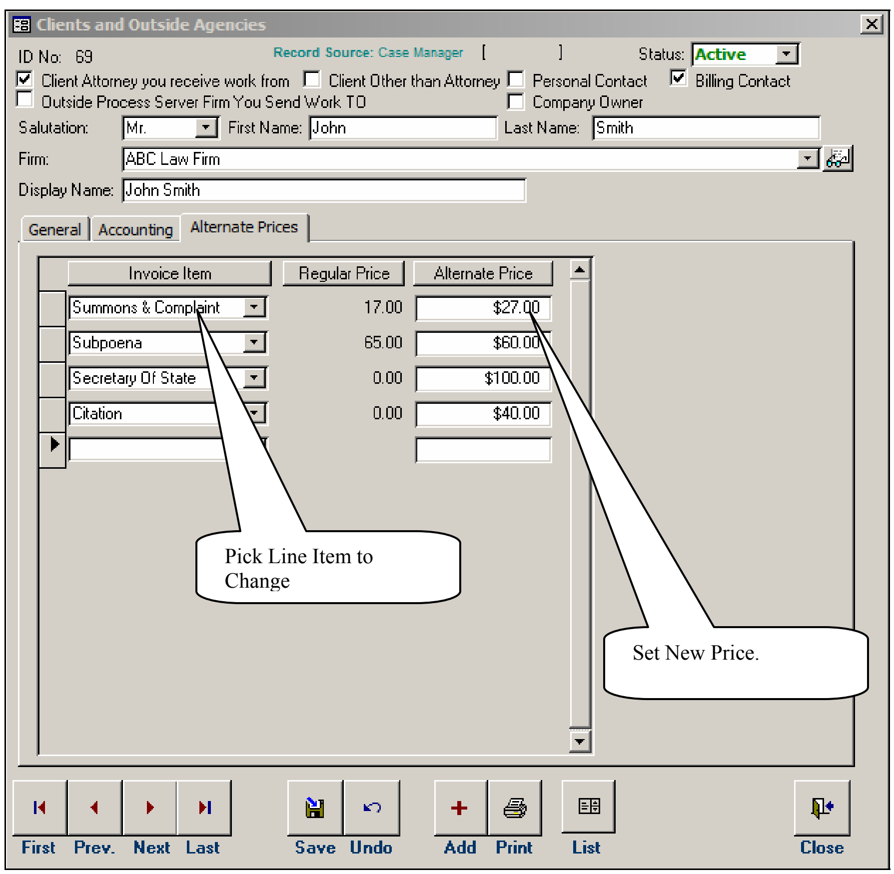


And set there prices. These prices are entered automatically when entering an Invoice Line Item from the Enter Billing Information screen.



Billing Contact Alternate Pricing

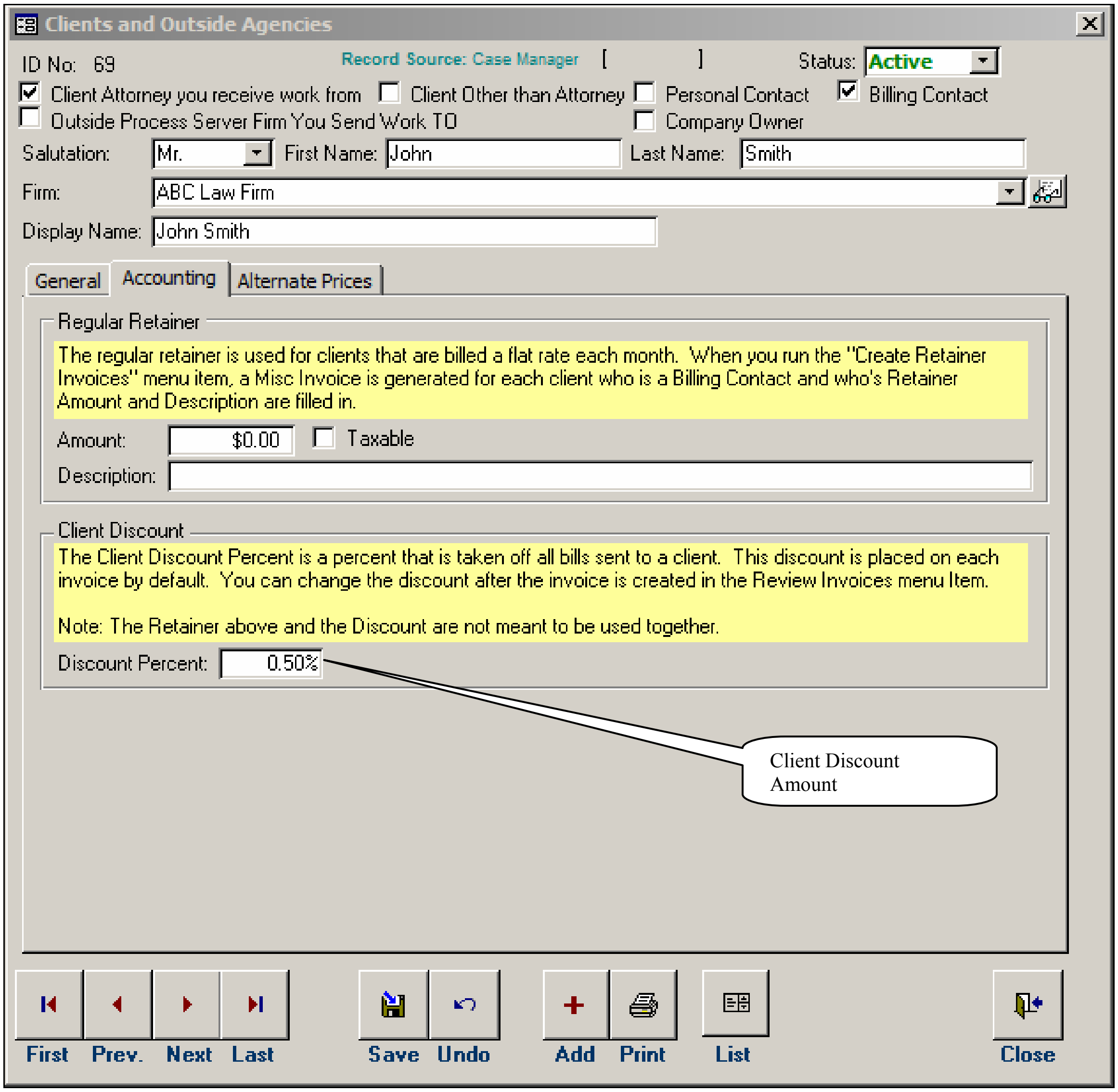
Alternate pricing allows you to change the price of a selected number of Invoice Line Items.



