



Version 11.0

GUIDE FOR POWER USERS

Basic organization information

Permissions

Settings and parameters

Software management

February 2023

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1 CONTENTS OF THE GUIDE

This guide complements CSI Lawyer’s basic, invoicing and payments guides by covering the key settings and functions available for power users.

For managing views, reports, pivots, and dashboards, please see “CSI Lawyer - Power User Guide for Reporting”.


If noticing any deficiencies in this guide, please notify us about them at the CSI support support@csihelsinki.zendesk.com or +358 10 322 7880, and we will make the required corrections.

2 CSI LAWYER SETTINGS

2.1 SETTINGS AREA STRUCTURE

Basic information of the business unit, users, and CSI Lawyer usage and default settings are configured through the settings.

CSI Helsinki makes the basic configurations for the software during the deployment process, but managing the settings is an important part of a power user’s role.

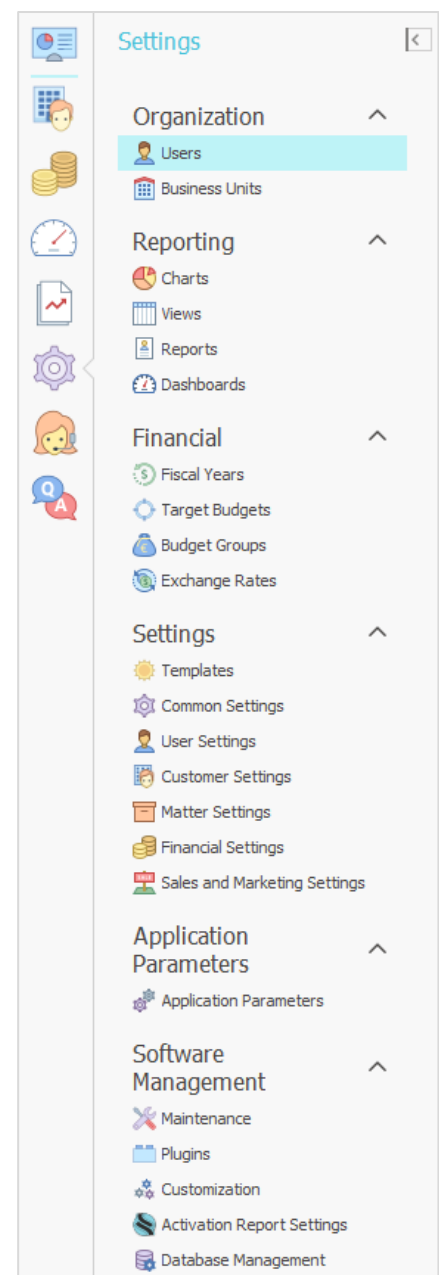
The  button for the settings is only visible for power users.

In the settings area, you can for example:

- Manage business unit information, user register and user permissions necessary for using the software.
- Create default types and templates for various entities.
- Optimize the software usage through parameters.
- Define reports and dashboards visible for users.
- Update new software versions
- Activate various module plugins for use.

The settings are divided into different categories on the left side of the window. When a topic is clicked, either a menu with icons or a list opens. All folders in the Organization, Reporting, and Financial groups open as selection lists, whereas the other topics open as a new menu.

Under the Application Parameters heading, you can find all the software parameters, which control settings at the system, business unit, and user level.



2.2 POWER USER'S ROLE

The customer's main contact towards CSI is the power user, who has knowledge of the company's policies and processes and a good understanding of the CSI Lawyer functionality. The company must have at least one power user, but there can be several power users.

The power user supports other users of the company in using the software and investigates problematic situations in cooperation with the CSI support. In addition, a significant part of the power user's role is to manage software settings, for example, when new CSI users need to be established or new functionalities implemented. The power user is also required to take action at the turn of the year, when a new year must be updated in the number series, a new financial year must be added and possibly, changes must be made for e.g. delay interests or unit prices for some cost types.

CSI provides power users with instructions about the necessary year-end actions. Power users will also be notified of new features introduced with software versions that are released. Thus, before deploying new versions, the power user(s) can evaluate which of the new features the company should deploy.

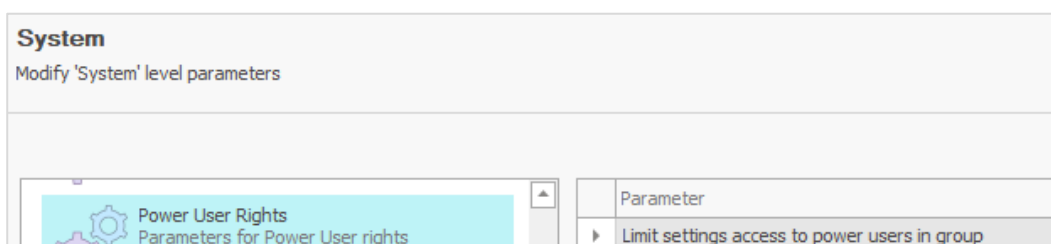
NOTE! CSI does not receive information about the company's power users through the software. Therefore, the customer should ensure that CSI has an up-to-date list of their power users who should be on the newsletter distribution list.

2.3 POWER USERS WITHOUT SETTINGS ACCESS

Customers often define as power users the users who need all possible permissions for performing financial management related functions. However, they may not always have the need to edit the settings. Therefore, the access to the settings can now be limited to a specific group of power users only.

The power user can make the required definitions as follows:

- Create a new power user group which should have access to the settings.
- Add to this group all power users who need to edit the settings.
- Define in the system parameters (Application parameters > System parameters > Power user rights) the user group you just created.



In this power user group, there must be at least one power user to ensure that someone can manage the company's settings. If there are no power users in the group, the software gives an error message when restarted and informs that there must be at least one power user having access to the settings and that the defined parameter will be removed.

Once the parameter has been set, only the power users added to the user group have access to the settings. For other power users, the settings button is not displayed. The parameter removes from other power users most of the settings. However, they still have access to e.g. parameters of the business units, matters and customers. In the selection windows, they also can create or remove e.g. transaction and matter types and create new users.

2.4 GENERAL INFO FOR MANAGING SETTINGS

Most of the settings that can be configured in some ways are displayed on lists. By default, any new entities/configurations added to the lists are enabled, which is marked with a green ball in the respective column (Valid/Published/Enabled etc.).

Unnecessary configurations (e.g. default data already in the software) can be deleted with the red Delete button. If the configuration is enabled or it is a so-called hard-coded feature, the software does not allow its removal. The configuration can then be deactivated with the ribbon function, in which case it is no longer available. If necessary, you can reactivate a deactivated configuration with the Activate button.

New entities are added to the lists with the green New button. When a new entity is added, the Value field is given a name that is visible to the user. The Description field which can be added only appears in the settings for the power user and does not appear at all in normal use.

If your office handles foreign language matters, language translations must be made to any added entities. They are required in all applicable languages at least for the entities that are printed on the invoice. Language translations are made on lists or in the entity window with the Get Translations button on the ribbon, or for example on transaction types, on the Translations tab of the entity.

The Application Parameters group in the settings allows you to configure parameters at the system, business unit, and user level (see Application Parameters). If a company has only one business unit, the parameters can be set at either the system or business unit level. If there are several business units, the parameters common to all business units can be defined at the system level, and business unit specific exceptions can be made to respective business unit parameters.

NOTE! Many of the configurations and parameters in the settings area are interdependent. In principle, selections that are made in the system, business unit and user level parameters require that the necessary selection lists have been created elsewhere in the settings. For example, to be able to set user group specific permissions in application parameters, user groups must first be created and defined in the User settings > User groups.

2.5 SPELL CHECKING

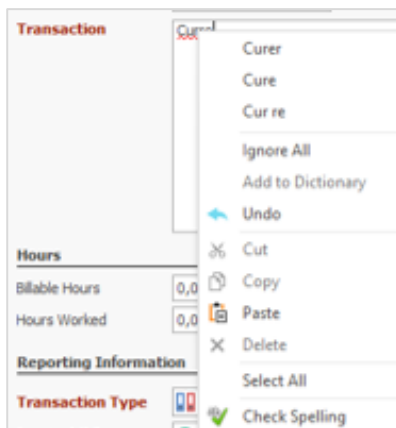
The software can enable spell checking, e.g., for texts that have been entered in the following fields:

- matter subject, matter description and invoice subject
- transaction subject and its additional information
- subject of expenses and activities
- free text of preliminary invoices and invoices

To enable spell checking, follow these steps:

- Make sure that you have Microsoft Office and language packs installed on your computer with proofreading tools in the languages you want to spell check.
- Go to the settings > Applications Parameters or My Own Business Unit Parameters.
- Go to the User Interface Options and select Microsoft Office in the Spelling Dictionary field.

Spell checking is then done in the language specified as the business unit's language. If another processing language is specified for the matter, spell checking is performed accordingly.



Typos are indicated by a red underline. When you hover over an incorrect word and right-click, the context menu provides options for the word.

By selecting Check Spelling you can edit the vocabulary options

In the Preliminary invoice transactions list, you can perform a spelling check by clicking on “Check Spelling” on the ribbon. The check must be made before accepting the preliminary invoice. Invalid matter subject is indicated in bold. You can edit the text by clicking on the field.


3 ORGANIZATION INFORMATION

The most important software settings include business unit and user management. The information saved for the business unit, for example, controls the financial management. Management of user information such as adding new users or changing their login details is also at the responsibility of a power user.

3.1 BUSINESS UNIT


A company may have one or multiple business units for which general basic settings are defined by CSI during the deployment phase. After the deployment, power users can edit the business unit information as needed. The basic information of the business unit includes for example the business unit name, business ID and address information, the logo printed on invoices and reports, the primary accounts, and the user interface language of the software.

You can view and add business units as follows:

1. Open the Business Units folder.
2. Double-click the business unit from the list to open it or add a new business unit by selecting the  button.
3. The system opens the business unit information window, which contains its basic and address information, logo, and possible notes in their own tabs.

On the **General tab**, you specify information that is printed on invoices. Most important is the company's home country which determines the company's taxability when invoicing. E-invoicing information is also added to the company's information, and the specifications are defined in the Electronic Invoicing section.

The primary business address stored on the **Address tab** is displayed in the footer for invoices that are printed in the language specified in the business unit's Language field.

- If invoices are also sent in other languages, select the  button in the Addresses folder to specify the language translations required for the address: enter the address in the desired language and select the language in the Language field.
- For example, for invoices in English, save the address of the business unit so that the zip code is provided with the Finnish country code and the language is English.

- If no language translations are made in the Addresses folder, the address on the Address tab is printed on invoices in all languages.

The logo (gif, png, jpg) added to the **Logo tab** is automatically printed on invoices and reports. The invoice prints have 11.43 x 1.27 cm space reserved for the logo.

On the Logo tab, right-click the mouse and select Paste or Load to add a new logo. If necessary, remove the old logo by selecting Delete.

- Preview an existing invoice to check the logo fit.
- If the logo is missing, the name and address of the company are printed on invoices and reports.
- If you use preprinted paper to print invoices, you can prevent the logo, company name and address information from printing in the Business unit parameters (Invoicing > Invoice Printing > Hide Name and Logo).

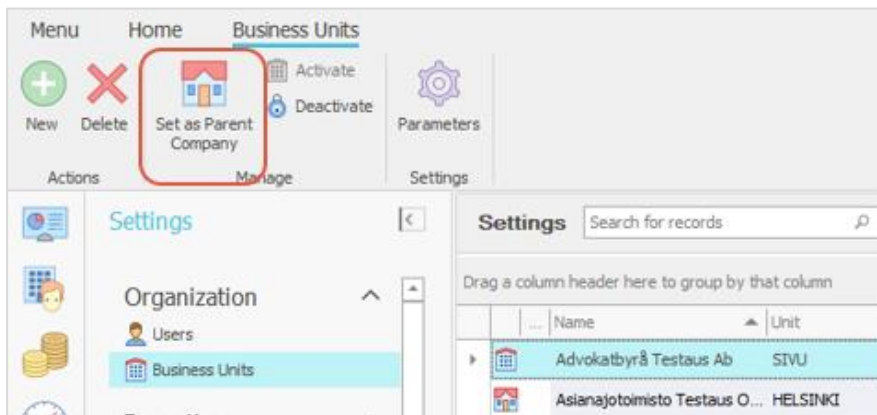
On the **Notes tab**, you can add internal notes about the business unit to inform other power users, if necessary.

- By marking a note as important, a red exclamation mark appears on the tab to inform the others.
- To mark a note as important, save it first and then drag it to the Important column.

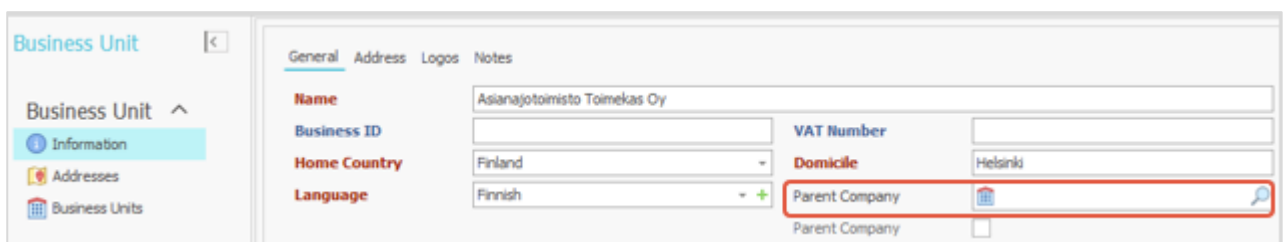
LINKING MULTIPLE BUSINESS UNITS

If the company has several business units, they are linked to each other as follows:

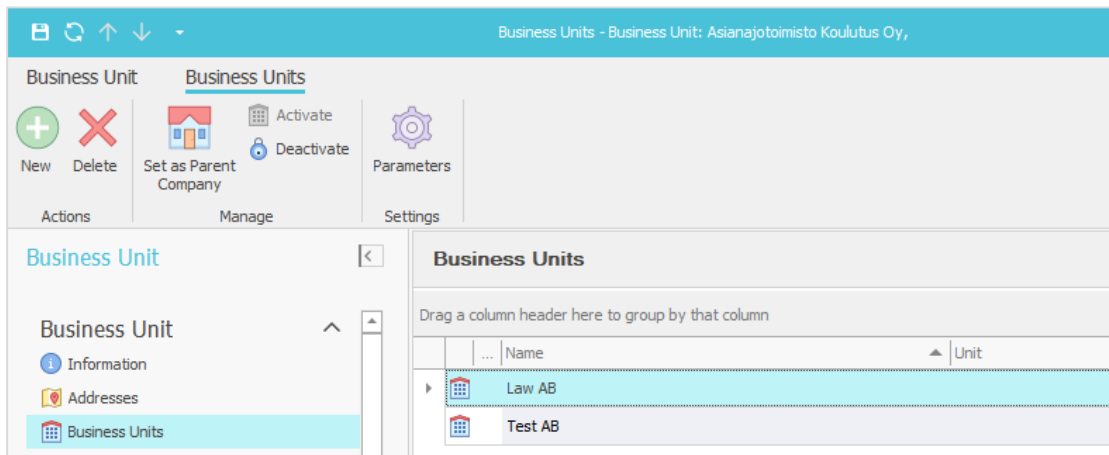
1. One of the business units is set as the main business unit by selecting the business unit row and Set as Parent Company on the ribbon.



2. Other business units as set as its branch offices by opening each business unit and selecting the main business unit in the Parent Company field.



3. The branch offices now appear in the parent company's Business Units folder.



You can also create new business units directly in the parent company's Business Units folder. The new units will thus automatically be branch offices of the main business unit.


FOLDERS CONTAINING BUSINESS UNIT DETAILS

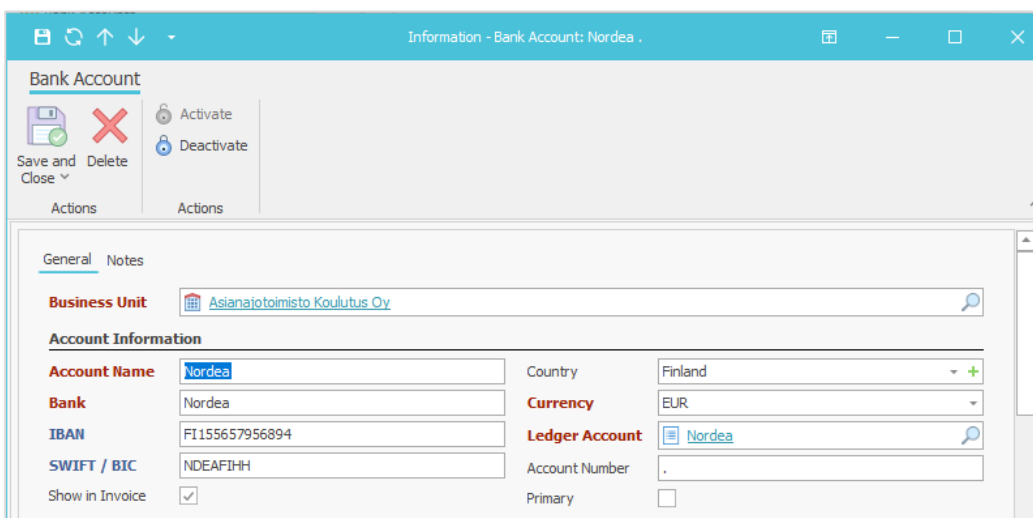
In addition to their basic information, business units are also assigned invoicing information for creating invoices. If there are multiple business units, setting up one of the business units as the parent company will result in some of its data being inherited to its branch offices.

The folders on the left side of the Business Unit window specify other information required for the unit: bank accounts, ledger sales accounts and customer fund accounts, taxability information, delay interest, and preliminary invoice review process.

Bank Accounts

Save all the bank accounts that are used by the business unit in the folder:

1. Create a new bank account by selecting the  button.



2. In the Account Name field, name the account as you wish. The name does not print on invoices.

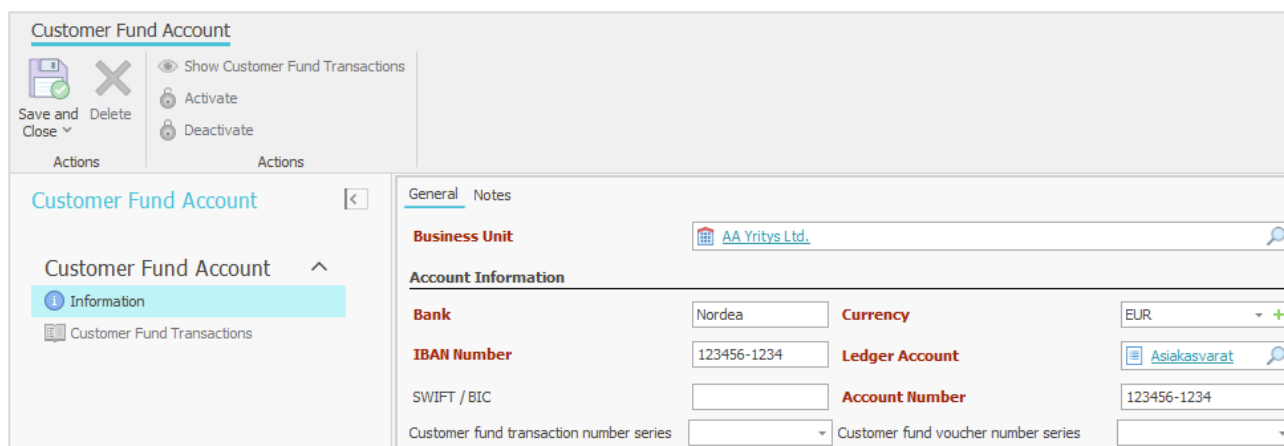
3. In the Account Number field, enter either the old format or the IBAN account number if the payments are imported into the software as reference material. Otherwise, the information is not mandatory and will not be printed on invoices.
4. In the Bank field, enter the official name of the bank or its abbreviation. Enter both IBAN number of the account and its SWIFT/BIC code, all of which are printed on both domestic and foreign invoices. The software checks that the IBAN and SWIFT/BIC are valid. If not, the bank account cannot be saved.
5. In the Ledger Account field, find the ledger sales account. If the account is already saved in the settings (> Financial Settings > Sales, Expense and Cash Accounts) it can be found in the list of the data selection window. If needed, you can add an account in the same window by clicking the New button.
6. In the Currency field, save the currency in which the account will be processed. The software provides a default currency that can be changed during the deployment phase.
7. The Business Unit is automatically completed by the current business unit under which the account is displayed and is printed on invoices.
 - Accounts are added on a unit-by-unit basis, but when printing an invoice, you can select an account from all the accounts stored in the software.
8. The Show on Invoice checkbox is selected by default and the bank account is thus printed on the invoice. Clear the selection if you do not want to display the bank account on the invoice.
 - This may be necessary if the bank account is removed from active use, but there may still be payments.
 - If no more payments to the account are expected, you can deactivate it (by selecting Deactivate on the ribbon) and it will be completely removed from the selection lists.
9. Select the Primary field if most invoices are paid to that account. The default account appears first on invoices and as a default when registering payments manually, although the account can be changed.

Sales Accounts

In the Sales Accounts folder, add the ledger sales accounts used by the business unit in the same way as bank accounts. Add first sales accounts in the Financial Settings > Sales, Expense and Cash Accounts).

Customer Fund Accounts

In the Customer Fund Accounts folder, add the bank accounts that are used to manage customer funds in the same way as normal bank accounts. For each customer fund account, specify the fields that are shown in the picture below. The SWIFT code is not required.



Customer Fund Account

Save and Close | Delete | Show Customer Fund Transactions | Activate | Deactivate

Customer Fund Account

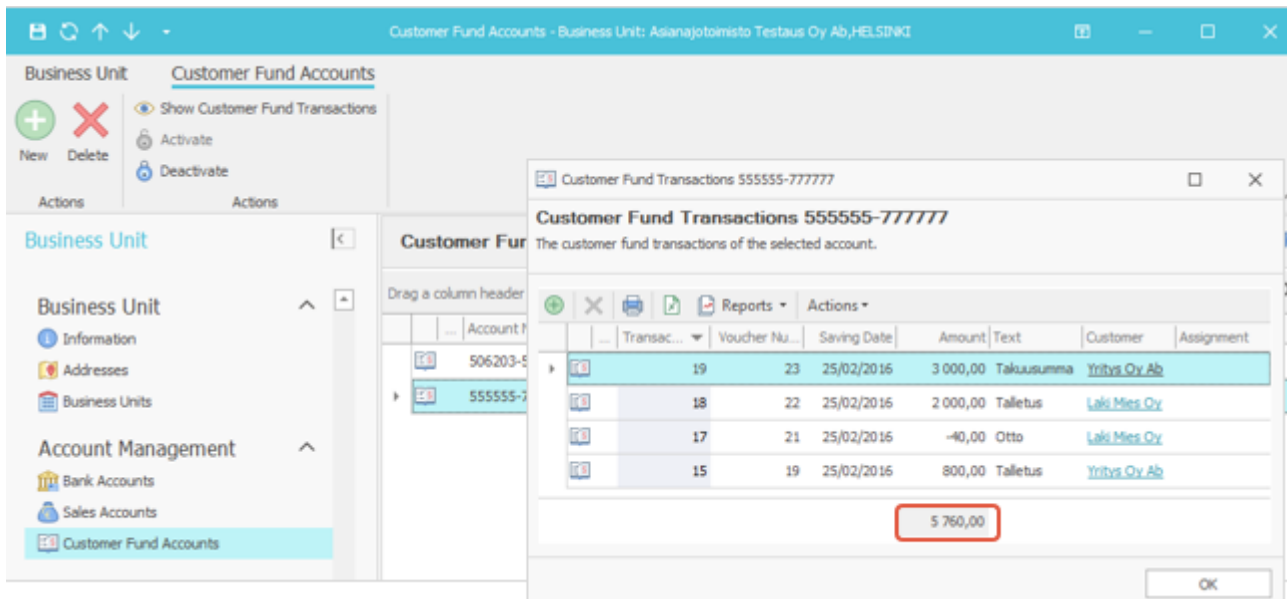
General | Notes

Business Unit AA Yritys Ltd.

Account Information

Bank	Nordea	Currency	EUR
IBAN Number	123456-1234	Ledger Account	Asiakasvarat
SWIFT / BIC		Account Number	123456-1234
Customer fund transaction number series		Customer fund voucher number series	

To view customer fund transactions of a customer fund account, go to its folder and click Show Customer Fund Transactions on the ribbon. The up-to-date balance of the account transactions appears below the Amount column.



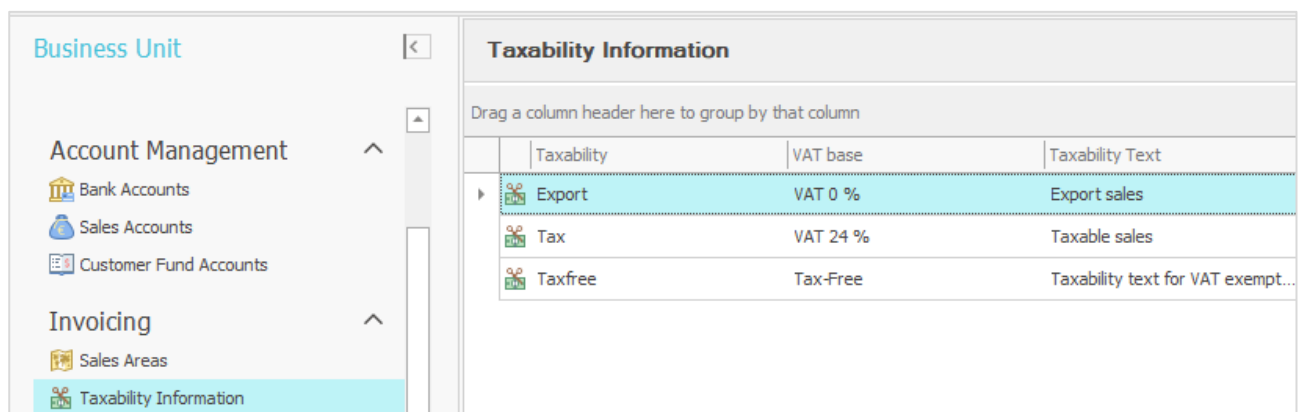
To deactivate a customer fund account, click on Deactivate on the ribbon. It can be reactivated with the Activate button.

INFORMATION AFFECTING TAXABILITY

To create invoices, general VAT rates and information on the taxability of the business unit to different regions must be defined in the software. In the Business Unit parameters, you can specify whether the VAT rate on the invoice depends on the entry date of the invoice or the date of the last entry on the invoice (Business unit Parameters > Invoicing > VAT base date)

Taxability Information

In a multi-branch environment, the tax information of the business unit is also valid for its branch offices, but it can be overridden on a unit-by-unit basis.



1. Go to the Taxability Information folder.

2. Click on the button to add new taxability information.
3. Define the tax, enter a description in the Taxability Text and select the VAT rate to use.
4. In the Valid From field, enter the date on which the tax information will be valid in the software.
 - The tax-free information is always valid, so it is not dated.

For example, when the general tax rate for domestic sales changes, make the change as follows:

1. Add a tax information with a new VAT rate to the list.
2. In the Valid From field, enter the date on which the new tax information will take effect.
 - **Do not delete the old tax information.**


Sales Areas

The sales tax defined for the main business unit in different regions is also valid for its branch offices. If there are differences in the tax rates of the regions between the locations, the settings can be made on a unit-by-unit basis. In addition to the domestic area, the default areas are the EU and Other.

When adding new countries to the software (> Common Settings > Countries), you also define which region the country belongs to. However, in the Sales Areas folder of the business unit, you can refine the regional distribution by site, if necessary.

To change the taxability of a specific area, follow these steps:


1. Go to the Sales Areas folder.

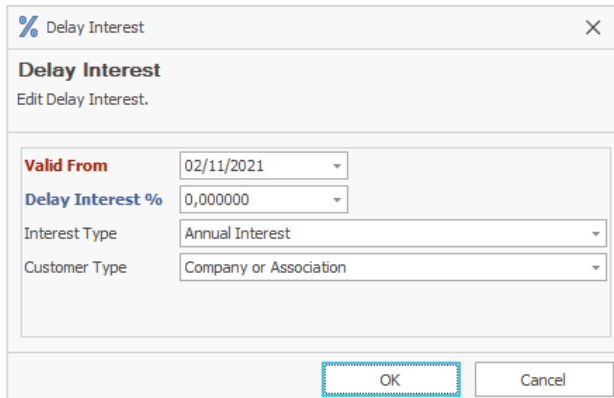
2. Double-click the line to open the sales area information.
3. If necessary, edit tax information for companies and for private customers.
4. If necessary, edit information about the countries associated with the sales area by selecting a country from the list. Add new countries by clicking on the  button.

DELAY INTERESTS

Delay interests of the main business unit are also valid for the branch offices, but they can be overridden on a unit-by-unit basis. The interest on delayed payments is calculated from the due date of the original invoice.

To set up delay interests, follow these steps:

1. Go to the Delay Interests folder.
2. Add a new delay interest by clicking on the  button.



3. In the Customer Type field, select whether the delay interest applies to a company or a private person.
 - Delay interests are set up separately for both customer groups.
4. Enter other information about the delay interest.
 - In the Valid From field, enter the date from which the delay interest is valid.
 - In the Delay Interest % field, enter the interest rate according to which the amount of default interest is calculated on the invoice after the due date.
 - In the Interest Type field, enter either the annual interest rate at which the interest rate is calculated on an annual basis or the daily rate.
5. Similarly, set up the delay interest for another customer group (private/corporate).

To change the delay interest on delayed payments:

1. Add a new delay interest rate for a private or corporate customer.
2. In the Valid From field, specify the date on which the new default delay interest will take effect.
 - **Do not delete the old delay interest information.**
3. The previous delay interest rate on delayed payments is valid until the new delay interest takes effect.

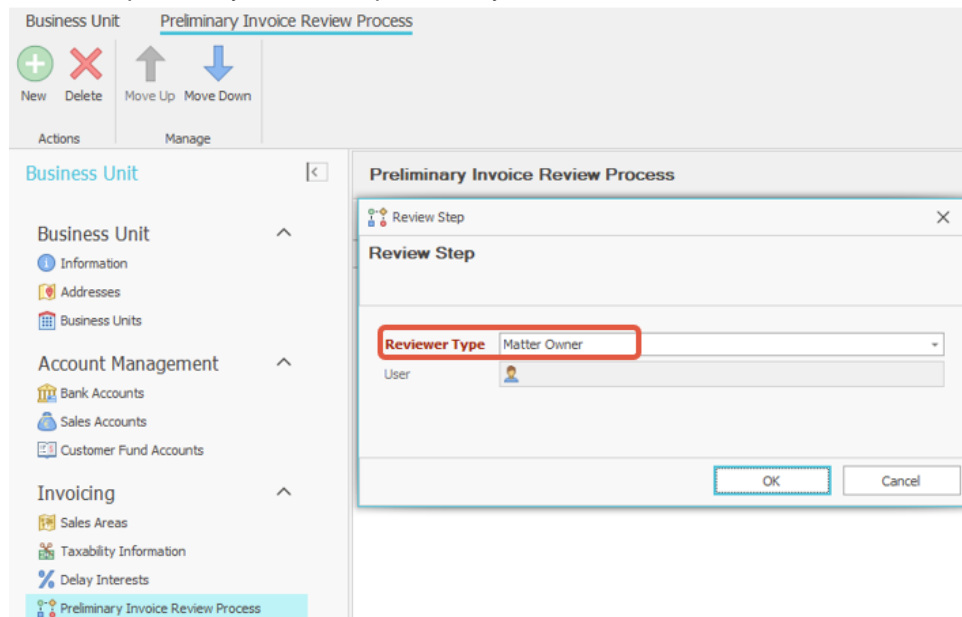
PRELIMINARY INVOICE REVIEW PROCESS

The preliminary invoice review process enables setting a review process to circulate preliminary invoices for reviewing by the desired users until the invoice is ready to be created.

If the process is enabled, its general flow is set up in the settings, Preliminary Invoice Review Process folder, after which it immediately takes effect for new preliminary invoices. The review process is always business unit specific, and the review process of the main business unit is not inherited on branch offices. However, the process can be modified per preliminary invoice.

Follow these steps to define the process:

1. Go to the Preliminary Invoice Review Process folder.
2. Add a role or person by whom the preliminary invoice should first be checked.



- You can select as the reviewer type individual person, customer responsible or matter responsible, owner, assistant, or matter invoicing contact.
 - If the type is an individual (other person), such as a specific person responsible for invoicing, select that person in the User field.
 - If a customer or matter specific role is selected as the type, the preliminary invoice is directed for review to the user who is assigned to that role in the customer or matter information.
3. Select one by one the reviewer types that are involved in the review process.
 4. Once all the reviewers have been added to the process, you can use the Move Up / Move Down buttons to edit the review steps order. To delete a role or person from the process use the Delete button.
 5. The review process takes effect immediately for new preliminary invoices that are transferred from one reviewer to another as specified in the review process.
 - The preliminary invoice is always displayed in the Workplace > Review: Preliminary Invoices folder of the user whose turn it is to review it.

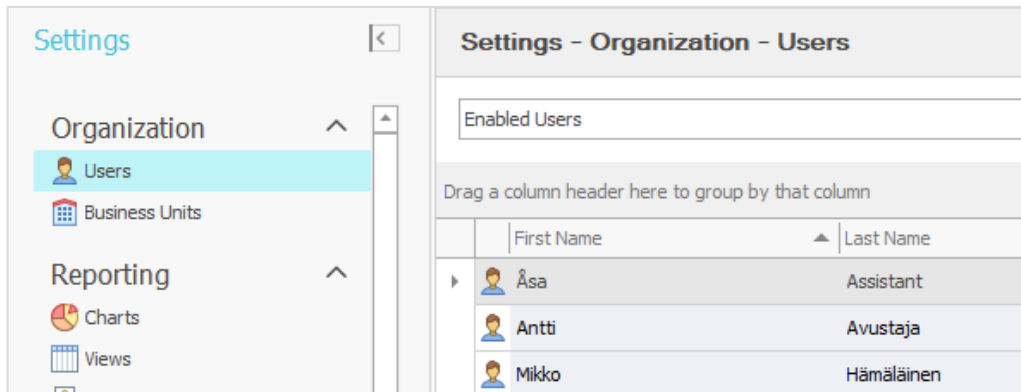
DEACTIVATING A BUSINESS UNIT

If a company has multiple business units registered, but one of them will no longer be in use, the business unit can be deactivated. Deactivating can be done unless the business unit in question is set up as the main business unit or it is not the only one defined to the software.

A business unit marked as the main business unit can only be deactivated if all the business units marked as its branch offices are also deactivated. All users of the business unit must also be deactivated before deactivating it. If the business unit has open invoices and/or active matters, the software will notify the user and require confirmation for the deactivation of the business unit.

3.2 USER

User information is managed in the Users folder where users can be added, edited, and deactivated.



ADDING A NEW USER

1. Go to the Users folder and select New to open a new user window.

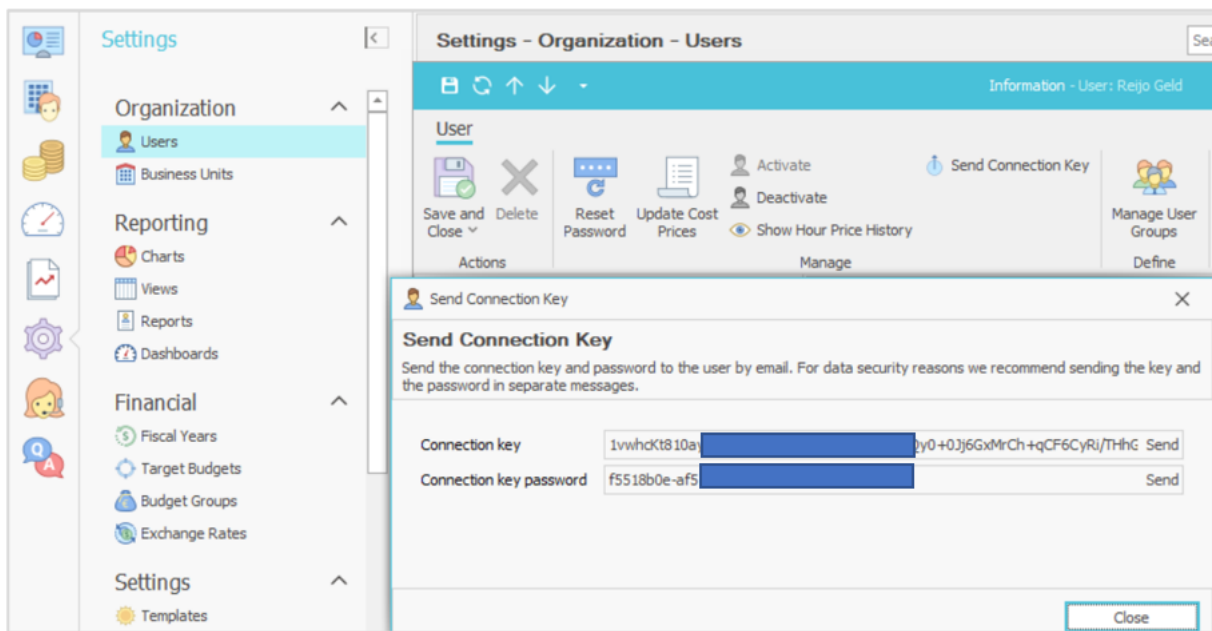
2. Complete the user's basic information.
3. In the Security Information section, specify how the user logs into the software:
 - If you wish to avoid a username and password query when logging into the software, save the domain logon name (internal network/user ID) that the user normally uses to log into the computer.

- If you want the user to enter a user ID and password each time they log in, leave the domain logon name blank, add a username, click the Save button, and then click Reset Password on the ribbon to define a user password.
4. Specify the user type:
 - **Power User:** Assign at least one, but preferably a few users as power users who can manage software usage, users, and permissions.
 - **User:** By default, the standard user has access to all task areas of the software except the settings. However, their rights to add, edit and view software information are more limited than for the power user.
 - **Restricted User:** In principle, the assistant has very limited access rights. The user type is suitable, for example, for temporary employees. By default, assistants are only displayed the Workplace task area, and there only the Transactions, Activities, and Reminders folders.
 - For more information about user types, see the section 3.1.
 5. If necessary, in the Invoicing information section, specify the user's hour price and cost price.
 - If the role-based pricing model is enabled, default hour prices of users will automatically appear in their transaction entries, unless they are overridden per customer or matter.
 - The cost price added for the user facilitates the margin calculation and can be used in reporting.
 6. If necessary, add additional information about the user to be used for reporting in the Reporting Information section.
 - In the Skill field, you can define the primary skill that will be assigned by default to the user's transaction entries. You can also store information about other skills in the user's Skills folder. Before defining skills to users, you should add them in the settings (User Settings > Skills).
 - In the Cost Center field, specify the user's cost center. Before that, add cost centers in the settings (> Financial Settings > Cost Centers).
 - You can also define a default budget group for the user from the budget groups that have been added in the settings (> Financial Settings > Budget Groups).
 7. If the company handles insider matters, the information needed for insider matters, such as birthday, birth last name, personal Id, personal phone and address, can be presaved for the user on the Insider Info tab.
 8. To the Notes tab it is possible to save details related to the employment, such as temporary study leaves or leader changes. This information can thus be found directly in the software. The tab is displayed only for power users having access to the settings.

INSTALLING THE SOFTWARE FOR A NEW USER OR TO A NEW MACHINE

When there is a new user or a user gets a new machine, the power user can share the required connection key and connection key password in the settings.

This can be done by opening the Users folder, selecting the user from the list and the "Send Connection Key" function on the ribbon. The power user will be displayed a window which contains both the connection key and its password. This information can be easily sent to the user by clicking the Send button in the end of each field after which two separate email messages are opened in the power user's email program.



The language of the email messages is the language of the main business unit, and the user's email address is prefilled as the recipient if it has been saved for the user in CSI Lawyer. The connection key and password are common for the entire office so, if required, the messages can be sent to multiple users at once.

NOTE! For security reasons, the connection key and the connection key password must be sent as two separate emails.

The user can then establish the connection between CSI Lawyer and the database by opening the Database Connection window, entering a Friendly name for the software (e.g. CSI Lawyer if there is only one database in use) and copying to the Connection Key and Connection Key Password fields the information received by email.

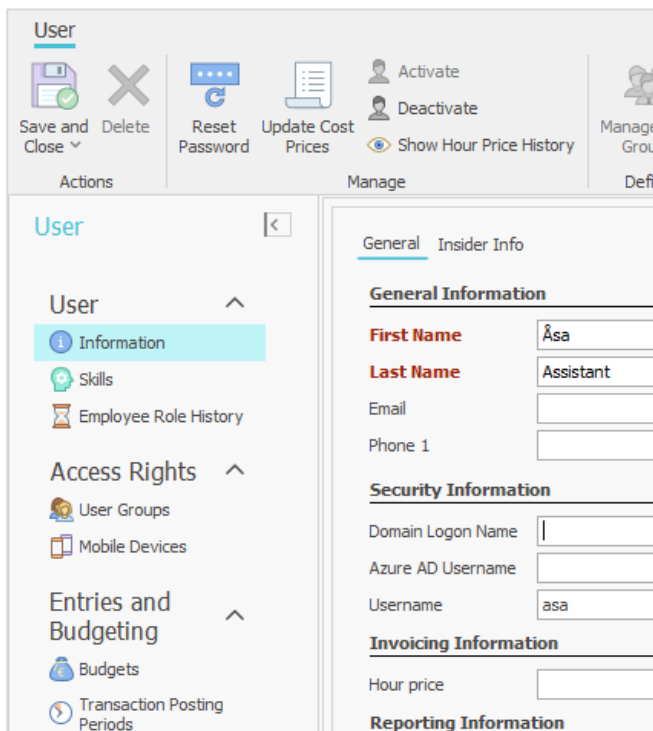
RESETTING “REMEMBER ME” SELECTION

When logging into the software, it is possible for the user to select “Remember me on this computer” in the login window. The software will then open automatically without asking the user for a username and password. To improve security and to enable other users to sign in with the same computer, there may be a need to give up the functionality later on.

You can reset the “Remember Me” option with the “Change user” button. You can find it by clicking on your own name in the lower-right corner on the main window. The feature logs the current user out of CSI Lawyer. When you reopen the software, the username and password are required again.

ADDITIONAL USER INFORMATION FOLDERS

Additional user information, such as skills, user groups, transaction posting periods and budgets are defined in the folders of the user window. The folders also show the user's employee role history and any mobile devices that may be in use.



In the **Skills folder**, you manage information about the user's skills that have been added in the User Settings > Skills.

In the **Employee Role History folder**, you can track which roles the user has been in at any given time. The information is updated when the user's employee role is changed.

In the **User Groups folder**, you can add all the necessary user groups for the user.

- To set one of the user groups as the default, click Set as Default on the ribbon. Thus, access to and visibility of the new matter established by the user is limited to that default user group only. Also, access to individual matters or reports can be restricted to certain user groups.

- To add multiple user groups at once, go to the user's Information folder, click Manage User Groups on the ribbon, and then move the desired user groups to the Selected Values field.

- On the other hand, if you want to add a specific user group to multiple users at once, go to the User Settings > User Groups, select the user group and click Members on the ribbon. Then move the desired users to the Selected Values field.
- User groups can also be used to limit software permissions.

The **Mobile Devices folder** displays the device name and ID defined by the user for the CSI Mobile application. The information is automatically updated when CSI Mobile is activated.

In the **Budgets folder**, you can set a user-specific budget for reporting purposes. If budgets are defined, for example, by team, it is recommended to define the budget groups in the settings (> Financial Settings > Budget Groups) and then assign the user to a budget group.

- To the budget you specify the start and end dates (usually a year), the administrative hours and the billable amount. The software distributes these evenly over the budget months, but you can edit the figures on a monthly basis.

In the **Transaction Posting Periods folder**, you can open new or lock old transaction posting periods for the user. Posting periods allow users to post their entries to the software within the desired time limit. The folder appears only if the posting periods for transactions are enabled.

DELETING A USER

It is not allowed to remove users from the software altogether, as it must also be possible to view their entries afterwards. Deleting a user is done through deactivating.

1. Go to the Users folder, select the user, and click Deactivate on the ribbon.
2. The deactivated user is removed from the selection lists.
 - The user can no longer be selected, for example, as the responsible person of the matter or as the author of a transaction. The user doesn't appear in CSI's activation reports and thus doesn't cause usage fees.

- However, the transactions and other entries of a deactivated user are displayed as well as those of active users.

If necessary, deactivated users can be reactivated as follows in the Users folder by selecting the Deactivated Users view, there the user you want to activate and by clicking Activate on the ribbon.

4 ACCESS RIGHTS

4.1 USER TYPE, EMPLOYEE ROLE AND USER GROUP

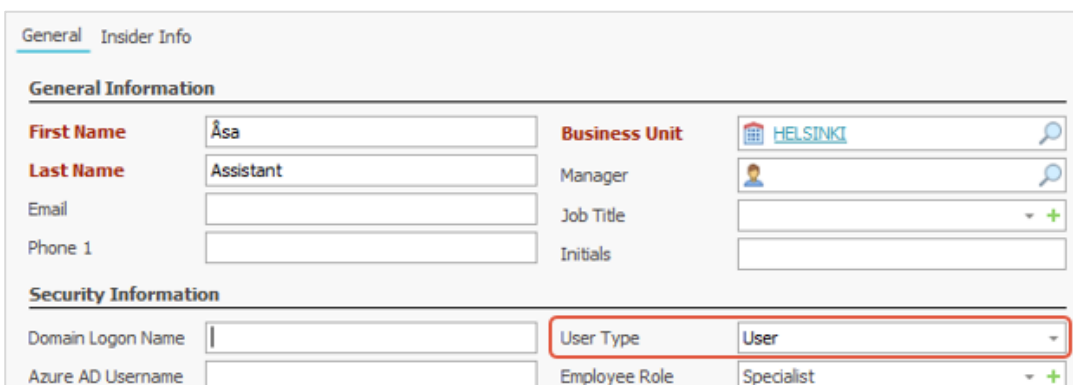
The rights of users to navigate within CSI Lawyer and to add, edit, and view information are governed by the user type, employee role, user group, and the definitions made for them in the settings.

- The most important information that affects permissions is the **user type** (user, power user, restricted user) that defines basic user permissions.
- The user type can be further specified by defining an **employee role** to the user. For example, basic users can be divided into partners, lawyers, and assisting lawyers and unnecessary task areas, folders and subfolders can be removed from each group with navigation rights based on the employee role. For example, the entire area of financial management with its invoicing and payment folders can be hidden from assisting lawyers.
- You can also assign one or more **user groups** to an individual user and allow/disable certain permissions for each user group.
- Once user types, employee roles, and user groups have been assigned to users, the software settings can be defined to apply only to that set of users.

The power user, by default, has unrestricted rights to the software.

4.2 USER TYPE RELATED ACCESS RIGHTS

The user type assigned to the user serves as the basis for CSI Lawyer's access rights. When a new user is added, the user type defined gives the user either full, normal, or limited access to the software functionality.



By default, a new user gets a type “user” with basic access rights. The user type for a trainee can be defined as an “assistant” with very limited access and navigation rights. Because the power user has full rights to the software, there should be only a limited number of power users.

Power User

Define at least one, but preferably a few power users to manage the software usage, users, and permissions.

The power users:

- see all the data stored in the software
- maintain the necessary business unit information, user register and access rights
- manage various typologies and templates
- define with parameters how the software is used
- define reports and dashboards to be displayed to users
- update new software versions and activate separate software module plugins if necessary

NOTE! If required, you can set a separate power user group having access to the settings only while the other power users only have unlimited access to the information and functionality outside the settings. For more information, see *Power users without settings access*.

User

By default, the user has access to all other task areas in the software except the settings. However, the user's rights to add, modify and view information are more limited than the ones of the power users.

The user has the right to:

- see all matters except insider matters in which they are not involved
- view transactions, expenses, working hours and activities saved in the software, and add new entries
- open new matters
- create invoices for matters in which the user is involved in a responsibility role (owner, responsible person, invoicing contact, assistant)
- view software reports
- see dashboard charts for their own work
- modify their own user settings, for example by selecting their own default views.

It is possible to hide matters, unnecessary folders, and reports from a normal user by utilizing user groups and navigation rights. For more information, see Navigation Permissions.

Restricted User

In principle, the restricted users have very limited access rights, which are suitable, for example, for temporary employees. By default, the assistants are only displayed the Workplace area, and there only the Transactions, Activities, and Reminders folders.

- Restricted users can enter transactions and expenses in matters in which they are in a responsibility role.
- In the Activities folder, restricted users can see the activities that have been assigned to them. They can update the activity information, mark them as done, or create billable transactions of activities.
- If the restricted user is allowed to access matters through a user group, they will also have limited rights to update the information for those matters and to view related customer information. For more information, see User Group Rights.

EXTENDED RIGHTS OF THE RESTRICTED USER TYPE

Although the default permissions for the Restricted User type are very limited, the power user can extend them in the business unit parameters.

- The restricted user may be granted rights, for example, to create and edit customers and matters in Application Parameters > Own Business Unit Parameters > General > Restricted User Permissions.

If all extended rights are selected and the navigation permissions added to all folders in the Workplace area for the restricted user, they can:

- Create new customers and edit existing customers
- Edit matters in which they are in a role of responsibility
- Enter transactions and expenses for themselves in these matters and enter all other information except price information that is not displayed to the assistant
- Create new matters but only add themselves to the responsibility roles
- Enter activities related to the matter

4.3 FOLDER VISIBILITY

The folder structure offered to users is determined by navigation permissions. They are set in the User Settings > Navigation Permissions. To simplify the use of the software, it is possible to hide from users an entire area of unnecessary folders.

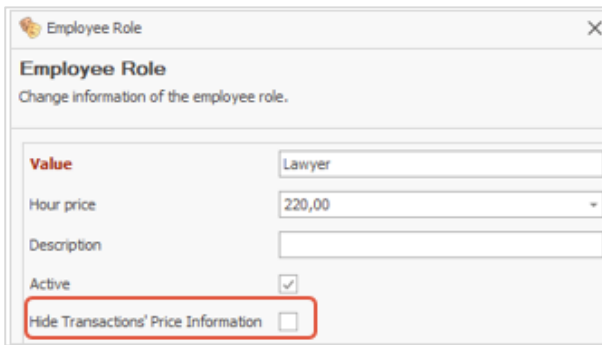
NOTE! When setting navigation permissions, keep in mind that they only remove access to certain folders from the user type/employee role, but do not prevent the information from being visible to the user in all cases. The user may access it through another folder or links.

USER TYPE NAVIGATION PERMISSIONS

Certain navigation permissions are predefined for different user types (power user, user, and restricted user). In principle, the power user sees all folders in the software. From them, it is not possible to hide folders in the settings area, but other unnecessary folders can be hidden.

Changes can also be made to the default navigation rights for other user types. For example, if you want to prevent normal users from accessing customer fund transactions and movable property in the Financial Management area, you can add a navigation permission by selecting the New button and specifying “User” in the User type field.

The below window lists the areas and folders enabling you to select the folders to be displayed for the user type, i.e. by leaving the Assets folders unchecked.



The 'Employee Role' window shows settings for a role. The 'Value' field is set to 'Lawyer'. The 'Hour price' is '220,00'. The 'Description' field is empty. The 'Active' checkbox is checked. The 'Hide Transactions' Price Information' checkbox is unchecked and highlighted with a red box.

After this, the user in that role will not see price information in the transaction window or in the transaction views.

4.4 RIGHTS OF MATTER RESPONSIBLE PERSONS

Right to modify transactions

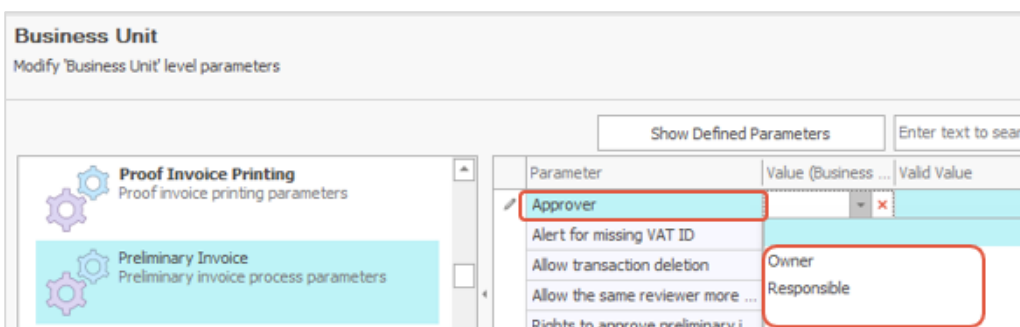
In principle, each user only edits their own entries in the software. However, the responsible persons assigned to the matter (owner, responsible, and assistant) have the right to modify all entries made for that matter. The responsibility roles of the matter are as follows:

- The **owner** of the matter is typically a partner who is ultimately responsible for the matter but can also play a role in the matter itself.
- The **responsible** is defined as the lawyer, who is in practice responsible for the matter progress and for tasks related to it.
- In the **Assistant field**, you specify the user for whom you also want to grant permissions to edit matter information. **NOTE!**
- In the **Invoicing Contact field**, you specify the user who primarily acts as the contact person if the customer has questions concerning the invoice.

Thus, to each matter, it is possible to assign four users with standard user rights, for editing the entries made in the matter, regardless of who made them.

Right to approve preliminary invoices

In the business unit parameters, you can specify the responsibility role of the matter, who has the right to approve preliminary invoices. Once a parameter is defined, only power users and the user with that role have the right to approve preliminary invoices.



The 'Business Unit' window shows parameters for 'Business Unit' level. The 'Proof Invoice Printing' section is expanded. The 'Preliminary Invoice' section is also expanded. The 'Approver' parameter is highlighted with a red box. The 'Value (Business ...)' field for 'Approver' is set to 'Owner' and 'Responsible'.

However, the parameter does not give the user with a responsibility role the right to create or edit preliminary invoices or to create invoices from approved preliminary invoices.

4.5 PERMISSIONS DEFINED FOR USER GROUPS

User groups enable you to allow or deny certain rights of users. User groups can either be the same as employee roles (partners, lawyers, assisting lawyers, assistants) or different. It is important to note that these functionalities are used for different purposes; employee roles are used to control the visibility of folders, user groups to control access rights.

The user information in the User Groups folder determines to which user groups (one or multiple) a user belongs.

Many user rights extensions or restrictions can be specified both in the business unit and system parameters.

CUSTOMER-RELATED PERMISSIONS

You can define customer related permissions at either system or business unit level.

Parameter	Value (Business Unit)
Allowed corporate customer responsible persons	
Allow editing only for user group X	

Right to act as a responsible person for corporate customers

At the business unit level, you can define a user group (e.g. partners) whose members have the right to act as a customer responsible for corporate customers.

- After this, only users added to that user group can be selected as a responsible person for corporate customers.
- Customer responsables who have been added for corporate customers before the parameter has been activated remain the same. However, if the customer responsible is changed, the selection must be made from the users belonging to the group.

Right to edit customer data

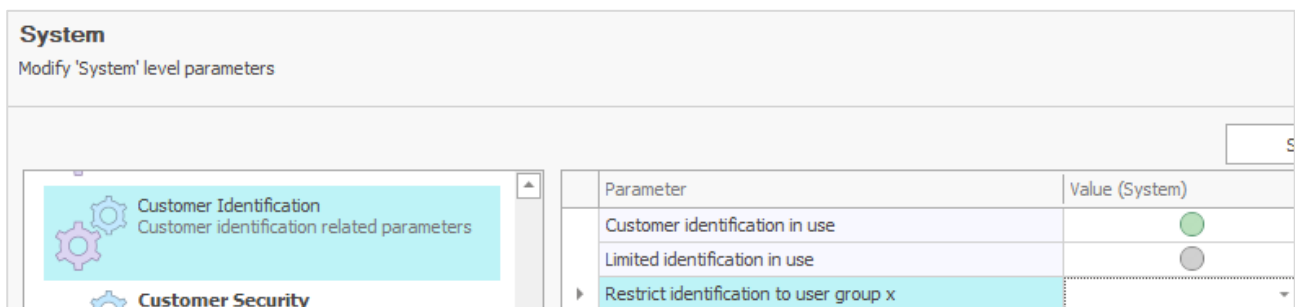
By default, all users have right to edit customer information. You can limit that right for a specific user group only at the system or business unit level:

- First, add the required user group in the User Settings > User groups.
 - In the Value field, set the user group name, for example “Customer information editing permission”
- Add the users you want to the group.
- Then go to the Application Parameters and specify the restriction either at the system or business unit level (Customers and Matters > Customer Security > Allow editing only for user group X).
- Save and restart the software, after which customer information can only be edited by power users and users in the defined user group.

Right to identify customers

Customer identification can be limited to a specific user group in the system or business unit parameters:

- Select the desired user group, save, and restart the software
- Customer identification is then only allowed for the selected user group, power users, and the users defined in responsibility roles for the matter (owner, responsible, assistant, or invoicing contact).



The screenshot shows the 'System' parameters page with the title 'Modify 'System' level parameters'. On the left, there is a sidebar with 'Customer Identification' and 'Customer Security' sections. The main area displays a table of parameters:


Parameter	Value (System)
Customer identification in use	<input checked="" type="radio"/>
Limited identification in use	<input type="radio"/>
Restrict identification to user group x	<input type="text"/>


MATTER-RELATED PERMISSIONS


Based on the user group, multiple matter related rights can be assigned to users both at the system and business unit level. Besides definitions available in the system parameters, a user group with extended rights to matter and preliminary invoice can be defined at the business unit level.


Business Unit

Modify 'Business Unit' level parameters


Customer Security
Parameters for general customer settings


Matter Security
Parameters for matter security and access rights


Closing Matter
Matter closing parameters


Insider Register
Parameters for insider user group and default reasons

Parameter	Value (Business Unit)
Group to open billable matters	
Group to open internal matters	
Group to re-open closed matters	
The assistant can make changes in the matter's user rights	<input type="radio"/>
Allowed matter owners	
Allowed matter responsible persons	
Allowed matter invoicing contacts	
Allowed matter assistants	
Allow editing only for user group X	
Extended rights (matter and preliminary invoice)	

Right to open billable or internal matters

In addition to power users, the right to open matters can be restricted to a certain group of users only. The user group that is given the opening rights can be defined separately for billable and internal matters. **NOTE!** To open matters, the user must have the right to both open and edit matters.

Right to act in a responsibility role in matters

The matter responsibility roles of owner, responsible person, invoicing contact, and assistant can be restricted to a certain group of users only.

Right to edit matter information

By default, all users are allowed to edit the details of the matter, but the right to edit can be restricted for a specific user group. After defining that user group:

- Users who belong to the user group with editing rights are allowed to edit the matter information. However, they do not have the right to open new matters unless they belong to a group that is allowed to open matters.
- Other users may add transactions, expences, working hours and activities in the matters, but they do not have the right to edit the information in, for example, the Parties, Team Members or Insider Register folders.
- Power Users always have the right to edit matters.

Right to open closed matters

If the matter is closed, it can be allowed to be reopened for a specific user group. In addition to the user, opening is always allowed for power users.

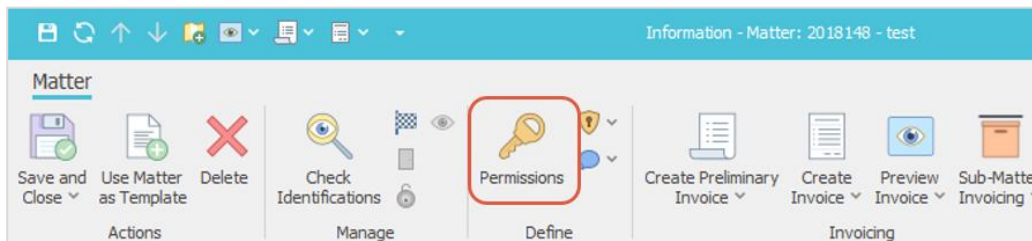
Extended rights

Users belonging to the defined user group get the right to edit matters and preliminary invoices even when they are not in a responsibility role on the matter nor power users. Usually, financial management assistants are members of this user group. To find out more about the rights that the parameter provides, contact the CSI Support to get the document "Normal user vs Extended rights".

Right to view matters

Based on the user group, the insider matter can be hidden from users other than the ones included in the insider user group, power users and the persons responsible of the matter. More information on insider matters can be found in the “CSI Lawyer - Basic Guide” document.

In addition, individual normal matters can be defined to appear only to a specific group of users by utilizing the Permissions button on the ribbon.



It enables you to specify one or more user groups that can see the matter information. In addition to the members of these groups, all matters are also visible to the power users.

It is possible for power users to check which matters different user groups have access to:

1. Go to the User Settings > User Groups.
2. Select the group and the matters button on the ribbon.

The software lists all the matters to which that user group has access to. A green circle in the Restricted column indicates that the matter is restricted to that user group only.

Matters

Search for records

In All Fields

All Matters

Drag a column header here to group by that column

	...	Matter Number	Subject	Principal	Opening Date	Matter Responsible
	<div></div>	2018148	test	Testi Oy	26.4.2022	Emilia Eklund
	<div></div>	2009004	Yritysoik	FilmiMaakarit Oy	12.1.2010	Opettaja Koulutus

TRANSACTION-RELATED PERMISSIONS

Right to edit hour price

The right to edit the hour price of transactions can be restricted to a specific user group only in the system or business unit parameters. After defining the user group, editing of hour prices is only allowed for users belonging to the user group, to transaction author, responsible persons of the matter and power users.

System

Modify 'System' level parameters

Transaction Parameters

Transaction management parameters

Expense

Show Defined Parameters

Parameter	Value (System)
Transaction type in use	
Transaction type mandatory	
Allow hour price editing only to a user group	

Possibility to restrict rights to add expenses to a user group

To ensure correctness of expenses, the right to add them can be limited to a certain user group only. This is done in the business unit parameters by selecting the “Allow adding expenses only for user group” parameter.

If the parameter is left empty, the software works as before. If you define a user group in the parameter, only power users and users belonging to the user group can add, edit, and delete expenses. A user who is not a member of the group cannot process expenses in any way, e.g. add or remove expenses in a preliminary invoice.

Business Unit

Modify 'Business Unit' level parameters

Expense

Expense Parameters

Expense management parameters

Show

Parameter	Value (Business Unit)
Allow foreign currency	
Allow adding expenses from the matter list	
Allow adding expenses only for user group	

PERMISSIONS CONCERNING PRELIMINARY INVOICES

Right to approve preliminary invoices

You can allow members of a specific user group to approve preliminary invoices

Business Unit

Modify 'Business Unit' level parameters

Preliminary Invoice

Preliminary invoice process parameters

Invoicing

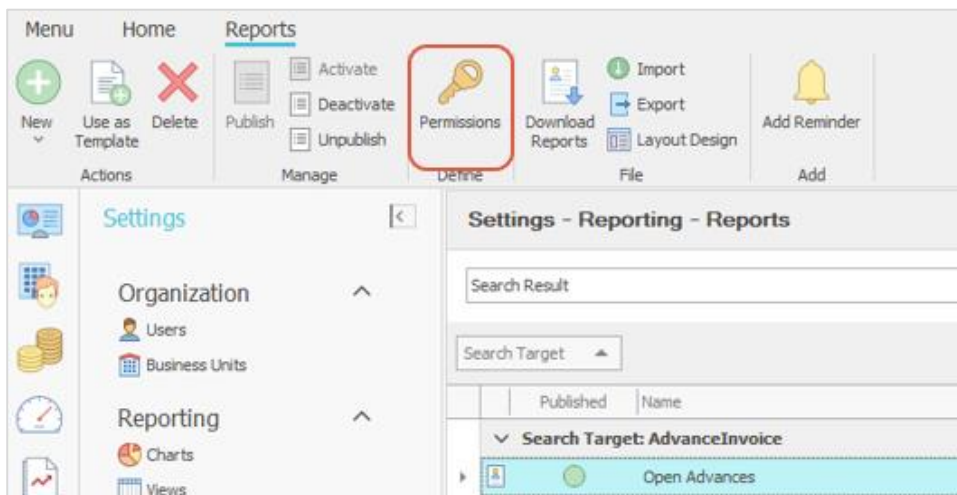
Show

Parameter	Value (Business Unit)
Approver	
Alert for missing VAT ID	
Allow transaction deletion	
Allow the same reviewer more than once	
Rights to approve preliminary invoices	

PERMISSIONS CONCERNING REPORTS

Right to view reports

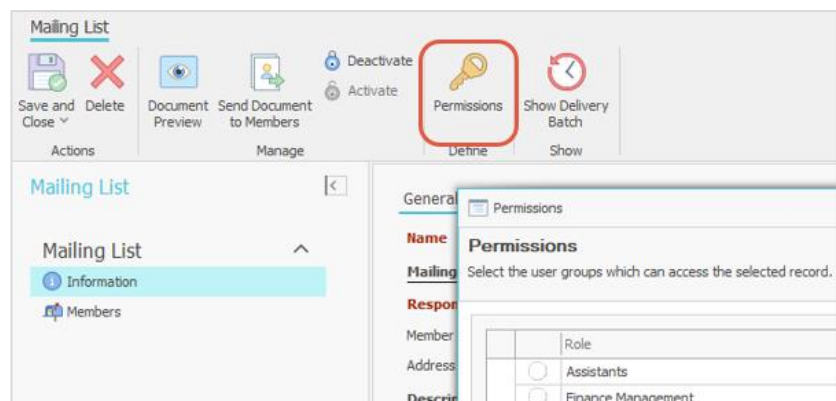
In case you wish individual reports to be seen only by certain user groups, it is possible to restrict their visibility. The restriction is defined in the settings, Reports folder, by selecting a report and the Permissions button on the ribbon. When the desired user groups are defined, the report will be visible only to power users and users belonging to those user groups.



PERMISSIONS CONCERNING MAILING LISTS

Right to view mailing lists

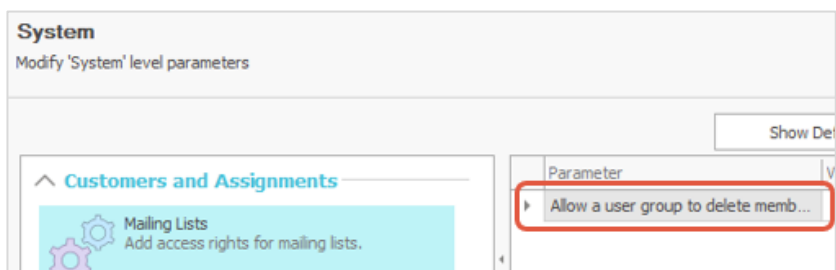
By default, mailing lists added to the software are displayed to all users. If required, the visibility of a mailing list can be restricted to one or multiple user groups. The restriction is defined in the Mailing Lists folder of the Customers area by selecting the Permission button and defining the user groups.



Right to delete members from mailing lists

By default, all normal users can delete from mailing lists only members they have personally added there.

However, in the System level parameters, you can define a user group having right to delete members from mailing lists regardless of who has added them. Power user always have the right to delete members from mailing lists.



5 SETTINGS

Besides the basic organization and user information the settings contains the following sections:

The **Reporting** section covers in separate folders all reports, views, dashboards and charts which can be edited.

In the **Financial** section you can add and edit fiscal years, target budgets, budget groups and update exchange rates for currencies.

The **Settings** section contains settings of various topics in their own folders:

- The **Templates** folder enables managing:
 - **Document templates** which can be filled with customer or matter details from CSI Lawyer to create agreements or other documents quicker and to reduce human errors.
 - **Email templates**, making it easier to send advance, normal and credit invoices, or payment reminders to customers via email by creating predefined email templates.
 - **Activity templates**, which automatically create certain basic activities whenever a new matter with a specific matter type is opened.
 - **Invoice Templates** which are customized invoice front page or specification templates ordered from CSI. The software offers predefined basic templates for both the front page and invoice specification.
 - **Text Templates**, which can be creatively used to make different functions easier. You can, for example, save a list of comment options to be used when closing activities or a list of reasons for rejecting preliminary invoices.
 - **Reminder Templates**, which enable, for example, creating a reminder of the preliminary invoices to be reviewed to all users who should review them.
- The **Common Settings** folder enables managing:
 - Languages, units, countries, number series, and movable property parameters
 - Transaction, expense, work time entry and activity types
 - Role price lists which enable setting role prices to multiple customers.
- The **User Settings** folder is relevant for defining user access rights. In the folder you can define employee roles, user groups, skills and navigation permissions to different areas and folders of the software. If you wish, you can also define a list of users' job titles.
- The **Customer Settings** folder enables defining all customer related basic settings, such as customer types, industries, customer relationship types, reasons for customer identification level, customer status or customer deactivation, as well as risk assessments of customer identification. Also, settings related to customer plans, such as quality of customer relationship, reference, overall satisfaction, and customer satisfaction survey can be found here.
- The **Matter Settings** folder enables managing all matter related settings. You can activate matter types, party roles, matter phases, reasons for a specific matter status for closing a matter as well as definitions related to insider register, legal aid cases and matter archiving.
- In the **Financial Settings** folder, you can manage all financial parameters; VAT bases, accounts, currencies, cost centers, payment terms and notice periods, taxabilities, payment demands, standard text, choices related to customer funds and e-invoice operator codes.

- The **Sales and Marketing Settings** folder is displayed only in case you have activated prospects or sales opportunities. The folder contains classifications related to them as well as related status and deactivation reasons.

The **Application Parameters** section enables you to define different parameters at the system, business unit and user level. If your company has only one business unit, you can make the definitions either at the system or business unit level. In case there are more than one business unit, the functionality enables unit-based definitions.

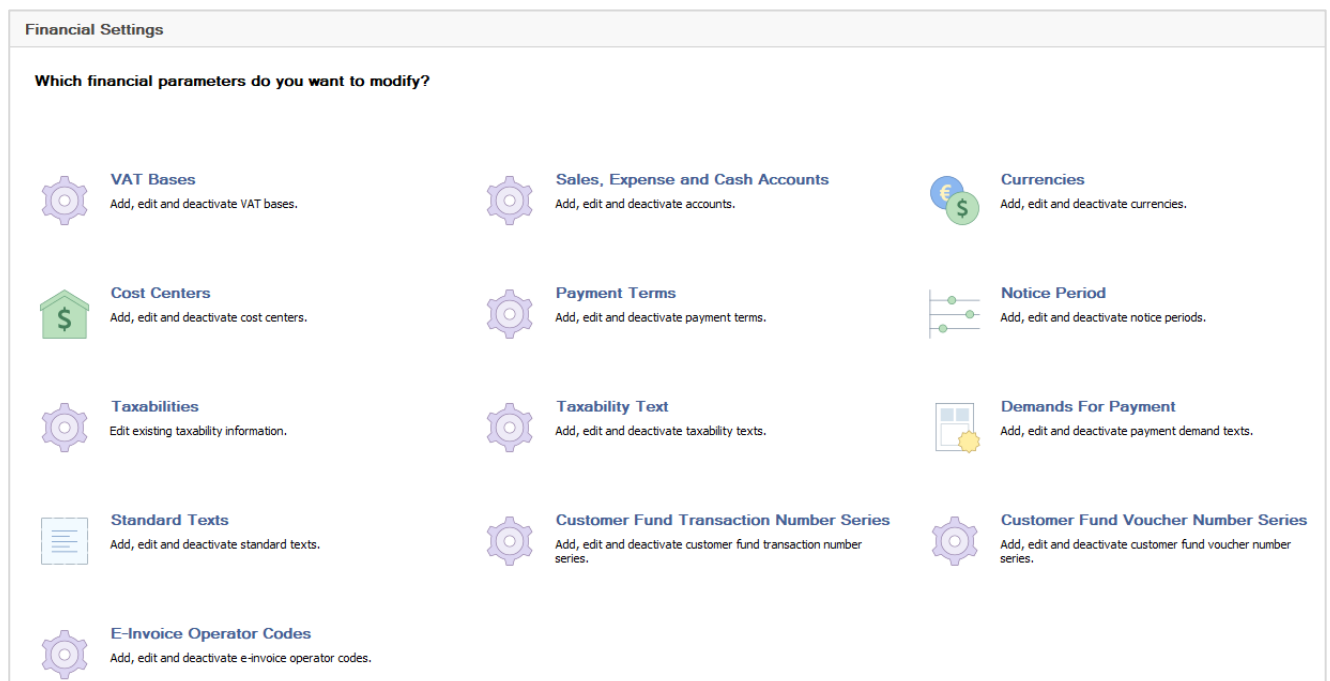
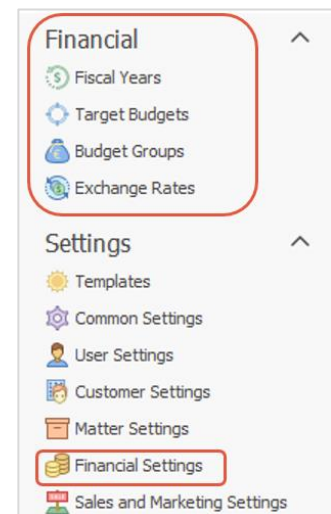
To the **Software Management** section, we have collected, for example, the management of software version updates, plugins, customizations, and the database management.

5.1 FINANCIAL SETTINGS

The financial functions of the software are crucial when invoicing matters. The settings controlling them can be found both in the Financial group and in the Financial Settings folder.

In the Financial group you can manage the key financial functions such as fiscal years, target budgets, budget groups and exchange rates. Currencies needed to define exchange rates are maintained in the Financial Settings folder.

In the Financial Settings folder, you can also maintain VAT bases, taxabilities and their texts, bookkeeping accounts, and number series of customer fund transactions. Besides, cost centers, payment terms and notice periods are maintained here.



FISCAL YEARS AND PERIODS

To create invoices and register payments you must define a current fiscal year in the settings. If you wish, you can also save in the software several future fiscal years. When adding a new fiscal year, you only enter its start and end dates. If a fiscal year is missing, the software informs about it when creating an invoice. If the user creating an invoice is a power user, the software enables defining the fiscal year at the same time.

Once the fiscal year is added, the software creates fiscal periods of one calendar month within it. However, the fiscal period can also begin in the middle of the month if required.

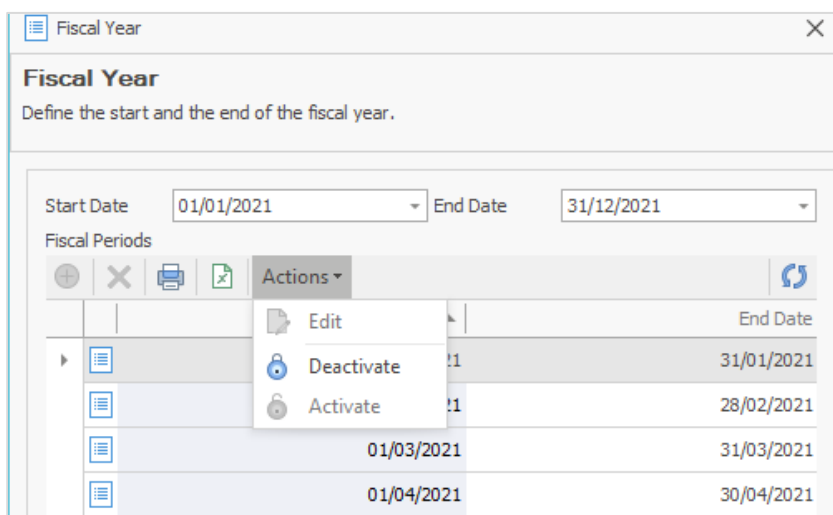
Closing fiscal periods

It is recommendable to close the accounting period after all the invoices for a given month have been sent and the payments which have been received during that month have been registered.

In that case, preliminary invoices, invoices, and payments can no longer be posted for that month. We recommend deactivating the fiscal period while printing the relevant accounting reports. This prevents anyone from creating invoices or registering payments for a fiscal period that has already been submitted to the accountant.

To deactivate a fiscal period, do the following:

1. Double-click the desired fiscal year in the Fiscal Years window.
2. The software displays a list of all fiscal periods within the fiscal year in question.
3. Select the fiscal period and Actions > Deactivate.



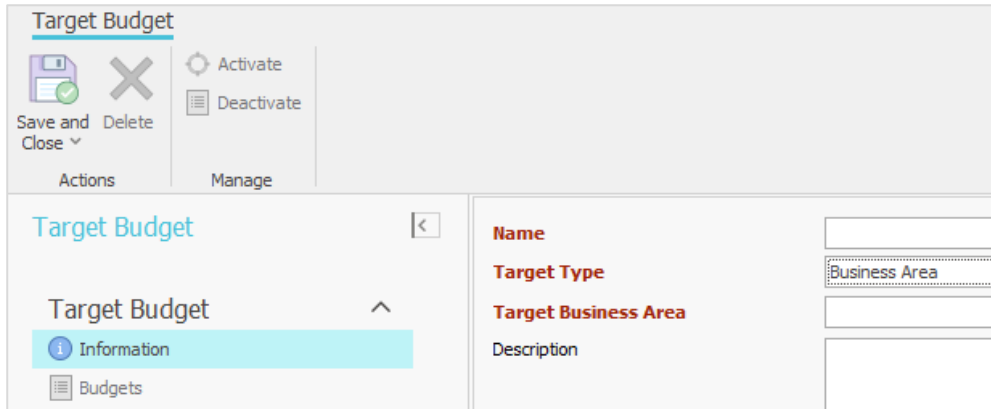
You can open an already locked fiscal period (Actions > Activate) if you still need to edit its invoices or payments. If the period to be opened is in a locked fiscal year, first open the fiscal year and then that period. **NOTE!** Opening and editing a closed fiscal year or period always affects accounting so remember to inform your accountant of the actions taken.

Closing a fiscal year

When the fiscal year is over, all the invoices for that fiscal year created and all the payments registered, click Deactivate on the ribbon to close the entire fiscal year. This action also locks all its fiscal periods if some of them have still been open. If necessary, you can unlock a closed fiscal year by clicking the Activate button.

TARGET BUDGETS

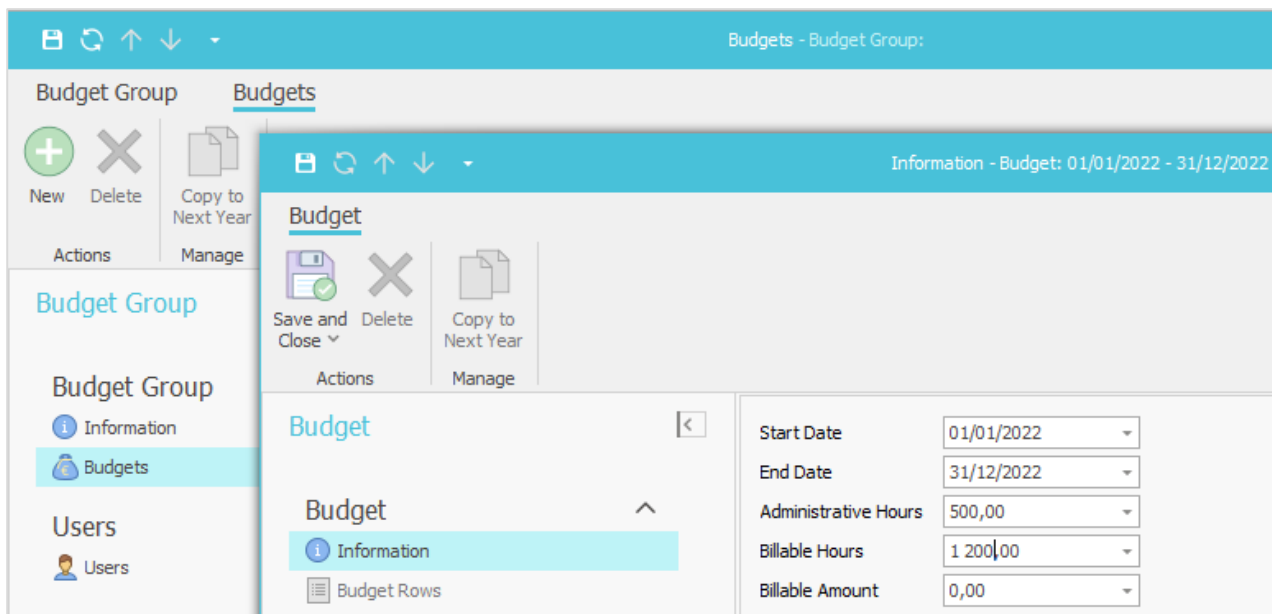
Besides user-based budgets there are other options for creating budgets. Monthly budgets can be created in the settings, Target budgets folder, for business units, matter types, business areas, or transaction type categories (billable/non-billable).



The screenshot shows the 'Target Budget' settings form. It has a top bar with 'Target Budget' and a left sidebar with 'Target Budget' and 'Budgets'. The main area contains fields for 'Name', 'Target Type' (set to 'Business Area'), 'Target Business Area', and 'Description'. There are also 'Activate' and 'Deactivate' buttons in the top right.

BUDGET GROUPS

If more than one person is assigned the same budget, we recommend adding budget groups to the software. In the budget group's basic information, only the group name and its description are stored. When saving the budget group, its Budgets folder is activated for entering the actual budget. By default, the software offers a calendar year for the budget period, but you can also create a budget for another period.



The screenshot shows the 'Budget Groups' settings form. It has a top bar with 'Budgets - Budget Group:' and a left sidebar with 'Budget Group' and 'Budgets'. The main area contains fields for 'Start Date' (01/01/2022), 'End Date' (31/12/2022), 'Administrative Hours' (500,00), 'Billable Hours' (1 200,00), and 'Billable Amount' (0,00). There are also 'New', 'Delete', 'Copy to Next Year', 'Save and Close', and 'Deactivate' buttons in the top right.

When you save a budget, the software evenly divides its hours and/or euros into weekly budget rows that you can edit in the Budget Rows folder.

Budget Rows					
<div> <div>Year ▲</div> <div>Month ▲</div> </div>					
	Week	Start Date ▲	Administrative Hours	Billable Hours	Billable Amount
▼ Year: 2022					
▼ Month: January					
	1	03/01/2022	9,62	23,08	0,00
	2	10/01/2022	9,62	23,08	0,00
	3	17/01/2022	9,62	23,08	0,00
	4	24/01/2022	9,62	23,08	0,00
			500,00	1 200,00	0,00

At the end of the budget period, the budget can be copied for the next period with the Copy to Next Year button on the ribbon.

Only one budget group can be assigned to a user, and if necessary, you can also assign individual budgets for users in their Budgets folder.

NOTE! The budget assigned to a budget group is shared equally among all users within the budget group. If a user should be assigned a personal budget that differs from the budget group share, this can be done at the user level in the user's Budgets folder. The user-specific budget always overrides the budget group share allocated to the user.

CURRENCIES AND EXCHANGE RATES

During the software deployment phase, CSI defines the system currency (by default euro) according to which every exchange rate is defined, and which is used for reporting. The system currency is locked when the software is first opened, and it cannot be changed later.

The default currency for making transaction entries and invoicing is specified in the business unit parameters (> Organization > Business Units > Parameters button on the ribbon > General: Default values > Currency). In the business unit parameters, you can also allow the business unit specific default currency to be overridden either customer-based basis or when opening a new matter. You find the required parameter for it by selecting the Parameters button on the ribbon, going to the Transaction parameters, and selecting Allow foreign currency.

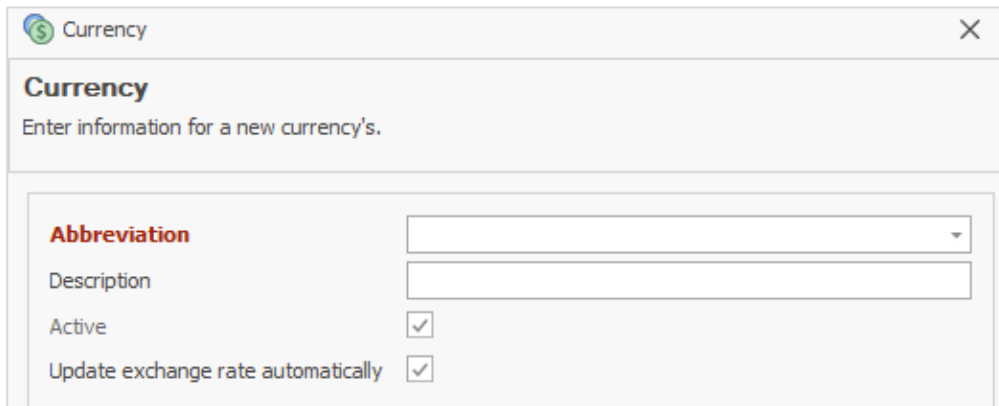
The default currency of the business unit and the customer can be changed at any time. However, the currency of an individual matter cannot be changed after transactions have been added to the matter. If the matter has a wrong currency, you need to create a new matter with the desired currency and then move the registered transactions to it.

The currency of the invoice can still be selected in the invoicing phase. The software enables printing the invoice also in a currency other than the input currency of the transactions. For example, for a UK customer, transactions can be recorded in euros, but the invoice can be printed in pounds.

Accounting reports printed from the software are always displayed in the system currency. If matters have been invoiced in another currency, their amounts will also be displayed in the system currency.

Currencies

In the Financial Settings, the Currencies list contains the most common currencies, and you can add new currencies to the list as required. A new currency is added by selecting the abbreviation of the currency from the drop-down menu and entering its name to the Description field.

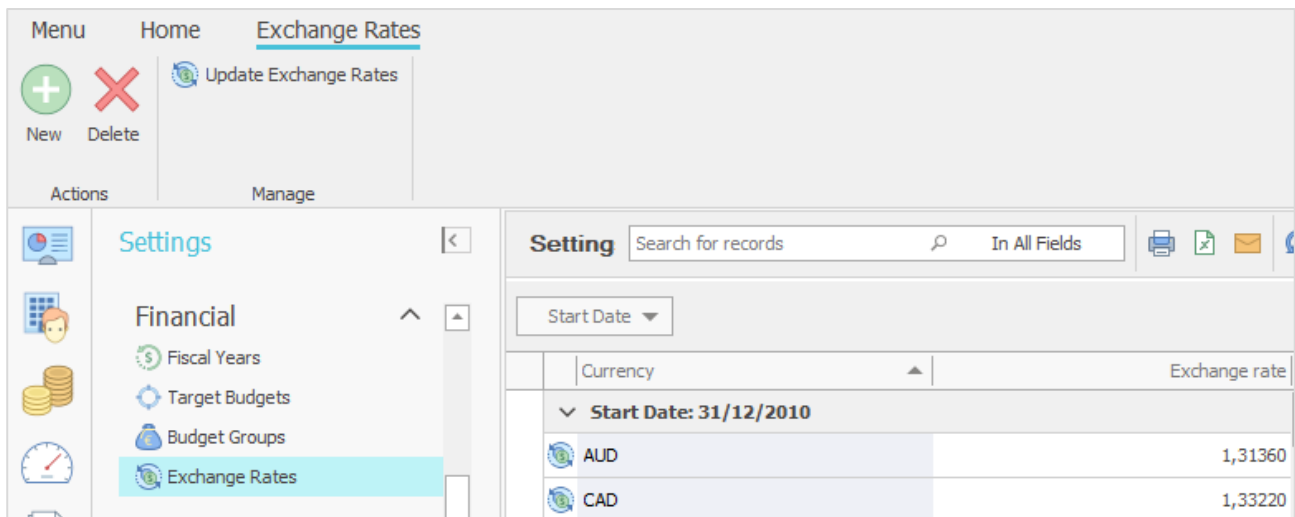


Select the Update exchange rate automatically, if you want the currency's exchange rate to be automatically updated at the same time when you get new exchange rates for currencies.

The Get Exchange Rates button on the ribbon enables you to check the exchange rate of an individual currency. The software displays the exchange rate in relation to the defined system currency.

Exchange rates

Exchange rates of currencies are manually maintained in the Exchange Rates folder. They are always compared to the system currency.



Currency	Exchange rate
AUD	1,31360
CAD	1,33220

You can update new exchange rates for currencies with the Update Exchange Rates button. Exchange rates of all currencies added to the software will thus be updated as specified by the European Central Bank.

You can also create or edit individual exchange rates by defining the desired details in the Currency, Exchange rate and Start date field. Whether the exchange rate update is done manually or automatically we recommend restarting the software after the update.

Exchange Rate

Add a new exchange rate or edit existing exchange rates.

Currency	EUR
Exchange rate	1,00000000
Start Date	31/12/2010

The behaviour of exchange rates may vary in different situations. Therefore, when having invoices with foreign currencies, we recommend considering at which stage to set up the currency.

- If the currency is defined already for a matter, your company commits to sell services to the customer with the defined exchange rate. Any fluctuation in exchange rates may thus be a risk. On the other hand, it enables more even pricing of the transactions to be printed in the invoice.
- If transactions are registered in euros and you only print invoices in a foreign currency, the totals will be less even, but the exchange rate fluctuations remain smaller.

CURRENCY CALCULATION RULES

Currency calculation in transactions

On a currency matter a currency will be fetched for a transaction either based on the transaction date or the latest available exchange rate. If an exchange rate is missing, the default rate 1:1 is used. A euro (or system default value) and currency value will always be saved for the transaction.

Currency calculating rules on invoices

Exchange rate information is not used when creating invoices, but only when an invoice is printed. By default, the invoice date (= invoice creation date) is used to select the currency rate, which can still be changed in the Invoice Printing Parameters window.

When printing a currency invoice; The currency value used in the invoice is based on entry dates of transactions. In currency matters, the invoice total is thus tied to the currency rates that have been valid for entry dates of individual transactions. Even if the exchange rate is not used for currency invoices at the printing stage, the invoice cannot be printed in the absence of the exchange rate for that currency.

When printing a currency invoice in euros; The euro value of the invoice is calculated based on the currency value of the transactions and the exchange rate for the invoice date. If it is missing, the calculation uses the latest older exchange rate that is available. However, when printing invoices in euros, the exchange rate is not necessary. In its absence, the system uses the euro value which has been saved for transactions when registering them.

When printing a currency invoice in another currency; The euro value of the invoice is retrieved as described above and, for it, a new currency value is calculated based on the exchange rate of the same day or an earlier rate. If acceptable exchange rates are found for both currencies, a coefficient calculated from them is used to calculate a new currency value for the currency value of the transactions. However, the absence of the default currency of the invoice does not prevent the invoice from being created. In that case, only the euro value of the transactions is used instead of the exchange rate of the invoice date.

When printing a euro invoice in another currency; For a euro invoice, the currency value is calculated according to the exchange rate of the invoice date. An older exchange rate is also valid but if no exchange rate is found, printing in another currency will not be possible.

NOTE! Due to the above calculation methods, it is important that you find the most accurate exchange rate for all available currencies at all times, with the same date as the transaction/invoice date or older.

Currency calculating rules for payments

For a payment in another currency, the software always uses an exchange rate of the payment date or older. As a result, foreign currency invoices may be over- or underpaid, which can be registered as a credit loss or be accounted. If your business has a lot of invoices in foreign currencies, we recommend creating a separate account to record currency fluctuations. Thus, costs caused by currency fluctuations can be tracked.

The payment window of a currency invoice suggests the payable amount always in euros (or the default currency). The amount needs to be adjusted to match the sum paid by the customer and the currency to be changed. Changing the currency brings up currency rate for the payment date. The rate can be changed, if needed. Saving the payment shows if the invoice remains open or if there was an overpayment. In case of underpayment an invoice alignment is possible. You can use a suitable ledger account or create a new one. Overpayments are posted in the Adjustments folder.

TAXABILITY PARAMETERS

Even though basic VAT base settings are defined in the business unit's information, selectable values and taxability texts used on invoices are managed in the Financial Settings folder.

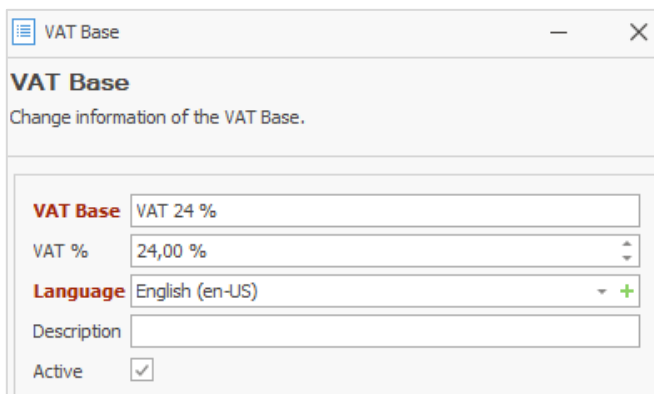
VAT bases

The most common VAT bases are pre-defined in the software but can be added or removed as needed. **NOTE! When VAT bases change, the values of the existing VAT bases must not be changed**, but a completely new VAT base is created each time. If changes are made to existing VAT bases, old entries using them will have taxes displayed incorrectly.

If the general VAT base changes, also the information in the Taxability Information folder of the business unit must be updated and the transaction and expense types checked. Decommissioned VAT rates can be deactivated after a transitional period to prevent them from being accidentally selected for new entries.

Add a new VAT base as follows:





1. Choose VAT Bases from the menu and then add a new base.



2. Enter the VAT base details
 - The VAT Base field should include a name that is printed on invoices.
 - In the VAT % field fill in the calculative value that the system uses to calculate VAT amounts.

- **NOTE!** Try and make these two fields have identical information. Errors due to unlogical inputs are hard to spot afterwards.
 - By default, the VAT base to be added is active.
3. Save by clicking OK.
 4. Add necessary translations
 - Choose the VAT base from the list and Get translations on the button.
 - Write the translation in the VAT Base field and define the language in the Language field.

Taxabilities and taxability texts

VAT Bases	
	VAT Base
	VAT 0 %
	Tax-Free
	VAT 24 %
	VAT 10 %

In the Taxabilities section, you edit taxabilities and taxability texts that appear on your invoices. Valid taxabilities are pre-configured in the software.

If taxabilities used in Finland change, CSI will add the new taxabilities to the software.

Each taxability is assigned its own text to be printed on invoices. Taxability texts can be edited in the Financial Settings, Taxability text list. Invoices for domestic sales, ie taxable sales, do not usually use a taxability text, but it is required for invoices with other taxabilities. You can add a new taxability text by giving it a name and defining the text to be printed on invoices.

Taxability Text	
Edit Taxability Text.	
Name	Taxability text for VAT exempt sales
Taxability Text	Invoice doesn't contain VAT (AVL 3 §).

Once the new taxability text has been saved, define the necessary translations for it with the Get translations button. Translations are important as most taxability texts will be printed on English language invoices when sending invoices abroad.

When all taxabilities and texts have been added you can define by business unit how taxabilities work for corporate and private customers.

BOOKKEEPING ACCOUNTS AND COST CENTERS

Sales, expense, and cash accounts

If the company has an account chart, the corresponding accounts can be added to the software. If the account chart is missing, at least a sales account must be added, after which it can be linked to the bank account in use.

The main sales account defined in the business unit's window is transferred to each matter of the business unit and their invoices. By default, the sales account linked to the bank account is applied to payments, but it is possible to define your own accounts for payments.

The account type of a customer fund account is Cash Account. If accounts are assigned to expenses, the account type is Expense Account.

Accounts must also be defined for accounting purposes, the most common of which are excess payments, credit loss entries and delay interests.

Cost centers

In the Financial Settings folder, Cost Centers list, you can define cost centers that can be attached to e.g. CSI users or matters. There are no default cost centers in the software, but you can specify them as needed. Cost center allocation can be done, for example, by team. In the reports, sales can be viewed according to the cost center of the matter, which always comes on the invoice (however, it does not appear on the customer's invoice printout).

The cost center information can be defined at the user, matter or transaction level. It does not get inherited from a user to the matter. However, the invoice inherits its cost center from the matter where it can be defined manually.

A user's cost center will be added to their transaction entries. If a user has no cost center, the cost center manually added for the matter will be saved for the matter-related transactions, too. However, if the matter has no cost center either, the cost center of its transactions is left blank.

PAYMENT TERMS AND NOTICE PERIODS

Payment terms

In the software, the most common payment terms are readily available (7, 14, 21 and 30 days) as well as the options By Due Date and Immediately. By Due Date is a recommended option if the invoice due date is changed manually and would thus be contradictory with the payment term (e.g. 14 days). A default payment term can be set in the business unit parameters (> Invoicing > Payment term).

If required, you can add a new payment term by clicking New:

1. Define the following:
 - Value, which is printed on the invoice

- Payment Days (to be used to calculate the due date)
 - Language
 - Save by clicking OK.
2. To get the payment term to show correctly on foreign language invoices, define translations for it.
 - Select the payment term and Get translations on the ribbon.
 - Add a new translation.
 - Add necessary information and confirm by clicking OK.

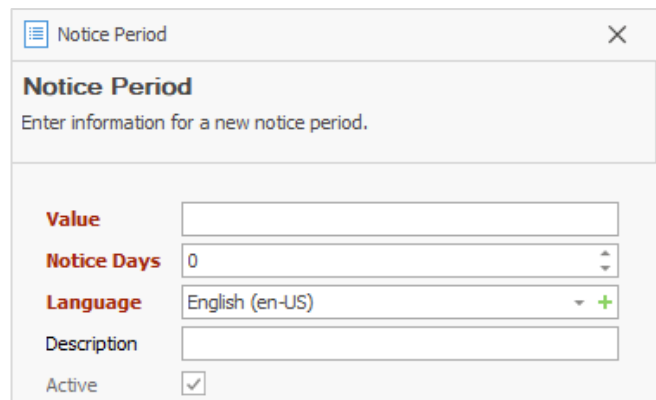
Unnecessary payment terms can be deleted by choosing the Deactivate button on the ribbon.

Notice period

A notice period is printed on the invoice to let the customer know how much time they have to submit complaints regarding the invoice. There are no notice periods readily available in the software, but you can define them as required. A default notice period is defined in the business unit parameters (> Invoicing > Notice period).

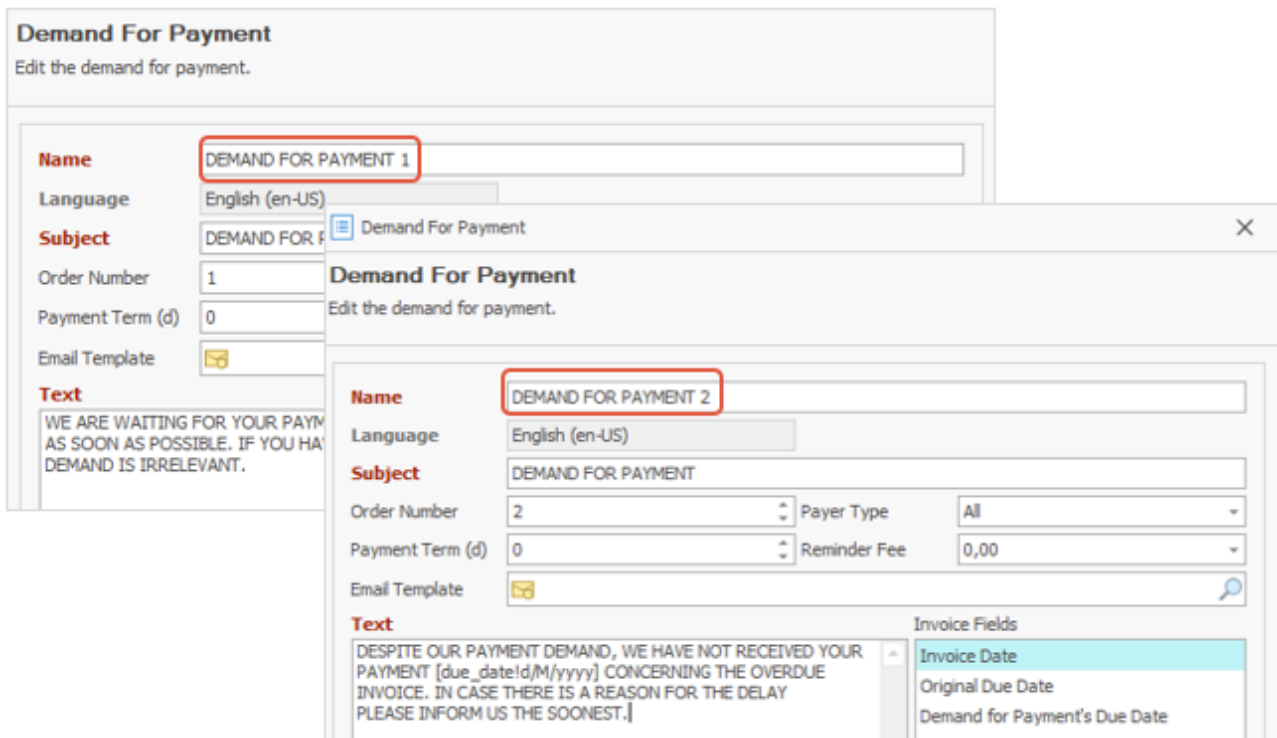
A notice period can be added in the Financial Settings folder by selecting Notice Period and clicking New:

1. Define the following:
 - Value, which is printed on the invoice
 - Notice days (to calculate the final date for possible complaints)
 - Language.
2. To get the notice period to show correctly on foreign language invoices, define translations for it.
 - Choose the notice period and Get translations on the ribbon
 - Add a new translation by clicking New, the required information and click OK to save it.



DEMANDS FOR PAYMENT

The software provides two ready-made templates for demands for payment to be sent to customers, the first being more subtle, the second more strict. The power user can customize them to suit their company style in the Templates Folder, Demands for Payment, and create new demands for payment.



If required, you can add new payment demands. For example, the default payment demand templates are common to corporate and private customers, but you can make separate demands for payment templates for these customer groups by selecting the Payer type field.

The name of the template is displayed in the payment demand selection lists. The order number defines whether the template will be displayed as an option for the first or second payment demand.

You can also select the notice fee and delay interest to be printed for the demand for payment. To do this, you must specify notice fees in the demand for payment templates and define delay interest in the business unit's information.

The Get Translations button on the ribbon enables defining translations for payment demands in all languages used to send invoices.

The text can also be edited on the invoice level before printing a demand for payment. For the Invoice Printing Parameters window to be displayed when printing multiple invoices, the "Show dialog when printing multiple invoices" (Invoicing > Invoice Printing) must be selected in the business unit or customer parameters.

If you send demands for payment by email, you can create email templates for it in the Templates folder > Email Templates. You can define which of the email templates is used as a default for which payment demand template. However, when printing a demand for payment, the email template can be changed.

The subject of the payment demand template will be printed on the first page, upper right corner of the payment demand. The content of the template's Text field will be printed to the same page above the matter subject but it can still be edited in the invoice printing stage.

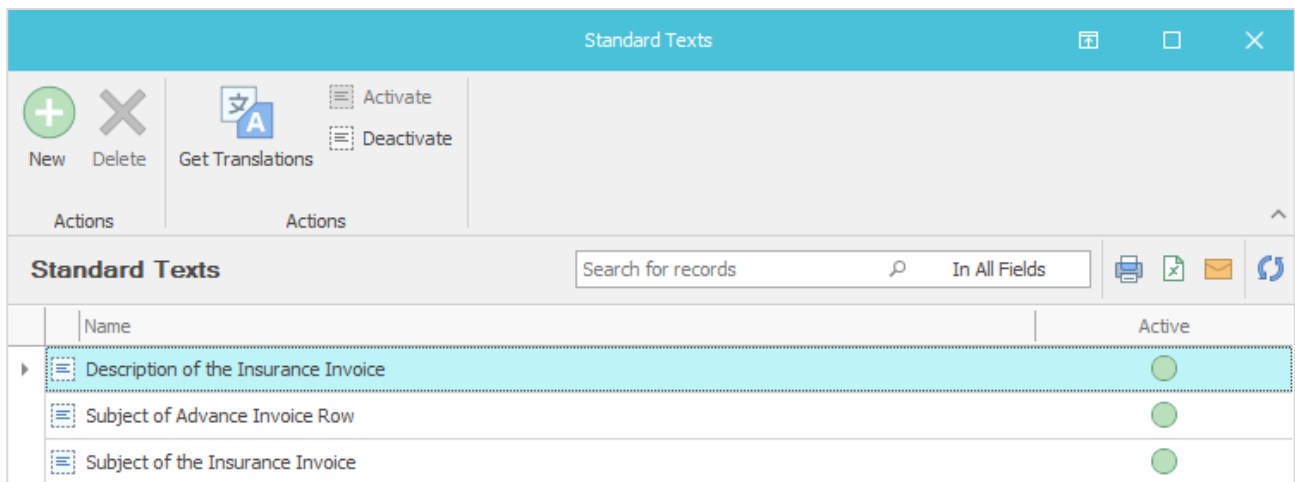
The Invoice Fields box contains information related to the invoice and its payer. You can add them to the payment demand text as follows:

- In the Text field, hover the cursor to the location where you want to add e.g. the due date of the invoice.

- Double-click the Original Due Date option in the Invoice Fields list.
- The invoice due date will be displayed in the Text field in the format [due_date!d/M/yyyy] and the due date of the original invoice will be printed on the payment demand.

STANDARD TEXTS

In the Financial Settings folder, Standard Texts list, you can edit texts which will be printed to the specification of advance invoices or as the subject or description of insurance company invoices in cases with a legal expenses insurance. The changes made are valid immediately after saving them.



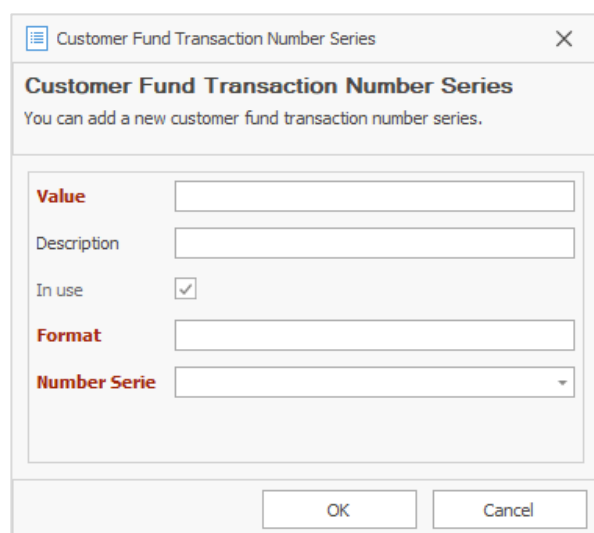
Name	Active
Description of the Insurance Invoice	<input checked="" type="checkbox"/>
Subject of Advance Invoice Row	<input checked="" type="checkbox"/>
Subject of the Insurance Invoice	<input checked="" type="checkbox"/>

CUSTOMER FUND TRANSACTION AND VOUCHER NUMBER SERIES

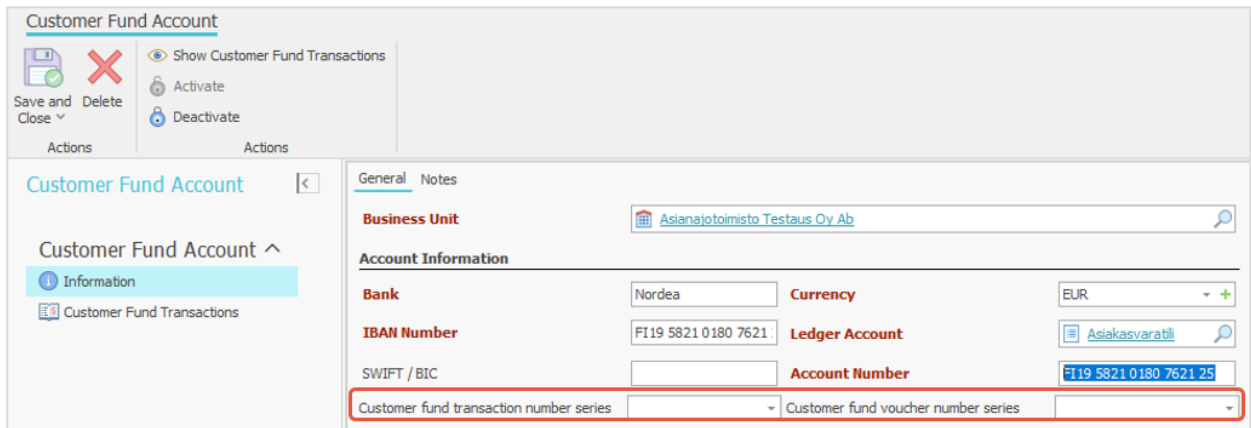
The transaction and voucher number series needed in managing customer funds are defined in the Financial Settings folder. **NOTE!** The legislation requires separate customer fund accounts for managing bankruptcies and customer funds of private persons so you may need separate number series for transactions and vouchers of these accounts.

You can define a customer fund transaction number series in the Financial Settings > Customer Fund Transaction Number Series:

1. Select New to add a number series and name it in the Value field as you wish.
2. Define the format of the number series
 - dd = current day
 - mm = current month
 - yyyy = current year
 - **NOTE!** Use small letters and "#" for numbers.
3. Select to the Number Series field the desired number series for customer fund transactions.
4. Similarly, add a new number series for customer fund vouchers (Financial Settings > Customer Fund Voucher Number Series).



- Next, go to the business unit and add a new customer fund account in the Customer Fund Accounts folder.



- Define the number series for both customer fund transactions and customer fund vouchers.

These number series are saved to new customer fund transactions when selecting the customer fund account. After saving the customer fund transaction its customer fund account can no longer be changed.

E-INVOICE OPERATOR CODES

To enable selection of the E-Invoice Operator ID from a drop-down menu for corporate and private customers, matter parties and for the business unit, the e-Invoice operator codes have been added in the Financial settings. The list contains TIEKE's Finnish and Swedish operator codes. If necessary, new operator codes can be added to the list. TIEKE's operator codes can be found at <https://tieke.fi/en/services/business-services/e-invoice-address-registry/>.

When an E-Invoice Operator ID is selected from the menu, the E-Invoice Operator Code is automatically filled and cannot be edited. If the option Other is selected, the E-Invoice Operator Code field is activated, and the code can be added.

5.2 COMMON SETTINGS

In the Common Settings folder, you can manage crucial information affecting different selection lists and saving of information. Most of these settings are defined when taking the software into use, but editing them may be necessary afterwards. For example, if a new customer has a home country which cannot be found in the software, it has to be added to the list.

The Common Settings folder covers the following information:

- Languages which are selectable as matter languages
- Units for making different registrations
- Countries from where you can select e.g. a customer's home country
- Number series and their formatting requiring actions e.g. when a new year starts
- Transaction, expense, work time and activity types
- Settings related to movable property, such as their types and storages

- Role price lists.

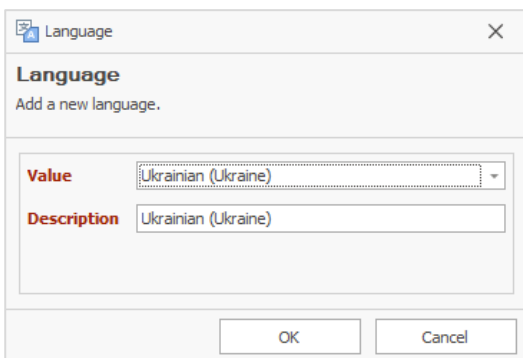
LANGUAGES

You can add to the software all the languages required to serve the customers and to print their invoices. The most common languages have already been predefined.

If you wish, you can select the language already for the customer, but in the matters it is mandatory. It will be inherited to a new matter either from the matter principal or from the business unit's parameters. When new transactions and expenses are added, the software checks if transactions/expense types are available in the matter's language.

The matter language also defines the language of the invoice templates to be used. If there is no invoice template in the matter language, the invoice template in English is used. To have all the standard texts such as payment term, VAT base, notice period etc. displayed in invoices in a correct language, you have to add translations for them.

The software enables taking into use about 200 most common languages. A new language can be added by selecting it into the Value field, which also copies it to the Description field. After the language has been saved you can use it to add translations to different texts.



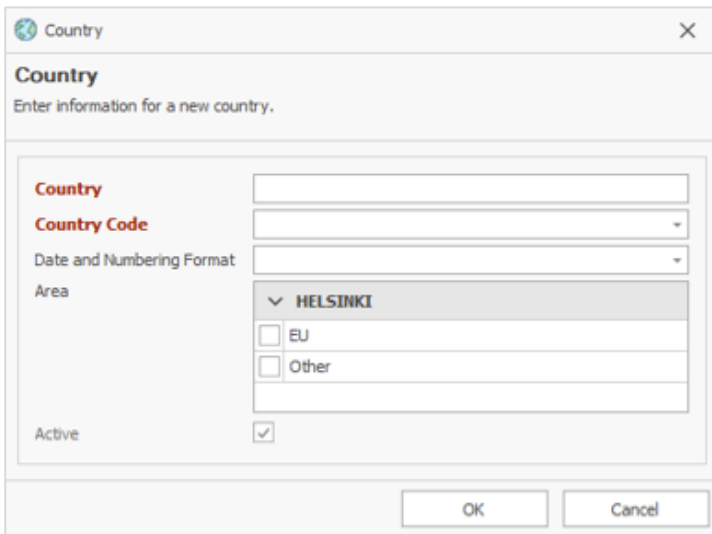
UNITS

Units can be used for defining transaction and expense types. By default, the unit of new transaction types is hour (h). We recommend using a unit also in expense types. For example, for mileage allowances you can add kilometer (km) as a unit.

COUNTRIES

The country information is crucial for customers as you need to define both the customer's home country and the country of their address. The software offers a list of a few common countries, but you can delete or add them as required.

A new country is added by writing the name of the country in your business unit's language. In the Area field, you can define the area to which the country belongs (either EU or Other). If you wish, you can also set a specific date and numbering format for the country.



Country
Enter information for a new country.

Country

Country Code

Date and Numbering Format

Area

☐ EU

☐ Other

Active ☒

OK Cancel

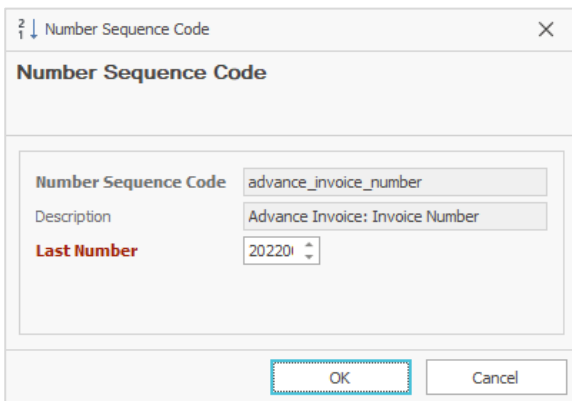
NOTE! To have the country names correctly displayed also in invoices which are printed in foreign languages, you have to add translations to them. After saving the new country, return to the country list, select the desired country and Get Translations on the ribbon.

NUMBER SERIES (SEQUENCE CODES)

By clicking the Number Sequence codes, you'll be displayed a list of the number series used in the software.

Number Series			
		Search for records	In All Fields
Drag a column header here to group by that column			
	Number Series	Description	Last Number
2 ↓	advance_invoice_number	Advance Invoice: Invoice Number	110
2 ↓	archive_number	Matter: Archive Number	21
2 ↓	assignment_number	Matter: Matter Number	2022158
2 ↓	company_number	Business Unit: Business ID	1
2 ↓	customer_number	Company or Association and Private Person: Customer Nu...	687
2 ↓	invoice_number	Standard and Credit Invoice: Invoice Number	2022190

The name of the number series predefined in the software are displayed in the Number Sequence Code column in a code language. If the number series has been created by the customer, the column displays its name. The description column always contains the friendly name of the number series, and the Last Number column shows the last available number of the series.



Number Sequence Code

Number Sequence Code: advance_invoice_number

Description: Advance Invoice: Invoice Number

Last Number: 202201

OK Cancel

For number series created by the customer, all information is editable. For number series predefined in the system, customers can edit the last number only. If it is changed, the new number must always be larger than the old one.

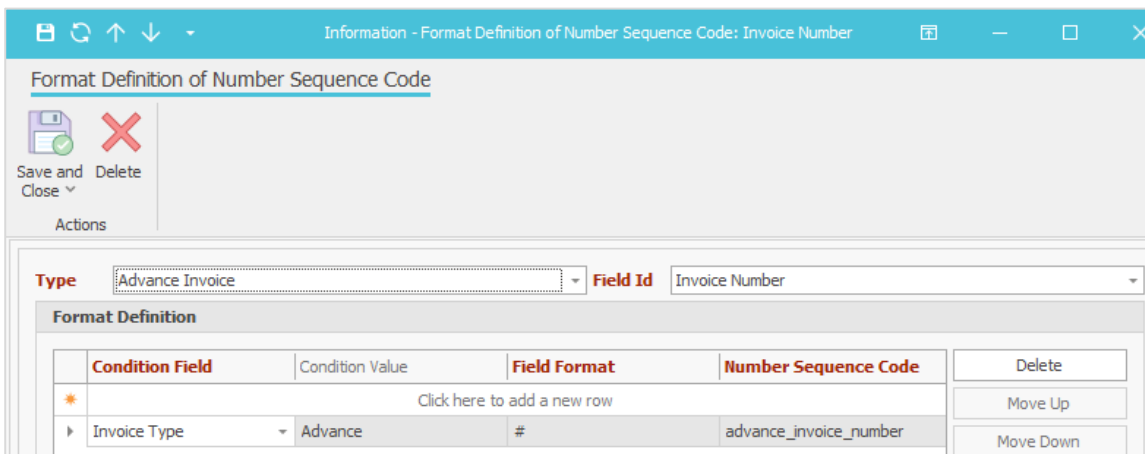
For internal matters, we recommend creating a separate number series. Besides adding the new number series you have to define its formatting to have the internal matters linked to the related number series. So, first create a new number series and then define its formatting. For archive number series, the formatting is not mandatory.

NUMBER SERIES FORMATTING

The number series formatting enables defining alphabetical values or exception rules for number series.

Alphabetical values are defined as follows:

- Select to the Type field the entity whose number series you wish to edit and to the Field Id field the number series to be edited.
- To edit the formatting, select the "Click here to add a new row" field.



Information - Format Definition of Number Sequence Code: Invoice Number

Format Definition of Number Sequence Code

Save and Close Delete

Type: Advance Invoice Field Id: Invoice Number

Condition Field	Condition Value	Field Format	Number Sequence Code	
Click here to add a new row				
Invoice Type	Advance	#	advance_invoice_number	Delete Move Up Move Down

- To the Condition Field column, select the entity based on which you wish to define formatting.
- To the Condition Value column, enter the value that is allowed for the condition field.
- In the Field format column, define how you want to display the number series. The characters used in formatting are:
 - **#** - sequential number
 - **yyyy** - year (in small caps)
 - **mm** - month (in small caps)
 - **dd** – day (in small caps)
- Besides numbers, you can also add letters to number series. For example, if you wish advance invoices to be distinguished, add e.g. AD in front of them.
- **NOTE!** If yyyy/mm/dd formatting is used, the number series will automatically be updated when the year, month, or day changes. However, formatting is not an option if you wish e.g. the invoice number

to contain both the year and the sequential number, which should be set to zero in the beginning of each new year (e.g. 2021001). The formatting cannot both change the year and set the sequential numbering to zero. This can be resolved by directly changing the last number of the number series in the end of the year (e.g. 2022000).

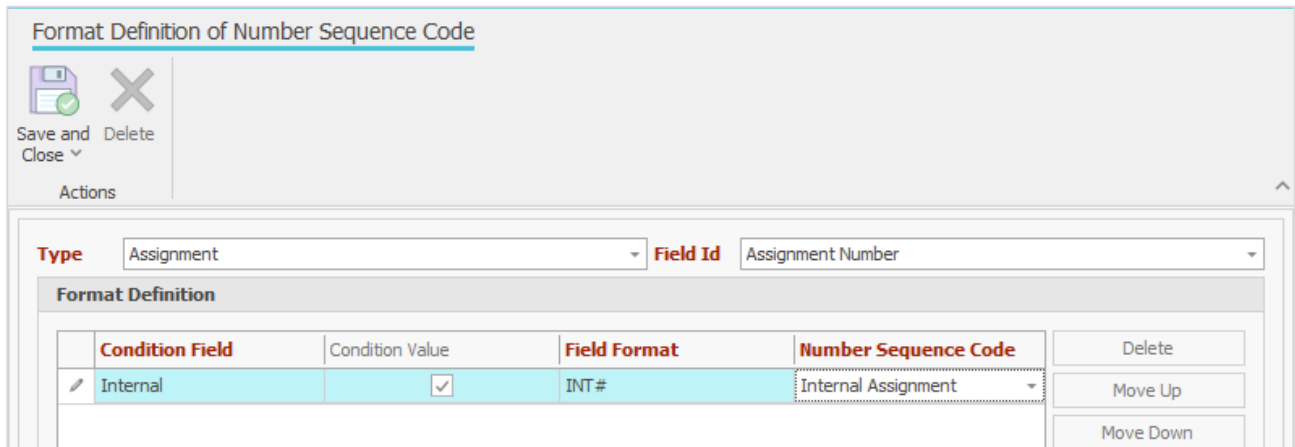
- To the Number Sequence Code column, select the number series to which the formatting is applied.

Exception rules for number series are required e.g. when taking into use a separate number series for internal matters.

Before defining the formatting of the number series, ensure that

- a separate matter type has been created for internal matters in the matter Settings folder, matter Types and
- a separate number series has been created for internal matters in the Common Settings folder, Number Sequence Codes.

The formatting of the number series requires the following definitions:



Condition Field	Condition Value	Field Format	Number Sequence Code
Internal	<input checked="" type="checkbox"/>	INT#	Internal Assignment



NOTE! If you wish to format the invoice number, it must be done separate for a normal invoice and a credit invoice. By default, they use the same number series (invoice_number), but formatting will not apply to both of them.

Sub-matter numbering according to the main matter

The numbering of sub-matters can be determined according to the main matter, which, for example, makes it easier to track main and sub-matters in reports. The number of the sub-matter is then in the form 'Main matter number - running number'.

For this purpose, in the number series formatting window (Settings > Common Settings > Number Series Formatting), there is a new column which is only displayed for matter-related number series.

Formatting of a Number Series

Save and Close

Delete

Actions

Type

Matter

Field Id

Matter Number

Formatting

Condition Field	Sub-matter Number By Main Matter	Condition Value	Field Format	Number Series
Matter	<input checked="" type="checkbox"/>		#	assignment_number

Click here to add a new row

If the check box in the column is selected, the sub-matter number is formed by adding a running number to the matter number. The length of the running number is three characters, and the series of numbers starts with the number 001. When a new sub-matter is saved, the software checks which is the highest used value of the running number for the main matter, and the sub-matter receives a value that is one greater.

The sub-matter numbering specification is only used when the matter number is taken from this format. If customer-specific matter numbering is in use, the specification is ignored.

TRANSACTION TYPES

Transaction types determine which type of work is covered by the entry. If transaction types have been enabled and are set as mandatory, the author of a transaction must start posting by selecting the type. The types of transactions thus unify the entries of various authors and make finalizing of invoices easier. For posting entries to matters in foreign languages, translations are predefined for the transaction types, so that the number of different types of transactions and invoicing can be tracked in the reporting, regardless of the posting language.

In the Transaction Types section, you can create new types, but we recommend keeping their amount reasonable. A new transaction type is added in the Common Settings folder by selecting Transaction Types and the New button.

Transaction Type: Appointment
Edit information of the transaction type.

General Translations

Transaction Type Appointment

Transaction subject

Hour Price 0,00 Unit hrs

Units 0,00 Skill

Cost Price 0,00 Sales Account

Standard Price 0,00 Category

Tax-Free ☐ Business Unit

Fixed Price ☐ Template Type Matter

Legal Aid Invoicing Type

Override Other Prices ☐

OK Cancel

- Add to the Transaction Type field the topic/name shown on the selection list when posting new transactions.
- Add to the Transaction Subject field a longer text which transfers as is to the transaction's subject field. If you leave the subject field empty, the name of the transaction type will be displayed in the transaction's subject field.
- Define the unit/hour price and unit (h/pc) for the transaction type. If for the transaction a certain number of hours/units is always invoiced, the amount can be saved to the Units field.
- In the Skill field you can specify what kind of skills the transaction type requires. Skills need to be predefined in the User Settings > Skills.
- Cost Price can be defined for margin calculations.
- A transaction type can be attached to a certain Sales Account. The account must first be added in the Financial Settings > Sales, Expense and Cash Accounts.
- In the Standard Price field, you can define a fixed price for the transaction type, if the amount invoiced is always the same regardless of the hours spent on the work. **NOTE!** Role and user-based pricing have no impact on standard priced transactions as they are not hour-based.
- If a transaction needs to be visible on the matter as e.g. to track hours worked but it should not be invoiced from customers, it can be defined as non-billable in the Category field.
- Check Tax-free if a certain transaction type should be tax free and the taxability should not be defined by the payer's home country. Taxabilities are defined in the Business Unit window, Taxabilities folder.
- If the company has more multiple business units, the transaction type can be attached to a certain business unit.
- The Fixed Price box enables a fixed price to be defined for a transaction type. Fixed price transactions are thus not considered when calculating up/downlifts or discounts.

- In the Template Type field, select either internal or matter. The Internal value can only be chosen if the transaction type is used to post transactions to an internal matter. If the type is matter, the transaction type shows on the selection list when posting billable transactions to a regular customer matter.
- Legal Aid Invoicing Type should be filled in if proof invoices or normal invoices are sent to the electronic legal aid service Romeo. When the invoicing type is attached to a transaction type, you do not need to add it separately to each transaction when sending an invoice to Romeo. The selection list is defined by the Legal Register Centre.
- By checking the Override Other Prices box, you can set the hour price defined for the transaction type to override all other hour price definitions.

In the Translations tab, you can specify language translations for a transaction type in all required languages. When e.g. English is selected as the matter language and you post transactions, the software checks if a translation for the transaction type exists. If an English translation is found, it will be used as transaction text by default.

Translations can be added by clicking the topmost row, writing the transaction's name in your selected language to the Transaction type column and choosing the language in the Language column. If there is a text added to the transaction type, translate that as well.

Transaction Type: Court appearance
Edit information of the transaction type.

General Translations

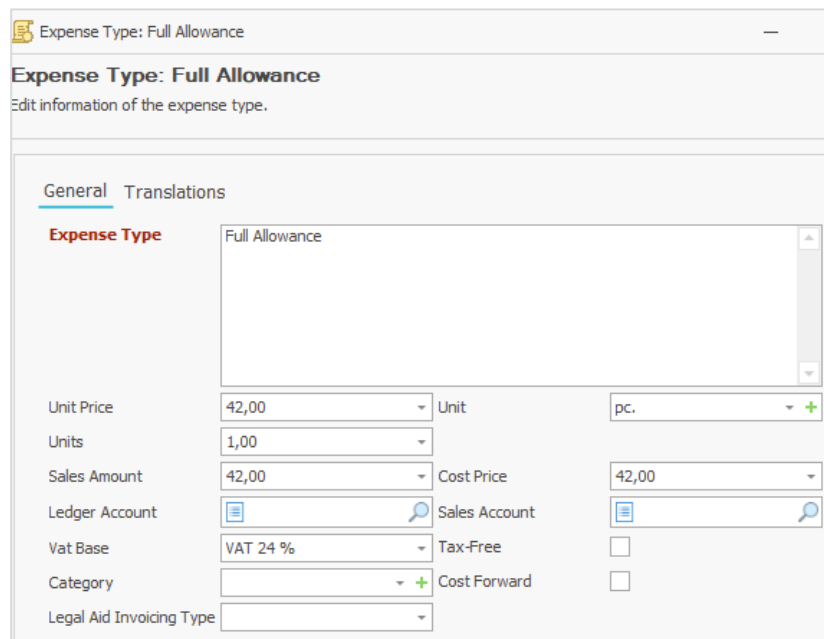
Transaction Type	Transaction subject	Language
Select here to enter a new translation...		
<div> <div></div> <div>Oikeudenkäynti</div> </div>		Finnish
Court appearance		English

EXPENSE TYPES

Expense types can be added to the system for expenses that are repeatedly registered for matters. The expense type is always selected when registering a new expense for a matter. Expense types unify registrations and enable reporting expenses.

To add a new expense type, go to the Common Settings folder > Expense Types and select New on the ribbon.

- Define in the Expense Type field its name/subject which is visible on the selection list when registering new expenses and will also transfer to the Expense field.
- Unit Price and Unit fields can be filled in for an expense type to simplify registering expenses if the price and the unit are mainly the same. Before this definition, units must be defined in the Common Settings > Units. In the Units field, you can also define a fixed number of units for the expense type, if it is constant.



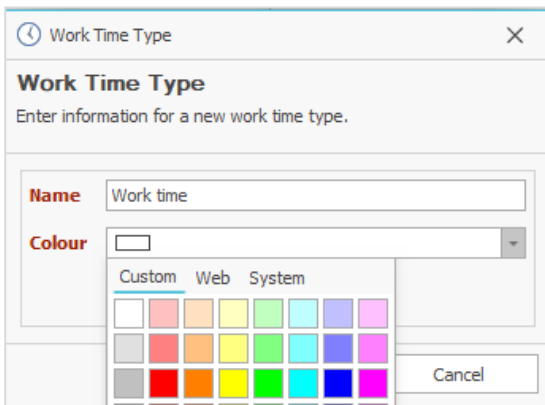
- In the Sales Amount field, you can define the net price charged from the customer and fill in the Cost Price field for margin calculations.
- A single expense type can be attached to a Ledger Account and to a Sales Account. Both accounts must first be saved in the Financial Settings > Sales, Expense and Cash Accounts.
- VAT Base (usually the purchase VAT) can be defined to an expense type to simplify registration of expenses. It can still be changed when registering an expense. The chosen VAT base is not shown on invoices unless it has been marked as Cost Forward.
- By checking the box for **Tax-Free**, the expense will show on invoices as tax free regardless of the payer's taxability.
- **Category** allows for an expense type to be defined non-billable if it should not be charged from the customer but needs to be visible on a matter for e.g. internal tracking.
- Checking the box for **Cost Forward** sets the expense type to be invoiced with its purchase VAT. This overrides the default setting of expenses charged from domestic customers with VAT 24%.
- **Legal Aid Invoicing Type** should be filled in if proof invoices or normal invoices are sent to the electronic legal aid service Romeo (in Finland). When the invoicing type is attached to an expense type, you do not need to add it separately for each expense when sending an invoice to Romeo. The selection list is defined by the Legal Register Centre.

For expense types, you can add translations in all required languages in the Translations tab the same way as for transaction types.

WORK TIME TYPES

If the software is used to track work time of employees, the registered hours can be categorized according to the type of the work time.

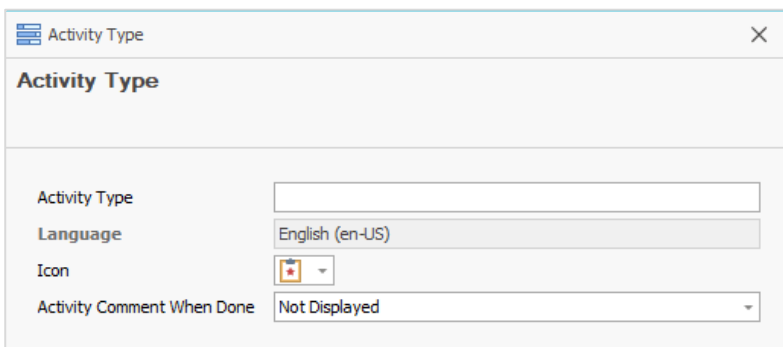
A new work time type is added by giving it a name and defining the color for displaying that type of work time entries in the calendar. We recommend selecting light colors to ensure that the entry texts are readable.



The 'Work Time Type' dialog box is titled 'Work Time Type' with a subtitle 'Enter information for a new work time type.' It contains a 'Name' field with the text 'Work time' and a 'Colour' field with a color palette. The color palette has tabs for 'Custom', 'Web', and 'System'. The 'Custom' tab is active, showing a grid of 24 color swatches. A 'Cancel' button is located at the bottom right.

ACTIVITY TYPES

When adding new activities, it is possible to select what type of activity it is. The software offers some predefined activity types and, by default, creates new activities as tasks. Another important activity type is critical task which enables displaying important due dates in the critical task calendar available for all software users.



The 'Activity Type' dialog box is titled 'Activity Type' with a subtitle 'Activity Type'. It contains four fields: 'Activity Type' (text input), 'Language' (dropdown menu showing 'English (en-US)'), 'Icon' (dropdown menu showing a red square icon), and 'Activity Comment When Done' (dropdown menu showing 'Not Displayed').

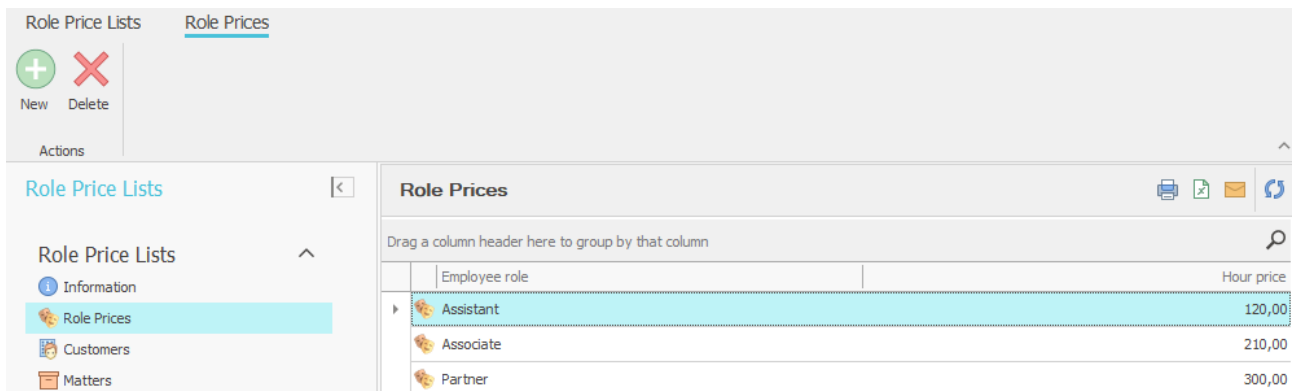
If required, you can add a new activity type into the software in the Common Settings folder > Activity Types by naming it and defining if a user needs to provide a comment when marking the activity as completed. If you wish, you can also select for the activity type an icon to be displayed on activity lists.

ROLE PRICE LISTS

Role price lists enable defining separate employee role-based price lists which can be attached to one or multiple customers and/or matters. Once a customer has been attached to a role price list, the same prices are automatically applied to all selected matters or customers. They make it easier to maintain role prices of e.g. domestic and foreign corporate customers, private persons or other customer groups as any changes to a role price list can be centrally updated to all customers/matters having in use the role price list in question.

NOTE! If you wish to add a role price list to a customer or matter, the customer/matter cannot have any other role prices at the same time. When attaching a role price list to a customer/matter all role prices manually added to the customer are deleted. However, in the pricing hierarchy, the role price list of a customer is weaker than role prices defined at the matter level.

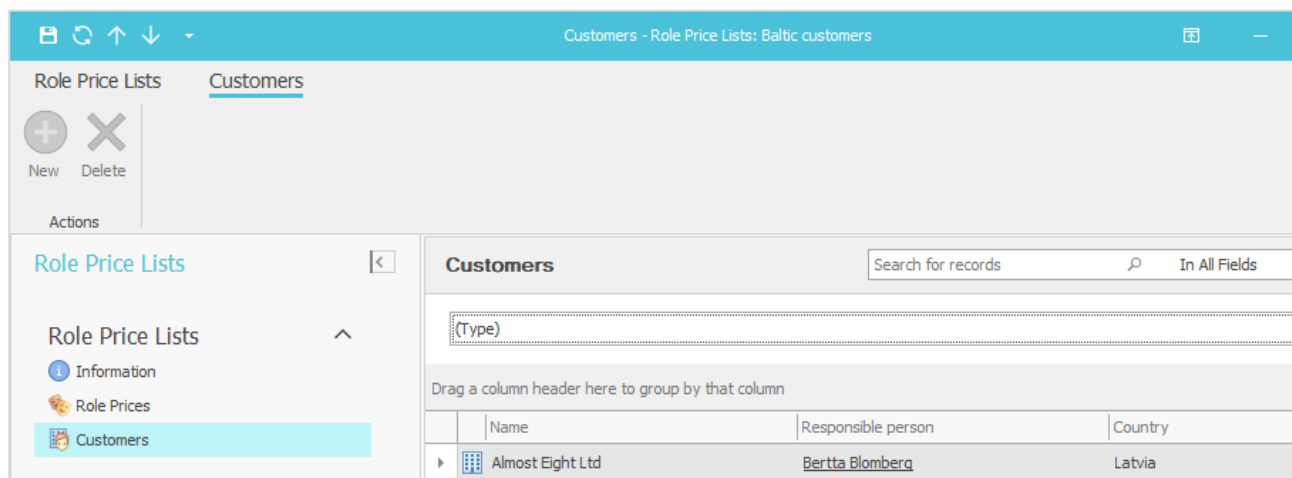
You can create role price lists in the Common Settings > Role Price Lists, by giving a name to the price list and defining prices for different roles in the Roles Prices folder.



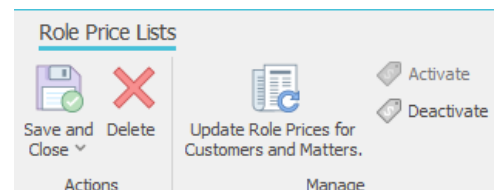
For the role price list to have an impact on transaction pricing, the pricing model selected either in the system, business unit, customer, or matter parameters (Invoicing > Pricing) must be role-based.

Once a role price list has been defined in the settings, it can be added to individual customers or matters. This can be done either in the customer's/matter's Role Pricing folder (Invoicing group) by selecting "Attach to a Role Price List" on the ribbon, or in the parameters (Invoicing > Pricing > Role Price List). Any former role prices which have been manually added in the customer's/matter's Role Pricing folder will thus be deleted and replaced with the role price list. The software does not warn about replacing the manually added role prices.

Corporate and private customers to whom a role price list has been added are displayed in the settings, Customer folder, of the role price in question. However, you cannot add or remove linked customers in the Role Price List window, but it must be done in the customer window.



Any changes made to a role price list will be updated to customers/matters having the role price list in use. The window of the role price list does not close until the changes made are updated to customer by selecting the "Update Role Prices for Customers and Matters" button.



NOTE! The changes have no impact on existing transactions.

When a customer/matter has a role price list in use and a user selects either "Link" or "Delete" in the customer's/matter's Role Pricing folder or opens a role price row, the software asks if the current role price list should be removed from use. The "Yes" selection removes the role price list from the customer/matter, and it is possible to manually edit role prices of the customer/matter again. This action leaves the existing role prices

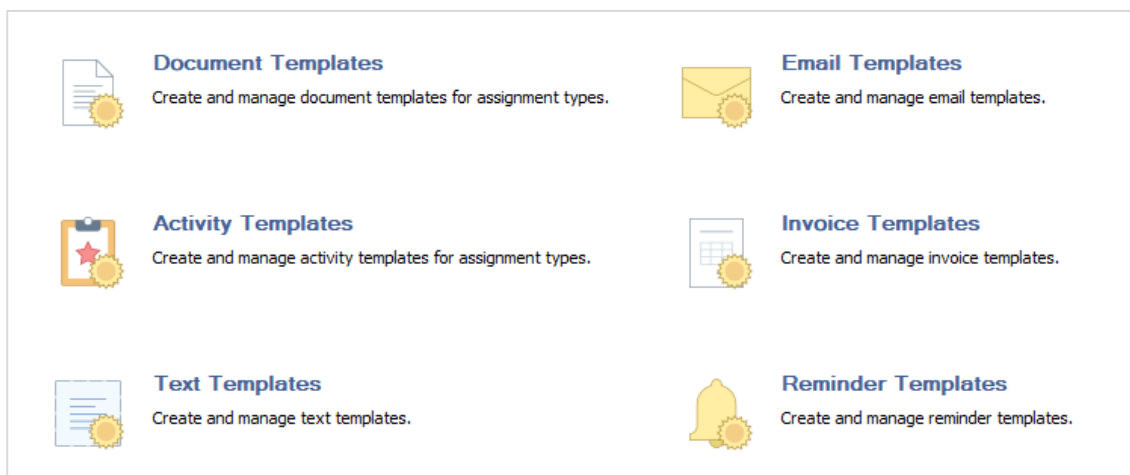
to the folder but no longer updates them if you make changes to the role price list in the settings. If you remove the role price list in the customer/matter parameters, all role prices are removed from the Role Pricing folder.

A role price list can be deactivated. A deactivated role price list can no longer be selected for a customer/matter, but if the selection has been done before deactivation, the role price list with its role prices remains in the customer/matter information until role prices are manually edited. If needed, you can reactivate deactivated role price list.

If a role price list is removed from the software, a user gets the following message: "The role price list will be removed. Earlier role prices added for the customer or matter from this price list will remain valid. Future modifications need to be done manually."

5.3 TEMPLATES

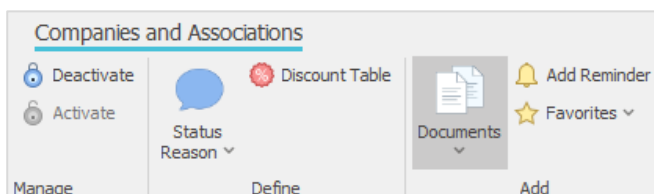
Templates are predefined templates for e.g. sending invoices and creating documents, emails or other texts. They aim to simplify and speed up the use of the system and to standardize company practices.



DOCUMENT TEMPLATES

Document templates (e.g. contract or will) speed up the creation of documents and improve the accuracy of their content by retrieving information from CSI Lawyer. In Templates, you can save existing documents, create brand new ones, or order them from CSI.

For a document template, you can add information about the customer (corporate customer or private person) or the matter. If the document template is attached to a matter, you can assign it to be used only for certain types of matters, i.e. attach it to a matter type. A document saved as a document template is opened by selecting the Documents button on the ribbon of the customer or matter window.

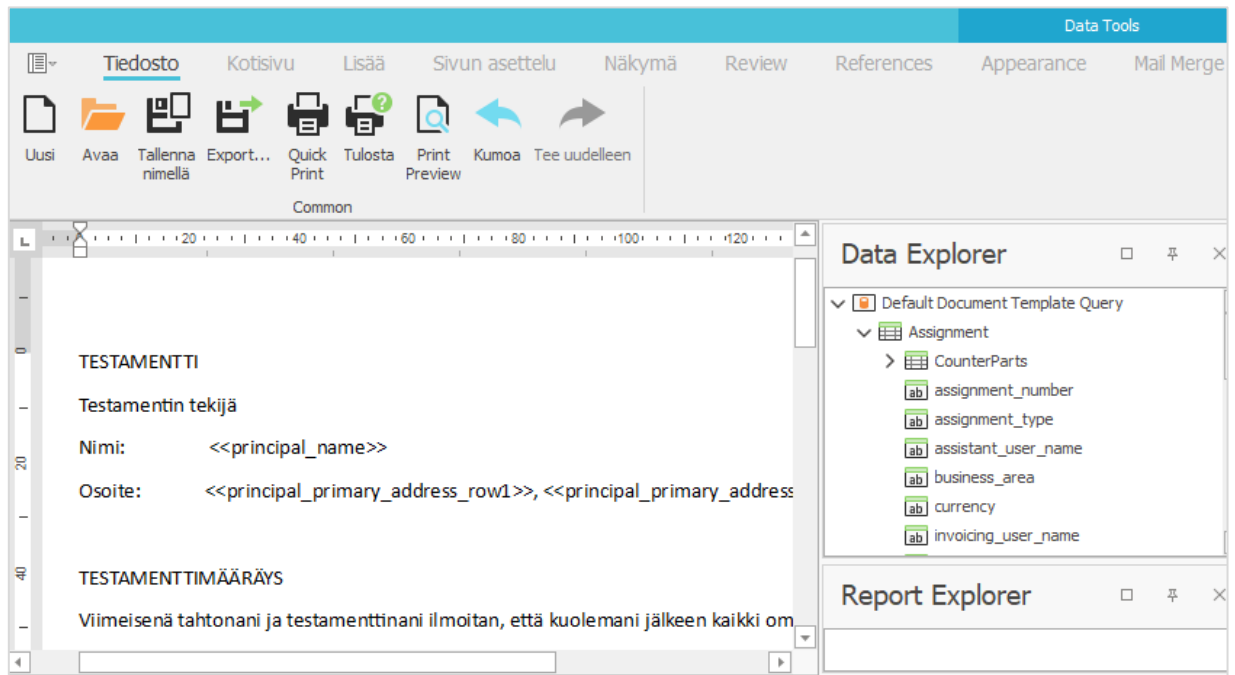


If a document template is attached to a private person, you can use it for sending material to mailing lists.

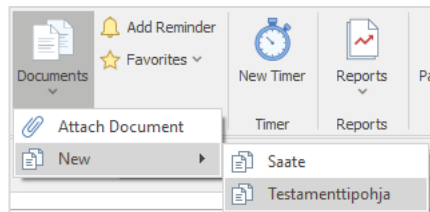
Create a new document template as follows:

1. Click on the New button.

2. Add the following information:
 - **Name** based on which you can search the template from the system.
 - **Data Source** to which the document template is attached. The options are Matter, Private person, Company/Association and Prospect. If you are creating a document template for mailing lists, select Private person as the data source, and then select **Available on mailing lists only**. This field only appears when Private person is selected as the data source.
 - **Business Unit** enables the template to be attached to a certain business unit only. It will thus be available in connection to the specific business unit's customers/matters and mailing lists. If the field is left empty, the document template is available for all business units.
 - The **Matter Type** field appears in the window of a document template to be attached to a matter type and allows attachment only to a specific matter type. The document template is then only selectable for certain types of matters.
 - **Query** is always the default search for document templates.
 - In the **Description** field, you can clarify what the document template is about. The text is only visible in the template's information, so regular users do not see the description.
3. Save the template and move to the Document tab to modify the template. You can retrieve an existing document by clicking the Open button on the ribbon, or create a completely new template by choosing new, and adding values that vary by customer or matter. You can add the document template in different languages by selecting the green plus at the end of the language row. The document template will be printed based on the matter language.
4. You can, for example, create a testament template attached to a matter as follows:



- Write a default text for the template that will always show on the document.
- Take your cursor on the spot you want to add a variable value.
- From the Data Explorer menu, drag and drop the variables you want to the template.
- The variable will be fixed to the cursor's spot and show on the document template in code. Variables can also be dragged and dropped from one spot to another on the template.
- You can see principal_name next to the Name (Nimi) header and variables concerning the principal's address next to the Address (Osoite) header.
- When the will template is saved you can find it on the ribbon of the matter by selecting Documents.

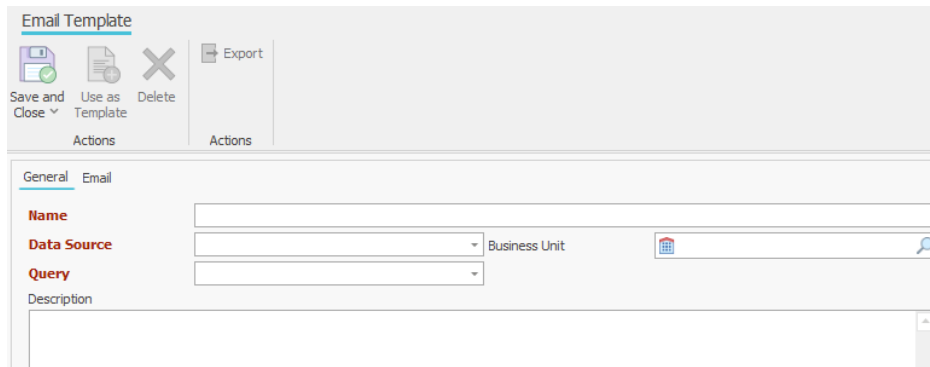


EMAIL TEMPLATES

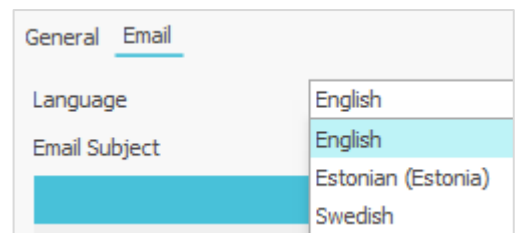
If invoices are sent to customers by email, you can create templates for emails in advance and select the appropriate one when you send advance, proof, standard or credit invoices or demands for payment to the customer by email. You can also select a default email template in the settings of the demand for payment template.

Create a new email template as follows:

1. Click on the New button.



2. Add to the template the following details:
 - **Name** based on which you can search the template from the software.
 - **Data Source** to which the document template is attached. The options are Advance Invoice, Credit Invoice, Regular Invoice and Proof Invoice. If you are creating a template for a demand for payment, choose Regular Invoice as the data source.
 - **Business Unit** enables the template to be attached to only a certain business unit when it is only visible in connection to sending the specific business unit's invoices. If the field is left empty, the document template is available for all business units.
 - **Query** is always displayed as default search for the template.
 - In the **Description** field you can clarify what the email template is about. The text is only visible in the settings, template information, so regular users do not see the description.
3. Save the template and move to the Email tab to modify the template. The process to create, for example, a template for a demand for payment is as follows:
 - Define the email's header to the Email Subject field.
 - At the end of the row behind the three dots you can retrieve invoice specific information, such as invoice number.
 - Write the desired texts to the template and drag and drop invoice specific values (e.g. invoice number) to the text from the Data Explorer box.
 - Leave the template without a signature if you wish it to be available for all users. In that case signatures can be added in individual email messages.
 - In the language field, select the language you want the email template to be visible in. You can add more languages by selecting the green plus in the end of the row. You can add as many languages for the email template as you like.
4. After saving the template is available when sending demands for payment by email.

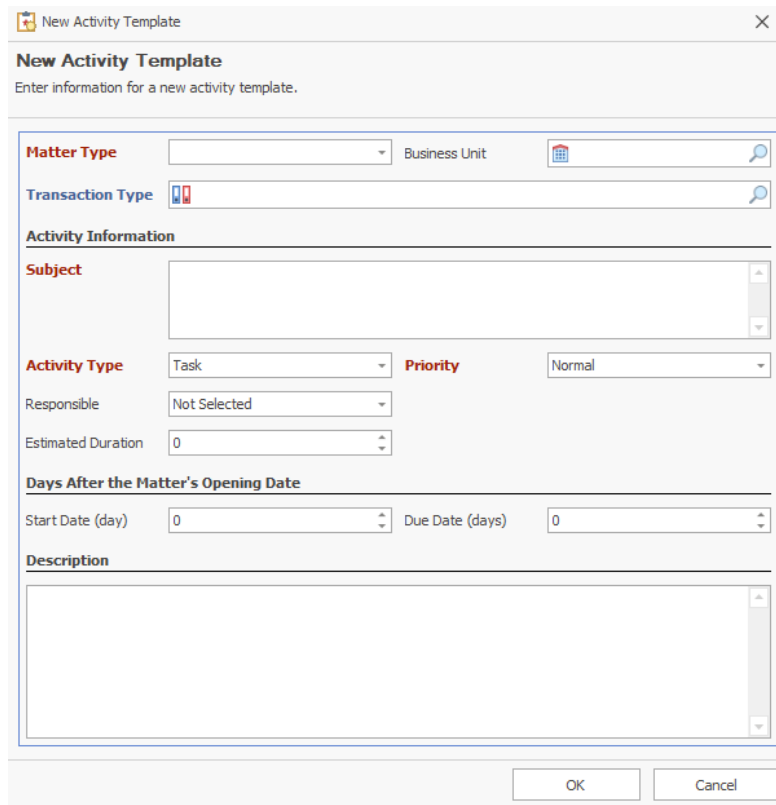


ACTIVITY TEMPLATES

Activity templates allow you to automate the basic activities of a matter. Activity templates are always attached to a specific matter type. You can attach one or more activity templates to one matter type. When a new matter of that type is opened, the specified activities are automatically created for it.

You can create a new activity template in the settings, Templates folder, by selecting Activity Templates:

1. Click on New and add the necessary information.



- **Matter Type**, to which the activity template is attached to i.e. which type of matters activate it.
 - The **Business Unit** field allows for an activity template to be attached to a specific business unit when it is only visible on that business unit's matters.
 - **Transaction Type** allows for a transaction type to be attached to an activity template. We recommend defining this if you plan to invoice the activity from customers.
 - **Subject** is the name of the activity template that explains what it is about.
 - **Activity Type** defines what kind of activity template is in question. The default is Task, but you can also select Critical Task or add activity types in the general settings and define templates for them.
 - **Priority** defines the importance of an activity. The default is Normal, options High and Low.
 - **Responsible** defines the person responsible for carrying out the activity, Default is "Not selected" when the activity is directed to the author of the matter. You can select any of the matter responsible persons: Assistant, Invoicing Contact, Owner or Matter Responsible.
 - **Estimated Duration** estimates how long carrying out the activity will take.
 - **Start Date (day)** defines how many days from creating the activity the start date is defined.
 - **Due Date (day)** defines in how many days the activity must be completed after it has been created.
 - **Description** is a free text field where the activity and its contents are described in more detail.
2. Confirm by clicking OK. The created activity will now be added automatically to a new matter having the matter type in question.

INVOICE TEMPLATES

The software provides basic templates for the front and specification pages of an invoice printout. Templates can be found in the Templates > Invoice Templates.

If necessary, you can also order custom invoice templates from CSI for your company. Invoice template changes are made to the invoice's front page and/or specification page, and customized invoice templates uploaded as files in the Invoice Templates section, after which they can be used when printing invoices.

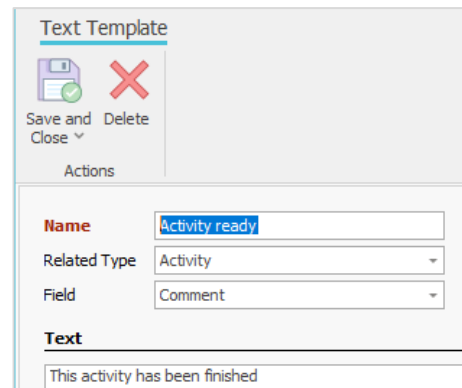
New invoice templates can be downloaded to the system in the Invoice Templates window by selecting Import Templates on the ribbon. This will open a window to retrieve the template file. Similarly, it is possible to export invoice templates from the software by selecting an invoice template and Export. Exporting does not delete the invoice template file from the system, but only allows it to be saved outside the system, for example on the user's desktop.

If multiple invoice templates are downloaded into the system, the default invoice templates can be defined on a business unit level. When printing an invoice, it is always possible to change the invoice template used.

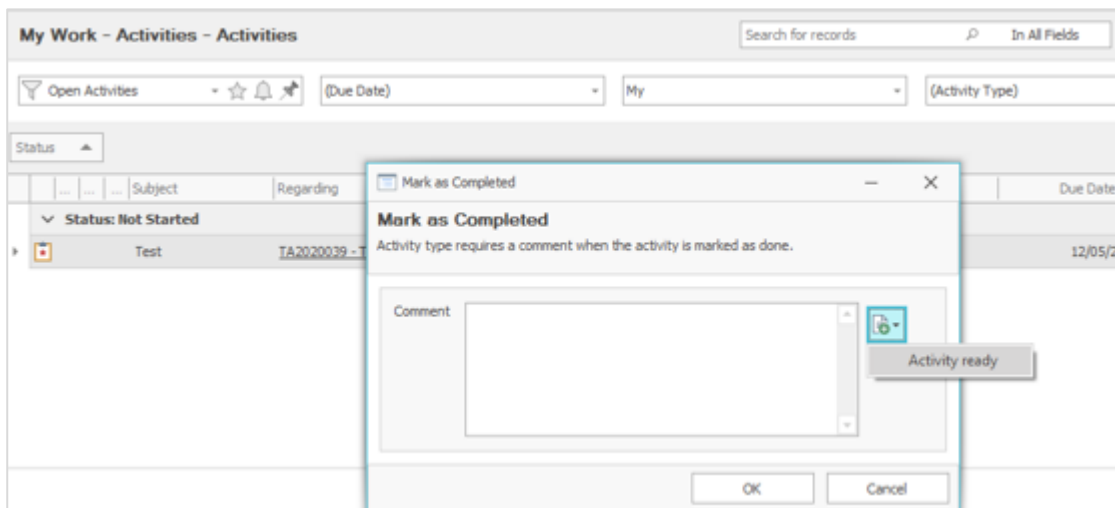
TEXT TEMPLATES

You can use pre-written templates for different purposes. You can use them to specify, for example, alternative comments to be given when an activity is marked complete, or as reasons for rejecting a preliminary invoice.

1. Save the following information to create, for example, a new text template for marking an activity as completed:
 - **Name**, according to which the template is shown to users.
 - **Related Type** to which the text template is attached to (activity or preliminary invoice)
 - **Field** is defined based on the selection of the Related Type field and tells what kind of template you are making.
 - In the **Text** field you should write the text that you want the template to show.
2. Save the text template.
3. It can now be chosen when completing an activity if an optional or mandatory comment is defined for the activity type.



The screenshot shows the 'Text Template' window. At the top, there are icons for 'Save and Close' (a green checkmark) and 'Delete' (a red X). Below these is an 'Actions' section. The main form has three fields: 'Name' with the value 'Activity ready', 'Related Type' with a dropdown menu set to 'Activity', and 'Field' with a dropdown menu set to 'Comment'. At the bottom, there is a 'Text' field containing the text 'This activity has been finished'.



REMINDER TEMPLATES

Reminder templates allow you set reminders for individual pieces of information or entire views. A reminder can be set to alert one or more users.

Create a new reminder template as follows:

1. Go to the Templates > Reminder Templates and click on New
2. Choose whether you wish to attach the reminder template to a single entity or a view.
3. Fill in the required information:

Entity

Save and Close

Delete

Publish

Unpublish

Template Type

Entity

Subject

Entity Type

Regarding

Reminder Time

20.1.2023 0.00

Repeating reminder

☐ Repeat every 0 day(s)

Members

Users

Employee Roles

User Groups

Companies

User Types

		First Name	Last Name	Email	Cost Center	Budget Defined
<input type="checkbox"/>		Emilia	Eklund	emilia.eklund@csihelsinki.fi	1000	
<input type="checkbox"/>		Assistant	Emma			
<input type="checkbox"/>		Jannina	Fagerström			

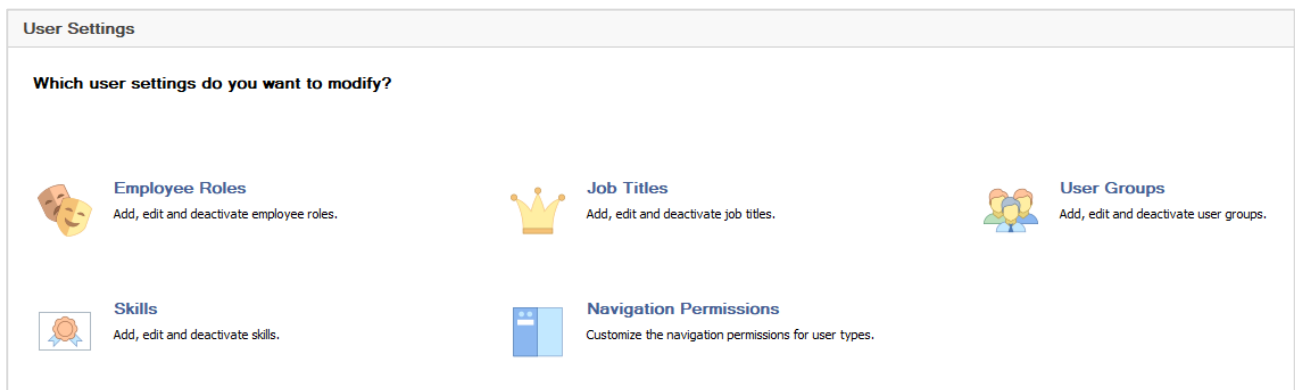
- **Template Type** is selected according to your earlier selection (Entity or View)
- To the **Subject** field, write a text that will show to users on the reminder.
- **Application Modules** is visible when creating a template for a view. Choose the folder to which the template is attached.
- **Entity Type** is visible when creating a template for an entity. Choose to which subject the template is attached.

- In the **Regarding** field, you can define a view or a single entity to which the reminder template is attached.
 - **Query Result (at least)** is visible when creating a template for a view. In the field you define how many rows there needs to be on the list for the reminder to alert the defined users.
 - **Reminder Time** is visible when creating a template for an entity. Define here the date and time when the reminder should alert the defined users.
 - **Repeating reminder** and **Repeat every day(s)** are visible when creating a template for an entity. Define here if you want the reminder to be repeating and how often it should remind the user.
4. In the **Members** section, define the users that should be alerted. You can make this definition by:
 - Selecting individual users and/or
 - Defining employee role, user group, business unit or user type
 - By mixing the above methods.
 5. Save the template. Then enable it by selecting Publish on the ribbon.
 6. The system will now create reminders according to the template.

If a reminder template is unpublished (Unpublish on the ribbon), the software deletes the associated reminders. If changes are made to the reminder template, the software will update the associated reminders to reflect the changes.

5.4 USER SETTINGS

In the User Settings, you can define values to be displayed in the selection lists when filling in the fields (such as Job Title or Skill) of the user window as well as user groups and navigation permissions affecting the user rights.



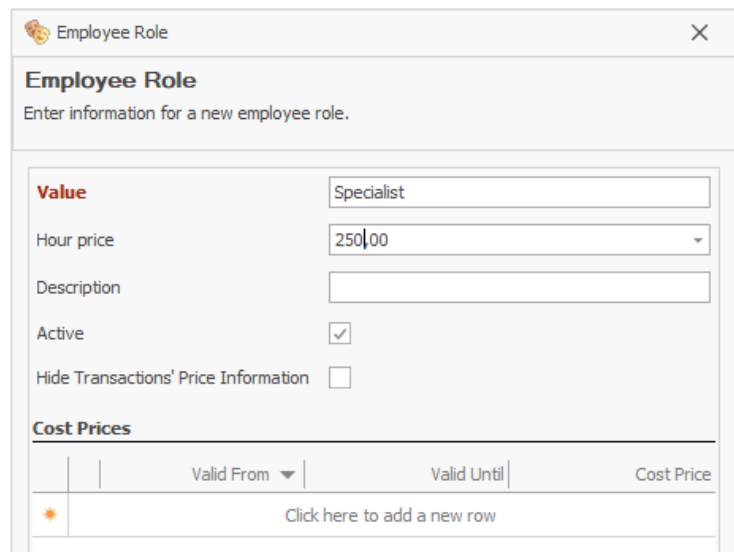
The permissions of users to navigate in the software and add, edit and view different information are defined based on the combination of a user's user type, employee role, user groups and definitions made for them. For more information about the user rights, see the *"Managing User Rights" document*.

EMPLOYEE ROLES

Employee roles are always defined based on the company's needs, and the list of employee roles should cover all roles of the CSI users in the company. After this, the roles can be used to define both pricing and navigation permissions of users.

A new employee role can be added by entering its name in the Value field and, if required, giving a more detailed description for it. You can set for the role a default hour price which can still be overridden at the customer or matter level. For monitoring of margins, the role can also be defined a cost price.

You can also hidden the unit price and total price fields from an employee role by selecting "Hide Transaction's Price Information". This hides price information from the transaction window and views from all users with the employee role in question. In case the original total price is included in a customized view, that column is hidden as well.



Employee Role
Enter information for a new employee role.

Value

Hour price

Description

Active ☒

Hide Transactions' Price Information ☐

Cost Prices

	Valid From	Valid Until	Cost Price
Click here to add a new row			

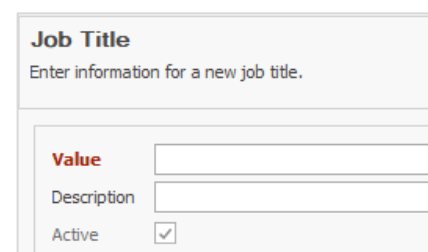
Once all the required employee roles have been added in the settings, one of them will be selected for each CSI user. In case the selected pricing model is role-based, the price for new transactions to be added is based on the transaction author's employee role, if not overridden in the matter parameters or role prices defined at the matter or customer level.

For more information about limiting folder visibility based on the employee role, see *Employee Role Navigation Permissions*.

JOB TITLES

The job title's is purely classification criteria to be used in reporting. Once a list of the job titles has been added in the software, you can save job titles for users.

A new job title can be added by entering for it the name (Value) to be displayed in selection lists, and a possible description. When the job title has been saved, you'll be able to add to it translations in other languages.



Job Title
Enter information for a new job title.

Value

Description

Active ☒

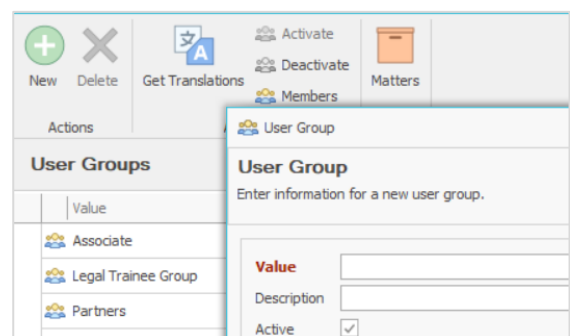
USER GROUPS

User groups are always defined according to the customer's needs and used to define user permissions (either by expanding or restricting them) for example to matters and reports.

A new user group can be added by defining for it a name in the Value field and a description if required.

Once you have saved the group, the software enables adding translations for it in the required languages.

You can also add users to the new user group by selecting the Members button on the ribbon. It opens a window where you can select all the desired users (by holding down the Ctrl button) in the Available box and move them to the Selected



User Groups

Value

Associate

Legal Trainee Group

Partners

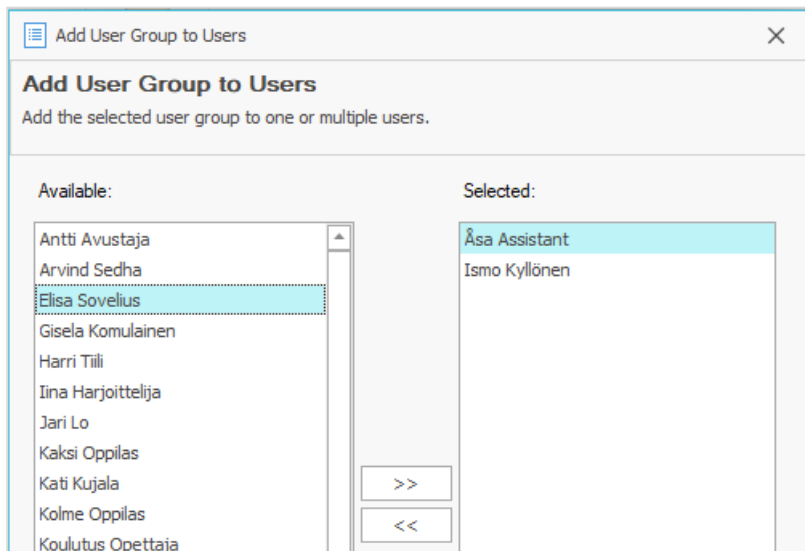
User Group
Enter information for a new user group.

Value

Description

Active ☒

box. Similarly, you can remove users from the user group. The changes will be valid after you confirm them with the OK button.



The limitations set based on user groups have no impact on power users which have access to all information in the software.

NOTE! If your office handles insider matters, you must add an empty Insider user group without any members. When this group is set as insider group in the business unit parameters, all insider matters will be displayed only to power users, matter responsible persons and matter team members.

SKILLS

Skills can be attached to users and added to individual transactions. The user window contains a Skills folder for maintaining information about different skills a user has. When a new matter is opened, you can thus select the right persons to handle it. If in the Skills folder a primary skill has been selected for the user, it is added, by default, to each transaction registered by the user. However, the skill information of a transaction can be changed.

By default, the skill is an optional detail, but it can also be set as mandatory in the business unit parameters (> General > Mandatory fields > Skill required for transactions). If a skill is set mandatory, it can – besides the transaction type - be used in reporting.

NAVIGATION PERMISSIONS

Navigation permissions enable hiding unnecessary software folders from different users. This can be done either by user type or employee role.


For more information about navigation permissions, see *Folder visibility*.


5.5 CUSTOMER SETTINGS


In the Customer settings, you can edit and add customer related classification information and other selection lists such as customer types, industries, customer relationship roles, as well as reasons for customer identification level, customer status or customer deactivation. Besides, the folder enables defining the risk assessment levels of customer identification, which set the validity period of completed identifications.


Customer Settings


Which customer parameters do you want to modify?



Customer Types
Add, edit and deactivate customer types.



Industries
Add, edit and deactivate industries.



Customer Relationship Roles
Add, edit and deactivate customer relationship roles.



Customer Identification Level Reasons
Add, edit and deactivate customer identification level reasons.



Status Reasons (Company)
Add, edit and deactivate status reasons.



Status Reasons (Private Person)
Add, edit and deactivate status reasons.



Deactivation Reasons (Company)
Add, edit and deactivate deactivation reasons for companies and associations.



Deactivation Reasons (Private Person)
Add, edit and deactivate contact deactivation reasons.


Customer Identification Risk Assessments
Add, edit and delete customer identification risk assessments.


Quality of Customer Relationship
Quality of Relationship


Reference
Customer reference


Overall Satisfaction
Overall customer satisfaction





Customer Satisfaction Survey
Overall customer satisfaction

CUSTOMER TYPES

By default, the Customer type is an optional field in the customer information. Based on it, customers and their matters can be monitored and reported. In case you wish to utilize this categorization, the customer type can be set as mandatory in the business unit parameters (General > Mandatory Fields > Customer type required). Thus, saving new customers without the customer type information is not allowed.

The list of customer types can be defined according to the company's needs. For adding new customer types, you only need to name it in the Value field. **NOTE!** When defining the list of customer types, please keep in mind that the same list will be used both for corporate and private customers.

Customer Types

Activate

Deactivate

Customer type

Customer Types

Value

Community

Competitor

Customer

Customer type

Enter information for a new customer type.

Value

Description

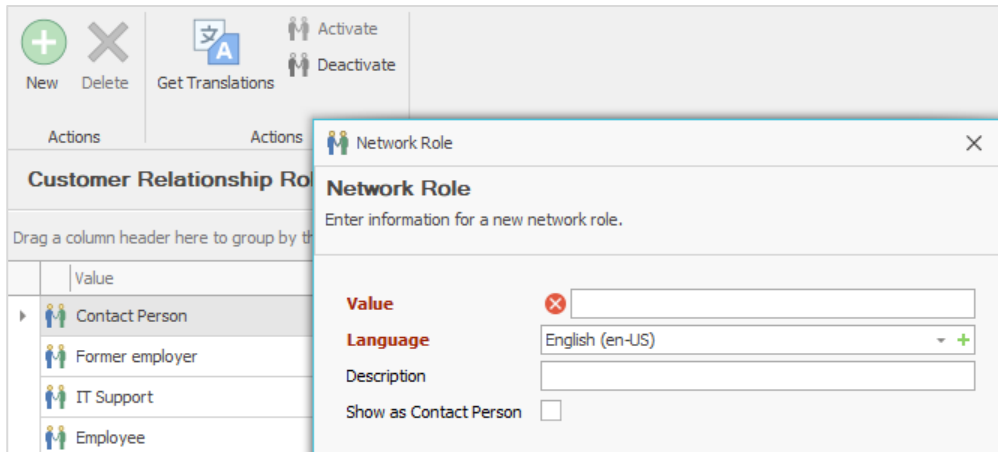
Active
☒

INDUSTRIES

For corporate customers, you can add the industry. By default, this field is optional but if you wish to utilize it in reporting, it can be defined as mandatory in the business unit parameters (General > Mandatory Fields > Industry required for customers).

CUSTOMER RELATIONSHIP ROLES

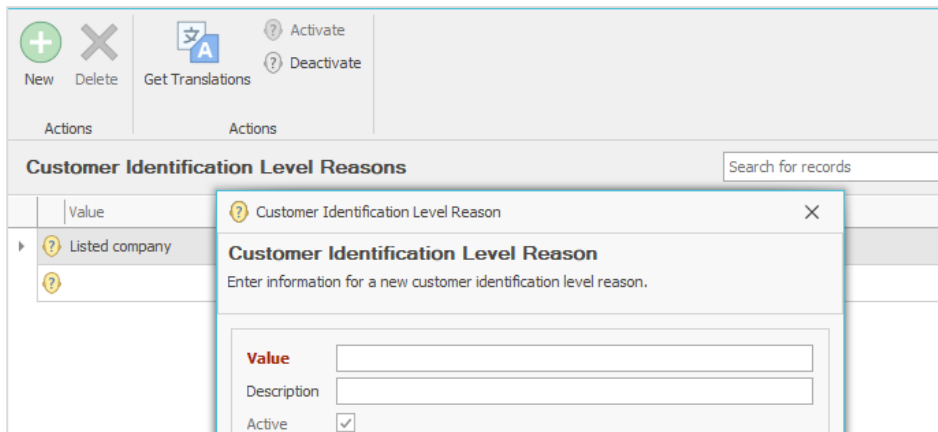
When defining roles between your company's employees and customers/prospects you can register the role between the parties. It describes what kind of relationship the customer/prospect has with your employee.



If required, you can add new roles also in a corporate customer's window when attaching private persons to the customer. If the Show as Contact Person field is selected, the private person added to the role is also registered as the company's contact person.

CUSTOMER IDENTIFICATION LEVEL REASONS

If the customer identification functionality has been activated, you can define a selection list of reasons for not identifying a customer, such as being a listed company. Thus, when the identification is skipped, a user does not have to manually enter the reason for it.

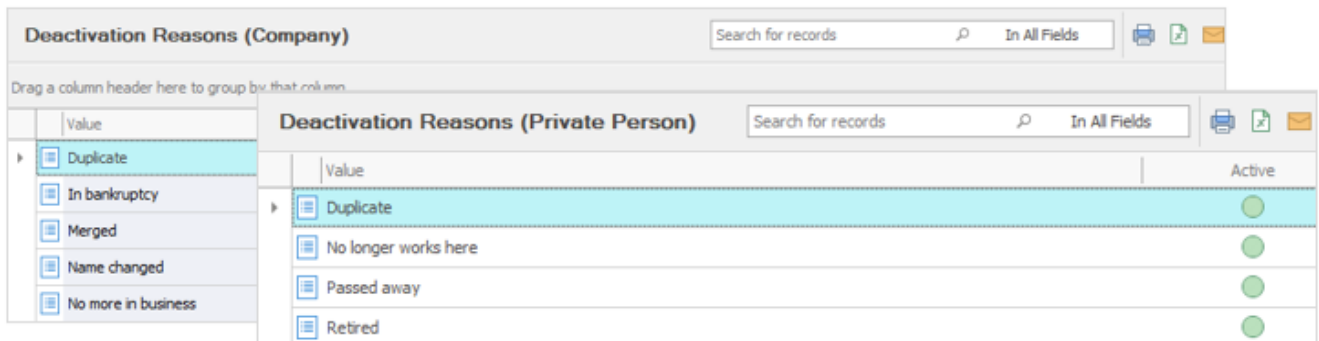


STATUS REASONS (COMPANY/PRIVATE PERSON)

The software enables you to define status reasons for both corporate customers and private persons. Based on them you can, for example, group information in the views. Four status reasons (Missing information, Check the information, Information complete, Ready for deactivation) have already been defined in the software. You can add new status reasons both for active and passive customers.

DEACTIVATION REASONS (COMPANY/PRIVATE PERSON)

When a customer is deactivated, the software asks you to provide a deactivation reason. The software offers a few deactivation reasons for corporate customers and private persons, and you can add new ones for both customer groups as required.

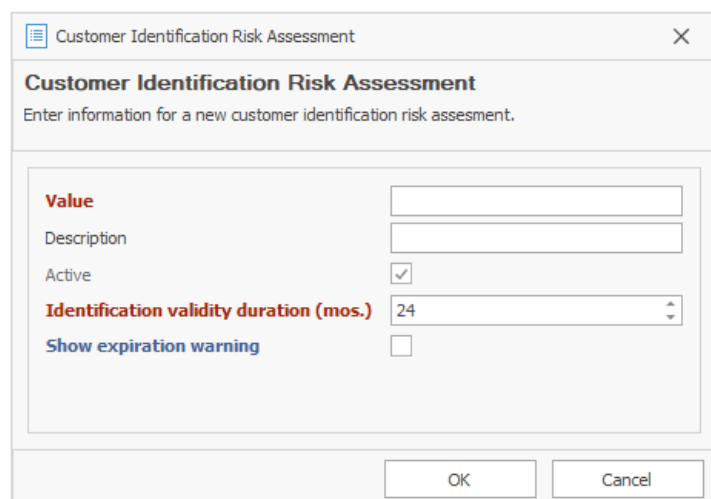


When defining deactivation reasons for private persons, please note that the same values are used for deactivating private customers and contact persons of corporate customers.

CUSTOMER IDENTIFICATION RISK ASSESSMENTS

If customer identification has been activated, the customer identification risk assessment enables setting how long the customer's identification will be valid. The software offers only one risk assessment (Default) which sets the validity of the identification to 24 months. You can add new risk assessments with their validities as required. Once the risk assessments have been added, you can select for each customer the risk assessment matching their individual situation.

A new risk assessment is added but naming it (Value) and defining the validity of a completed customer identification (6–36 months).



If "Show expiration warning" has been selected, the software shows a warning when identifications with the risk assessment in question are about to expire. The warning is displayed in the Customer identifications list.

CUSTOMER RELATIONSHIP QUALITY, REFERENCE, AND SATISFACTION PARAMETERS

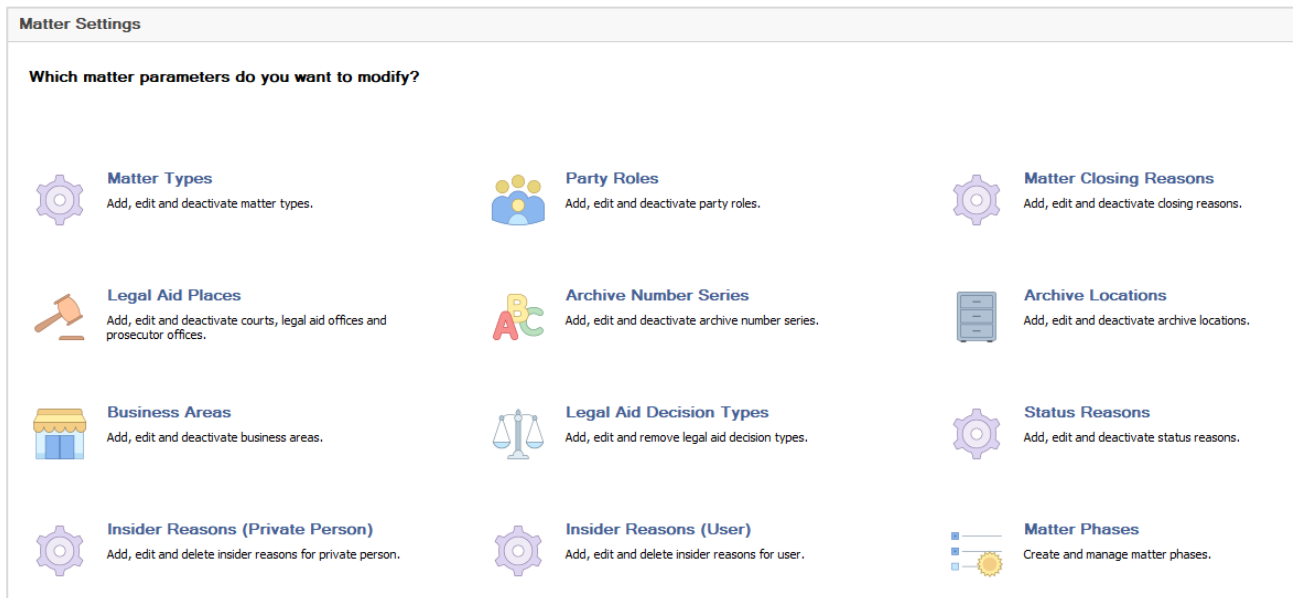
If your company uses the customer plan functionality, you can add to the software the selection lists for values to indicate

- quality of the customer relationship
- customer reference status
- customer satisfaction level and results of a customer satisfaction survey

A few values for these lists have already been added but you can edit them and add new ones as required.

5.6 MATTER SETTINGS

In the Matter Settings folder, you can make different settings impacting the selection lists of matter fields. You can define matter types, matter party roles, matter closing reasons, matter phases, business areas, parameters related to archiving matters, legal aid places and decision types (in Finland), as well as reasons for a specific status of matters and for belonging to the insider register.



When you have added into the software the required matter types, you can further refine them with business areas. Thus, the matter type can be e.g. Real estate law and its business area Housing.

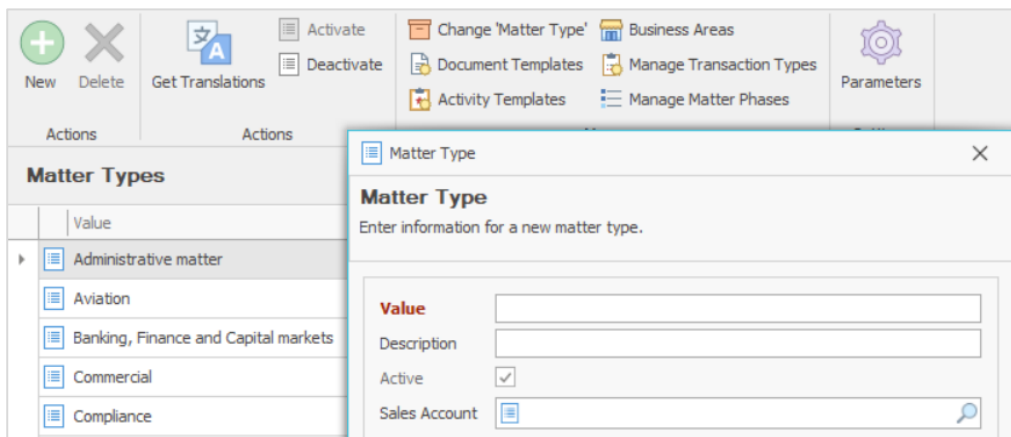
The basic matter party roles have already been added to the software, but you can edit them and add new ones as required. If certain phases keep repeating in the matters of your company, you can set basic phases which are selectable for individual matters.

You can define reasons for matters having a specific status, for having persons added to the insider register of matters and for closing matters. To support matter closing, you can also define selection lists related to archiving.

Companies handling legal aid matters (in Finland) can maintain settings related to creating and sending legal aid claims to the Romeo e-service, such as the list of legal aid places. In the deployment phase of the software, CSI always checks the validity of the legal aid place list. Once the software is in use, it is the responsibility of power users to keep the list updated.

MATTER TYPES

A matter type is required to save a new matter. The software offers a list of basic matter types, which can be edited to meet the company's needs. In case the software is also used to manage internal matters, we recommend defining for them separate matter types.



A new matter type can be added by naming it in the Value field, defining its description, if required, and its sales account to be automatically added to new matters of that type. If you leave the sales account empty, the sales account of the user's business unit is added to the matter.

When matter types have been added, with ribbon buttons you can:

- Merge matter types by selecting **Change 'Matter Type'**. The function asks you to enter the target matter type to which the source type is merged.
- The **Document Templates** button enables attaching document templates created to individual matter types. Thus, the document template is only available in certain types of matters. For more information, see *Document Templates*.
- The **Activity Templates** button enables adding to the matter type activities whose start and due dates are linked to the opening date of the matter. When a new matter of this type is opened, the software automatically adds to it the activities defined in the activity templates. For more information, see *Activity Templates*.
- With the **Business Areas** button, you can attach selected business areas to refine matter types. Once done, only the attached business areas are selectable for matters of that type. For more information, see *Business Areas*.
- The **Manage Transaction Types** button enables attaching selected transaction types to the matter type. Thus, the software only offers the list of these transaction types when adding a new transaction to a matter of this type. The transaction types to be attached must first be added in the settings. For more information, see *Transaction Types*.
- The **Manage Matter Phases** button enables attaching matter phases to matter types if phases are in use. We recommend attaching to a matter type all phases that typically repeat in that type of matters. When e.g. certain basic phases are attached to the Labor law matter type, they are automatically added to the Phases folder of each matter of that type. Prior to attaching the phase, you need to add them in the settings. For more information, see *Matter Phases*.

BUSINESS AREAS

Business areas are useful for classification and reporting purposes. The list of business areas is empty, and it should always be created according to the company's needs.

By default, business areas added to the software are selectable for all matters, but you can also attach them to certain matter types only.

Business area is not a mandatory field in the matter. However, if you wish to use business area for classification purposes, we recommend setting it mandatory in the business unit parameters.

PARTY ROLES

For matter parties, you need to define in which role they are in the matter in question. The software offers the predefined roles of Payer, Client, Opponent, Other and Insurance company, and new roles can be added or deleted as required. As the roles are displayed in the Party folder as columns, we recommend keeping their amount reasonable.

You can set the explanation field of a party role to be mandatory, thus you have to enter a brief description when selecting the role in question. We recommend making the explanation mandatory at least for the Other role.

If customer identification is in use, you can also define that the party roles in question must always be identified.

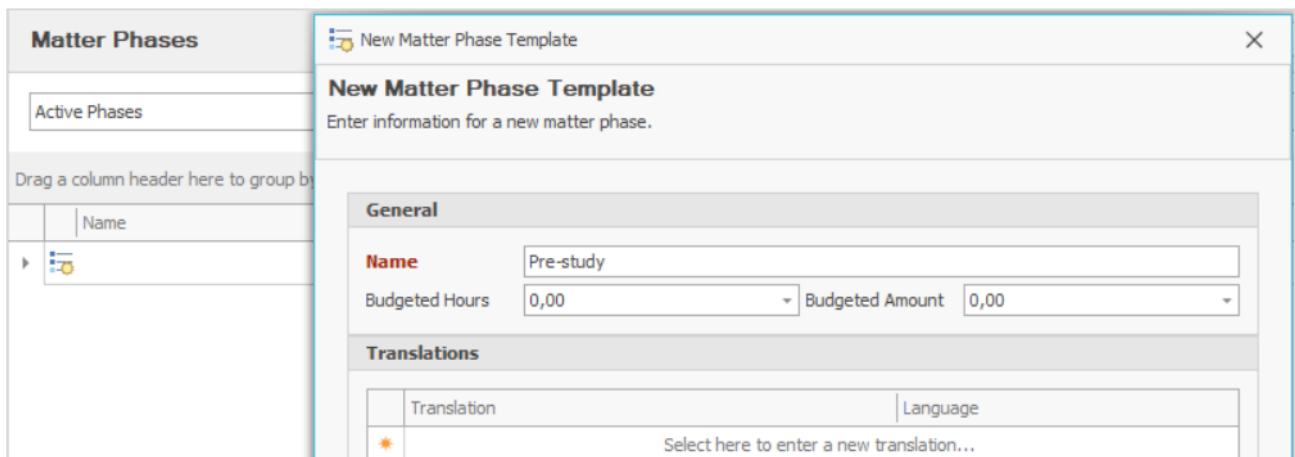
The screenshot displays the 'Party Role' configuration window. On the left, a list of roles is shown: Client, Opponent, and Payer. The 'Client' role is selected. On the right, the configuration form for the selected role is visible. It includes fields for 'Value', 'Description', and 'Party role type' (set to 'Coparty'). There are two checkboxes: 'Explanation Required' (checked) and 'Identification Required' (unchecked). The 'Identification Required' checkbox is highlighted with a red rectangle.

MATTER PHASES

If matter phases have been activated to make matter management easier, we recommend creating a selection list of commonly used matter phases and attaching them to the matter types in order to have them automatically added for new matters.

To add a new phase, you just need to enter the name for the phase which is automatically added as the translation in the user interface language.

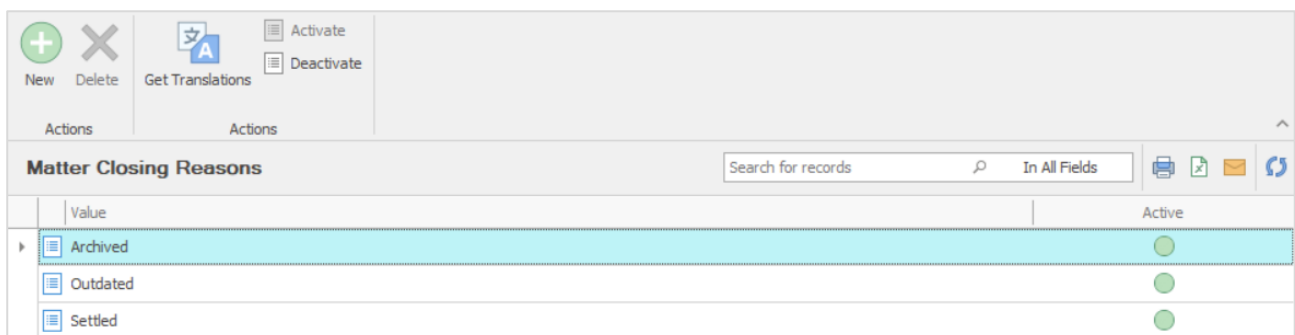
If the phase typically causes a certain amount of work or costs, you can add for it budgeted hours or amount. However, you can edit that information by matter. After saving a new phase, make the required translations to have the phase name displayed in the matter language.



You can attach phases to the matter types in the Matter Settings folder > Matter types. The Manage Matter Phases button on the ribbon opens a list where you can define which of the phases are to be attached to the matter type in question.

MATTER CLOSING REASONS

When a matter is closed, you can choose to provide a reason for closing it. However, the software doesn't require to select a reason. You can add the matter closing reason your office would like to use in the settings.



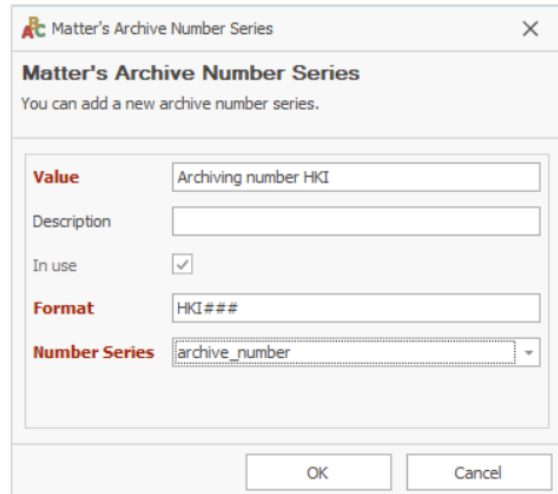
ARCHIVING NUMBER SERIES

The software offers, by default, an archiving number series which can be used when the company only needs one of them. If required, the software enables adding a separate archiving number series for e.g. each business unit.

Unlike the other numbers, formatting of archiving number series is primarily made in the Matter Settings folder > Archive Number Series. However, the formatting is later visible and editable in the Common Settings folder > Number Sequence Code Formatting. For more information, see *Number Sequence Code Formatting*.

If you wish to take into use several archiving number series, add them first in the Common Settings folder, Number Sequence Codes. The same number series can be used in more than one archive number series, and the number series formatted by business unit. For more information, see *Number Sequence Code Formatting*.

A new archiving number series can be named as desired in the Value field. To the Number Series field, you can either select the desired number series or *archive_number*. The formatting of the number is done in the Format field where you can add yyyy to describe the year, mm for the month and dd for the day. All letters must be written with small caps. Hashtags are used to describe sequential numbers, so the first archiving number in our example would be HKI001.



ARCHIVING LOCATIONS

For archiving of matters, besides the archiving number, you need an archiving location. It is the physical location where the documents related to an archived matter are stored. The software offers one archiving location, but you can add more of them if required. Also, in case you have multiple business units, you can select for each of them a default archiving location in the business unit parameters.

In case there are multiple archiving locations, information about the archiving location has to be manually added and edited for matters. If documents are first archived in the locker of the office, for example, and later moved to another place, the information about the transfer must also be updated to the closed matters. Therefore, to minimize the workload, we recommend keeping the number of archiving locations to minimum.

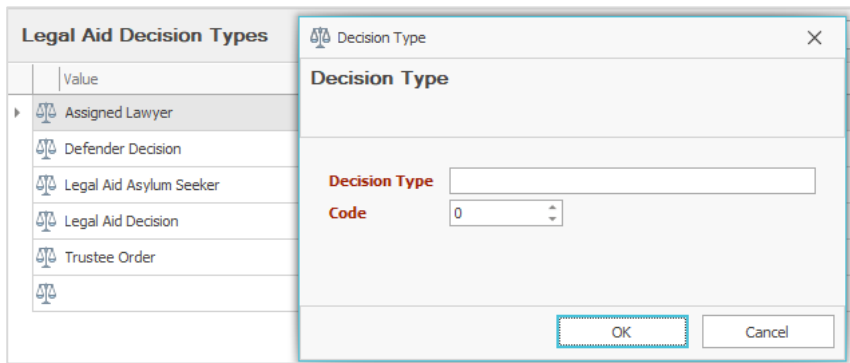
LEGAL AID PLACES

If your office handles legal aid matters, a list of legal aid places must be maintained to send invoices to the Romeo e-service (in Finland). In case there are changes in the legal aid places, CSI publishes them in the extranet, and power users can update the list in their software.

A new legal aid place is added by first selecting if it is a court, legal aid office or prosecutor's office. Next you will add a code based on which Romeo e-service identifies the legal place, as well as the name of the legal place. If you wish, you can also enter the homepage address of the legal place.

LEGAL AID DECISION TYPES

Managing legal aid matters also requires you to maintain the list of legal aid decision types used in the legal aid claims. To add a new legal aid decision type, you have to add the name of the decision type as well as its code based on which the Romeo e-service identifies the decision type.



In case there are changes in the legal aid decision types, CSI publishes information on them either in the extranet or in the change documents of new software versions. You can also contact the CSI support to check the valid legal aid decision types.

STATUS REASONS FOR MATTERS

The software enables setting status reasons which can be selected for matters and based on which matters can be grouped in the views. In the software, there are three basic status reasons; In progress, On hold and Ready for closing. You can define status reasons both for active and closed matters.

INSIDER REASONS (PRIVATE PERSON/USER)

If your office manages insider matters, you can register a reason why users and private persons have been added to the insider register. This information is optional, and you can always enter it manually, but the predefined list makes it easier to maintain the insider register. The reasons are set separately for private persons and users.



In the business unit parameters, you can also define similar default reasons for the matter owner, responsible, invoicing contact, assistant, and team members.

5.7 SALES AND MARKETING SETTINGS


If the prospect and opportunity related features have been activated in the software, the Sales and Marketing Settings folder enables setting classifications related to them.

Sales and Marketing Settings

Which parameters do you want to manage?


Opportunity Rating
Add, edit and deactivate rating values.


Opportunity Status Reasons
Add, edit and deactivate opportunity status reasons.


Prospect Inactivity Reasons
Add, edit and deactivate prospect inactivity reasons.

OPPORTUNITY/PROSPECT RATING

When a new opportunity or prospect is added, you can define how potential it is with these ratings. The software offers three levels; Cold, Warm and Hot. Their names can be edited, and new values added.

OPPORTUNITY STATUS REASONS

If there are several opportunities in the software and you wish to monitor and report them based on their status, this feature enables defining alternative status reasons for active, lost and won opportunities. There already are a few predefined status reasons.

Opportunity Status Reasons

Search for records

In All Fields

Status Reason	In Use
▼ Status: Active	
<div><div></div>In Progress</div>	<div><div></div></div>
<div><div></div>Pending</div>	<div><div></div></div>
<div><div></div>Quotation</div>	<div><div></div></div>
▼ Status: Lost	
<div><div></div>Not Known</div>	<div><div></div></div>
<div><div></div>Price</div>	<div><div></div></div>
<div><div></div>Service Content</div>	<div><div></div></div>
▼ Status: Won	
<div><div></div>Not Known</div>	<div><div></div></div>

PROSPECT DEACTIVATION REASONS

If the prospect added to the software cannot be converted to a customer, it can be deactivated. With this function, the software requires an explanation for the deactivation. The most common reasons can be added as a selection list that applies both for companies and private persons.

6 APPLICATION PARAMETERS

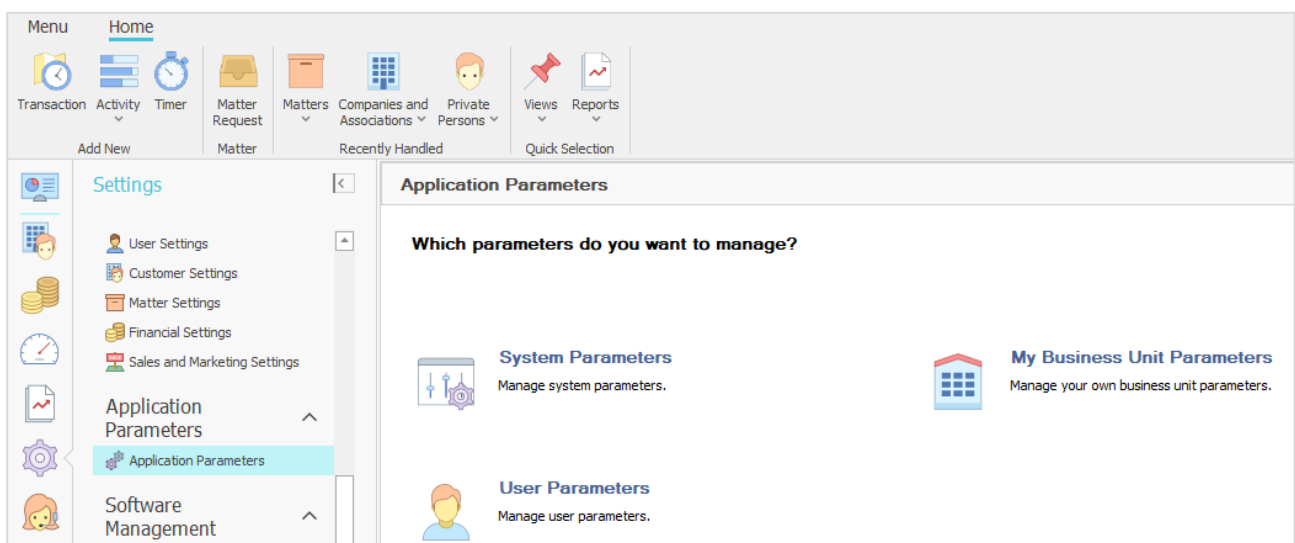
With the application parameters you can adapt the software functionality to support your company's processes. Some of the new software functionalities are hidden behind a parameter, allowing you to enable them if required. With parameters, you can take into use for example customer identification, matter request and subscription pricing.

In the settings, parameters controlling and facilitating the system use can be defined at three levels:

- **At the system level** to apply to all business units and users of the company. Default values such as default currency and transaction posting period are often made at the system level. The system level offers a few parameters which are not available at other levels.
- **At the business unit level** to apply to a specific business unit of the company. If parameters are defined for the main business unit, they automatically apply also to its branch offices. If necessary, parameters concerning for example invoicing can also be set unit-based.
- **At the user level** to apply to the user in question only.

Several defaults defined in the above levels, such as for example pricing model, can still be overridden in the customer or matter parameters.

Parameters at the different levels are found in their own folders. However, some of them may be dependent on each other. For example, some of the business unit parameters require defining system level parameters first.



The parameter table displays the valid value of each parameter as well as its source. The value source is "System" if there is no value defined for the parameter at the business unit or user level. The Value field enables you to edit the valid value.

A green circle indicates that the parameter has been activated into use. A red circle means that the parameter is not in use. When the circle is grey, the parameter value is undefined. Its value is thus inherited from the upper level, or a default value is used. For some of the parameters, you can select the value from a drop-down menu.

You can search for parameters with keywords for parameter names, parameter group names and their descriptions. The Show Defined Parameters button enables filtering out only parameters which have a value.

NOTE! If the parameter value is in a text format and the field has ever contained text, the software handles that parameter as if it still had a value, in which case it is included in the search results.

6.1 GENERAL PARAMETERS

The general parameters cover the default values used in the software, user interface options, mandatory fields, restricted user permissions, navigation security parameters, application features and power user rights.

DEFAULT VALUES

Language
Country
Currency
Customer type
Default customer type
Set current user as responsible for customer
Create matter as internal
Matter type
Use matter type as default subject
Matter owner
Matter responsible
Invoicing contact
Enter expense costs in net price
Activity type
Set matter owner as responsible for critical task
Reminder check interval
Minimum timer duration (minutes)
Calendar time scale
Create transaction in calendar automatically
Current time in calendar
Work time type
Print invoices to default printer
Movable property type
Movable property storage
Matter status reason
'Company or Association' status reason
'Private Person' status reason

All the below parameters are found at the system and business unit levels. At the user level, you can find the same parameters except the Set current user as responsible for customer, matter status reason, 'Company or Association' status reason and 'Private Person' status reason. Also, "Set matter owner as responsible for critical task" can be defined at the business unit level only.

Language: Default language for the customer. The customer's language will be used for the matter, transaction, and expense types and for invoice prints.

Country: Default for the customer's home country and the country of their address.

Currency: Default currency used in matters and for transactions.

Customer type: Default customer type when creating new customers.

Default customer type: Either corporate customer or private person. Select the one representing most of your company's customers. The default is displayed e.g. when adding a principal and other matter parties.

Set current user as responsible for customer: When adding a new customer, automatically sets the current user as its customer responsible.

Create matter as internal: If selected and you add a new matter, the software creates it by default as an internal non-billable matter. Otherwise, the New button of the matters folder creates a billable matter by default.

Matter type: If your company primarily works with specific type of matters, you can add the matter type as a default. The software thus automatically offers it when creating a new matter.

Use matter type as default subject: When adding a new matter, the selection brings the text of the selected matter type to the matter's Subject field.

Matter owner: Enables to add the customer responsible, the current user or the user's manager as the owner for a new matter or to leave the field empty (default = current user).

Matter responsible: Select whether to bring the customer responsible, the current user, the current user's manager as the responsible for a new matter or to leave the field empty. If not selected, the current user will be added by default.

Invoicing contact: If the invoicing contact at your company is usually the same, define the user as the default that will be automatically added to matters.

Enter expense costs in net price: By default, expenses are entered at gross prices, but this selection enables changing the default to the net. The selection has no impact on the invoicing price of the expense which is always net.

Activity type: By default, a new activity is a task, but this selection enables setting another default activity type.

Set matter owner as responsible for critical task: Automatically adds the user in the Matter's Owner field as responsible for critical tasks of the matter.

Reminder check interval: Define how often the software checks if there are overdue reminders. The options are 15 or 30 minutes, 1, 2 or 4 hours, 1 day or 1 week.

Minimum timer duration (minutes): If set and the actual duration of the transaction is shorter than the defined minimum, a transaction is registered with the minimum duration.

Calendar time scale: Select the default scale to display calendar time (5, 10, 15, 30, or 60 minutes).

Create transaction in calendar automatically: If the parameter has been selected, the software automatically creates a transaction when adding a matter and a transaction type to a calendar entry.

Current time in calendar: Specify whether the current time is indicated with a bar in the calendar.

Work time type: Set the type which is added by default to all new work time entries.

Print invoices to default printer: Set a default printer for printing invoices.

Movable property type: Define the default type if most of your company's movable property are of the same type e.g. shares.

Movable property storage: Define the default storage location if there is one.

Matter status reason: The status reason set here is automatically added to all new matters.

'Company or Association' status reason: The status reason set here is automatically added to all new corporate customers.

'Private person' status reason: The status reason set here is automatically added to all private persons.

USER INTERFACE OPTIONS

The software offers the same parameters at the system, business unit and user levels, with the following exceptions:

- Text editing type (not at the user level)
- Contact person name format (only at the system level)
- Window ribbon size (not at the business unit level).
- Excel export allowed only for user group (only at the system level)

Clear search field when changing view: By default, the keyword entered in the Search field remains when the selection of the view is changed. With this parameter, the field can be cleared when changing the view.

Map type: If selected, the customers Address tab displays a map. The options are Microsoft Bing maps and OpenStreet maps.

Text editing type: Select the editing type for the Description field of work time entries and activities. The options are Text, HTML text and RTF text.

Clear search field when changing view
Map type
Text editing type
MS Office 97-2003 in use
Skip 'Save As' dialog when exporting reports
Automatic navigation
Contact person name format
Spell checking dictionary
Excel export mode
Active favorite expiration in days
Window ribbon size
Excel export allowed only for user group

Skip 'Save As' dialog when exporting reports: If enabled, the software does not prompt you to save the file when the view list or pivot report is exported to Excel. By default, the selection is off, so saving is always requested before opening Excel.

Automatic navigation: By default, the software always opens the top folder of the selected area. If the navigation is turned off, users can choose which folder they want to open when navigating to the area.

Contact person name format: Select how the person's name is printed and displayed in the lists. The options are First Name Last Name, Last Name First Name, or Last Name, First Name (default).

Spell checking dictionary: To enable spell checking, define here Microsoft Office. The check covers e.g. transaction and expense texts and matter subjects. The proofreading is done in the matter language or in the user interface language in case there is no matter selected.

Excel export mode: The options are Data aware (having the pivot columns nested in Excel so they can be easily opened/closed) and Static (columns side by side in the traditional format).

Active favorite expiration in days: Specify how many days the automatic favorites will remain in the My Favorites view (default 30 days). Automatic favorites are, for example, customers or matters that a user has added to the software or edited their information.

Window ribbon size: Set the window selection bar to narrow if you are using a laptop with limited screen space. By default, the selection bar is wide.

Excel export allowed only for user group: By default, all users are allowed to export lists to excel. However, you can restrict this to be allowed for a specific user group only.

MANDATORY FIELDS

These parameters are available at the system and business unit level.

Customer type required
Industry code required for customers
Business area required for matters
Assistant required for matters
Cost center required for matters
Skill required for transactions

Customer type required: Each customer must be defined a customer type.

Industry code required for customers: Each corporate customer must be defined an industry.

Business area required for matters: Each matter must be defined a business area.

Assistant required for matters: For each matter, the Assistant field must be filled.

Cost center required for matters: For a new matter, a cost center is required.

Skill required for transactions: When adding a transaction, you need to specify which skill the work has required. The skill can be defined for a user or for a team member.

HOME PAGE

These parameters can be found at the business unit and user level.

Home page: The power user can define the website to be opened for users when logging in to the software.

Other page: If required, the power user can define another web site which can be opened from the left side of the software.

RESTRICTED USER PERMISSIONS

These parameters are available at the system and business unit level.

They enable defining which functions are permitted for users whose user type is Restricted user. By default, their rights are very limited, but the power user can give them extended rights with these parameters.

Create customers	Create customers: Enables creating new customers.
Edit customers	Edit customers: Enables editing information of customers.
Create matters	Create matters: Enables creating new matters.
Edit matters	Edit matters: Enables editing information of matters.
Manage documents	Manage documents: Enables editing documents attached to customers or matters.

NAVIGATION SECURITY PARAMETERS

These parameters are available at the system and business unit level.

Show all customer sublists for the customer responsible
Show all matter sublists for responsible persons

Show all customer sublists for customer responsible: Enables displaying to the customer responsible also the customer window folders which are hidden from other users.

Show all matter sublists for responsible persons: Enables displaying to responsible persons (principal's customer responsible, matter owner, matter responsible, matter invoicing contact, and matter assistant) also the matter window folders which are hidden from other users.

ENTRY SECURITY PARAMETERS

These parameters are available only at the system level.

Show own entries only in main window for user group
Show own entries only in subfolders for user group

Show own entries only in main window for user group enables preventing a specific user group to see entries of other users in the main window of the software.

Show own entries only in subfolders for user group enables preventing a specific user group to see entries of other users in the folders of individual windows such as the matter window.

APPLICATION FEATURES

These parameters are available at the system level only and used to activate specific features into use.

Matter request in use	Matter request in use: Enables using a matter request to collect details before opening a new matter.
Opportunity in use	Opportunity in use: Enables using opportunities for coordinating activities related to a new sales case.
Prospect in use	Prospect in use: Enables managing prospect related activities before they become customers.
Sub-matter in use	Sub-matter in use: Enables splitting large matters to parent and sub matters.
Subscription in use	
Message in use	

Subscription in use: Enables setting a pricing model where a certain fee for continuous services is invoiced e.g. monthly.

Message in use: Enables using CSI Lawyer internal messaging feature.

POWER USER RIGHTS

This group, found at the system level, only contains one parameter.

Limit settings access to power users in group enables defining a specific power user group that is allowed to access the Settings area of the software. This way it is possible to have two groups of power users, one with unlimited rights to the entire software and the other group having unlimited right except the access to the settings.

6.2 TRANSACTION AND EXPENSE RELATED PARAMETERS

The parameters in the Transactions group are not available at the user level except the Transaction duration step.

TRANSACTION POSTING PERIOD

The Transaction posting period enables restricting the number of open posting periods, thus encouraging users to make their entries in time.

In use
Maximum open posting periods (weeks)
Allow opening in the future

In use activates the transaction posting period feature.

Maximum open posting periods (weeks): Defines how many posting periods (weeks) can be open at the same time.

Allow opening in the future: Defines if a user is allowed posting periods in the future. By default, it is prohibited.

TRANSACTION PARAMETERS

The system level offers the following parameters:

Transaction type in use
Transaction type mandatory
Allow hour price editing only to a user group
Price division ratio in use
Warn about zero priced transaction

Transaction type in use: To be checked, if you wish to use transaction types when making new entries. If not in use, the Transaction Type field is hidden from the Transactions window.

Transaction type mandatory: To be selected if you want users to define the type for every new transaction.

Price division ratio in use: By default, not in use.

Allow hour price editing only to a user group enables selecting a user group whose members can edit hour prices of transactions registered by other users. Besides this user group power users can always edit hour prices.

Warn about zero priced transaction: When selected, the software requires a confirmation if a user saves a zero priced billable transaction.

The user group allowed to edit hour prices can also be defined at the business unit level. Besides, the business unit parameters include the following:

Only the author can change worked hours
Transaction VAT base selectable
Allow foreign currency
Open transactions can be reviewed
Default transaction type
Warning for exceeding price limit
Transaction duration step
Minimum billable (h) of transaction
Allow hour price editing only to a user group

Only the author can change worked hours: Prevents other users than transaction authors from changing worked hours of transactions.

Transaction VAT base selectable: Enables selecting the VAT base of transactions in the Invoicing tab.

Allow foreign currency: Enables changing the matter currency.
NOTE! Changing the currency is only possible until the first transaction or expense has been saved to the matter.

Open transactions can be reviewed: Enables marking transactions are reviewed also before the preliminary invoice has been created.

Default transaction type: Enables defining the default transaction type to be prefilled for all new transactions. This setting can also be made at the matter level.

Warning for exceeding price limit: Enables activating a warning when the agreed price limit has been exceeded. The options are No warning, Warning (still enabling a transaction to be saved) and Error (preventing transaction saving).

Transaction duration step: Enables automatic rounding of the transaction duration. Options are 6, 12, 15, 30 minutes and None (using the default of 1 minute). The rounding is always made upwards.

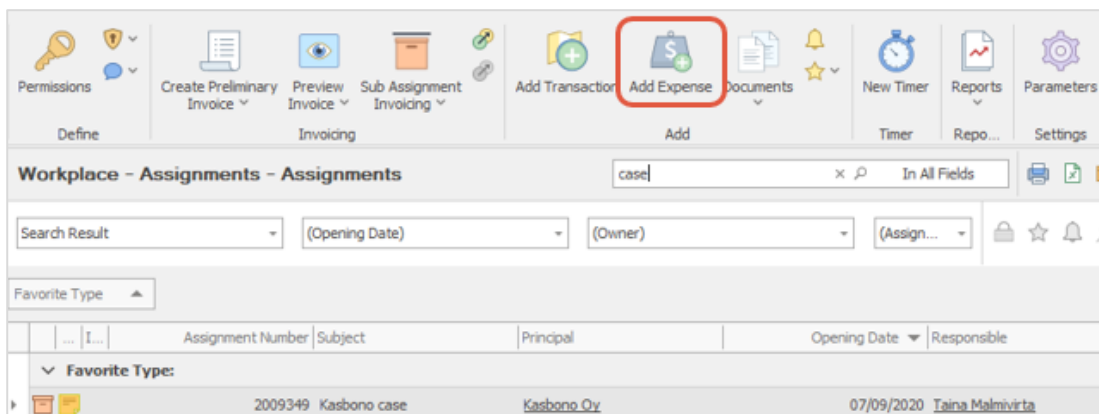
Minimum billable (h) of transaction: When selected and you enter a shorter transaction than the minimum, it is automatically rounded to the minimum. In the Transaction window, the icon next to the Billable hours field displays the minimum when hovering the mouse over it.

EXPENSE PARAMETERS

In the system level and business unit parameters, **Allow foreign currency** enables foreign currency to be used when entering expenses. The exchange rate to be used is thus defined based on the entry date of the expense. When an expense is registered in a foreign currency, its Costs in Gross / Net and VAT base fields cannot be edited and the Cost Forward check box is disabled. For adding expenses to a matter in a foreign currency, you can only select the matter currency or bookkeeping currency

In the business unit parameters, you find the following parameters affecting expenses:

Allow adding expenses from the matter list adds to the matter folder ribbon a button for adding expenses directly.



Allow adding expenses only for user group restricts the right to add, edit and delete expenses for a specific user group, by selecting the user group to this parameter.

6.3 INVOICING PARAMETERS

Invoicing related parameters are mainly defined at the business unit level. The Pricing, Preliminary Invoice and Invoicing group also contain parameters which can be set at the system level.

PRICING

The only parameter in this group, **Pricing model**, can be defined both at the system and business unit level. The options are User-based and Role-based. The role-based pricing is based on the role defined for a user and the price of the role which can be set either company-based in the settings, customer-based in the customer's parameters or matter-based in the Role Pricing folder.

The user-based pricing is based on the hour price set for a user in the settings or for team members of the customer or the matter.

Check the pricing hierarchy table in the basic user guide for more information on how the pricing models affects the transaction prices.

GENERAL EXPENSE

The parameters related to general expense are defined at the business unit level. If you wish to use a general expense, you need to define all the parameters except the Apply principal discount.

General expense in use
Share percentage
Apply principal discount
Expense type

General expense in use: Activates the general expense into use. If selected, a certain percentage of the total amount of transactions is added to the invoice as a general expense. By default, not in use.

Share percentage: Percentage of the transaction total to be used as a general expense. Calculated from the net share of the transactions.

Apply principal discount: If selected and a discount has been added for the principal, it is also applied to the general expense.

Expense type: Enables setting the expense type to be used for a general expense. We recommend adding a separate expense type for the general expense in the Common Settings folder.

BILLABLE MATTERS

Only open entries in transaction and expense sums: By default, the Billable Matters folder lists also matters whose transactions and/or expenses are on a preliminary invoice. Select this parameter, available at the business unit level, to filter out such matters.

INVOICING PERIOD

The parameters concerning the invoicing period are set at the business unit level.

Invoicing period to use	
Show invoicing period on front page	
Show invoicing period on specification page	
	Every second month
	Every third month
	Monthly
	Not in use
	Twice a Month
	Weekly

Invoicing period to use defines the period from which transactions and expenses are included when a preliminary invoice / invoice is created as a periodical invoice. The options are:

- **Weekly;** Transactions and expenses registered by the end of the previous week and any earlier uninvoiced entries.
- **Twice a month;**
 - o If a preliminary invoice/invoice is created between the 1st and the 15th day, it covers transactions and expenses registered between the 15th and the last day of the previous month.
 - o If a preliminary invoice/invoice is created between the 15th and the last day, it covers transactions and expenses registered between the 1st and the 14th day of the current month.
- **Monthly;** Transactions and expenses registered by the end of the previous month and any earlier uninvoiced entries.
- **Every second month;** Transactions and expenses registered during the previous two months and any earlier uninvoiced entries.
- **Every third month;** Transactions and expenses registered during the previous three months and any earlier uninvoiced entries.
- **Not in use;** Covers any uninvoiced transactions and expenses regardless of their entry date.
- **Empty;** The parameter is inherited from the upper level. If also missing, all open transactions and expenses are included in the preliminary invoice/invoice.

Show invoicing period on master page: By default, the invoicing period is displayed on the invoice's specification page, but you can choose it to be shown also in the front page. This parameter is useful in case you do not want to send the specification page to the customer.

Show invoicing period on specification page: By default, the invoicing period is displayed on the invoice's specification page, but you can hide it by setting the parameter red.

PROOF INVOICE PRINTING

Default email template is available at the business unit level. It enables defining the email template which, by default, is displayed in the Invoice Printing Parameters window for proof invoices.

PRELIMINARY INVOICE

These parameters can be defined both at the system and business unit level.

The system level offers the following parameters:

Keep rejected preliminary invoices
Rejection reason required for preliminary invoices
Allow bypassing preliminary invoice phase

Keep rejected preliminary invoices can be selected if you wish to keep in the software also preliminary invoices which have been rejected.

Rejection reason required for preliminary invoices: If selected, a user always needs to provide a reason when a preliminary invoice is rejected.

Allow bypassing preliminary invoice phase: Enables creating an invoice directly from a matter without the preliminary invoice phase. The selection activates the Create invoice button on the ribbon of the matters folder.

At the business unit level, you can define the following parameters related to preliminary invoices:

Approver: Enables defining that a preliminary invoice can be approved only by the matter owner or responsible.

Alert for missing VAT ID: Select how the system reacts on a missing VAT ID when creating a preliminary invoice. The options are:

- No Alert: The software does not react on a missing VAT ID.
- Warning: The software notifies about a missing VAT ID but enables creating a preliminary invoice.
- Error: The software prevents creation of a preliminary invoice.

Approver
Alert for missing VAT ID
Allow transaction deletion
Allow the same reviewer more than once
Rights to approve preliminary invoices

Allow transaction deletion: Enables deleting transactions from a preliminary invoice and at the same time from the whole software. By default, deletion is not enabled.

Allow the same reviewer more than once: Defines if, in the preliminary invoice review process, the same person or user can act as a reviewer more than once. E.g. a responsible person can be the first and the last person to review a preliminary invoice. The actual preliminary invoice review process is defined in the business unit information, Preliminary Invoice Review Process folder.

Rights to approve preliminary invoices: Enables granting the right to approve preliminary invoices to the selected user group.

INVOICING

Some invoicing related parameters can be defined at the system level, but most of them are set at the business unit level.

The system level offers the following parameters:

Use invoice date as entry date
Invoice reference number type
Swedish OCR number permanent length
Creditor reference number in use

Use invoice date as entry date: Defines the invoice date to be used also as the invoice entry date for advance, preliminary, normal and credit invoices. When in use, invoice windows have no Entry Date field, and the Entry Date column has been replaced with a Created On column in the invoice views. **NOTE:** When this parameter is in use, invoice reports still use the invoice entry date.

Invoice reference number type: Defines how the check numbers are calculated to the reference number to be printed to an invoice. The calculation method differs country by country, and the system covers the methods used in Finland and in Sweden. Besides normal invoices, this definition also applies to advance, proof, and summary invoices. The default value is a Finnish reference number.

The parameter has the following options:

- Parameter not defined (empty field); As default, the Finnish reference number is in use

- Finnish reference number
- No reference number: An invoice is created without a reference number

And Swedish options:

- Swedish OCR number, No Length Hcheck (soft or hard check level)
- Swedish OCR number, Permanent Length; the length of an OCR number is defined with the Swedish OCR Number permanent length parameter.
- Swedish OCR number, Variable Length; if the length of an OCR number is e.g. 5, 15 or 25 digits, the length digit is 5.

Swedish OCR number permanent length: 2 - 25 digits, consisting of 3 digits before the actual invoice number + invoice number + possible length digit + check digit. **NOTE!** All digits to be included in the reference number need to fit into its defined standard length.

Creditor reference number in use: The international RF reference can be used both in domestic and foreign invoices. When the reference number has been taken into use, the system will add to the reference numbers of the normal invoice, advance invoice, proof invoice and summary invoice the letters RF and two check digits. If the reference number type is a standard-length OCR number, its remaining part can be max 21 characters.

At the business unit level, you can define some additional parameters:

Create invoice for deductible
Creditor reference number in use
Currency
Discount percent
Invoice reference number type
Invoicing memo in use
Notice period
Payment adjustment priority
Payment term
Round invoices to whole number
Swedish OCR number permanent length
VAT base date

Create invoice for deductible: Select if in most matters covered by a legal expenses insurance a principal's invoice for the deductible should be sent simultaneously with an invoice to an insurance company. When an invoice is printed using the option "To Insurance Company", the software asks if you also wish to create the invoice for the deductible. The inquiry can also be activated in the matter party details.

Currency: Default currency to be used when opening new matters, creating invoices and registering payments.

Discount percent: Enables setting a default discount percent if you **always** wish to give a certain discount from the normal price. The discount percent can be overridden in the customer parameters, for a matter party and in the Payers folder of a preliminary invoice. The parameter should not be activated if discount tables are in use.

Invoicing memo in use: Activates the invoicing memo which can be used to replace the standard invoice specification.

Notice period: Default notice period to be printed on invoices to notify customers how many days they are allowed for complaining about the invoice.

Payment adjustment priority: If the parameter is unselected or the selection is *Capital*, the payment is first adjusted to the capital and only after it to the reminder fee and delay interest. If the selection is *Reminder Fee and Delay Interest*, a payment is first adjusted to the fees and interests and only after that to the capital.

Payment term; Default payment term based on which the software calculates a due date for a preliminary invoice / invoice. If there is no payment term defined in the business unit or customer parameters or in the Matter information, a preliminary invoice/invoice cannot be created. You can edit or add payment terms in the Financial Settings folder.

Round invoices to whole number: Enables rounding the invoice total to the closest whole number.

VAT base date: Defines the VAT base to be used. The options are:

- Invoice Entry Date; The default that uses the VAT base according to the entry date.
- Last Invoice Row Date; Defines the VAT base to be used according to the entry date of the last transaction or expense regardless of the invoice entry date.

INVOICE PRINTING

Invoice printing parameters cannot be set at the system level. They are always defined in the business unit parameters. They can be overridden at the customer level, and some of them even at the matter level, in the party details for payers. The parameters enable:

Default front page template for payment demand	Defining the default templates to be used when printing payment demand and invoice pages:
Default invoice front page template	– Default front page template for payment demand
Default invoice specification template	– Default invoice front page template
Expense amount per row	– Default invoice specification template
Expense units per row	
Expense units total	
Expenses by phases in specification	Defining how expenses, by default, are printed in the invoice specification:
Expenses by types in specification	– Expense amount per row: Row-based amounts
Hide bank accounts from invoice footer	– Expense units per row: Row-based units
Hide expenses	– Expense units total: Total units of expenses
Hide expenses from specification	– Expenses by phases in specification: Expense totals by Matter phases, i.e. one row per phase.
Hide invoice footer	– Expenses by types in specification: Expense totals by expense types (if not selected, each expense is displayed as a separate row in a date order)
Hide invoicing contact from address	– Expenses not to be printed (Hide expenses): In the front page, doesn't print a separate expense row but includes expenses in the "Fees and Charges". In the specification, show expenses under "Other disbursements."
Hide name and logo	
Hide payer share	
Invoice file name format	Hiding specific information:
Print 0 rows in specification	– Hide bank accounts from invoice footer
Print bar code without transfer order	– Hide expenses
Print transaction and expense specification	– Hide expenses from specification: In the front page, expenses are included in the Fees and Charges row and in the specification page, the title of expenses is Other fees.
Print transfer order template	– Hide invoice footer
Show daily summaries	– Hide invoicing contact from address: Prints a customer's contact person to the top right corner where e.g. the invoice number and payment term are located.
Show dialog when printing multiple invoices	– Hide Name and Logo: Prevents printing a company name, contact information and logo to the top corner of invoices if you use preprinted paper.
Show discount percentage	– Hide Payer Share %: Hides the payer share from the front page of invoices.
Show invoice rows in grouping	
Show job title in address	
Show payer address country in English	
Specification by author	
Specification by matter	
Transaction amount per row	
Transaction author per row	
Transaction hour price per row	
Transaction hours per row	
Transaction hours total	
Transactions by phases in specification	
Transactions by types in specification	

Setting the name format for invoice files with the **Invoice file name format** parameter:

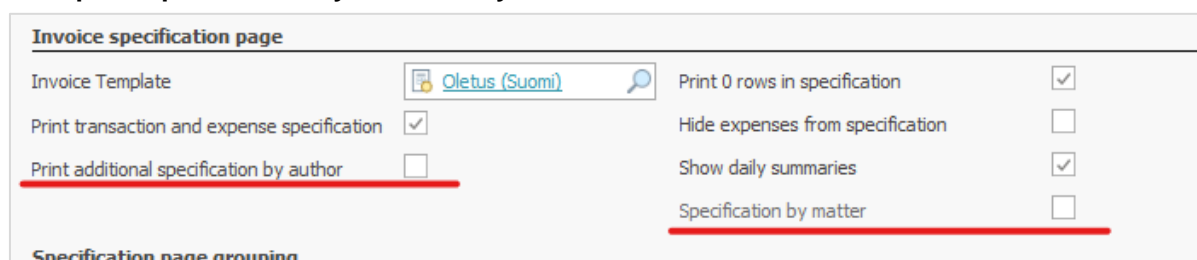
- The name of an invoice to be printed as a PDF file can consist of free text, one or multiple invoice ids (identifiers i.e. tags) or their combination. The parameter is valid for invoices, advance and credit invoices and payment reminders.
- The following invoice information can be included in the file name in any order:
 - Customer name – id *PayerName*
 - Matter number – id *MatterNumber*
 - Matter subject – id *MatterSubject*
 - Invoice number – id *InvoiceNumber*
 - Invoice due date – id *InvoiceDueDate*
- When a file name is created, the small and all caps matter, so the spelling has to be correct. You can see the id list by hovering the mouse cursor on the top of the parameter name. For example, if you set as the parameter value **PayerName – invoice number InvoiceNumber**, Company Ltd's invoice 1234 will have the following file name: "Company Ltd – invoice number 1234".

Define additional printing parameters:

- **Print 0 rows in specification:** The specification also contains transactions with a total amount 0,00€
- **Print bar code without transfer order:** Only a bar code is printed
- **Print transaction and expense specification:** Prints the specification either as standard or with extra columns.
- **Print transfer order template:** Prints a bar code and a transfer order to an invoice (typically used for private customers). A transfer order can be printed only to invoices of domestic customers.

Showing specific information:

- **Show daily summaries:** Shows daily summaries on the invoice specification page.
- **Show dialog when printing multiple invoices:** Opens the Invoice Printing Parameters window also when printing multiple invoices.
- **Show discount percentage:** Displays possible discount percents in invoices.
- **Show invoice rows in phase groups:** Displays descriptions of individual transactions and/or expenses if the specification is printed by phase.
- **Show job title in address:** Displays in invoices the job title of a customer's contact person.
- **Show payer address country in English:** Always prints a foreign customer's country in English regardless of the language selected for printing the invoice.
- **Group the specification by author or by matter**



Defining how transactions, by default, are printed in the invoice specification:

- **Transaction amount per row:** Row-based net amounts
- **Transaction author per row:** Prints also transaction authors
- **Transaction hour price per row:** Hour prices of transactions row-based
- **Transaction hours per row:** Billable hours of each transaction (for unit-priced and standard-priced transactions the value is zero)

- **Transaction hours total:** Total billable hours of transactions
- **Transactions by phases in specification:** Transaction totals by Matter phases, i.e. one row per phase.
- **Transactions by types in specification:** transaction totals by transaction types, i.e. one row per type (otherwise each transaction is displayed as a separate row in a date order).

REFERENCE PAYMENTS

The parameters concerning reference payments can only be defined at the business unit level:

Path: The default path (e.g. z:\Document\Nordea\), which automatically opens in the file selection window when initiating the import of reference data. The same path must be defined in the bank system to managing reference data saving.

File name: If the reference data file from the bank always gets the same name, it can be saved here as a default to speed up the reference data import. In that case the file name (e.g. references.txt) opens automatically in the file selection window when initiating the import of reference data.

ELECTRONIC INVOICING

The parameters related to e-invoicing are defined at the business unit level:

Electronic invoicing system: If you send e-invoices directly from the software, select here **Maventa**. By default, the parameter is not defined.

E-invoice material format: If you use Maventa for e-invoicing, select the format in which e-invoices are sent to Maventa: Finvoice 3.0 or Peppol 3.0. By default, the parameter value is empty, and the default value is Finvoice 3.0.

Require invoice preview before sending: By activating this parameter, you can force the users to preview the invoice before it's sent out electronically to customers.

INVOICE DATA

The parameters related to creating invoice material are defined at the business unit level:

Invoice material format: If you use other e-invoicing operator than Maventa and need to create the invoice material, define here the invoice material format (Finvoice 3.0, TeAppsXML 3.0, Ledes).

Bookkeeping data standard: If you send the invoice material from the software to a bookkeeping system, define here the bookkeeping data standard (Finvoice 3.0 or TeAppsXml 3.0).

6.4 CUSTOMER AND MATTER RELATED PARAMETERS

The parameters concerning customers and matters can be found at the system and business unit levels.

SERVICE RESTRICTION ALERT

Opening matter with service restriction
Creating new transaction with service restriction
Transaction alert check level
Alert for invoices overdue for x days

Opening matter with service restriction: Defines how the software reacts when a customer with a service restriction is added to a matter as principal or payer. The options are Allowed, Warning (still enables matter to be saved) and Denied (prevents saving a matter).

Creating new transaction with service restriction: Defines how the software reacts when transactions are being added to a matter of a customer with a service restriction alert. The options are Allowed, Warning (transactions can still be saved) and Denied (prevents saving transactions).

Transaction alert check level: Defines how widely the system checks service restrictions for alerts. The options are:

- Matter: checked from the matter in question and its overdue invoices (service restriction of payers do not matter).
- Matter Payers: service restriction is checked from the matter in question, its payers and their overdue invoices (in any matter).
- Matter Principal: checked from the matter in question, its principal and its overdue invoices.

Alert for invoices overdue for x days: Defines how many days an invoice needs to be overdue until the software provides an alert when a new matter is being added for the customer in question or transactions added to the customer's matters.

CUSTOMER DEACTIVATION

There is a set of parameters, found both at the system and business unit level, which prevent deactivation of a customer. We recommend the below parameters to be taken into use:

Active matters	– Active matters
Open advances	– Open advances: Unused advance invoices
Open invoices	– Open invoices: Unpaid invoices
Customer funds	– Customer funds: Open customer funds
Movable property	– Movable property: “Active” (not returned) movable property
Active subsidiaries	– Active subsidiaries: Company's active subsidiaries

CUSTOMER IDENTIFICATION

Parameters related to customer identification are defined either at the system or business unit level.

The system level enables the following parameters:

Customer identification in use	Customer identification in use: Activates the customer identification in the software.
Limited identification in use	Limited identification in use: If checked, only a limited amount of information is required for customer identification. By default, limited identification is not in use.
Restrict identification to user group x	Restrict identification to user group X: Enables defining a user group whose members are allowed to carry out customer identifications. By default, it is allowed to all users.
Transaction alert type	Transaction alert type: Defines how the system reacts when a transaction is added to a customer whose identification is missing or has expired. The options are: No alert (default); Warning (still allows saving a transaction) and Error (prevents saving a transaction).
Preliminary invoice alert type	
Invoice alert type	
Advance invoice alert type	
Activation date	

Preliminary invoice alert type: Defines how system reacts when creating a preliminary invoice if the customer identification is missing or has expired. The options are: No alert (default); Warning (still allows creating a preliminary invoice) and Error (prevents creating preliminary invoice).

Invoice alert type: Defines how system reacts when creating an invoice if a payer's customer identification is missing or has expired. The options are: No alert (default); Warning (still allows creating an invoice) and Error (prevents creating an invoice).

Advance invoice alert type: Defines how the system reacts when an advance invoice is saved if a payer's customer identification is missing or has expired. Alternatives are: No alert (default); Warning (still allows saving an advance invoice) and Error (prevents saving an advance invoice).

Activation date: The customer identification can be taken in use in the software starting from a certain date. Matters created before this date do not require customer identification. **NOTE!** If an activation date has not been defined, the system requires all matters in the system to be identified.

The business unit level offers one more identification related parameter:

Identification not required: To be selected if customer identification is not required for the business unit.

CUSTOMER SPECIFIC MATTER NUMBERS

These parameters can be defined at the business unit level:

- **In use:** For customer-specific numbering of matters, this parameter can be selected.
- **Format:** Enables defining the format of customer-specific matter numbers.

NOTE: If customer specific matter numbering is in use, sub-matters cannot be numbered by the main matter.

CUSTOMER SECURITY

At the system and business unit level you can define the following:

- **Allow editing only for user group X:** Enables selecting a user group whose members (besides power users and the customer responsible) are allowed to edit customer information.

At the business unit level, you can also define:

- **Allowed corporate customer responsible persons:** Enables defining the user group whose members are allowed to act as the customer responsible.

MATTER SECURITY

The system and business unit levels offer many parameters for protecting matters. They enable:

Group to open billable matters	Defining user groups which, besides power users, can open new billable and internal matters and re-open closed ones:
Group to open internal matters	
Group to re-open closed matters	
The assistant can make changes in the matter's user rights	– Group to open billable matters
Allowed matter owners	– Group to open internal matters
Allowed matter responsible persons	– Group to re-open closed matters
Allowed matter invoicing contacts	Adding permissions to matter assistant:
Allowed matter assistants	
Allow editing only for user group X	

The assistant can make changes in the matter's user rights: Defines if, besides the Owner, Responsible and the invoicing contact, also the Assistant of the matter is

allowed to make changes to the matter permissions and its team members.

Defining user groups whose members can take different responsibility roles in matter requests and matters:

- **Allowed matter owners**
- **Allowed matter responsible persons**
- **Allowed matter invoicing contacts**
- **Allowed matter assistants**

Defining user groups whose members (besides power users and the responsible persons of the matter) are allowed to edit matter information:

- **Allow editing only for user group X**

The business unit level offers one more parameter:

- **Extended rights (matter and preliminary invoice):** Enables selecting a user group whose members (besides power users and the responsible persons of the matter) are allowed to edit both matter information and preliminary invoices. **NOTE!** Users belonging to this user group also need to belong to the user group having editing rights to matters, if the parameter “Allow editing only for user group X” is defined. Otherwise, editing matters is prohibited and they only have right to edit preliminary invoices. To read more of the extended rights, contact CSI Support and ask for the “Normal user vs. Extended rights” document.

CLOSING MATTER

Parameters related to closing matters can be defined at the system and business unit level.

Uninvoiced transactions
Uninvoiced expenses
Uninvoiced preliminary invoices
Open invoices
Archive number series
Archive location
Archiving required as part of closing

Uninvoiced transactions: Defines whether uninvoiced transactions prevent closing of a matter or if they should be marked as non-billable.

Uninvoiced expenses: Defines whether uninvoiced expenses prevent closing of a matter if they should be marked as non-billable.

Uninvoiced preliminary invoices: Defines if uninvoiced preliminary invoices prevent closing of a matter, or if they should be rejected or marked as invoiced.

Open invoices: Defines if open invoices prevent closing of a matter, or if should be left open or marked as paid.

Archive number series: Enables defining a number series to be used as a default for the business unit when closing matters. The archiving number series can be changed when a matter is archived.

Archiving location: Enables defining a physical archive location to be used as a default for the business unit when closing matters. The archive location can be changed when archiving a matter.

Archiving required as part of closing: Select if you wish to archive matters as a part of the matter closing process. Otherwise archiving can be done separately.

INSIDER REGISTER

Parameters related to the Insider register can be defined at the system and business unit level. Most to them enable defining a reason for belonging to the insider register. Before making these definitions, reasons need to be defined in the Matter Settings folder > Insider Register > Insider Reasons (User).

Insider user group
Insider register reason for owner
Insider register reason for responsible person
Insider register reason for invoicing contact
Insider register reason for assistant
Insider register reason for team member

Insider User Group: If you wish to define insider matters, select here a user group. Create first a new user group "Insider" in the User Settings > User Groups to define the insider matter visibility matter-based.

Insider Register Reason for Owner: Default reason for the matter owner's insider register information. The reason can be changed matter-based.

Insider Register Reason for Responsible: Default reason for the matter responsible's insider register information. Can be changed matter-based.

Insider Register Reason for Invoicing Contact: Default reason for the insider register information of a matter's invoicing contact. Can be changed matter-based.

Insider Register Reason for Assistant: Default reason for the insider register information of an assistant in the matter. Can be changed matter-based.

Insider Register Reason for Team Member: Default reason for the insider register information of a matter's team member. Can be changed matter-based.

MAILING LISTS

At the system level, you can define the following parameter having an impact on mailing lists:

Allow a user group to delete members: Enables defining a user group which, besides power users, has the right to delete from mailing lists also members added by other users.

6.5 DOCUMENT MANAGEMENT AND INTEGRATION RELATED PARAMETERS

ARCHIVING SETTINGS

At the system and business unit level, you can define the following archiving related parameters:

Archiving type
Shared folder path
Person customer's shared folder path

Archiving type: If you wish to archive document attached to matters or customers, you have to define here where they are archived (e.g. Shared folder, M-Files).

Shared folder path: If the chosen archiving type is Shared folder, define here its folder path. Ensure that all users have at least read access (preferably also write access) to the defined folder. The write access is required to open the Documents folder for the first time, for adding documents and for changing the matter name.

DOCUMENT MANAGEMENT INTEGRATIONS

If your company uses a separate document management such as M-Files, SharePoint 365 or NetDocuments, the list of system and business unit parameters contains also parameters related to document management. These parameters are always defined in collaboration with CSI.

OTHER INTEGRATIONS

When having in use other integrations, the list of parameters also contains integration related parameters which are defined in collaboration with CSI.

6.6 EMAIL NOTIFICATIONS

To activate email notifications, you need to set up the email sender and creator to the server in collaboration with the CSI Support.

CRITICAL TASK PARAMETERS

Critical task parameters at the system level enable sending a daily or weekly email reminder about critical tasks. After setting the date and time for the reminder, an email reminder will be sent to all responsible persons of the critical task, and to the primary responsible person of its sub-activities. If daily or weekly email reminders are enabled, the software's own reminder of critical tasks does not form a critical task reminder.

Critical task reminder system in use
Send daily critical task reminders
Daily critical task reminder time
Send weekly critical task reminders
Weekly critical task reminder day
Weekly critical task reminder time

Critical task reminder system in use: Activates the critical task reminders.

Send daily critical task reminders: Sets critical task reminders to be sent daily.

Daily critical task reminder time: Defines the time when the daily reminders are to be sent.

Send weekly critical task reminders: Sets critical task reminders to be sent weekly.

Weekly critical task reminder day: Defines the weekday for sending the weekly reminder.

Weekly critical task reminder time: Defines the time when the weekly reminders are to be sent.

REMINDER PARAMETERS

Concerning reminders, there is only one parameter at the system level:

Send daily reminders to email: Enables sending reminders to users by email. Reminders are checked every 15 minutes, if no other value has been selected in the "Reminder check interval" parameter. When found, an email about the reminders is sent to the email address saved in the user information. You can override the reminder check interval on system or business unit parameters.

7 SOFTWARE MANAGEMENT

In the Software Management group, you can manage the technical part of the software and, for example, the version updates.

7.1 SOFTWARE UPDATES

CSI releases each year 1-2 new software versions which contain new features. Of these versions, CSI publishes a monthly update package to fix software defects reported by customers. All new versions and update packages are free of charge for customers.

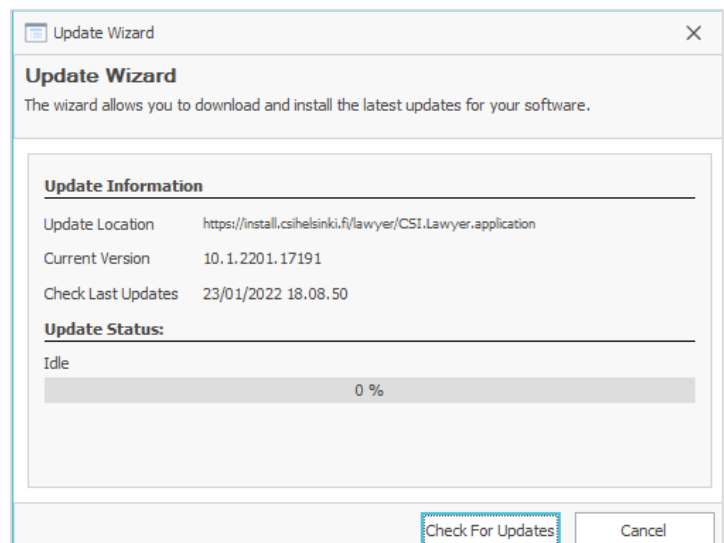
As CSI only supports the two most recent software versions it is recommendable to regularly update the software to the newest version. When a customer using a non-supported version reports a software defect, CSI only corrects the defect to the supported versions and to get the correction the customer needs to upgrade the software to a newer version.

CSI informs by email about the availability of new software versions to the known CSI power users. The information about monthly update packages is not sent to power users separately but their availability and software defects corrected are published in the CSI extranet. Based on this information the customer can decide whether the new update package is needed.

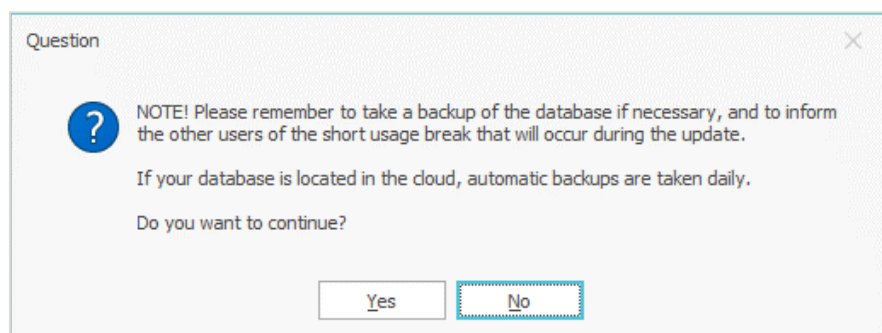
CLOUD CUSTOMERS

When CSI Lawyer is used as cloud service the power user can check the version status and update the software to the latest version anytime. This is done in the settings, Software Management group by selecting the Maintenance folder and then the System Updates option.

The Update Wizard window displays the location from where the customer's updates are downloaded as well as the current version number. The Check for Updates button enables checking if there are newer versions available. **NOTE!** Updating the software version directly from the settings is enabled only for cloud customers.



During the software version update, the below message is displayed but cloud service customers don't have to think about backups, they are created automatically.



CSI Lawyer also registers information about users who have updated the version. The information can be found behind the Menu button under "About CSI Software".

CUSTOMERS WITH THEIR OWN CSI LAWYER SERVER

The OnPremise customer whose CSI Lawyer database is located in their own server need to contact CSI for the version updates. The power users can agree with CSI a suitable timing for the update in order to minimize the inconvenience for their CSI users. If possible, users should be logged out from the software during the update.

For the update, CSI provides OnPremise customers with an update package containing the new version. After receiving the update package, the customer can update the software using the same Update Wizard as cloud customers. The software thus informs the power user about a new version that is available and asks for a confirmation for the database update. Typically, the update process takes a couple of minutes only, after which the new version is automatically updated for other CSI users when logging into the software the next time.

The standard functionality of each software version is carefully tested by CSI. However, customer specific customizations ordered from CSI or created by the customer are not covered by the software maintenance and version testing. If the number of customizations is large, CSI can establish a test environment for testing each new version prior to updating the production version. In case customizations get broken and require corrections, they are not covered by the software maintenance but can be ordered from CSI as a separate service.

7.2 PLUGINS

Plugins are software modules complementing the CSI Lawyer functionality. They can be implemented for activating additional features or for integrating the software to other programs or services.

For example, CSI Mobile for mobile time entries or CSI MyDesk desktop application for quick time entries require activation of a separate plugin. With a plugin CSI Lawyer can also be attached to Outlook for adding transactions directly from emails, calendar appointments and tasks.

CSI also offers plugins for:

- e-invoicing and creation of e-invoice material
- integrating the software to separate KYC services for customer identification or for accounting programs
- implementing additional minor customer specific features.

Some of the plugins are free of charge, but some of them carry a one-time fee and/or a monthly fee. In order to get information of the plugin pricing you can contact the CSI support. The support will also install the ordered plugin to your CSI Lawyer database and provide you with the required instructions.

7.3 CUSTOMIZATION

The Customization folder enables changing the standard software layout. With customizations you can:

- Create new customized fields, for example, to the matter window.
- Set field validators, specifying in which format data must be entered to the field to be acceptable.
- Set mandatory one or multiple fields in a window when adding new data.

When you need customizations, please contact the CSI support and request a price estimate for the work.

7.4 ACTIVATION REPORT SETTINGS

The activation report settings are for sending the activation report manually to CSI.

7.5 DATABASE MANAGEMENT

This area covers functions related to database management and corrections. If you are unsure about the function or its impact, please contact the CSI support.

Backup Database tracks the date of the latest backup and enables making a new backup. In case the CSI database is located in your own system environment, regular backups are crucial in order to be able recover the data in a crisis situation. If you use the CSI software as a cloud service, the service covers regular backups.

Reindex database may be useful if the software is slow. It ensures that the database indexing is optimal and won't cause delays when, for example, loading the data. **NOTE!** If the database is large, reindexing it may take long and should not be performed during the workday.

Change History button offers a list of targets whose change history is monitored. The list enables deactivating targets or adding new ones. We recommend keeping the list reasonable not to slow down the software.

Change History Entities			
		Search for records	In All Fields
Drag a column header here to group by that column			
	Entity Type	Fields to Be Tracked	Related Records to Be Tracked
▶	Private Person	All	More Addresses
	Transaction	Assignment	
	User	All	
	Assignment	All	Insider Register; Team Members

Database Fixes enables the CSI support to install database fixes to your CSI Lawyer. They may be required, for example, when taking into use new report versions with changed search criteria. Typically, power users do not need to manage these functions themselves.