Now whenever you use the Billing Contact with Adjusted Pricing in the Bill To field of the Process Info Tab, you will see adjusted prices.

Client Discount

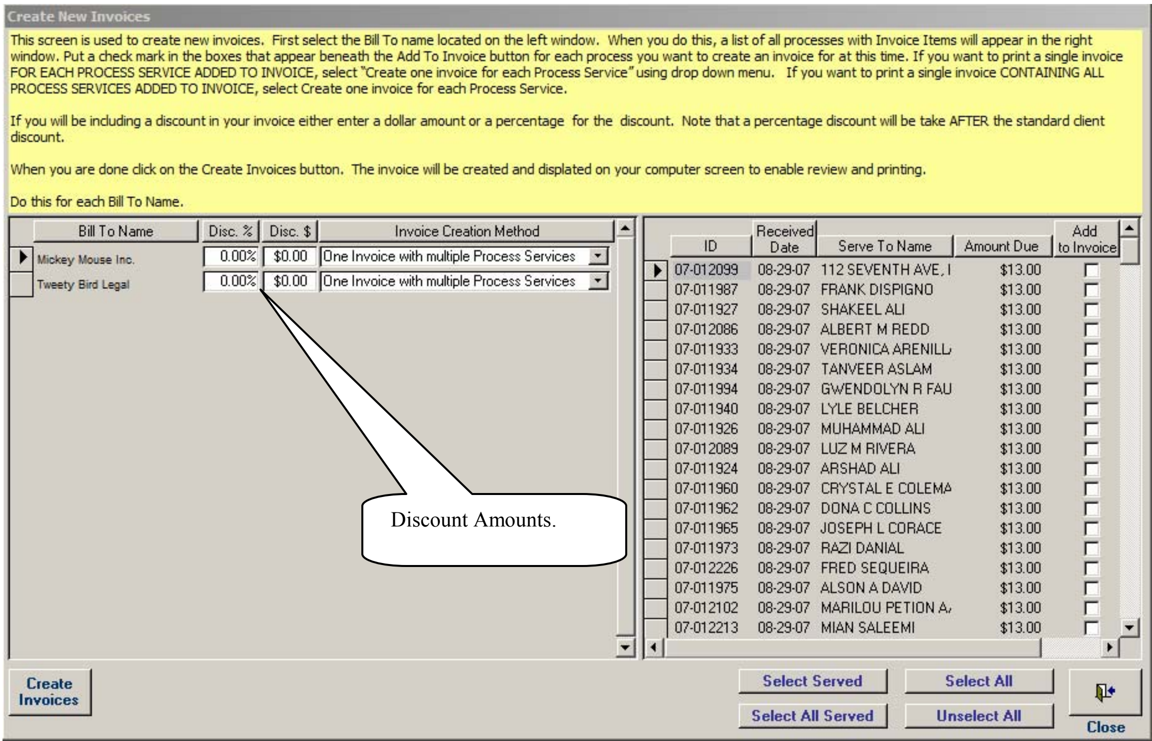
The Client Discount is simply another way to effect the prices for a specific client. In this case a discount amount is applied to all invoices generated for the client entered into the Bill To field of the Process Info Tab.



The discount is applied to the bottom line of the Invoice.

Invoice Discounts

You can create an Discount Percent on an Invoice during Invoice Generation as well.



In addition you can use a fixed amount. Just keep in mind that will be used for all invoices generated, so you want to be very careful how you use this during Invoice Creation.

You can also adjust an invoice after it is created: