



Version 11.0

GUIDE FOR BASIC FUNCTIONS

System structure and basic functions

Managing daily tasks

Customers, matters, and pricing

Transactions and expenses

April 2023

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1 CONTENT OF THE GUIDE

This document:

- describes the basic structure and functionality of CSI Lawyer
- contains instructions for managing customers, matters, and daily tasks, pricing matters, and making transaction and expense entries.

NOTE! For instructions concerning invoicing, different invoice types, payment management and assets please see the "CSI Lawyer 11.0 – Guide for Invoicing and Payments" which also contains instructions for managing and invoicing matters covered by a legal expenses insurance.

If you cannot find the instruction you were looking for, please contact the CSI support at support@csihelsinki.fi or by phone +358 10 322 7880. We are happy to provide additional instruction.

2 BASIC INFORMATION ABOUT THE SOFTWARE

2.1. STRUCTURE OF THE SOFTWARE

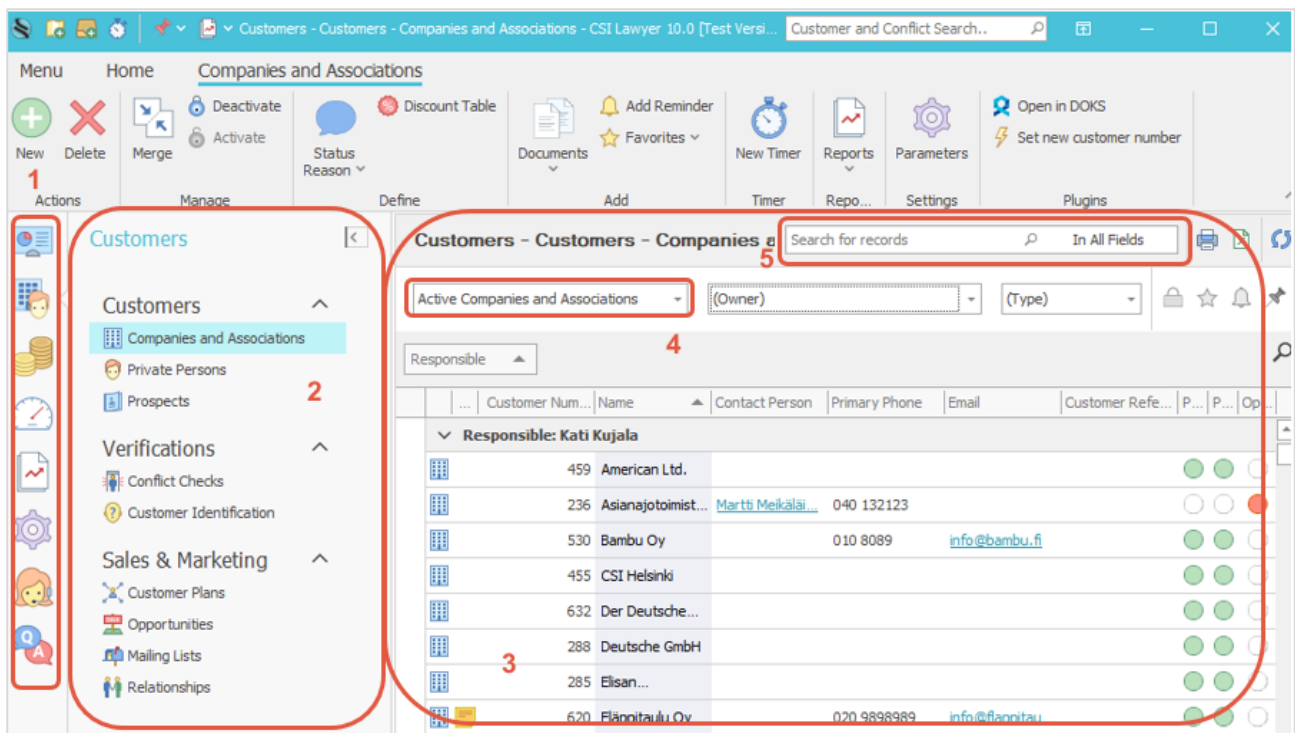
The CSI Lawyer software consists of the following parts:

- **Area:** A set of functions intended for a specific user group. All the functions normal users need in their daily work are found under the Workspace area and the functions related to invoicing and financial management under the Financial Management area.
- **Folder:** All the data saved in the software, such as transactions and matters, and the functions related to them, are found under the areas in their own folders. Similarly, an individual matter window contains the matter data and related functions in its own folders. Most of the folders open as a list.
- **View:** The predefined filtering that retrieves a specific subset of the entire data.
- **Ribbon:** The functions allowed for the windows or lists are gathered on the ribbon.
- **Menu:** Substitute of the ribbon that opens by right-clicking the mouse.

The functions and data saved in the software are arranged in folders (2) grouped into areas (1) which are located on the left side of the main window.

The content of most folders (3) opens as a list, but the Entries and Critical task folders open in a calendar form. Each folder provides predefined views (4) and filters for viewing the information stored in the folder. The folders offer a Search field (5) for searching for information by a keyword.

You can double-click a single row of information to open it in its own window. Every underlined piece of information in the list acts as a quick link to the information. For example, clicking the principal's name in the Matters list opens the customer window of the selected principal.



Areas

The information and the functions to manage it are organized into areas whose name is displayed when hovering the mouse over their icons.



The **Workplace** area offers the functions required by a regular user in their daily work.

The **Customers** area contains customers, conflict checks and functions supporting sales.

The **Financial Management** area serves users responsible for invoicing and other financial management tasks.

The **Dashboard** area displays to different user groups their key figures as illustrative charts.

The **Reporting** area offers both traditional reports and interactive pivot reports.

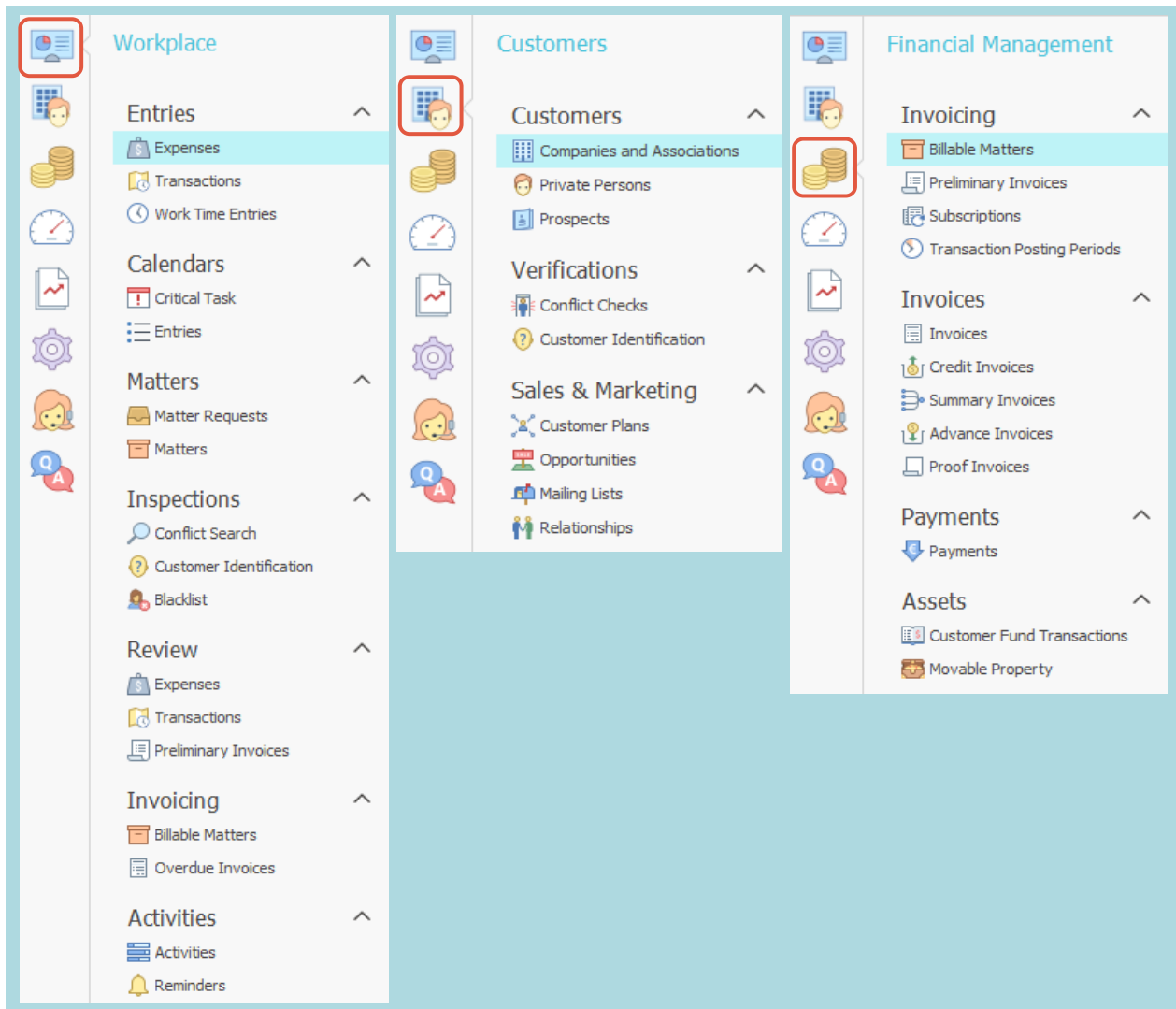
The **Settings** area is displayed to power users only for defining the required settings.

The **CSI Extranet** area covers the instructions, support request form and topical information to users.

The **Help** area opens directly to the instructions stored in the CSI Extranet.

The structure enables hiding unnecessary areas and folders from user groups, making the system structure simpler.

For managing matters, the most important areas are the Workspace, Customers and Financial Management areas, having the following folder structure:



By default, the software opens to the **Workspace area** which displays information concerning a user's own work. However, you can change it to open to another area (see *Setting the default area*).

- In the Entries folders, users can manage their expenses, transactions, and work time entries. The Calendars group offers critical tasks and work time entries in a calendar format. Activities and reminders can be managed in the Activities group folders. The Matters group contains both matters and matter requests.
- The Inspections group contains tools for making a conflict search and viewing customer identification events. The Blacklist folder enables adding to the blacklist customers for which matters should not be opened.
- The Review group folders enable users to mark their own registrations as reviewed even before a preliminary invoice has been created. If there are preliminary invoices which the user should verify, they are found in the Preliminary Invoices window.

- The Invoicing group covers folders where users can view billable matters where they have the owner or responsible role and overdue invoices of matters where they have a role as a responsible.

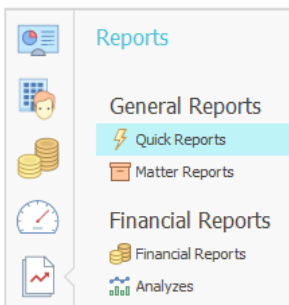
The **Customers** area covers all customer information.

- Corporate customers, private customers, and prospects are found in their own folders.
- The Verifications group offers a centralized view to all customer identifications and conflict checks performed in the company.
- The Sales & Marketing group provides a view to all customer plans, opportunities, mailing lists, and customer relationships.

The **Financial Management** area provides the required tools to users who are responsible for invoicing, payment management and other financial management tasks.

- The Invoicing group covers billable matters, and preliminary invoices of which you can create invoices. There are separate folders for managing subscription pricing and transaction posting periods of users (if in use).
- The Invoices group contains different invoices in their own folders.
- The Payments group covers all payments made by customers.
- The Assets enables managing customer funds and movable property.

The **Reporting and Dashboard** areas cover all the required reports.

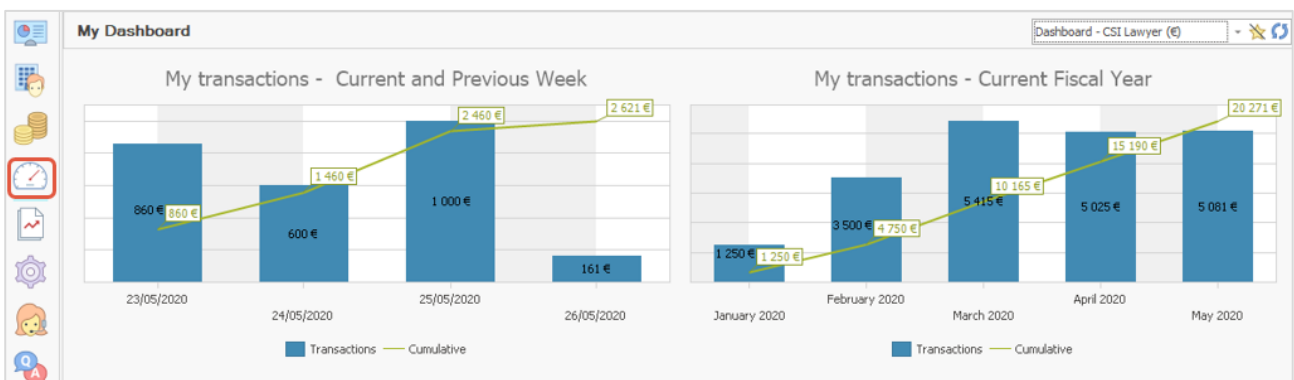


In the Reporting area, quick reports serve the needs of all users and team managers enabling e.g. viewing the situation of their own registrations and invoicing. The Matter Reports folder covers different matter lists.

The access to the Financial Reports folder is often limited to the financial team only. The folder contains different basic financial reports. Analyzes are pivot reports which allow more detailed analysis of the information.

For easier use of reports, users can attach their commonly used reports to the top bar of the software (see *Quick access to the commonly used views and reports*).

If dashboards are in use, the dashboard charts provide different user groups with the illustrative up-to-date status of their key figures defined.



The various views of the software are suitable for reporting purposes, too.

CSI Extranet and **Help** buttons both open CSI's extranet site, offering instructions, CSI support's contact information and topical information. The language of the extranet is determined by the customer's software version. However, you can change the language to find instructions in another language.



The CSI Extranet task area opens the CSI extranet site, offering e.g. the support request form, user instructions and actual news about system maintenance breaks etc.



The help button takes you directly to the instructions.

The **Settings** area is only visible for power users as it is intended for defining the way to use the software, as well as user rights and basic parameters:

- In the Organization group, you can define users and business units.
- The Reporting group enables editing reports, views, dashboards, and charts.
- The Financial group enables defining fiscal years, budget groups, target budgets, and currencies.
- In the Settings group you can find a set of crucial basic parameters:
 - In Templates, you can manage document, email, activity, invoice, text, and reminder templates.
 - Common Settings cover languages, units, countries, number series, transaction, expense, activity and work time types, role price lists, and parameters related to movable property.
 - In User settings you can define user groups, employee roles, navigation permissions, job titles, and skills.
 - Customer settings enable defining customer types, industries, parameters related to customer relationship, customer status, satisfaction, and deactivation.
 - Matter settings include matter types and phases, party roles, business areas, parameters related to insider or legal aid cases, archiving, and status reasons.
 - Financial settings enable setting currencies, taxabilities, VAT bases, different accounts and cost centers, payment terms, notice periods, e-invoice operator codes and parameters related to customer funds.
 - Sales and Marketing settings enable you to define parameters related to prospects and opportunities.
- The Application Parameters group enables setting at the system, business unit and user levels parameters which define the functionality of the software.
- The Software Management group functionality is needed e.g. when updating software versions, or adding new plugins and customizations.

Folders

All the data and the functions to manage it have been organized into folders (e.g. Matters, Transactions, Invoices) grouped to areas. Similarly, the multiple folders of the matter and customer window have been grouped to areas.

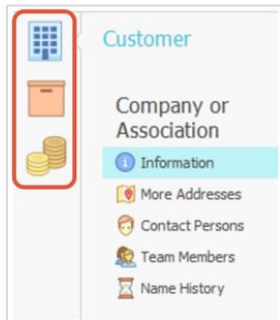
In the matter window:



The matter area covers the folders for basic matter information, entries, documents, and activities.

The invoicing area covers pricing and different invoices.

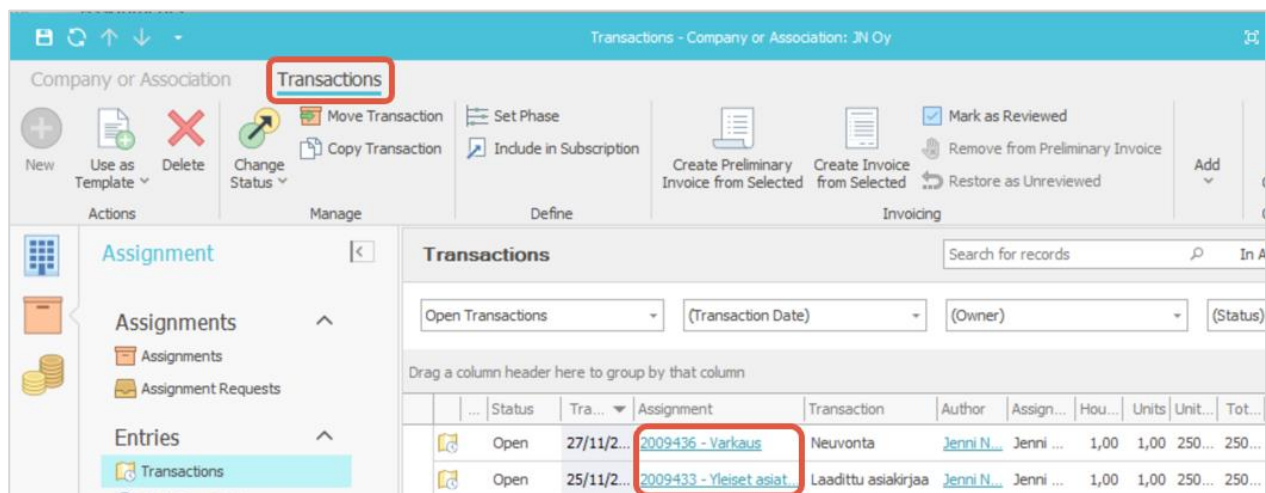
In the customer window (corporate and private customers) there are three areas:



The Customer area offers the folders for a customer's basic information, contact persons, conflict checks, identifications, relationships, and activities.

The Matter area covers the folders regarding a customer's matters, matter requests, transactions, and documents.

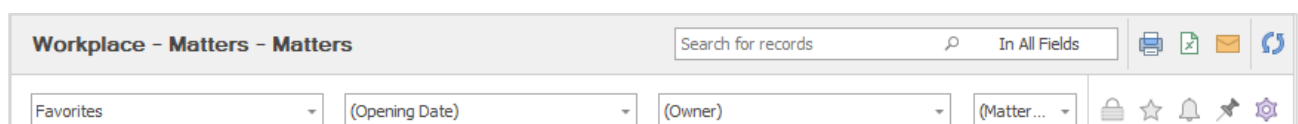
The Invoicing area gathers the folders regarding the customer's role pricing, different invoices, payments, and assets.



For each area, users can specify their own default folder which opens whenever the user moves to the area (see *Setting default folders*).

Views and the search function

The folders offer predefined views and filters to view information. Thus, the views may even substitute reports.



With the filters, you can filter out a subset of the data, for example:

- your own active matters or both active and passive matters of the office

- matters that have been opened yesterday, last week or last month
- only certain types of matters, e.g., disputes.

If the desired data does not appear on the list, make sure that your basic view selection does not exclude it.

When you already know the keyword for finding the information, enter it into the Search field and press Enter.

If required, select  to lock the selected view and filters before entering the keyword. By default, the keyword only targets the data in the columns of the view. To target your search to a specific field, click “In all Fields” to open a drop-down menu. If the list generated by the search is long, you can refine it with the view selection and filters.

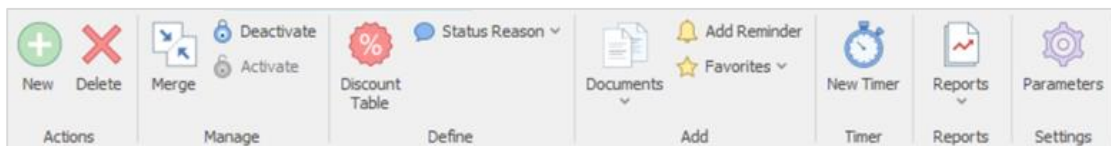
As you move between areas and folders, the software remembers your search criteria in different folders. You can work on matters for a specific customer, occasionally visit the Dashboard to view your postings, and return to the Matters folder again and see the same listing of the matters.

To restore the basic views of different lists, that is, to reset the searches you have made, hover the cursor over the area icon and right-click Reload. This feature is recommended also if you have added new views to the software as a power user, or the area information – for some reason - seems to be stuck.

For easier use of views, each user can save their personal default views whenever the folder is opened (see *Defining default views*). They can also pin commonly used views with their filters to the top bar of the main window to open them with a single click (see *Quick access to commonly used views and reports*).

Ribbon and menu functions

In all folders and windows, the functions allowed for its data are available on the ribbons or in the function menu that also opens with the right mouse button.



Most folder have the same basic functions:  adding a record,  deleting it,  printing a list,  exporting a list to Excel,  adding a reminder and  refreshing a list if the newly added record is not displayed.

Other ribbon buttons vary by view and by window as they only offer the functions allowed for the information in question. For example, the ribbon in the matter window is different from the ribbon displayed in its folders.

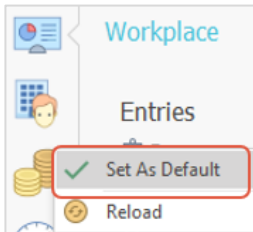
The menu that opens by right clicking the mouse offers two additional functions:

Edit Multiple enables power users to edit several records (e.g. customers, matters or transactions) at once (see *Editing multiple customers / matters / transactions*).

The **Related** function enables quicker access to information related to e.g. customers, matters, or invoices (see *Moving with links or the Related function*).

2.2. ADJUSTING THE SOFTWARE TO USER NEEDS

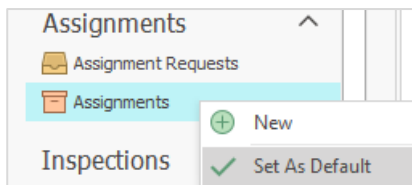
Setting the default area



By default, the software opens to the Workplace area, Transactions folder. However, you can set another area as the default by hovering over the area icon, right clicking the mouse and selecting Set as Default . The selected default area will then be displayed as underlined. You can remove the default by right clicking the mouse on top of the area and selecting Remove the default, or by selecting another area as a default.

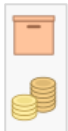
Setting default folders

Different areas have default folders which open automatically when you navigate to the area. For example, in the Workplace area the Transactions folder opens by default, If another folder (for example the Matters folder) supports better your daily work, you can define it as the default as follows:



Navigate to the Workplace area, Matters folder. Right click the folder and select Set as Default. To indicate the default, an asterisk will now appear after the Matters folder. To remove the default, set another folder as the default folder, or right click the folder again and click Clear Default.

This way you can set default folders for other areas or default folders for different windows, e.g. customers, and matters. For example, you can choose to automatically open the customer's matter folder whenever opening the customer information.



As the customer and matter folders have also been organized into areas, you can define a default folder for each area, and select one of the areas as a default. For example, by setting as a default both the Invoicing area and its Invoices folder, the software will open the Invoices folder directly whenever you open a matter window.

The default is user-specific and does not affect other users' default folders. Defining the default folder will not work if the Automatic Navigation parameter is turned off in the settings in the business unit or user parameters.

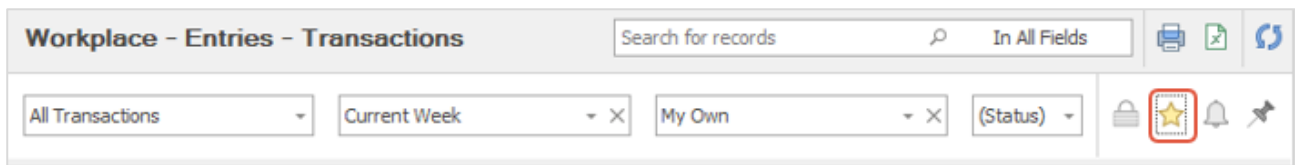
Setting default views

In different folders, you can define default views to support your individual needs. The default views open automatically when moving to the folder and remain valid until the default setting is removed or another view is defined as the default.

You can set default views both in the main lists (for example, Workplace > Matters view) and the folders in the windows (for example, Matter > Transactions folder).

For example, if you add billable transactions daily

1. First, select in the Transactions folder the view that best supports your transaction entries
2. Use the filters to define e.g. the period from which transactions are listed to the view.
3. Set the view and its filters as the default by selecting the gray star on the filter row.



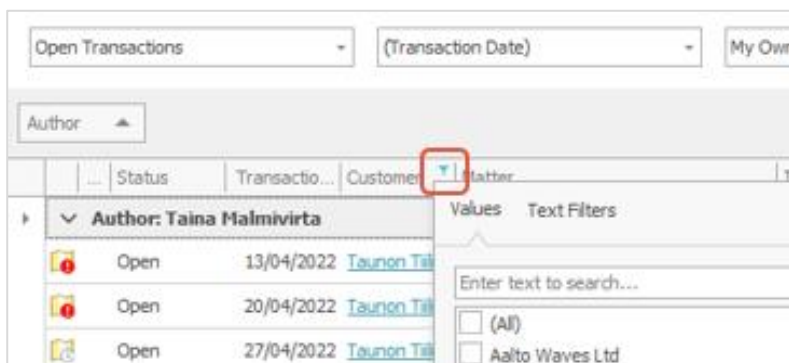
- The star turns yellow and the view opens by default until you remove the default in the view by selecting the star again or set another view as the default.

Follow the same steps to set as the default view e.g. in the Transactions folder of the matter window. Once done, the same transaction view will automatically open when you access the Transactions folder of any matter.

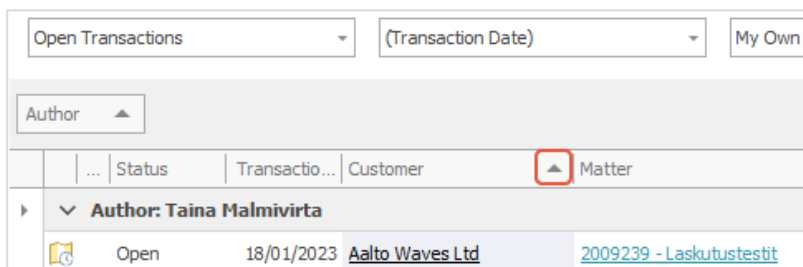
Editing views

All users can temporarily edit views for their own needs. You can remove unnecessary data columns by clicking the column header and dragging and dropping it upwards, outside the view (until you see a black cross over the title). The power user can also make permanent changes to the views in the settings.

You can filter the list based on the column values by hovering over any column header to and clicking the button.



By clicking the column header, you can organize the data based on the column values with the and buttons sorting the data in alphabetical, chronological, or numerical order.



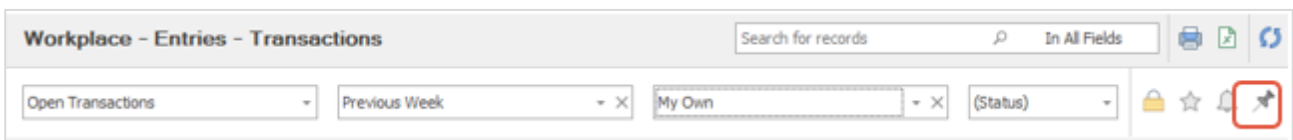
You can reorganize the order of columns by dragging and dropping column headers to the desired order. Or group the data e.g. per author by dragging and dropping a column header to the grey area displaying the text “Drag a column header here to group by that column”.

Open Transactions	(Transaction Date)	My Own
Author		
...	Status	Transactio...
Customer	Matter	
Author: Taina Malmivirta		
Open	27/01/2023	Example Ltd
2009364 - Q1 2023 legal advising		
Open	27/01/2023	Example Ltd
2009363 - Annual agreement fo...		

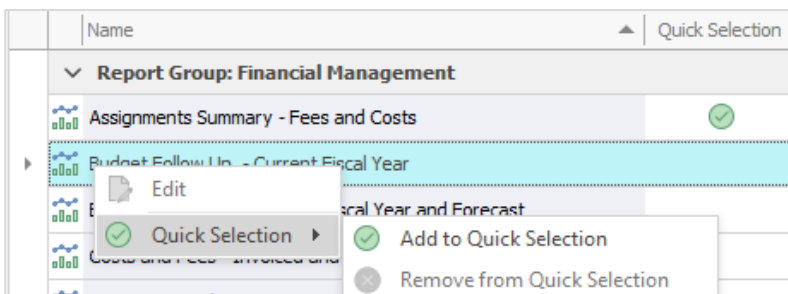
Quick access to commonly used views and reports

If you use some views and reports more often than the others, you can attach them to the top bar to open them with a single click.

Pin the view to the top bar by first defining the desired view with its filters, and then selecting the button. When pinned, you can also give the view a suitable name.



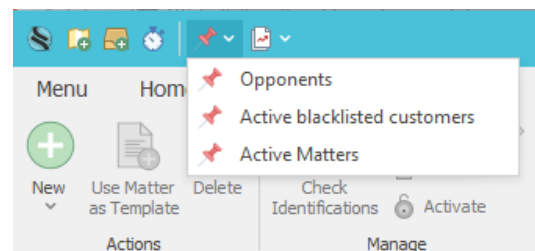
Attach your commonly used reports to the top bar of the main window by right clicking on the report and selecting Add to Quick Selection.



The button opens a list of views you have pinned.

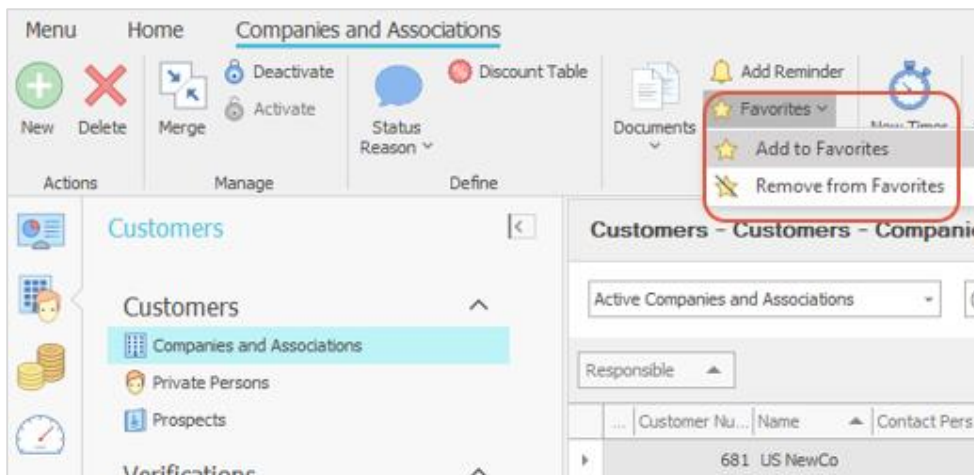
The button next to it opens a list of the pinned reports.

To remove a view or a report from the list, just click on the row on the list and then unpin or remove it from the Quick Selection list.



Lists of favorites

You can define your commonly needed customers, matters, and transactions as favorites, to find them easily in the Favorites views. You can define a customer favorite either e.g. in the customer window or list by selecting the customer and Favorites > Add to Favorites on the ribbon. The same function is available also through the menu that opens by right clicking the customer.



The software adds as favorites also customers, matters, and transactions you have been working on recently. The power user defines in the settings, either in the system or business unit parameters, after how many passive days a record is removed from the list of favorites (> Settings > Application Parameters > System / Own Business Unit Parameters > General > User Interface Options > Active favorite expiration in days). Users can make their personal settings in the user window by clicking their name in the bottom right corner and selecting the Parameters icon. To calculate the expiration days, the software uses the actual registration entry date.

The user can remove records from the list of Favorites anytime by selecting Favorites > Remove from Favorites on the ribbon.

2.3. FEATURES MAKING THE SOFTWARE USE EASIER

Spell checking

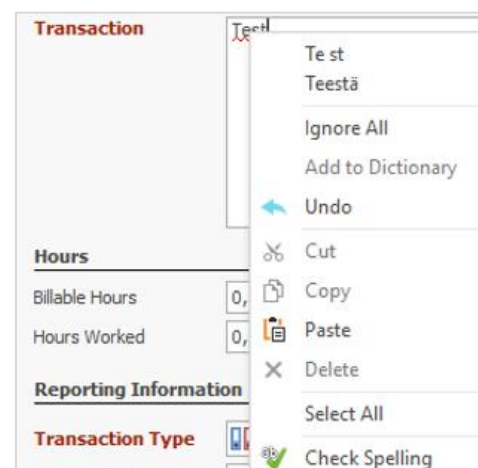
The software can enable grammar checking, e.g., for texts that have been entered in the following fields: matters subject, description and invoice subject, transaction subject and additional information, subject of expenses and activities, free text of preliminary invoices and invoices.

To enable spell check, you need to have Microsoft Office and the language package and validation tools installed in the languages that you want to spell check. Then go to the settings > System Parameters > General > User Interface Options > Choose Spell Checking dictionary and select Microsoft Office.

Spell checking is then done in the language specified as the own business unit language. If the 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 checking Check Spelling you can edit the vocabulary options.

In the Preliminary invoice transactions list, you can check spelling 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.



Moving with links or the Related function

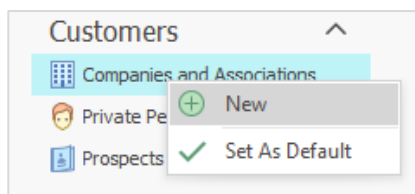
To move quicker from one window to another you can utilize the underlined information in lists, acting as quick links. For example, by clicking the principal's name in the Matters list, you can directly open the principal window. If you wish to open the window of the matter, make sure you are not pointing at any underlined quick link when clicking the row.

Workplace - Matters - Matters					
Search for records In All Fields					
Active Matters	(Opening Date)	My Own	X	(Ma...	
Matter Responsible					
	Status...	Matter Number	Principal	Principal (Bu...	Latest Transaction or Expe...
Matter Responsible: Ismo Kyllönen					
On Hold		2009173	<u>Zolt Oy</u>	69696969	10/11/2009

The Related function also makes it quicker to navigate to the folders related to e.g. customers, matters or invoices. For example, in the Matters folder, hover the mouse over a matter row, right click to open the menu, select Related and select the matter folder you wish to access.

Matter Responsible					
	Status...	Matter Number	Principal	Principal (Bu...	Latest Transaction or Ex
Matter Responsible: Ismo Kyllönen					
On Hold		2009173	<u>Zolt Oy</u>	69696969	10/11/
Edit Related Use Matter as Template Check Identifications Close Archive Activate Show Related Notes Permissions Insider Set Status Reason Parties Team Members Insider Register Expenses Transactions Work Time Entries Customer Identification Sub-Matters Activities Role Pricing					

Adding records from the tree structure



The software enables adding new records (e.g. a transaction, matter, summary invoice) directly from the navigation tree without opening the folder in question. Just right click the folder and select New.

Keyboard shortcuts

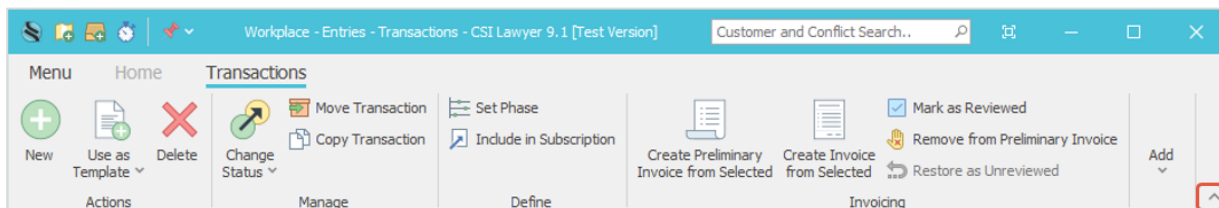
The software offers some keyboard shortcuts:

- **Ctrl+N** adds a new record to any list that the user has open.
- **Ctrl+T** enables adding a new transaction when selected in any window of the software.
- **Ctrl+S** saves the record and leaves the window open.
- **Ctrl+Shift+S** saves the record and closes the window.
- **Ctrl+Shift+T** saves the transaction or the expense and copies it as a template for adding a new one.
- **Ctrl+Shift+P** opens the parameters in the customer or matter window, for overwriting basic settings made at the business unit or user level.
- **Ctrl+F** opens a separate multiple-choice field that allows you to search for multiple keywords in an open view.
- **F5** updates the information in the window in case the recently added information still isn't displayed.
- **Alt+F4** closes any top window, including the entire software.

Hiding the folder structure / ribbon

If you use the software on a laptop with a limited screen space, you can temporarily hide the folder structure or narrow the ribbon to get more space to the windows. The folder structure is hidden by clicking on the icon of the currently active task area. The selection leaves visible only the column of the task. The folder structure will reappear when you reselect one of the task areas.

To narrow the toolbar/ribbon, select the arrow button in its bottom right corner. To restore it back to normal, reselect the arrow button.

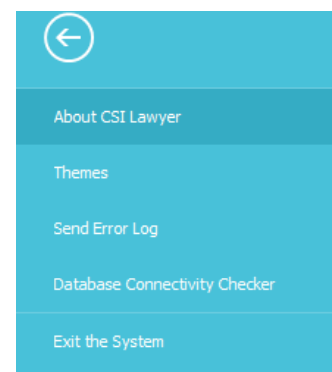


Changing the software theme, and other menu functions

You can replace the default theme of the software by selecting the Menu button > Themes.

The Menu button also offers

- Information of the CSI version in your use (the version number)
- Possibility to send an error log to CSI for problem investigation and
- Database connectivity checker, measuring the network quality if your software seems to respond slowly. The acceptable values depend on the database size and the way the system is used. In general, latency above 50,0 ms is too high and upload/download speed below 5.0 weak.



2.4. USER RIGHTS AND BASIC SETTINGS

The access rights of the software are defined based on employee roles and user groups to meet the needs of individual user groups. To simplify the structure of the system, it is also possible to hide from user groups the folders which are unnecessary for their daily tasks.

Users of the software are either standard users, restricted users, or power users. The power users have unlimited rights to use the software, define user rights and settings, and update new software versions. Standard users, by default, have access to all functionality except the settings. The restricted user type is suitable for example for trainees who only need limited functionality. For more information about user rights, see the CSI Lawyer 11.0 – Managing User Rights” document.

The power user adjusts the software to work optimally by utilizing the available settings and parameters. As parameters can be defined at different levels, it is possible to define basic defaults at the business unit and user levels, and to overwrite them at the customer or matter level if required. For more information about the settings, see the “CSI Lawyer 11.0 –Power User Guide for Settings” document.

3 MANAGING DAILY TASKS

The task management in the software happens by utilizing activities, critical tasks, and work time entries.

With activities, users can schedule their own work and the responsible person can assign tasks to users who are involved in the matter. The basic activity types in the system (from version 11.0 on) are task and critical task but, if needed, the power user can add company-specific activity types the list of in the settings. From activities, it is also possible to create billable transactions.

Important deadlines are marked in the software by using the “critical task” activity type. It adds the deadline to the critical tasks calendar which is displayed to all users.

To manage daily tasks, the software enables adding alerting reminders to different views and individual data records. Reminders ensure that the agreed tasks are not forgotten and enable a quick reaction to different situations. They are used e.g. to set the software to alert whenever a price limit defined for a customer is approaching.

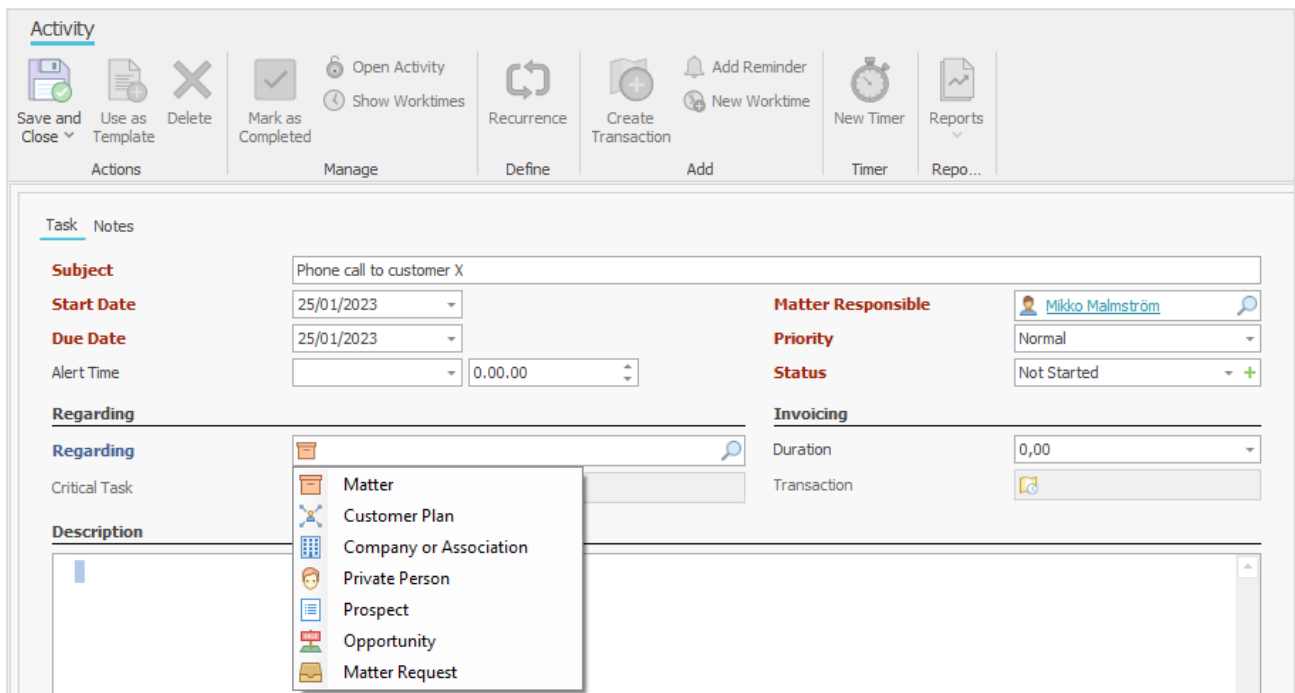
3.1. ACTIVITIES

Adding activities

You can add activities in the Activities folder in the Workplace area and in customer and matter windows. The basic activity types of the software are task and critical task.

When you add an activity in the Activities folder in the Workplace area, the “Use as Template” button enables selecting any previous activity as a template for the new one.

Alternatively, the New button enables creating an entirely new activity whose default type is task. To create another type of activity, select the arrow below the New button. It opens a menu of activity types from which you can select the type. The type can no longer be changed in the activity window.



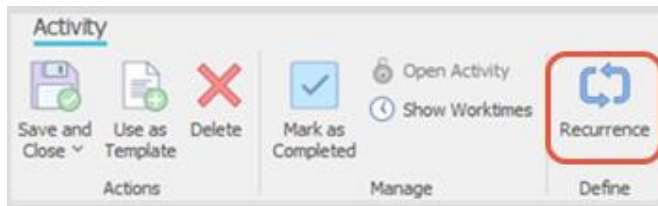
Add the following information for the activity:

- Give the activity at least a subject and specify its importance (Priority), whose responsibility it is and its status (by default “not started”).
- By default, the current date is added as the start and due date. Activities are organized in views by their due date.
- In the Regarding field, you can attach an activity to e.g. a customer, prospect, opportunity, or matter request. If the activity’s type is task, its Critical Task field may contain a link to the critical task that the task is associated with.
- The Description field enables a longer description of the topic, which may be necessary if you assign the activity to someone else.
- The alert time can be used to create an alert list in the Activities folder. Setting an alert time creates a reminder for the activity that you can open at the bottom left corner of the Activity window. If a reminder has been added to the activity, it stands out in the activity list from the clock icon in the “Has Reminders” column.
- The elapsed time in hours is entered in the Duration field.
- You can create a transaction from an activity (except from critical tasks), after which a link to the created transaction can be found in the Transaction field.

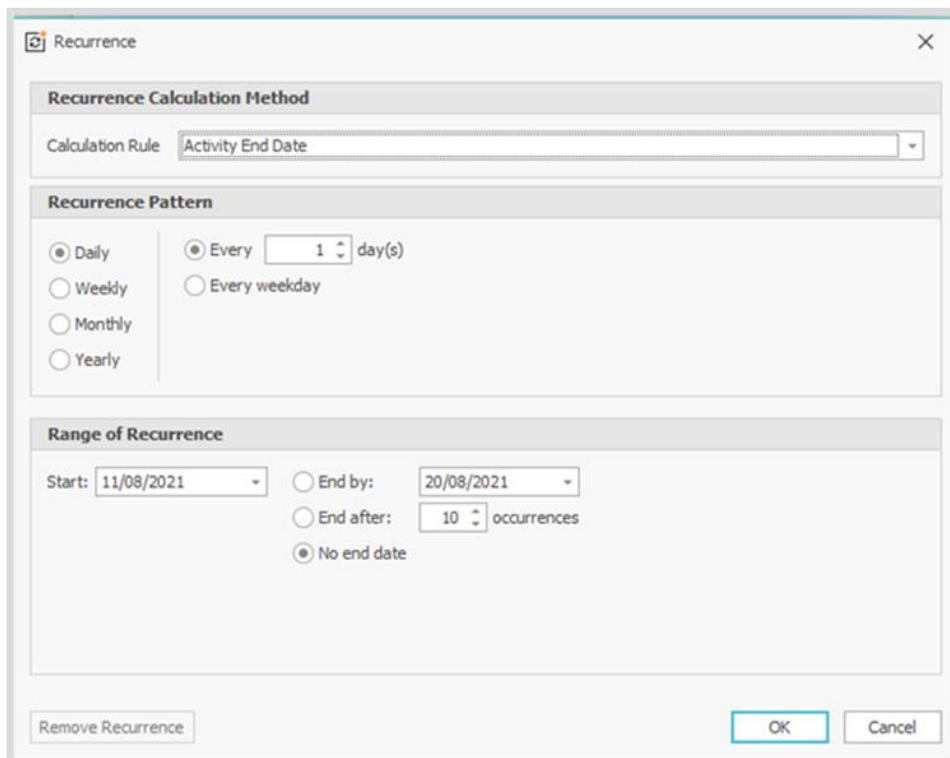
Recurring activities

If the activity is set to recurring, a new activity is created according to the recurrence criteria each time the previous activity is marked as completed. To set up the recurrence, follow these steps:

1. In the activity window, click the Recurrence button.



2. The Recurrence window opens.



The Recurrence window is titled "Recurrence" and contains the following sections:

- Recurrence Calculation Method:** A dropdown menu showing "Activity End Date".
- Recurrence Pattern:** Radio buttons for "Daily", "Weekly", "Monthly", and "Yearly". The "Daily" option is selected, and it is further configured as "Every 1 day(s)".
- Range of Recurrence:** A "Start" date of "11/08/2021". Three options for "End by": "End by: 20/08/2021", "End after: 10 occurrences", and "No end date" (which is selected).

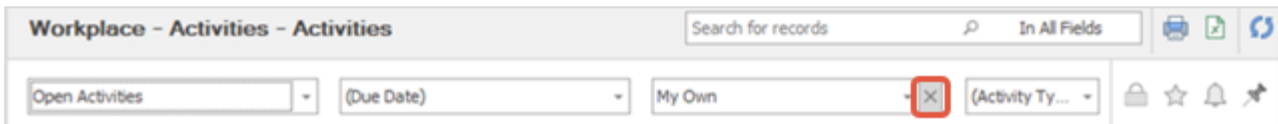
Buttons at the bottom include "Remove Recurrence", "OK", and "Cancel".

3. Select a recurrence calculation rule:
Activity Start Date: Calculates the recurrence from the Start Date field for the current activity.
Activity End Date: Calculates the recurrence from the Date Completed field.
4. Select the frequency of the recurrence:
Daily: The activity is repeated every x days from Monday to Sunday or every workday.
Weekly: The activity plays every x weeks on selected days of the week.
Monthly: The activity is repeated every x months on the selected date or day of the week.
Yearly: The activity is repeated yearly on a specific date.
5. Select the interval in which the recurrence is valid.
Select a start date and end condition: end on a specific date, after x occurrences or no end date.
6. Click OK to confirm the recurrence criteria.

The Remove Recurrence button interrupts the recurrence.

Tracking and completing activities

The easiest way to view the activities added to the software is by going to the Workplace area > Activities.



The Open Activities view lists all active activities and critical tasks, regardless of which customer or matter they are associated with. By default, the view displays only the user's own activities which the user has added, or which have been assigned to the user. You can deselect My Own from the check mark next to the field to view open activities for the entire office. By changing the view selection, you can also view activities that the user is responsible for, activities that have been deactivated, or all activities. Access rights to views can be restricted by user group.

By default, activity views are grouped by the activity status. If you want to group them by Responsibility, for example, drag the Responsibility column above the rows and return the status field as a column. Like this:

- The Assigned to me group shows activities where the user is the person in charge of the activity.
- The Assigned by me group includes activities that the user has posted to someone else.
- The Other group lists activities where the user is not the activity author or responsible person.

Workplace - Activities - Activities

Search for records

Open Activities

(Due Date)

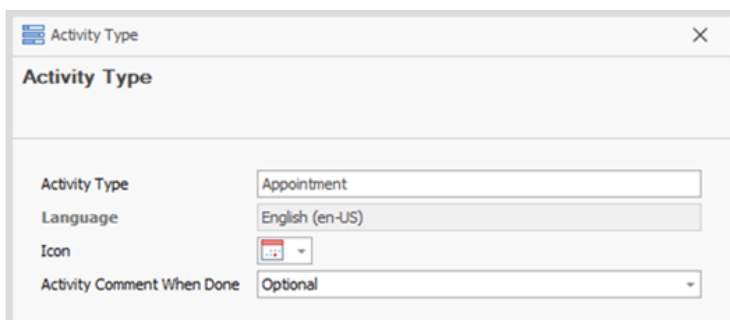
(Owner)

(Activity Type)

Responsibility

	Subject	Regarding	Principal	Responsible	Status	Created by
▼ Responsibility: Assigned to me						
	Call the client for an...	2018119 - 1	TestE	Melina Mollanen	In Progress	Melina Mollanen
	Call customer and ask...	2018120 - 2	TestE	Melina Mollanen	Not Started	Melina Mollanen
▼ Responsibility: Assigned by me						
	Send Document	2018118 - testing	Tree AB	Saara Arolainen	Not Started	Melina Mollanen
▼ Responsibility: Other						
	Order documents about	2018118 - testing	Tree AB	Oppilas Kolme	Not Started	Oppilas Kolme

The activity is marked as done with the Mark as Completed button, which removes it from the list of open activities. The power user can specify an optional or mandatory comment for the activity type when an activity is marked as completed. This is done in the settings (> Common settings > Activity types)



Activity Type

Appointment

Language

English (en-US)

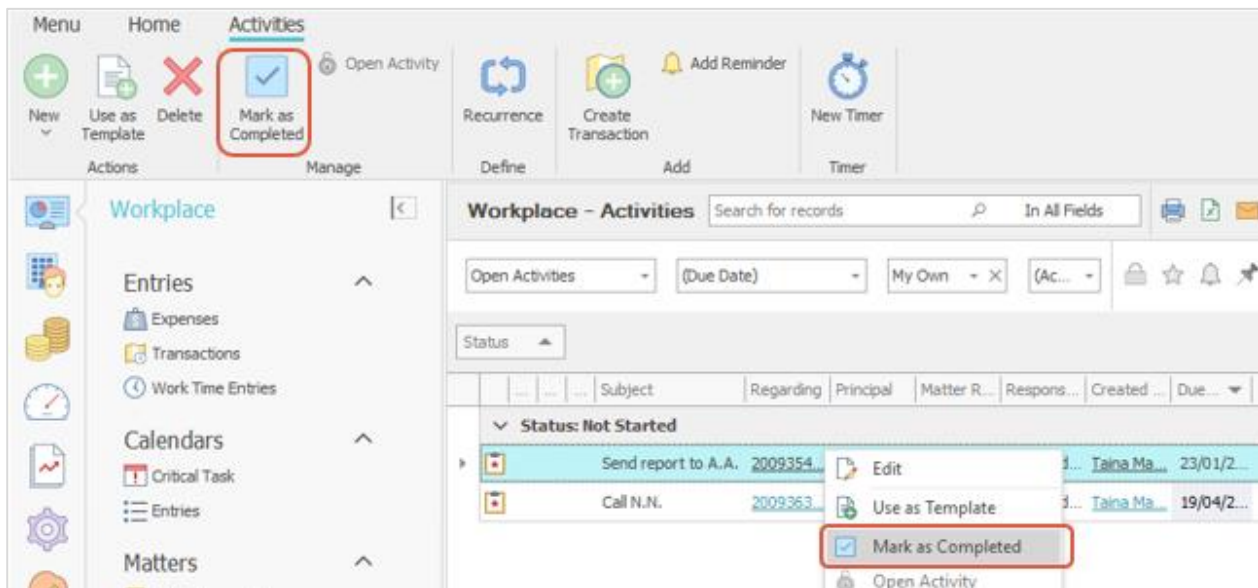
Icon

Activity Comment When Done

Optional

If the commenting is enabled, the power user can also add predefined comment templates (Settings > Templates > Text templates).

In the Workplace area in the Activities folder, you can mark as completed more than one activity at a time, unless a mandatory comment is specified for the activity type in the selected rows.



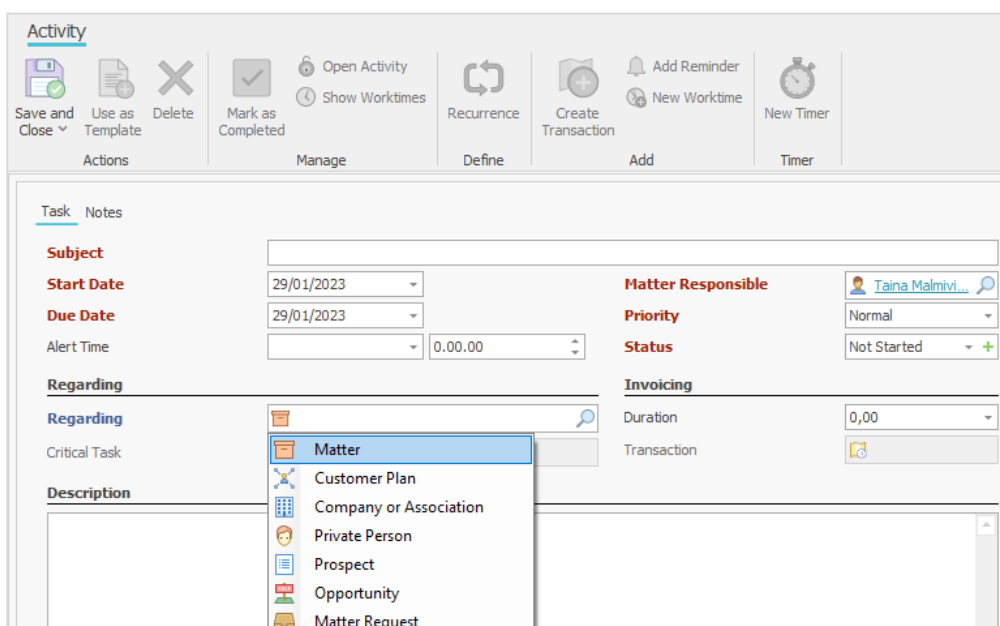
The software asks for confirmation of the function and then displays a summary of the completed activities.

3.2. CRITICAL TASKS

Critical task is a special type of activity that ensures that important deadlines appear in the company-wide critical tasks calendar for all users.

Adding critical tasks

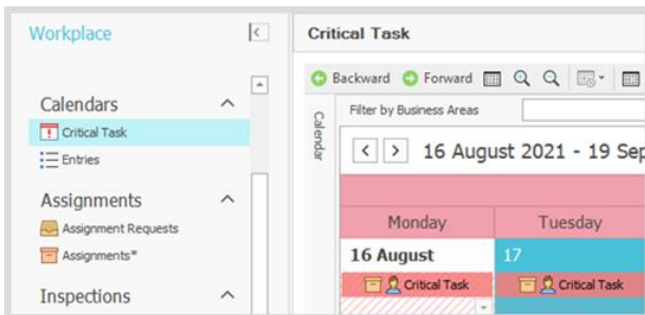
A new critical task is created in the critical task calendar or in the Activities folder by selecting critical task as the activity type. If the critical task calendar is hidden, critical tasks can only be managed in the Activities folder.



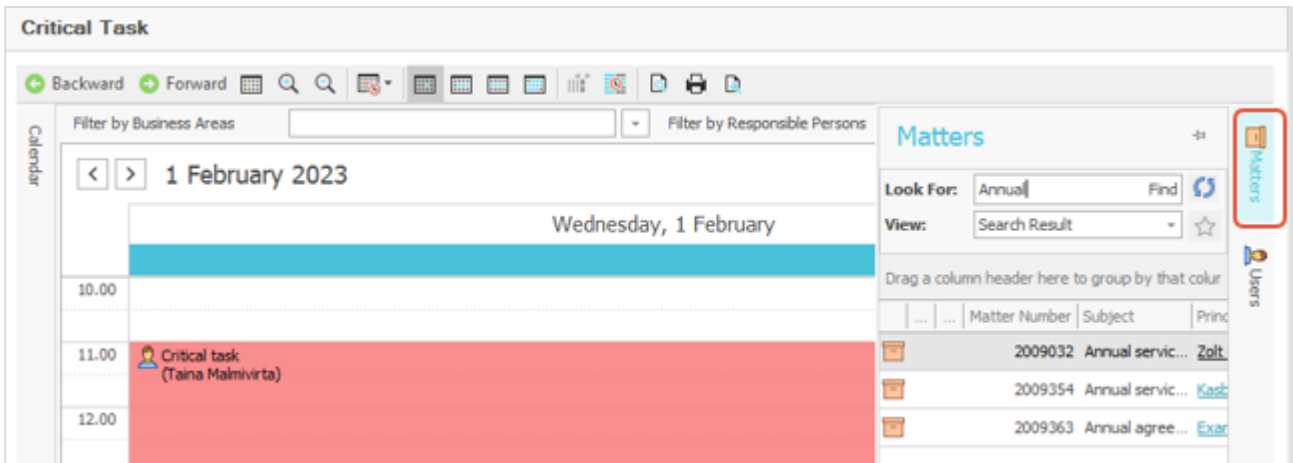
When a critical task is added in the Activities folder, the critical task window differs from the normal activity window as follows:

- The critical task priority is always high.
- In the Responsible field, the user responsible of the critical task is selected. In the Other Responsible persons field, you can add users who have partial responsibility of the critical task.
- Critical tasks cannot be converted into transactions. However, in the Tasks folder, it is possible to associate task-type sub-activities with the critical task and create transactions from them. Such sub-tasks have a link to the information which is displayed in the Related field of the critical task (e.g. matter or matter request). If the critical task is deleted, the related tasks can either be deleted or left in the software.
- In the critical tasks calendar, critical tasks appear under the critical task title.

A new critical task can also be created directly in the critical task calendar, which has about the same basic functionality as the calendar used for work time entries.



A critical task is added by painting the required interval and writing a caption on it. Its duration can be adjusted by stretching the reservation with the mouse or by double-clicking the reservation open.



On the right side of the calendar, you can open the matters menu and use the views and the Look for field to retrieve the matter you want to attach to the critical task. The attachment is done by dragging the matter onto the critical task.

Filters above the calendar allow you to retrieve only the critical tasks of a specific business area or person in charge.

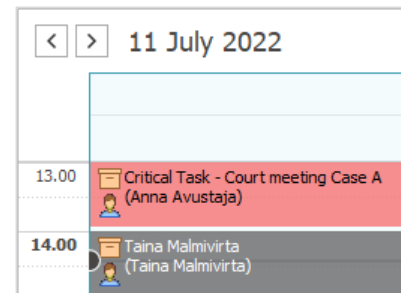
You can also mark the critical task as completed in the critical task calendar. When you move the mouse pointer over the critical task and click on Mark as Completed, the green completed button appears. It resets the critical task to complete, causing the critical task to turn grey.

Visibility of critical task calendar entries for restricted users

The critical task calendar entries must also be visible for restricted users with a limited amount of access rights. However, when the restricted user doesn't have rights for individual critical tasks, they are displayed in the critical task calendar as grey, and the entry only displays the start and the end time and the responsible person for the critical task. The restricted user cannot open the critical task entry nor mark it as completed.

For a restricted user the critical task is displayed as grey (without content)

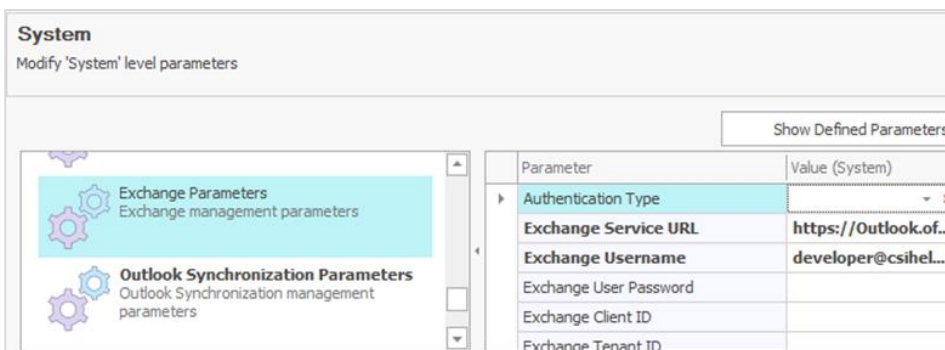
- when the restricted user is not the main or other responsible of the critical task
- when the restricted user is the main or other responsible, but the critical task is related to a matter for which the restricted user has no access
- when the critical task is related to any other data entity, such as customer plans, customers, prospects, matter requests or opportunities, even when the restricted user is the main or other responsible of the critical task.



Critical tasks which in the Critical task calendar are displayed to a restricted user as red are displayed also in the Activities folder. The "red" critical tasks attached to a customer can also be viewed in the customer's Activities folder, and the ones attached to a matter are displayed in the matter's Activities folder. If the user's filter for the view is "Own", the software only lists critical tasks where the restricted user is the main responsible.

Synchronizing critical tasks to Outlook

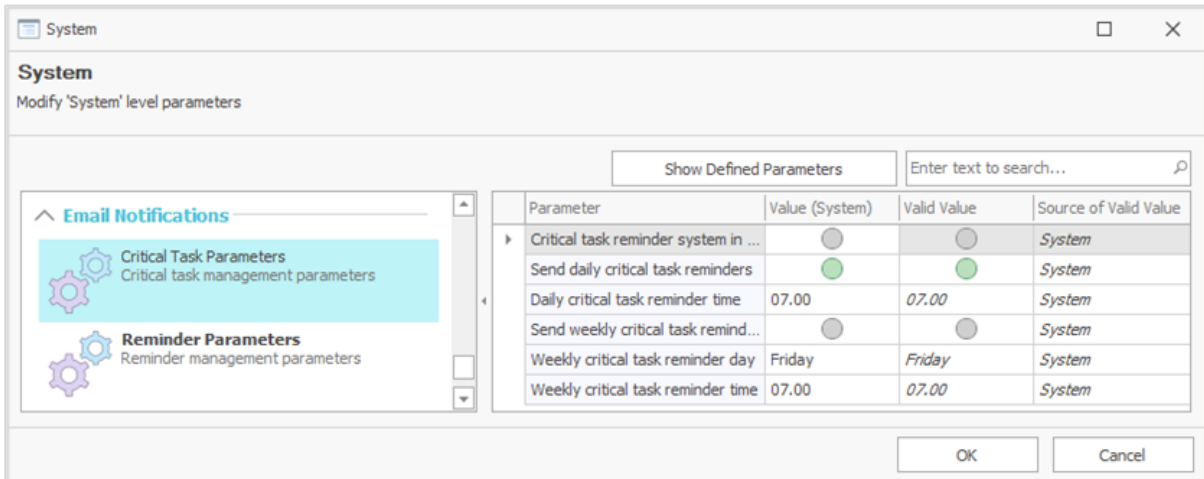
The critical task added to the software can be synchronized to Outlook, that is, as an Exchange calendar event. To do this, you must create to Exchange a critical task user and calendar. The Exchange service URL and critical task calendar user email address and password are added to the software system parameters (Settings > Application Parameters > Integration > Exchange Parameters).



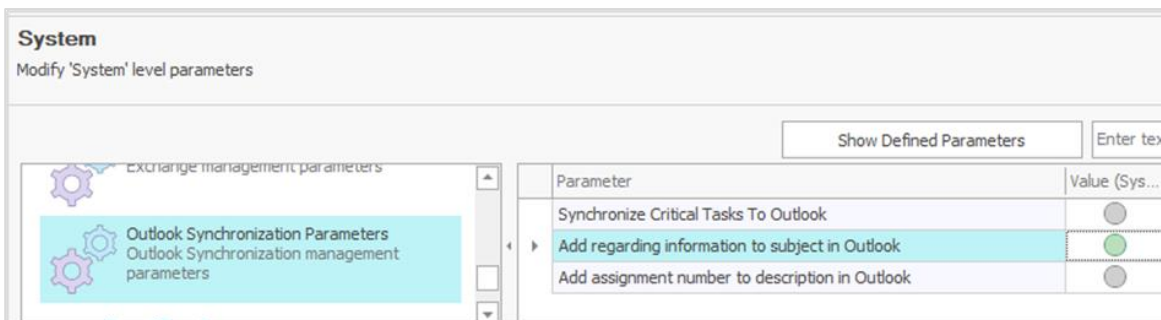
Synchronizing to the Exchange calendar brings a few changes to the critical task window. The Alert Time field is optional, and an optional Reminder field has been added. The new critical task will send an Exchange calendar reservation for the critical task for the responsible persons of the critical task with a valid email address. The critical tasks in the Outlook calendar are red to distinguish them from other calendar entries.

Critical tasks edits (such as a change of responsible person or time) are updated in the Outlook calendar, and deleting a critical task also cancels the calendar event from Outlook. If the critical task is changed or deleted, the calendar event will be canceled from Outlook and the responsible persons of the critical task will be notified. Completing a critical task does not send an e-mail.

In the system parameters (E-mail notifications > Critical task parameters) a reminder system can be activated, which sends a daily or weekly e-mail 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 e-mail reminders are enabled, the software's own reminder of critical tasks does not form a critical task reminder.



The critical task synchronized to the Exchange calendar (Outlook) displays the matter number and the matter principal. The power user can define this in the settings > Application Parameters > Integrations > Outlook Synchronization Parameters, where you activate the parameters “Add Regarding information to Outlook” and “Add matter number to description in Outlook”.

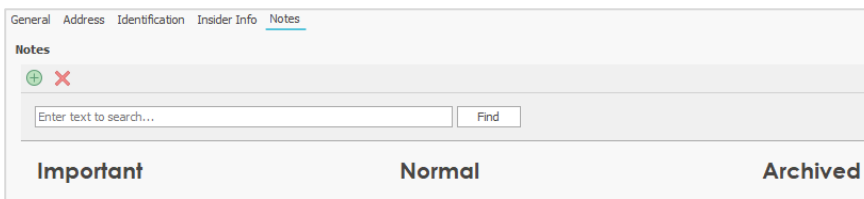


3.3. NOTES TO BE DISPLAYED ON LISTS

Most windows offer a Notes tab where you can add notes to support the matter process. The information about a not is displayed in different lists, and some of the views and windows offer a button which take you directly to the note in question.

Adding notes

By their importance, notes have been divided to important, normal and archived. Important notes are displayed in e.g. invoicing lists. Notes that are no longer relevant can be archived to hide them from lists.



You can move notes from column to column by dragging. When moving a note away from the Important column the software asks if you are sure about it. New notes can be added with the  button and deleted with the  button.

The window lists notes by their creation date from the most recent one to the oldest and shows who created the note and the creation date. If the note has been edited, the last editing date is displayed.

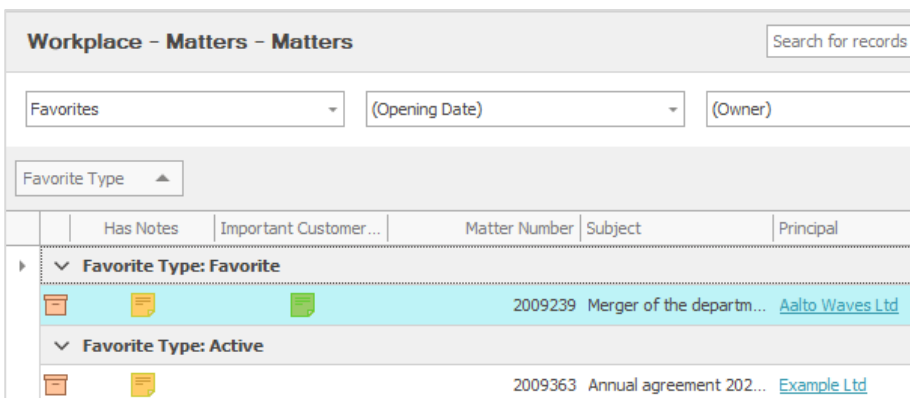
An attachment can be added to the note by clicking the Attachment file button then searching for the file from the computer's local storage location. Attachments can be deleted by selecting the Delete Attachment button. To limit the size of the database and to avoid long response times when opening notes, attachments of e-mail messages are saved to proof invoice and preliminary invoice notes only when the total size of the e-mail message and its attachments does not exceed 1 MB. For customers, matters, advance invoices, normal invoices, credit invoices and summary invoices there is no such size limit.

When a transaction is created from an Outlook e-mail message, the software checks if the total size of the message and its attachments is within the allowable limits. If not, the software informs the user about saving only the e-mail message to the transaction notes and recommends the user to save its attachments separately.

Displaying notes on lists

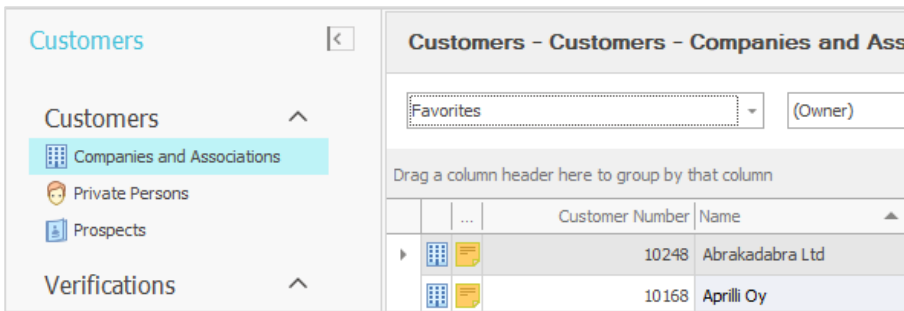
Post-it note icons on different lists show if there are notes that should be taken into account. The icons in the customer, matter, conflict search and invoice lists indicate that there are valid notes related e.g. to the customer, matter or preliminary invoice.

In the Matters folder, a yellow icon in the Has Notes column indicates that there are notes related to the matter. A green icon in the Customer Has Important Notes column indicates that the matter's principal has notes that are marked as important.



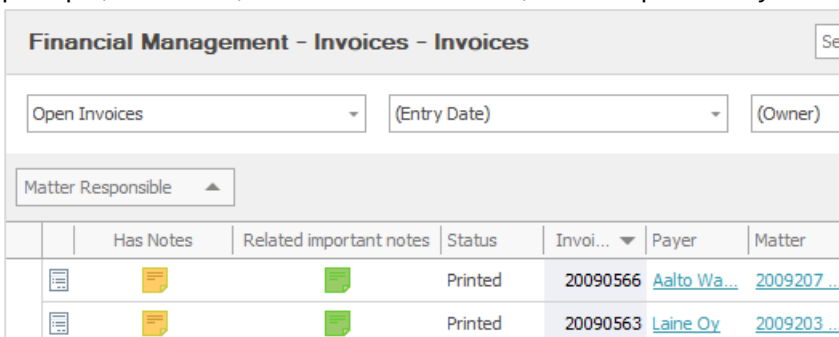
Has Notes	Important Customer ...	Matter Number	Subject	Principal
		2009239	Merger of the departm...	Aalto Waves Ltd
		2009363	Annual agreement 202...	Example Ltd

In Customer and Conflict Search folders, a yellow icon is displayed in front of a row if there are notes related to the customer. On these lists, the icon is yellow also when the notes have been marked as important.

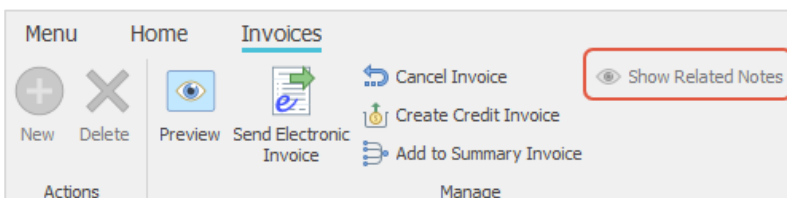


In preliminary invoice lists, a green icon in front of the row indicates that there are important notes added to the principal, to the matter, or to one of the transactions.

In invoice lists, a green icon in front of the row indicates that there are important notes added either to the principal, the matter, one of the transactions, or to the preliminary invoice.



The Show Related Notes button directly displays the related notes which have been marked as important. The button is available on the ribbon of the Matters, Advance Invoices, Preliminary Invoices, Invoices and Billable Matters folders.



3.4. REMINDERS

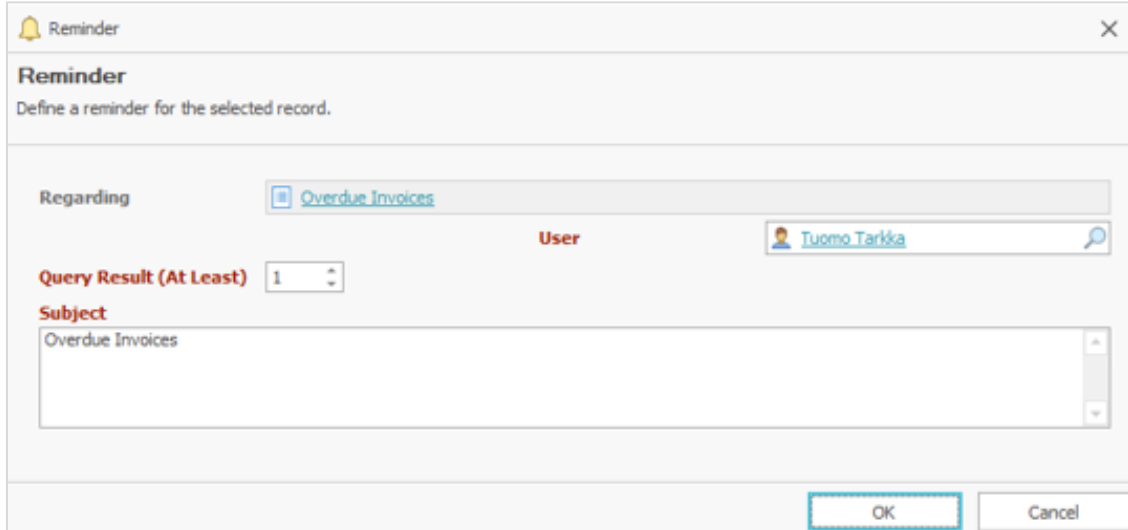
You can set reminders regarding any views or individual records (e.g. a matter) to remind either yourself or another CSI user to act upon. An individual reminder can also be set to repeat every X days e.g. to remind about the need to send a monthly status update to a customer.

Adding reminders

Reminders can be set either regarding views or individual targets such as customers, matters, transactions, activities, or preliminary invoices.

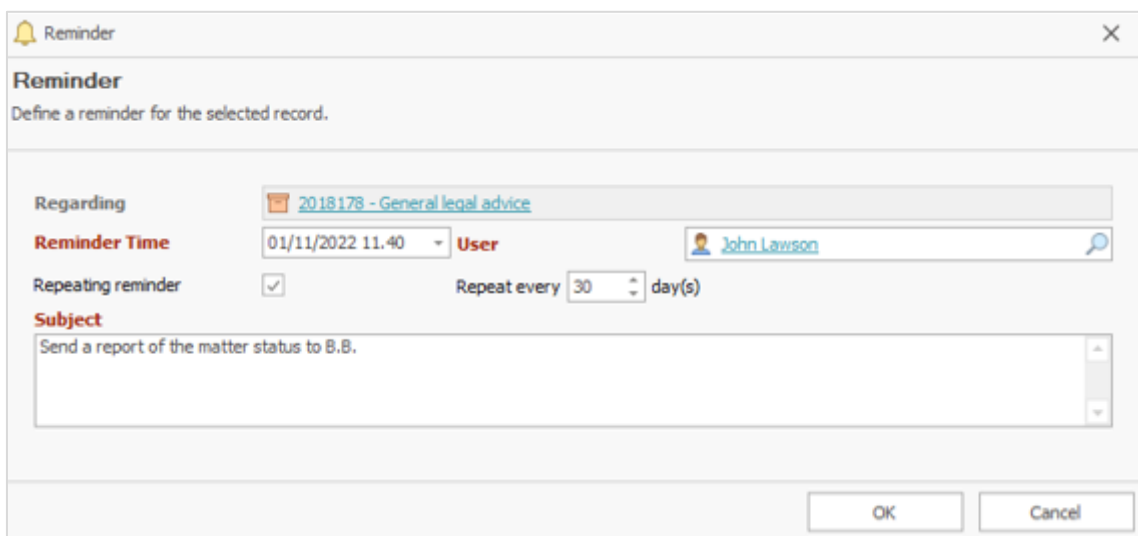
A new view reminder is set as follows:

1. Select the folder and the view (e.g. Financial Management > Invoices > Overdue invoices).
2. Click on the Reminder  icon on the right side of the filters.



3. Enter to the Query Result field the number of overdue invoices which activates the reminder to be sent.
4. To the User field, select the user to whom the reminder should be sent.
5. The name if the view is copied to the Subject field. Edit it to make the reminder clear for its recipient.
6. In the above example the query result is 1, meaning that a reminder is created always when there is at least one overdue invoice.

A new individual reminder can be created either in a view or in a window by selecting the Reminder  icon on the ribbon.



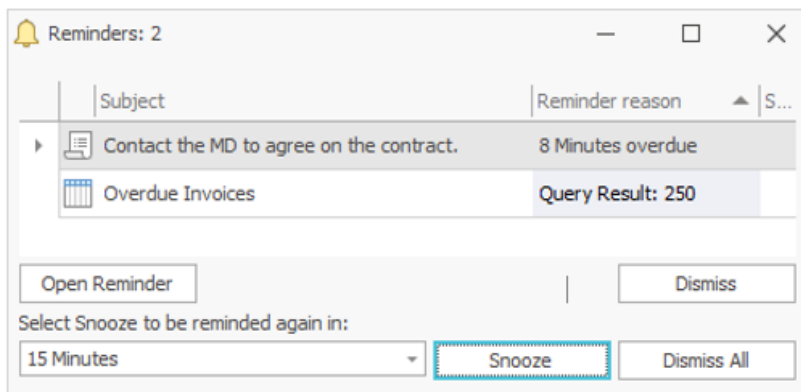
1. Define the subject, date, time, and the recipient for the reminder.

2. If you wish to create a repeating reminder, select the Repeating Reminder field, and define the cycle with which the reminder is displayed to the user.

When a repeating reminder is rejected, the software automatically creates a new reminder X days after the date of the rejected reminder. When the reminder is no longer needed, it can either be deactivated or deleted using the ribbon functions of the Reminders folder.

Viewing reminders

If the user has overdue reminders, their number is displayed in the lower left corner of the software, from where you can also open the list of reminders by clicking it.



- To open the reminder target to take action on it, double-click the row.
- To open the reminder, click the Open Reminder button.
- Snooze closes the reminder to be reopened later.
- The Dismiss and Dismiss All buttons enable you to dismiss individual reminders. However, they have no impact on view reminders. To get rid of their reminder, you must take actions to clear the records on the view or open the reminder and increase its Query Result value.

The reminder keeps getting back to the user's screen until it is dismissed. Due to this, the reminder time should be defined so that the reminder is relevant to its recipient.

The overdue reminders can also be viewed in the Workplace > Reminders folder which lists all reminders assigned to the user. Besides, in the same folder, users can also view reminders they have added and assigned to other users.

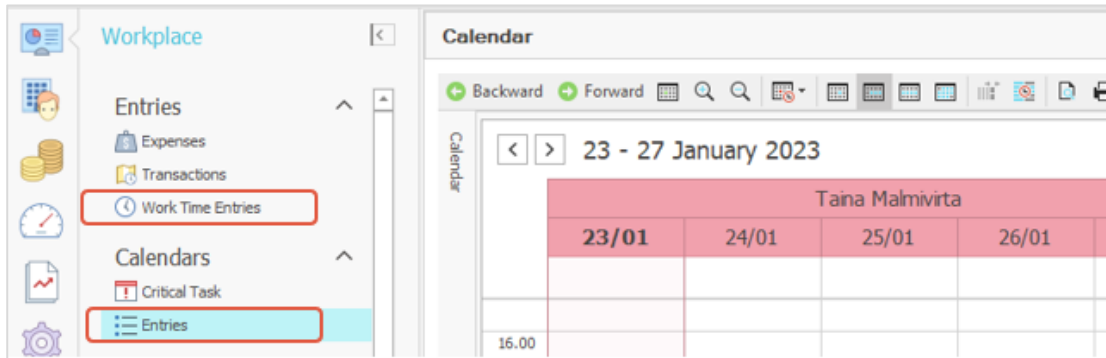
It is also possible to set the reminders to be sent to users per email which enables reacting on them even if a user does not open the system daily. In that case, reminders are checked for every 15 minutes. To activate these email reminders, contact the CSI support.

3.5. WORK TIME

Work time entries can be used for monitoring working hours of individual users or the amount of internal work. Work time entries can also be converted into billable transactions.

Work time entries can be made

- in the calendar or in the Work Time Entries folder available in the Workplace task area
- in the Work Time Entries folder of the matter window
- in the activity window, by selecting New Work time on the ribbon.

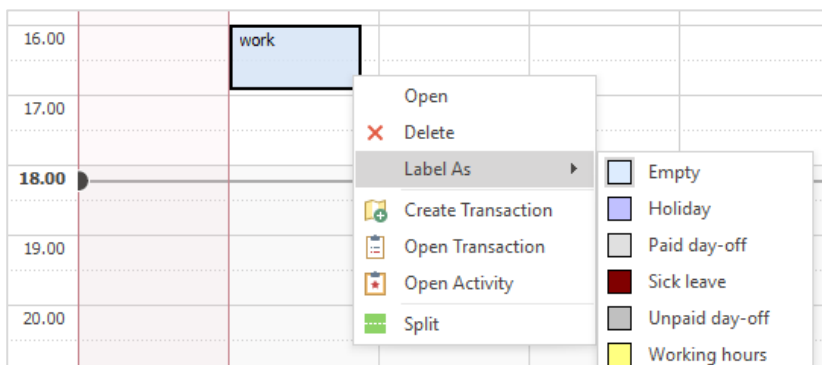


Entries in the Work Time Entries calendar

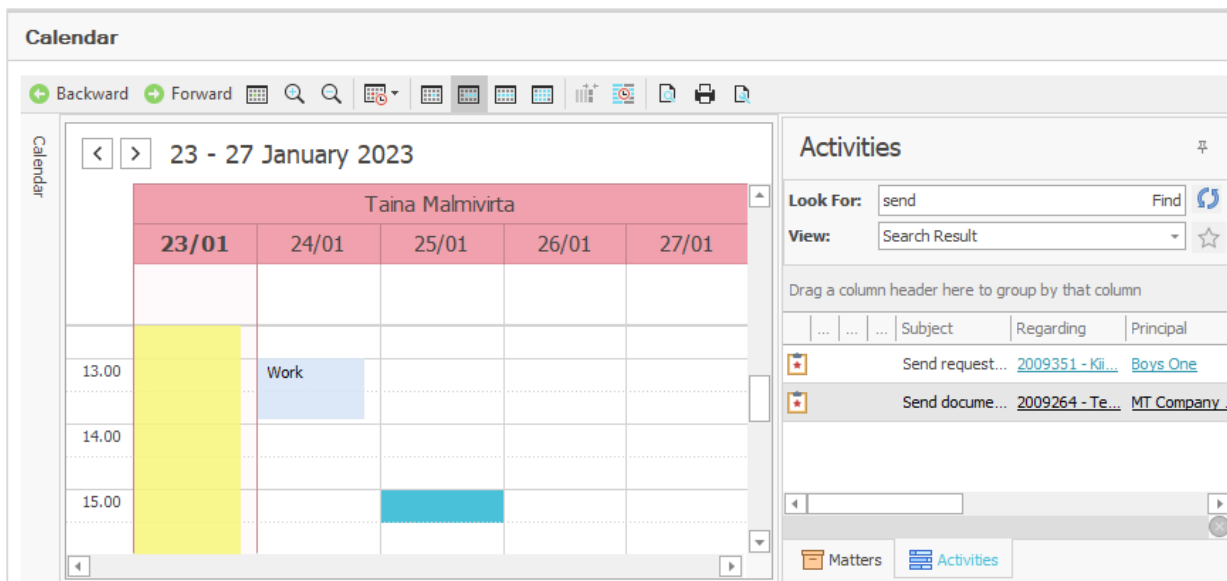
The quickest way to make work time entries is in the Work Time Entries calendar. You can add a new work time entry by highlighting the desired range, entering a description for the entry, and then saving it by selecting Enter or clicking the mouse outside the entry. **NOTE!** Make sure you add work time entries in the correct (Work Time Entries) calendar as the Critical Task calendar is a company-wide calendar used for critical tasks only.

You can edit the duration of a work time entry by stretching it with the mouse or drag the entry to another date. You can also move a part of it e.g. to another date by right-clicking the mouse on the top of the entry and selecting Split to get a scissors bar which can then be moved to the desired splitting point.

By right clicking a work time entry you can classify it using work time types added in the settings (business unit or user parameters). If you wish, you can define work time types also based on tasks, such as marketing, sales, or customer service. In the calendar, they are displayed in different colors.



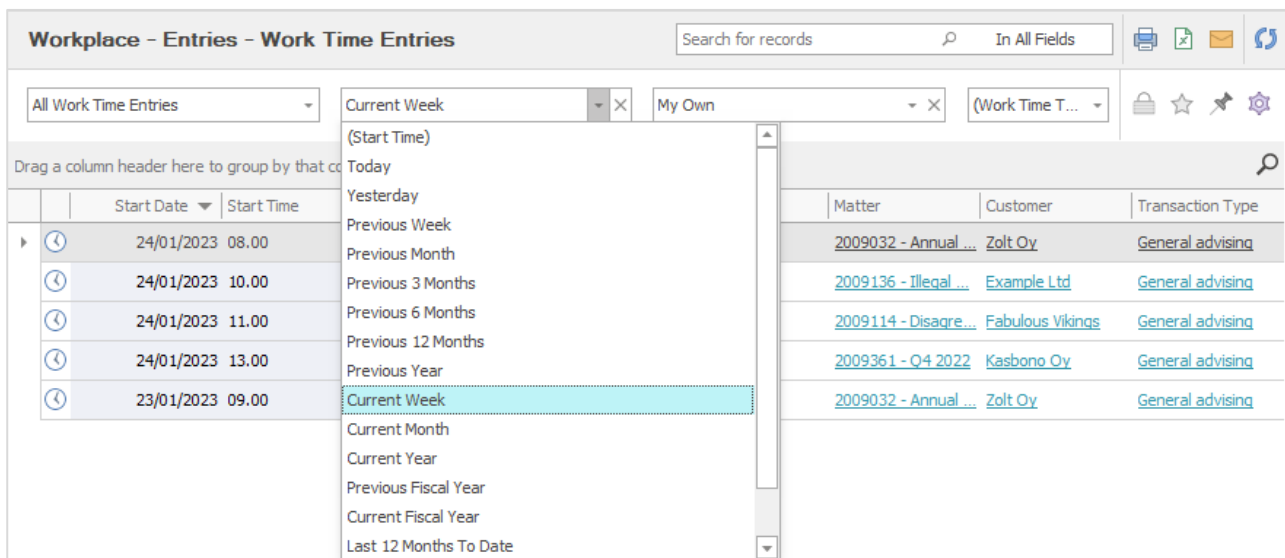
In the calendar, you can attach to a work time entry a matter or an activity if the work performed is related to them. They are attached by first selecting the desired matter or activity from the tabs on the right and then dragging and dropping it on top of the work time entry.



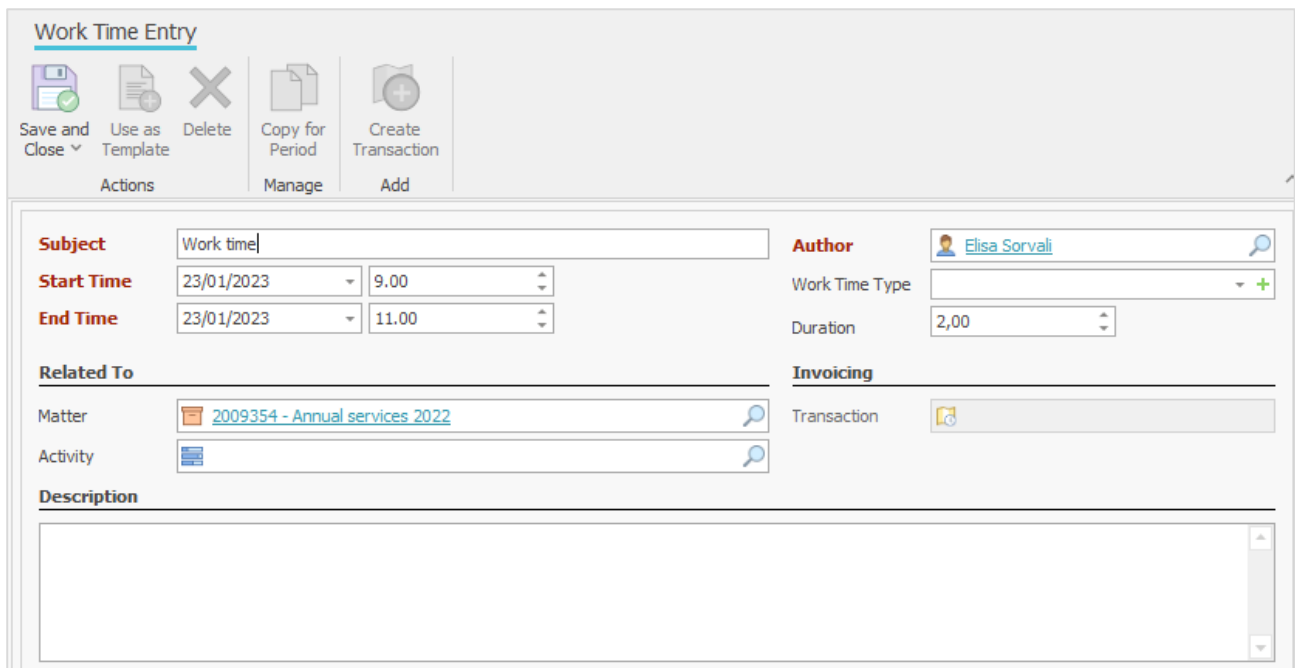
Entries in the Work Time Entries folder

All work time entries which are added in the calendar are visible in the Work Time Entries folder where you can also make new entries.

The Work Time Entries folder is useful if there's a need to monitor working hours at the business unit level. It enables viewing work time entries of individual users or the total work time during a specific period.



In this folder, you add a new work time by selecting the New button on the ribbon. The work time entry window opens as follows:



The Subject field describes what the work time entry is about. If a work time entry is later converted to a billable transaction, the subject will also be the subject of the transaction. The author is the user who performed the work. When you add the start and end times of the work, its duration is calculated automatically.

A work time entry can be provided with a type. The power user maintains the list of work time types in the settings (Parameters > Common Parameters > Work Time Types). If the work time entry relates to a matter or an activity, you can also fill in the Matter and Activity fields.

With the ribbon buttons, you can

- use existing work time entries as templates for new ones
- copy an existing work time entry for a certain period (period + weekday) to register e.g. holidays
- create from a work time entry a billable transaction

To convert a work time entry into a billable transaction, it must have the matter specified. If the transaction type has been set as mandatory, the Create Transaction button opens a window for selecting it before creating a transaction. The power user can also define a default transaction type in the settings (Business Unit Parameters > Transaction Parameters > Default transaction type) to be used when converting work time entries into transactions. Once a work time entry has been converted into a transaction, its Transaction field will include a link to the transaction.

Under each matter, there is a similar Work Time Entries folder for registering matter related work time.

Monitoring work time

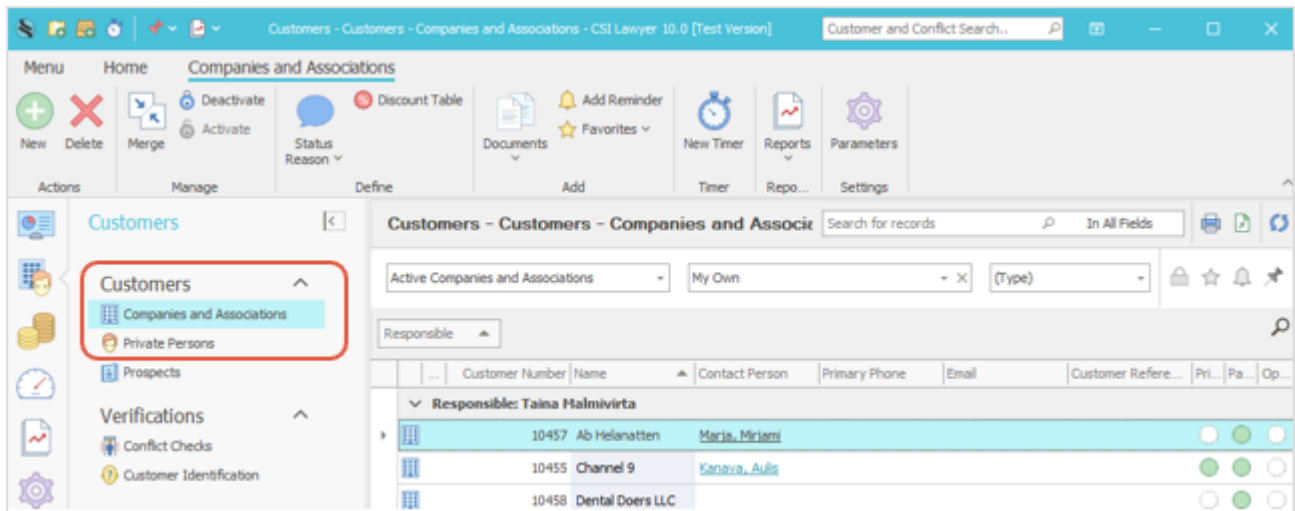
Users can then track their personal work time accumulation from user-specific dashboard charts. At the company level, users' working hours can be tracked both as reports at the desired time interval and using Dashboard charts.

If the working time types used by the customer differ from the default types of the software, it is possible to implement the desired types and reports as customizations.

4 CUSTOMERS

CSI Lawyer offers a good visibility to a customer's overall situation as via the customer window it is possible to view customer's basic information, matters, invoicing, and payments.

Customers in the software are divided into companies and associations and private persons who are treated slightly differently. In the Customers area, corporate customers are found in the Companies and Associations folder, private customers in the Private Persons folder. Contacts added to a corporate customer are stored in the software as private persons, making it easy to link a person to a new company when they change jobs.



The customer window displays all customer-related information which, in the tree structure, has been grouped under three icons:

- All information concerning the customer is in the Customer area marked with  or  icon.
- The Matters  area collects all matters, matter requests, transactions, work time entries and documents.
- In the Invoicing  area you can find invoicing-related information of the customer.

4.1. ADDING CUSTOMERS

A new customer is added either in the Customers area (Companies and Associations folder or Private Persons folder) or in a process of creating a new matter or matter request. The goal is to create each customer only once. If a customer with the same name is already found in the software, the software notifies about it when saving the customer.

It is important to be aware that all parties involved in the matters (Principal, Payer, Opponent, etc.) are added to the software as customers. On the matter level, it is defined in which role the customer is in the matter, and the customer lists display the different roles (principal, payer, or opponent) that each customer has in the matters saved in the software.

Corporate customers

Create a new corporate customer as follows:

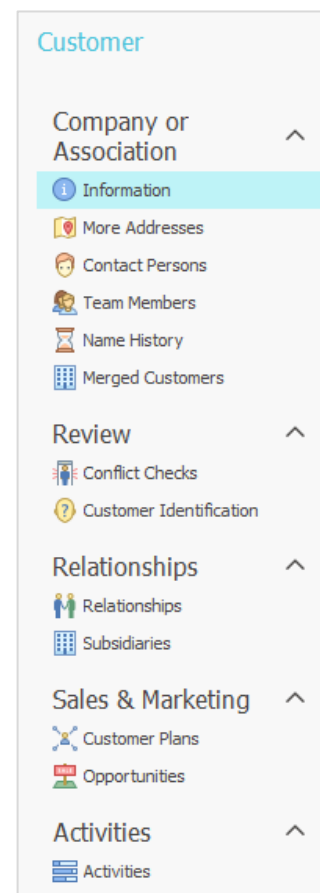
1. In the Customers area, select the Companies and Associations folder, click New on the ribbon.

2. Fill in at least the required fields: name, home country and customer responsible. Make sure that the home country is correct since it defines the taxability of the customer's matters and invoices.
3. Fill in the customer's basic information
 - If an EU-based corporate customer is liable to taxation, save their VAT number to classify the sale as community sale. The VAT number will be printed on a customer's invoices.
 - We recommend also saving the business ID. The software warns if finding another customer with the same name, business ID or VAT number. However, it does not prevent saving the customer.
 - The language selected for the customer is valid for all matters to be opened for the customer, as well as for transactions added to them and invoice templates.
 - In case the new customer is a subsidiary, you can link it to the parent company.

General Address Identification Notes			
Name			
Home Country	Finland	Customer Number	
Business ID		Parent Company	
VAT number		Language	Finnish
Contact Information			
Contact Person		Primary Phone	
Email		Secondary Phone	
Homepage		Fax	
Invoicing Information			
Invoicing Contact		EDI Code	
Invoicing Address		E-invoice Operator	Other
Invoicing Email		Operator Code	
CC to Invoicing Contact	☐	Customer Reference	
		Use Summary Invoice	☐
		Collection Prevented	☐
Business Information			
Customer Responsible	Taina Malmivirta	Type	
Service Restriction	☐	Industry Code	

- In the **Contact Information**, you can define a default contact person for the customer and fill in other contact information such as their email address, phone numbers and home page.
- In the **Invoicing Information**, you'll add information concerning the customer's invoicing, such as their e-invoicing address or invoicing email address. The invoicing contact saved for the customer is printed to invoices.
 - If you are sending e-invoices in a Finvoice format, add to the customer both e-invoicing address and operator code. If e-invoices are sent in a TeAppsXml format, only e-invoicing address is required.
 - Adding an invoicing email address activates the "CC to Invoicing Contact" checkbox. If selected, the customer's invoicing contact will get a copy of invoices sent to the invoicing email address.

- By default, the customer's invoices are sent by mail to the address in the Address tab. If their visiting address has been saved there, a separate mailing address can be added in the More Addresses folder from where it can be selected to the Invoicing Address field.
 - If a customer wishes a special reference to be printed to all invoices, it can be saved here.
 - The Summary Invoice checkbox is selected if the customer wishes to receive its invoices as a summary invoice.
 - The Collection Prevented field checkbox can be selected if payment demands should never be sent to the customer. It prevents sending payment demands and ignores the customer's overdue invoices when printing the Overdue Invoices report.
 - In the **Business Information**, customer responsible is a mandatory field, and power users can limit the right to act as a customer responsible to a selected user group only. For classifying customers, you can also define a customer's type and industry code. With the Service Restriction field, it is possible to prevent e.g. adding new transactions to the customer.
 - The customer's address is added on the **Address tab** (Address Row 1 + Zip Code + City + Country). It is also required when the invoice is issued as an e-invoice.
 - In the **Identification tab** you can define for a customer the required identification level (standard, simplified, enhanced, not required) and the risk assessment level which defines how long a completed identification will be valid. You can also add information about the identification level reasons and a customer's business. For more information, see Customer identification.
4. Save the customer.
5. When saved, the folders of the customer window are activated, and you can start adding information to them. For more information, see the chapters concerning the function in question.
- More Addresses; enables adding several addresses to the customer, e.g. a separate invoicing address.
 - Contact Persons; is for maintaining contact persons for the company. The New button enables either searching for persons saved to the software or adding new ones to be linked to the company.
 - Team Members; enables setting the team being involved with the customer and their customer-specific hour prices.
 - Customer Identifications; is for managing identification events for the customer.
 - Relationships; enables saving a relationship network for the customer.
 - Subsidiaries; enables adding subsidiaries for the customer.
 - Customer Plans; is for maintaining plans e.g. to develop the customer relationship.
 - Opportunities; enables managing sales opportunities for the customer.
 - Activities; enables managing all activities related to the customer.

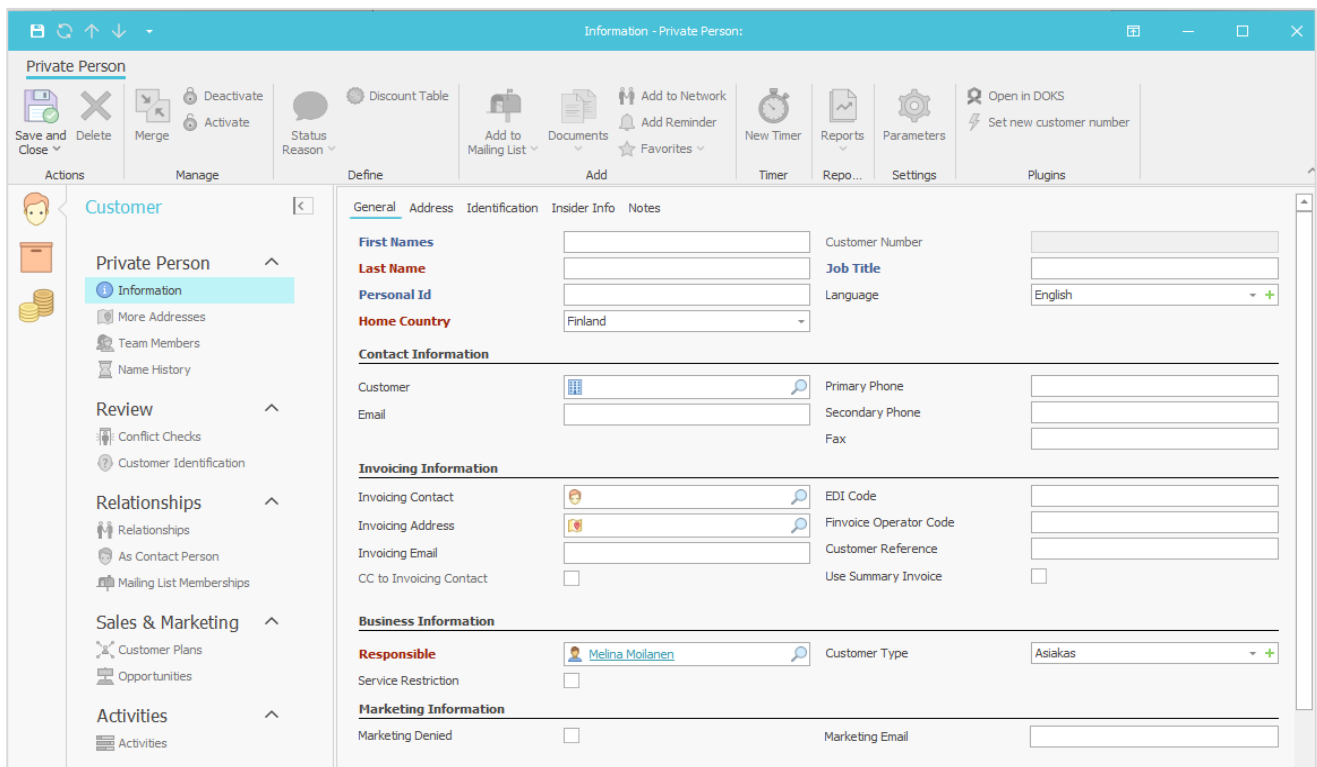


The Name History, Merged Customers and Conflict Checks folders do not enable adding new information. The Name History folder keeps records of the customer's former names (if any). The Merged Customers folder contains information of companies merged with the customer. The Conflict Checks folder lists all conflict checks which have been saved to the software for the customer.

Private persons

You can add a new private customer of a company's contact person by selecting the Private Persons folder in the Customers area and the New button on the ribbon. The customer information is filled in similarly to the corporate customer with the following exceptions:

- The software informs if there already is a customer having the same first and second name or personal ID but does not prevent saving a new customer.
- Ensuring that the home country is correct is important for private customers too. By default, domestic sales and sales in the EU is taxable for private persons.
- The Invoicing Contact field can be utilized for example when having a couple as a customer and both names should be printed to the invoice. In that case both persons can be saved to the software as private persons, and person B will be added as an invoicing contact to person A. This way both names are printed to the invoice, the invoicing contact under the principal.
- To attach the person as a company's contact person, add the company to the Customer field.
- If a private person is a company's invoicing contact and should receive a copy of invoices sent to the company's invoicing email, add an invoicing email address or email address to the person.
- For a private person, it is possible to add a separate marketing email address to which marketing-related messages should be send. By default, the normal email address is used. If needed, you can also add a marketing bun, which prevents sending marketing email messages to the mailing lists saved to the software.



When a private customer is saved, it gets a customer number, and its folders are activated for entering information to them. A private person has the same folders as the corporate customer, but their tree structure also contains the following folders:

- The "As Contact Person" folder lists
 - all companies where the private person is the main contact or the invoicing contact
 - all matters where the private person is the main contact or invoicing contact of a matter party, and
 - all open preliminary invoices and invoices where the private person is the invoicing contact of a payer.
- The Mailing List Memberships folder displays all mailing lists to which a private person has been added.

Setting up invoicing addresses

The method of saving a customer's invoicing address depends on how many addresses the customer has.

One address

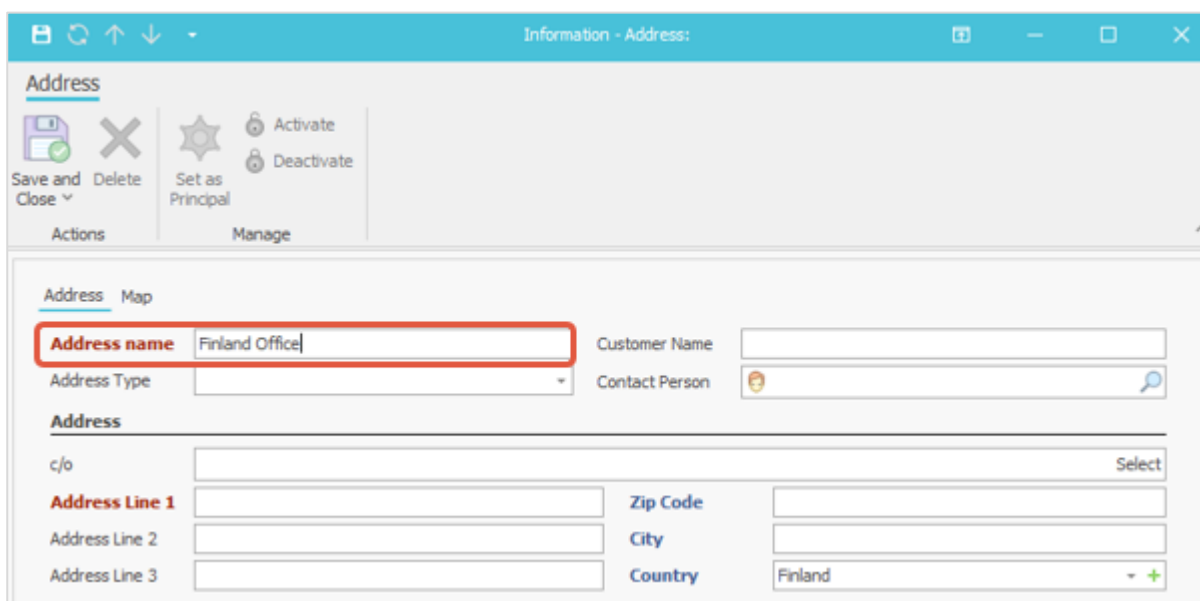
Save the customer's only address (Address Row 1 + Zip Code + City + Country) to the customer's information on the Address tab. Invoices for all the customer matters are sent to that address.

Separate visiting and invoicing addresses

Save the visiting address (Address Line 1 + Zip Code + City + Country) to the customer's information on the Address tab.

To add a separate invoicing address, follow these steps:

1. Go to the customer's More Addresses folder and click New.
2. In the address window, complete the Address name to make it easier to search for. The information isn't printed anywhere.



3. In the Address type field, select Invoicing to use it as the customer's default invoicing address.
4. Fill in the address information (Address line 1 + Zip code + City + Country).
5. The Address now appears in the Invoicing Address field in the customer's information. By default, invoices for all matters of the customer are sent to this address.

More than two invoicing addresses

A customer can have more than one matter and have different invoicing addresses for them. You can specify them as follows:

1. In the Address tab, save the visiting address to the customer's information.
2. Save the customer's invoicing address in the Addresses folder, as above. **NOTE!** Do not set the address type of any address to Invoicing.
3. Specify the invoicing address per matter in the Parties folder of the matter.
 - Open the information for the party in question.
 - Search for the correct invoicing address in the Party's Invoicing Address field and save.
4. Repeat the same for each matter of the customer.

Defining the corporate structure

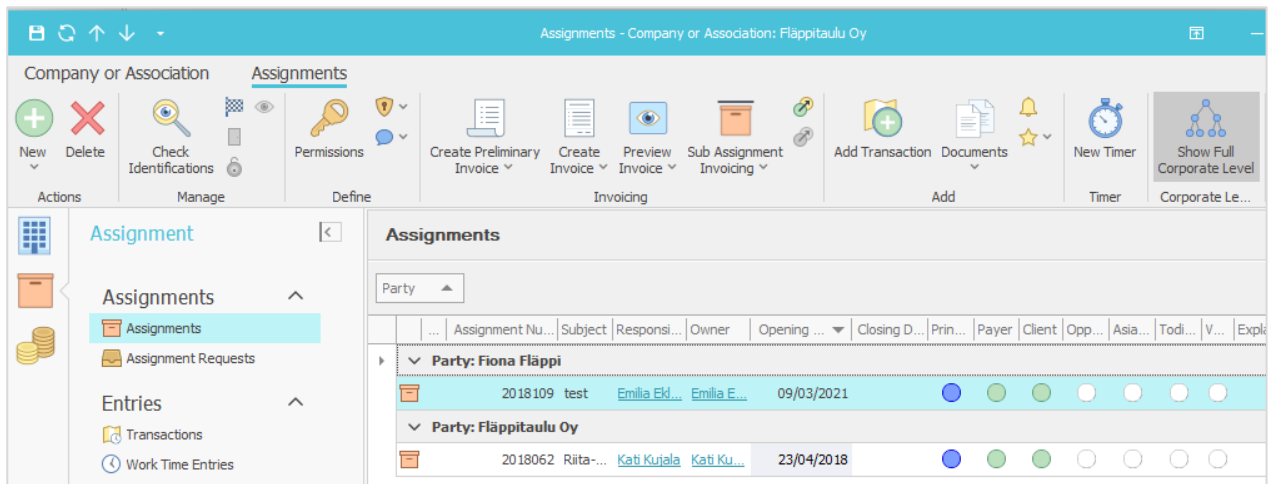
The software enables managing the customer company's corporate structure (parent and subsidiary companies) and to view information at the corporate level.

When the corporate customer that is to be associated with a subsidiary already exists in the software, open the information for the company you want to set up as a subsidiary. Select the customer to become the parent company in the Parent Company field, save and close. The subsidiary will now appear in the parent company's Subsidiaries folder.

Alternatively, you can add a subsidiary by opening the parent company's window and going to the Subsidiaries folder. The  button enables you to add a completely new company as a subsidiary and the  link button allows adding as a subsidiary one of the existing companies already saved in the software.

Once the corporate structure has been added, you can view transactions, matters and invoicing situation at the corporate level as follows:

1. Open the parent company window and go e.g. to the Matters folder.
2. Select Show Full Corporate Level on the ribbon.
3. The Matters folder lists now the matters of the entire corporation by company.



You can remove the link between the parent company and the subsidiary in the Subsidiaries folder by selecting the subsidiary and the Delete button. It only cuts the link between the companies but still leaves the selected company active in the software.

Customer-specific parameter definitions

In the Company/Private Customer window, you can use the parameters button on the ribbon to set up customer-level parameters that affect all matters for the customer. You can specify for example the hour price, the general expense or payment term used for invoicing all matters for the customer. In the parameters window, use the Show Defined Parameters button to filter out only the parameters for which setup has already been made for the customer.

4.2. EDITING CUSTOMERS

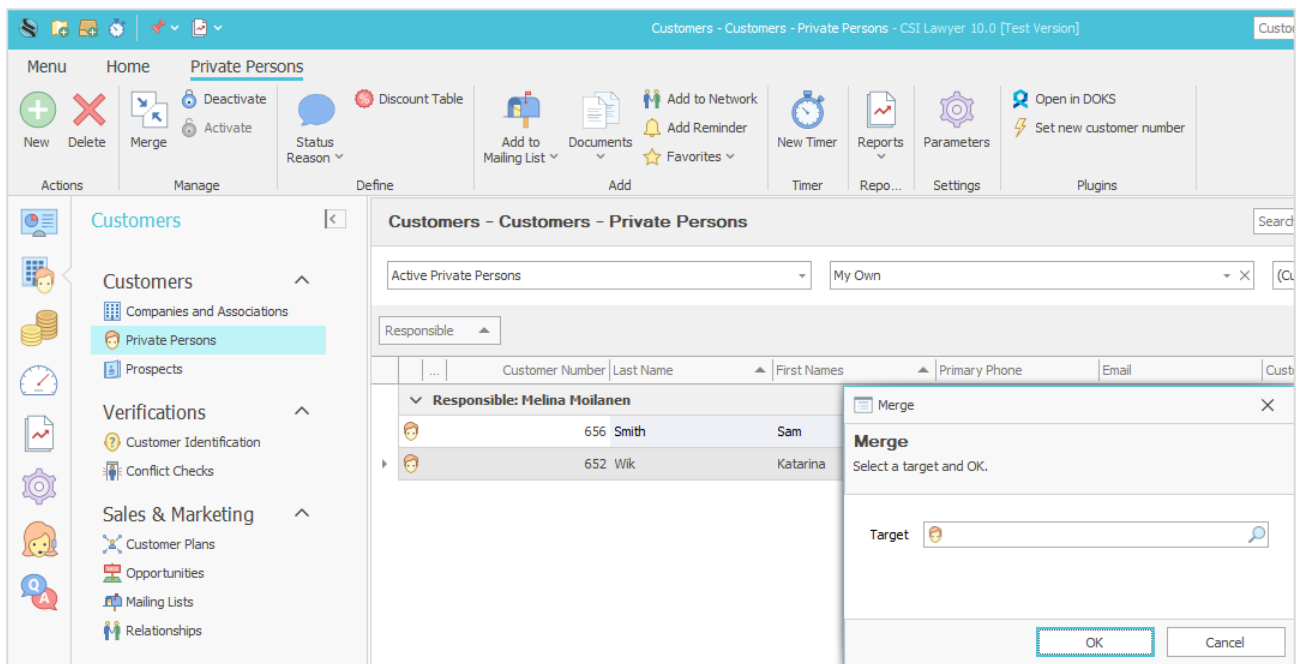
By default, all users have the right to edit customer information. If required, power users can limit the rights to edit customer information to a specific user group only.

Merging customers

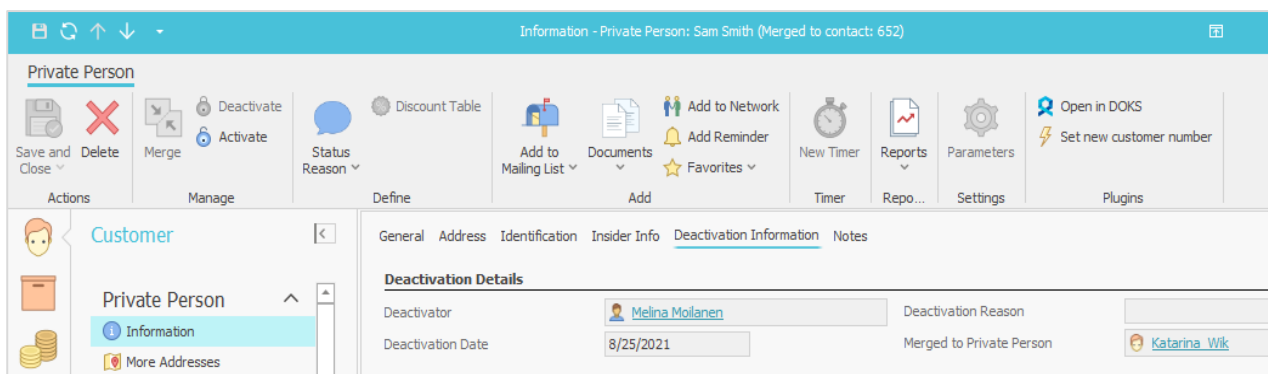
Customers can be merged to each other, for example, when the same customer is saved twice in the software and matters, entries and possibly invoices can be found on both. Both the customer to be merged and the target concerned must be active. **NOTE!** The merging cannot be cancelled, nor the deactivated customer reactivated.

To merge two customers, follow these steps:

- Select the customer you want to deactivate and the Merge button on the ribbon.
- In the Merge window, select the target customer to which the data of the deactivated customer will be moved.
- Confirm with OK.



The function deactivates the original customer and transfers all data stored in its name to the target customer. In the deactivated customer's window, the Deactivation Information tab displays information about the merging.



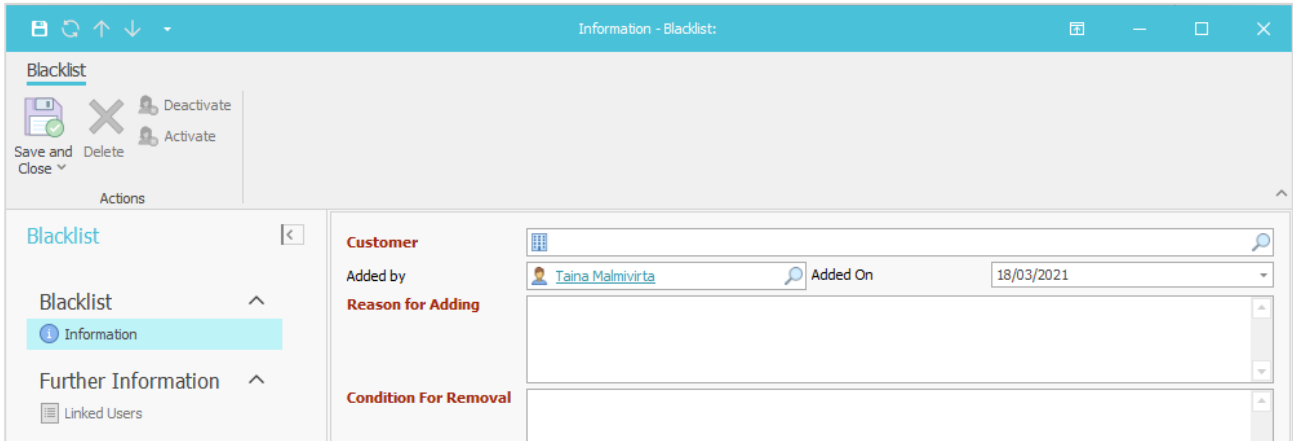
If two corporate customers are merged, the target customer will have a Merged Customers folder that shows all the companies which have been merged to it. If you are merging two insurance companies, their possible links to insurance information of matter principals are taken into account.

When merging corporate customers, there may be a need to move a group of their contact persons to another company. In a corporate customer's Contacts folder, it is possible to select and move several contacts from the source company to a target company. This action skips contact persons which do not have the source company in the Customer field.

Blacklisting customers

To manage conflicts of interest, you can add to the Blacklist folder customers for which new matters should not be opened for some reason. Such a conflict of interest may be caused, for example, by former work history of an employee.

The Blacklist folder can be found in the Workspace area, in the Inspections group. When a customer is blacklisted, the reason for it as well as the condition for removing the customer from the list are registered. You can also attach to the blacklisting event the users causing the need to blacklist the customer.

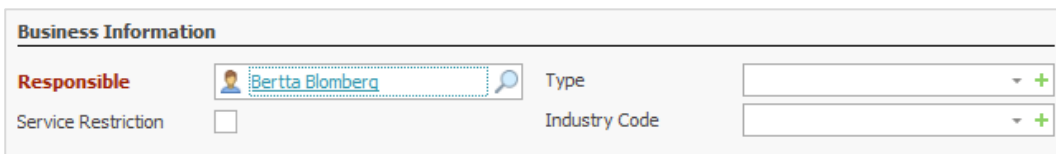


Adding customers to the blacklist does not prevent opening new matters for them. However, the software notifies about a customer's blacklisting when the user is creating a matter request or matter for the customer or adding the customer as a matter party. The blacklisting information is also displayed in the customer list of the Conflict Search folder as a red dot and in the Conflict Search window as a warning triangle in front of the principal name.

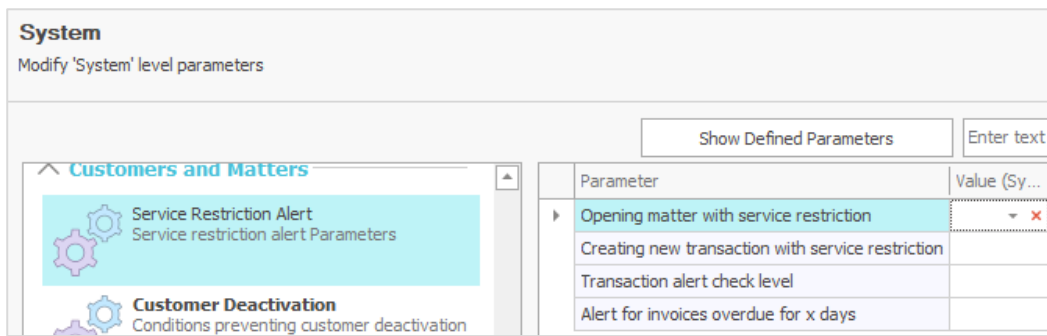
A customer cannot be removed from a blacklist without first removing the linked users. However, a blacklisting can be deactivated by entering the reason for removing it (Reason for Removal). The blacklisting mark is thus removed e.g. from the Conflict Search list. The maximum number of characters for the Reason for Adding, Condition for Removal and Reason for Removal fields is 200.

Setting service restrictions

In the window for both business and private customers, you can find the Service Restriction check box, which you can select to impose a service restriction on the customer.



In the settings, the power user can specify how a service restriction affects the registration of new customer matters or transactions. The Service Restriction Alert parameters can be found at the system, business, customer, and matter level. The software can thus be assigned a general way at the business unit level to react on service restrictions, but it is possible to make an exception in the customer or matter parameters.



1. **Opening a matter with service restriction** (not in the matter parameters) affects both new and existing matters if a customer with service restriction is added as the principal or payer:
 - Denied prevents a service restricted customer from being added to the matter as principal or payer. It displays an error message and does not allow you to save the matter.
 - Allowed enables the service restricted customer to be saved in the matter and does not give any notification about the service restriction.
 - Warning notifies that the customer selected as principal or payer for the matter is service restricted but allows the matter to be saved.
2. **Creating new transaction with service restriction** affects the recording of transactions in the matters of the service restricted customer and offers the same options:
 - **Denied** prevents adding new transactions to the matter if the principal of the matter is service restricted.
 - **Allowed** enables a new transaction to be saved in the matter and does not give any notification about the service restriction.
 - **Warning** notifies, that the customer selected as principal for the matter is service restricted but allows the transaction to be saved

By default, the selection of both parameters is blank, but the software uses the Warning option in the background.

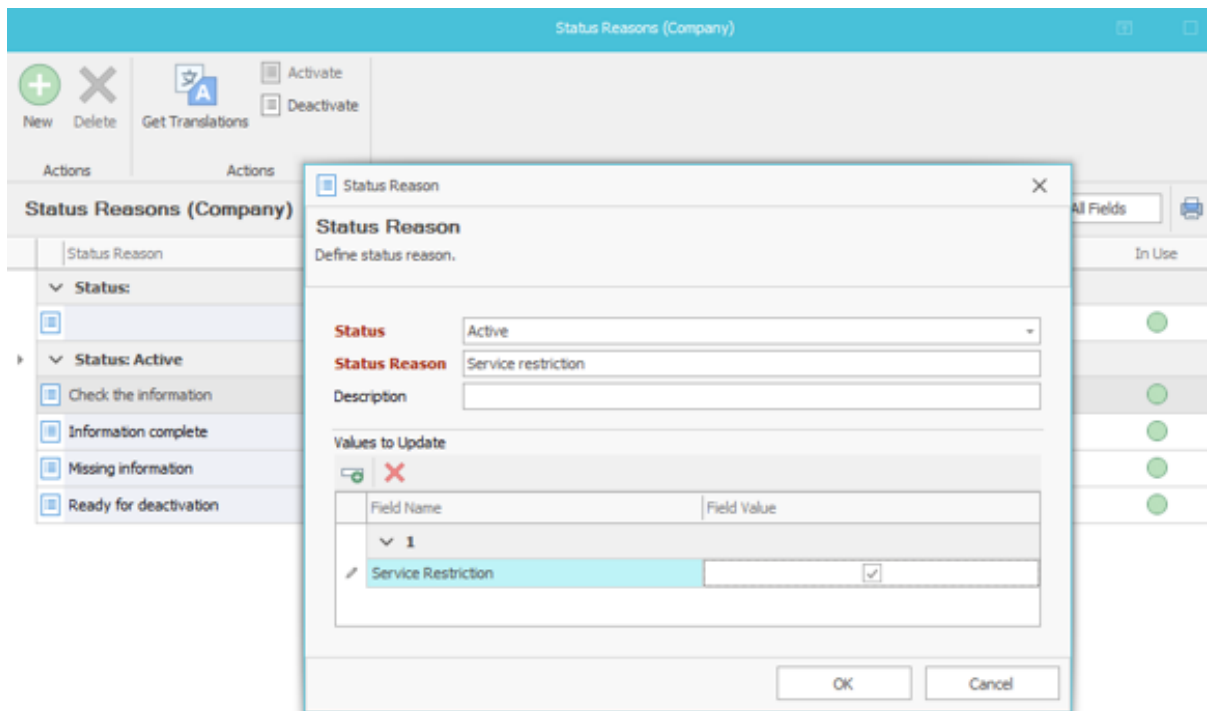
NOTE! When registering a transaction, the software checks, by default, the service restriction only from the matter and the matter principal. This may not be enough, as the payer may also have a service restriction. The “Transaction alert check level” parameter allows you to specify the effect of the service restriction with the following options:

- **Matter Payers;** Checks the service restriction from the matter, its payers, and its overdue invoices in any matter.
- **Matter Principal;** Checks the service restriction from the matter, the principal, and its overdue invoices.
- **Matter:** Checks the service restriction only from the matter in question and its overdue invoices (payers' service restrictions are irrelevant).

The “Alert when customer has an invoice overdue for X days” **parameter** allows you to specify how many days the invoices may be due before they start to affect adding new matters and transactions for the customer.

The service restriction can also be set or removed using the Status Reason option on the ribbon of the customer and matter lists and windows. For this, the power user must create new status reasons “Service restriction” and “Service restriction off” both for corporate and private customers.

1. For corporate customer, the status reason is added in the settings > Customer Settings > Status Reason (Company)
 - Add a new status reason and name it as “Service Restriction”.
 - Move to the Values to update area, add a field named Service Restriction and set the field as selected.
 - After the parameter is saved, the selection Status reason > Service Restriction on the ribbon of the customer window adds a service restriction to the customer.



The screenshot shows the 'Status Reasons (Company)' window. A modal dialog titled 'Status Reason' is open, prompting the user to 'Define status reason.' The dialog contains the following fields:

- Status:** A dropdown menu set to 'Active'.
- Status Reason:** A text input field containing 'Service restriction'.
- Description:** An empty text input field.
- Values to Update:** A section with a table. The table has two columns: 'Field Name' and 'Field Value'. There is one row with 'Service Restriction' in the 'Field Name' column and a checked checkbox in the 'Field Value' column.

Buttons for 'OK' and 'Cancel' are at the bottom right of the dialog.

- Accordingly, add the “Service restriction off” status reason so that you can also remove the service restriction directly from the customer’s selection bar. In this case, leave the value in the service restriction blank.



This screenshot shows the 'Status Reason' dialog box with the following configuration:

- Status:** Active
- Status Reason:** Service Restriction off
- Description:** (Empty)
- Values to Update:** The table shows 'Service Restriction' as the field name, with an empty checkbox in the 'Field Value' column.

2. Create the same status reasons for private persons (Customer Settings > Status Reason (Private Person)).

3. Create the same status reasons for matters (Matter Settings > Status Reasons).

Once set, the service restriction is easily added, for example, for a corporate customer by selecting Status Reason button and choosing Service Restriction. The Service Restriction Off option, in turn, removes the service restriction. The status of the Service Restriction field in the customer and matter window changes according to the Status reason.

Editing multiple customers

Power users can edit information for multiple customers at once. This makes it easier, for example to update the customer responsible information if there are changes in the personnel. The Edit Multiple function is only available in the functions menu which opens by right clicking the mouse.

You can edit multiple customers as follows:

- First, select from the customer list the ones you want to edit, either individually by clicking the customer rows while holding down the Ctrl button or from an interval by holding down the Shift button.
- Then right-click the mouse and select Edit Multiple.
- In the Edit Multiple window, enter the information that you wish to update for all the customers you selected.
 - For Business customers, you can edit the customer type, the responsible person, home country, industry code and language.
 - For private customers, you can edit the customer type, the responsible person, home country, language, and job title.

After editing, the OK option opens a Summary window that shows, line by line, whether the edit was successful. If required, you can open a single line by double-clicking it to review the information.

4.3. CONFLICT CHECK

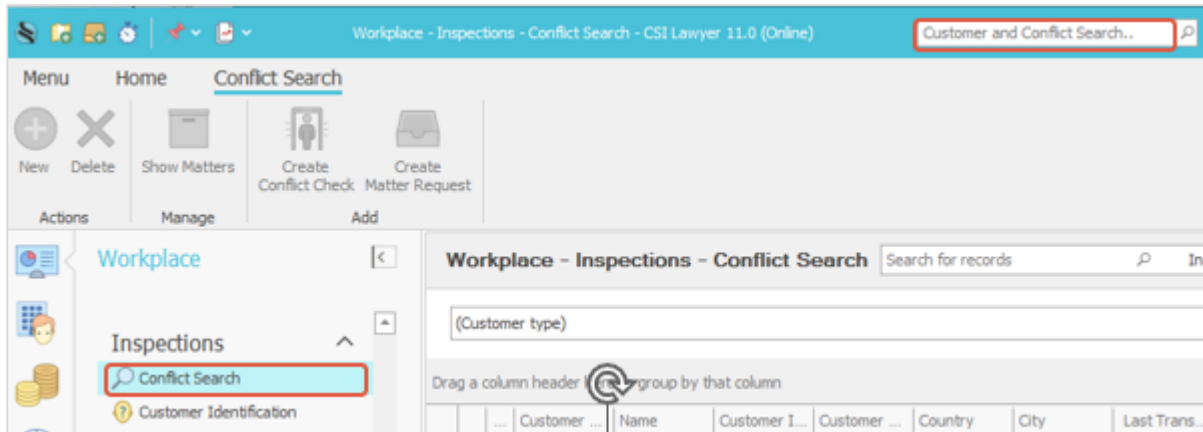
There are three options to perform a conflict check in the software. All options however require that the customer has already been saved in the software.

- **Conflict Search** is a quick way to check possible conflict of interest. The conflict search lists the customers' party role type (coparty, opposition, other) in different matters.
- **Conflict Check** is a more comprehensive function, whose results can also be stored in the customer data. Instead of only party role types (coparty, opposition, other), conflict check shows the customer's exact party roles in different matters and allows other related parties to be added to the same conflict check.

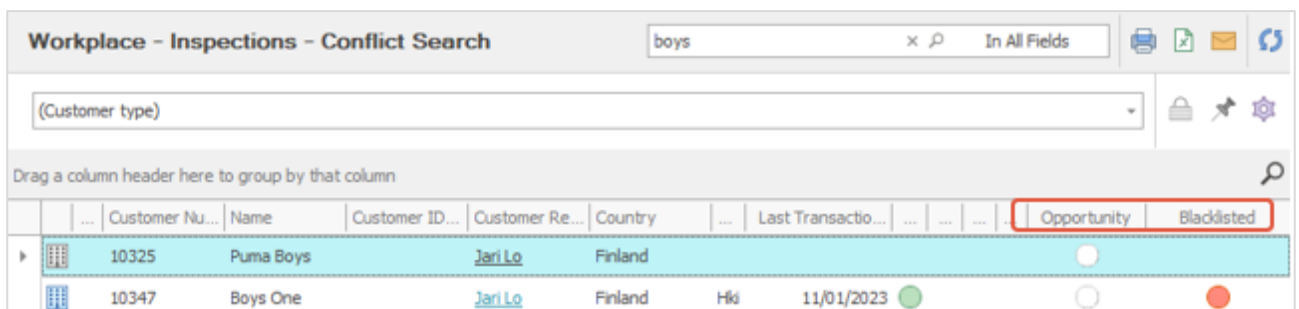
- **Conflict Inquiry** completes the conflict check by enabling a summary to be emailed to the desired distribution, for example to partners. This will ensure that taking in a customer does not prevent a larger matter which is possibly negotiated but has not yet been saved into the software.

Quick conflict search

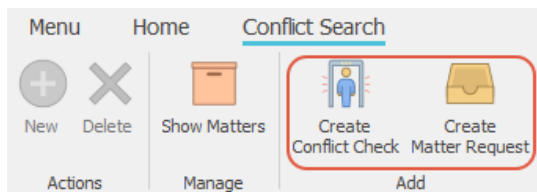
The easiest way to start a conflict search is from the top bar of the main window, in the Customer and Conflict Search box. You can also find the same function also in the Workplace area, Conflict Search folder.



1. Type the customer's name in the search field and press Enter.
 - By default, both company and private customers are listed in the results.
 - In the Conflict Search folder, you can filter the search using the (Type) field.
2. Results that match the search criteria will appear in the list
 - The list shows whether that client has acted as a coparty, opponent or in any other role in the matters saved in the software.
 - The Show Matters button shows the customer's matters.
 - If the role of the customer in a matter is the principal, the date of the last registered transaction or expense is also displayed.
 - The "Blacklist" column indicates if the customer has been blacklisted and no new matters should be opened for it. The Opportunity column shows the customer's potential active sales opportunities.



3. After performing the conflict search, you can open a new matter request directly by selecting a button on the ribbon. If the result of the conflict search does not seem sufficient to determine that there is no conflict, you can start a more comprehensive conflict check.



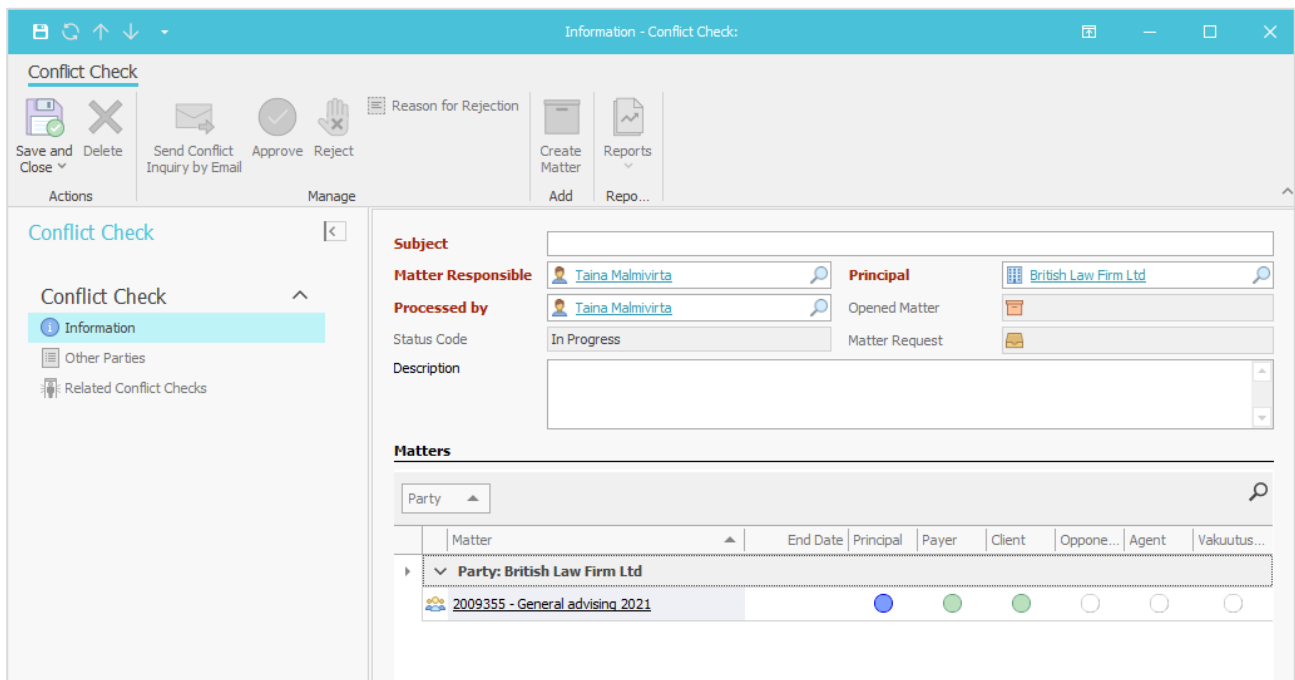
Conflict check to be saved for the customer

After the conflict search, if necessary, you can perform a more thorough conflict check to be saved for the customer. When saving a new conflict check, the software identifies if open (active) conflict checks already exist with the same customer in some role and notifies the user about it. This eliminates occasions where the first conflict check may still be pending while waiting for an approval while in a new conflict check the same customer may have another role e.g. as an opponent. The user can then either save the new conflict check or cancel it.

To make a conflict check,

1. Go to the Conflict Search folder in the Workplace area.
2. Enter search criteria to find the customer.
3. Select the customer from the list and click the Create Conflict Check button.
4. In the subject field, enter a suitable description for the conflict check, which you will later recognize. If you need a longer description, enter it in the Description field.
5. If necessary, change the Matter Responsible and Processed by person (by default, the current user).
6. The options in the Status Code field are In progress, Approved and Rejected, and are automatically completed.

Based on the information you provided the customer's matter history will be listed in the window. For each matter, the software displays its number, name, party roles, as well as the end date of a closed matter.



Conflict Check

Subject

Matter Responsible Taina Malmivirta

Processed by Taina Malmivirta

Status Code In Progress

Description

Matters

Party	Matter	End Date	Principal	Payer	Client	Oppone...	Agent	Vakuutus...
Party: British Law Firm Ltd	2009355 - General advising 2021							

You can include other parties involved in the matter to the conflict check:

1. First save the conflict check that you performed.
2. In the Other Parties folder, select the Link button. By default, it adds to the conflict check a new corporate customer, but you can add a private person by selecting the small arrow below the Link button.
3. Search for the desired customer or create a new customer in the Look Up Records window.
4. Add all the parties involved in the matter one by one.

As you add parties to the conflict check, the list is completed by their matters. If any of the parties has other pending conflict checks at the same time, they will appear in the Related Conflict Checks folder.

The screenshot shows the 'Conflict Check' and 'Related Conflict Checks' sections of the CSI Lawyer interface. The 'Conflict Check' section on the left has a sidebar with 'Information', 'Other Parties', and 'Related Conflict Checks' (selected). The main area shows a table of related conflict checks. The table has columns: Status Code, Principal, Subject, Matter Responsible, and Processed by. The first row shows 'In Progress', 'Zolt Oy', 'Check 2023', 'Ismo Kyllönen', and 'Taina Malmivirta'.

Alternatively, you can create a conflict check from a matter request. However, in that case a matter cannot be created directly from the conflict check, but you need to create it from the matter request. The conflict check from the matter request can only be created once.

Conflict inquiries by email

You can send a summary of the performed conflict check to, for example, all partners to make sure that the customer being processed does not prevent taking in a larger or more important matter that has been verbally agreed but not yet registered in the software.

You can perform a conflict inquiry as follows:

1. In the window of the conflict check that you have made, select Send Conflict Inquiry by Email on the ribbon.

The screenshot shows the 'Conflict Check' window with the 'Send Conflict Inquiry by Email' button highlighted with a red box. The button is located in the 'Actions' group on the ribbon. The main area shows details for a conflict check, including 'Subject', 'Matter Responsible', 'Processed by', 'Status Code', and 'Description'.

2. The selection opens the Conflict Inquiry e-mail message, including an attachment that lists information about the parties in the matter

- The head of the e-mail is in the form "Conflict Inquiry – Principal name". The e-mail body contains the description entered to the conflict check, its parties as a list, and names of the responsible person and the user processing the inquiry.

Subject
Conflict Inquiry - ~~Kasbono Oy~~


Conflict Inquiry - Kasbono Oy_250120231651.pdf
72 KB

Description:
Conflict check for general advisory case 2023

Other Parties:
-Zolt Oy

Matter Responsible:
-Taina Malmivirta

Processed by:
-Taina Malmivirta

- The name of the attached party report is "Conflict Inquiry – Principal name" followed by the date and time the conflict inquiry was sent.
- The attachment lists all conflict check parties and their roles in different matters in the following order: 1. Principal, 2. Client, 3. Payer, 4. Opponent, 5. Other roles.


Conflict Check

1/2
25/01/2023

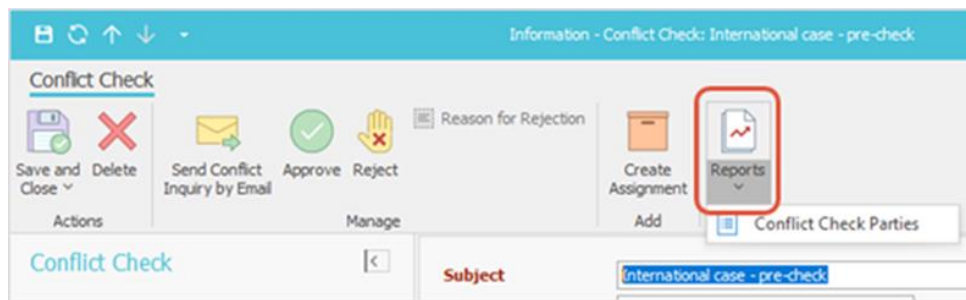
Conflict Check : Test check
Principal : Kasbono Oy

Party roles of the principal and other parties in the conflict check

Party	Matter	Closing Date	Principal	Payer	Customer	Opponent
Kasbono Oy	2009349 - Kasbono case		✓	✓	✓	
	2009361 - Q4 2022		✓	✓	✓	
	2009362 - Q1 2023		✓	✓	✓	
Zolt Oy	2009032 - Annual services		✓	✓	✓	
	2009161 - Perintöriita		✓	✓	✓	

- **NOTE!** To get the email attachment, the Conflict Check Parties report must be published in the settings.

Once the conflict inquiry is sent and Conflict Check Parties report created, the report can also be found in the Conflict Check window under the Reports button.



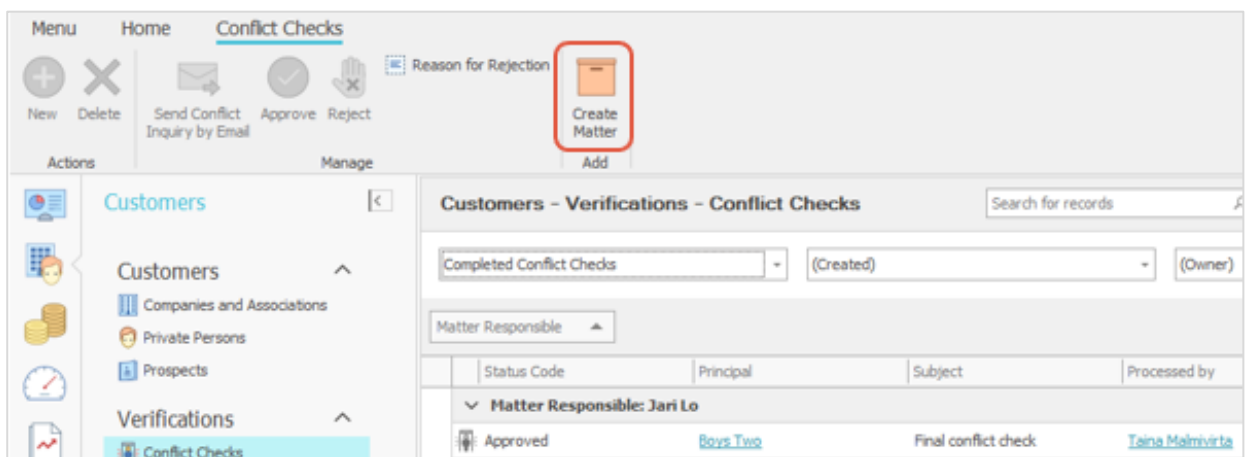
Approving a conflict check and creating a matter from it

A conflict check may be approved or rejected immediately after it has been made or when comments on the conflict inquiry have been received.

When a conflict check is rejected, a new window opens requiring a reason for the rejection. Information about who rejected the conflict check and when is registered automatically. Rejected conflict checks can be viewed later in the Conflict Checks folder of the Workplace or of the customer by selecting the Completed Conflict Checks view and filtering out the ones with the status Rejected. The Reason for Rejection button displays why a conflict check has been rejected.

Once a conflict check has been accepted, you can create a matter from it.

1. In the Customers area or customer's Conflict Checks folder, select the Completed Conflict Checks as the view.
2. Place the cursor in the list on the customer's accepted conflict check row and select Create Matter on the ribbon.
 - You can also open the conflict check and select the same button in its window's ribbon.



3. The new matter is opened with the following information based on the conflict check data:
 - The principal, the owner, the responsible person, and the subject field description are copied from the conflict check. The business unit is the one of the responsible persons.
 - The Creation Date of a conflict check is saved as the Receiving Date of the matter. The Opening Date is the current date.
 - Any free text added to the description of the conflict check is copied to the matter's Description field on the Invoicing tab.

- The principal is defined as a payer with 100 % share in the Parties folder. Other parties are added to the matter without roles.

4. If required, edit, and fill in the missing information and save the matter.

After saving the matter, the Opened Matter field on the conflict check contains a link to the matter.

4.4. CUSTOMER IDENTIFICATION

The CSI software detects the customer's need for identification when managing a matter and supports identification, monitoring of its progress, and managing the matter while the identification is in progress.

The required identification level specified for the customer and the risk assessment level regulating the validity of the identification are inherited for the customer's matters, although they can be changed at the matter level.

The actual identification of the customer takes place outside the CSI software and the customer identification information (documents) is not stored in the CSI software. You can integrate CSI software into DOKS, Clento and Due AML services to handle money laundering inspections, KYC operations, and risk assessments in accordance with the money laundering legislation. See separate integration descriptions or contact the CSI customer support for more information on integrations.

CSI Lawyer's support to customer identification

In the CSI software, you can do the following identification related activities:

- Specify in the settings the user group that is entitled to perform an identification and the way the software responds to missing identifications (managed by the power user).
- Define different risk assessment levels for customer identification in the settings and set identification intervals for them.
- Specify the required level of identification for individual customers (standard / simplified / enhanced / not needed) and the risk assessment.
- Identify the missing identifications for the execution of the matter and initiate them through the matter or the customer.
- Use an existing identification event as the template for a new identification.
- Monitor the state of all identifications and initiate missing identifications.

Based on the required identification level and the level of risk assessment defined to the customer, the CSI software manages the identification status and ensures that, in the absence of identification, the matter is not accidentally promoted by entering transactions or creating invoices.

Once the power user has activated the identification feature and defined the required parameters in the settings, the customer and matter windows will contain the Customer identifications folder where a new identification event is added for all required parties whenever a new matter is opened.

To respond to the need to re-identify customers in a timely manner, the Customer Identification view contains the "Identification Expiration Date" and "Identification Expires Within 30 Days" columns. The latter column shows a warning triangle if the identification is about to expire within the next 30 days.

Required level of identification and risk assessment

As a basis for customer identification events, you can use the customer identification tab to determine the level of identification required for the customer (standard, simplified, enhanced, not needed) and the risk assessment level, which determines how long the identification performed for the customer is valid. At the `default` risk assessment level, the validity of the identification is 24 months.

The power user can add risk assessment levels and corresponding identification expiration dates in the settings > Customer Settings > Customer Identification Risk Assessments.

For a new risk assessment

- Give name (value) and description
- Determine the identification validity duration (6-36 months)
- Select "Show expiration warning" if you want the software to warn you about the expiration of the identification.

The level of risk assessment is determined separately for each customer so that identification needs can be monitored individually. However, that required identification level and the risk assessment level can also be changed when processing the identification event.

Starting customer identifications

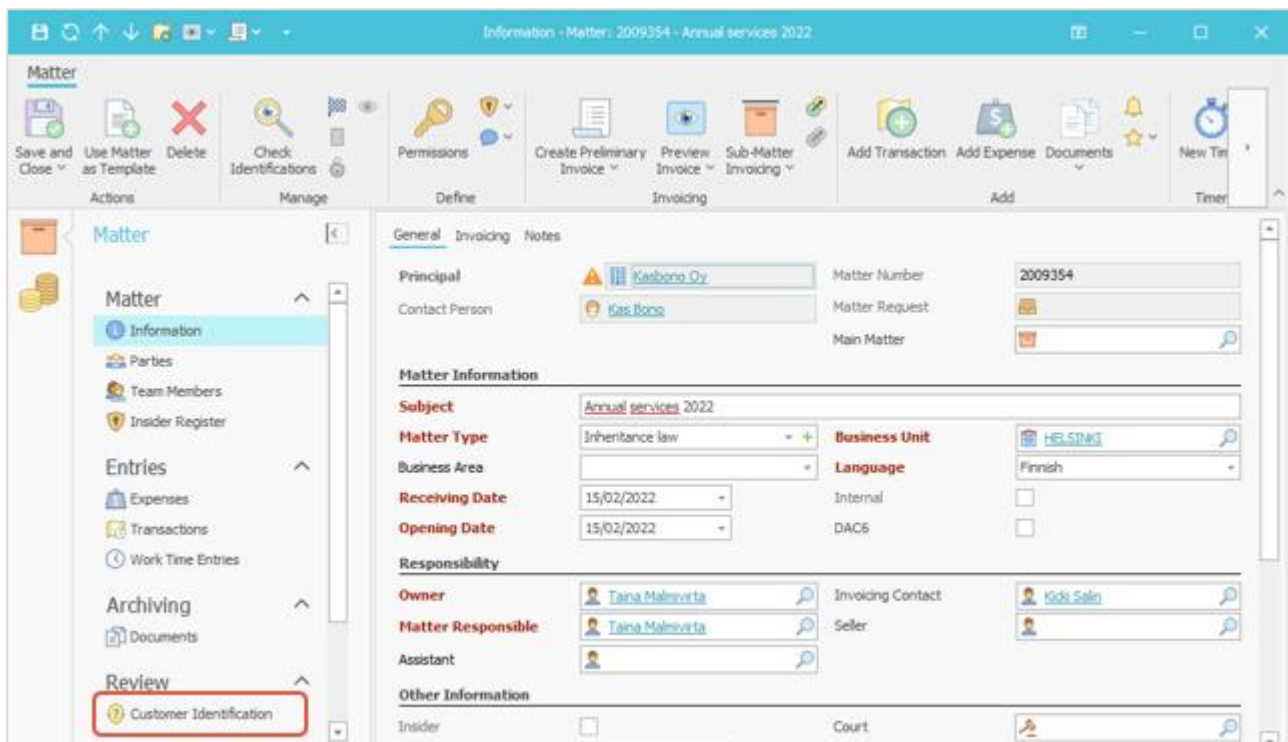
Identifying a new customer may be relevant already before a matter has been opened for them if you for example wish to send an advance invoice to the customer. The customer's required level of identification will be considered in a risk assessment based on their profile, considering for example the customer's political influence or connections to high-risk countries.

To start identification for a new customer:

1. Open the customer information and go to the Customer Identifications folder
2. Start a new identification by clicking New on the ribbon
3. Identification then proceeds by entering the necessary information.

Typically, however, the customer's identification is only relevant in connection with the matter request or the opening of the matter. When a matter request is made or a matter is opened, a new identification event is automatically created for the matter principal and the other parties of the matter. The level of identification and risk assessment required is determined by the information in the customer window but can be changed. The customer who is a party to the matter may already have a valid standard level identification, but the risk level of the new matter may require a new, more accurate identification or a more frequent identification interval.

All identifications related to the matter can be found under the matter in the Customer Identification folder.



The software indicates the need for identification in the Matters folder: a red warning triangle at the end of the matter row indicates that identification related to the matters has not yet started, and the yellow triangle indicates that it is still in progress.

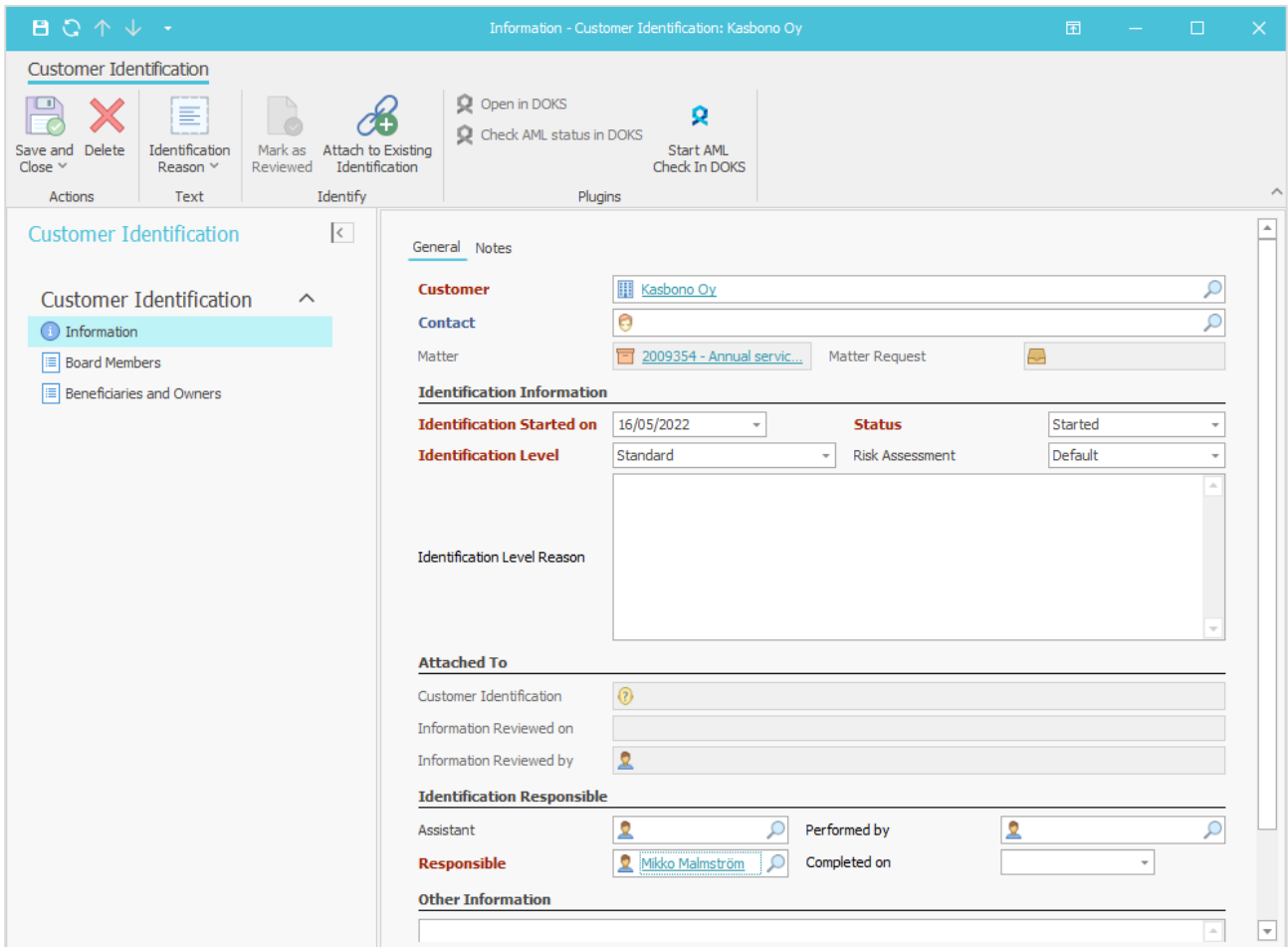
Identification process in the software

Regardless of whether the customer identification event was created by manually or when the matter was opened, the identification process starts with completing and correcting the information in the identification window. If the customer already has a valid and adequate identification event, it is possible to utilize its data. Alternatively, identification will be transferred outside the CSI software and completed once the necessary identification documents have been received from the customer. If the software is integrated into a separate KYC service, please check the integration document for more information.

If an identification event was created when the matter was opened, the matter field is already filled in. The following information shall be added to the identification event:

1. Set the required identification level (Normal / Simplified / Enhanced / Not Needed)
 - Select the level according to the customer's profile, matter risk level and overall risk assessment performed by your office.
 - You can enter the reason for choosing a certain level in the Identification Level Reason field.
2. Select the appropriate risk assessment for the identification to determine how long the identification is valid.
3. Change the Status field to Started.
4. Fill in or edit other required details (the customer's contact person, start date of identification, responsible person, assistant). Board members, beneficiaries, and owners generally do not need to be

stored in the CSI software because the information must be determined in the identification process itself.



The screenshot shows the 'Customer Identification' form for 'Kasbono Oy'. The form is divided into several sections:

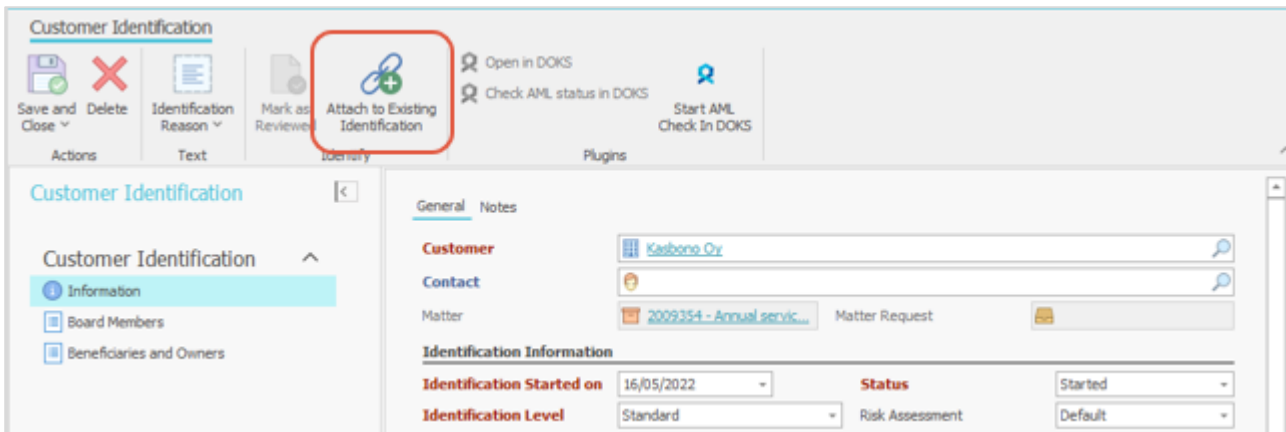
- Customer:** Name 'Kasbono Oy'.
- Contact:** Name '2009354 - Annual servic...', Matter Request.
- Identification Information:**
 - Identification Started on: 16/05/2022
 - Status: Started
 - Identification Level: Standard
 - Risk Assessment: Default
- Identification Level Reason:** Empty text area.
- Attached To:**
 - Customer Identification: ?
 - Information Reviewed on:
 - Information Reviewed by:
- Identification Responsible:**
 - Assistant:
 - Performed by:
 - Responsible: Mikko Malmström
 - Completed on:
- Other Information:** Empty text area.

5. Save the identification.

When a customer has a previous identification event

Once the identification has started, you can use any identification event that may already be found by the customer, with a sufficient level and still valid, with the status "Done". This may be necessary for example, if you create more than one matter at the same risk level for a customer.

To do this in a pending identification event, select the "Attach to Existing identification" button, and select the identification event from which you want to copy the identification information.



After copying, the identification event displays a link to the previous identification and its date. The Mark as Reviewed button confirms the previous identification information as reviewed, sets the identification event to Done, and fills in the identification date as the current date and as the identification responsible and performer the current user.

When there is no previous identification event

If the customer has no former valid and/or sufficient identification event, the necessary identification documents can be sent to the customer for completion. In the meantime, while waiting for the completed documentation, the matter is not accidentally promoted because information about the started, yet uncompleted identification appears as a yellow triangle in the matter list and the matter. The software can be set to notify users about missing identification when entering a transaction and/or creating an (advance/preliminary) invoice, or even disable these functions if configured so in the settings by the power user.

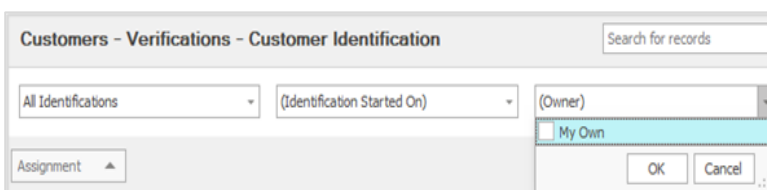
When you have received the required identification documents, complete the identification as follows:

1. Open the customer information and go to the Customer Identifications folder.
2. Complete the Performed By, Identification started on fields and if needed, other related information in the Other Information field
3. In the identification window, set the status as Done and save.

When identification is performed for all the matter parties, the matter's status icon on the matter list changes to a green OK. Each performed identification is saved in the customer's data, Customer Identification folder.

Viewing your own identifications

Users can view their own identifications in the Customer Identification folder in the Customer area by selecting the "My Own" view in the Owner filter.



It is also possible to view identification events in the Workplace area, where the Customer Identifications folder shows only those identification events in which the user has been marked as an assistant, responsible person, or identifier. In the Workplace area, you cannot deselect the “My Own” filter.

4.5. CUSTOMER RELATIONSHIP MANAGEMENT

In addition to customer management related to matters, the Customer area also offers a few functions that support sales, marketing, and customer relationship management. The software can be used to manage prospects that are aimed to become customers, as well as customer sales opportunities for which new matters are desired. You can maintain customer plans with activities, for example, to develop existing customer relationships. For marketing purposes, it is also possible to create mailing lists from contacts stored in the software.

Prospects

The power user can activate the prospects in the settings (> Application parameters > System parameters > General > Application features > Prospect in use). After activation, you will find a Prospects folder in the Customer area, where you can create prospects from the New button.

In the prospect window, complete at least the Subject field, which is a free-form prospect description and the name of the prospect.

Completing other information is optional at this point. If the prospect is a company, you can select the Is Company field and fill in the company ID. In the rating field, you can specify how promising the prospect is. The power user can set up ratings in the settings (> Sales and Marketing Settings > Opportunity/Prospect Rating). You can also assign a contact with contact information to the prospect and save the address information for the contact information on the Address tab.

Once the prospect is saved, its folders are activated. In the activities folder, you can add tasks related to the management of the prospect, and the Relationships folder defines the prospect's potential relationships with other companies or private persons.

With the ribbon functions, alerting reminders can be attached to the prospect, or the prospect can be disqualified if no customer relationship is established. In connection with disqualification, the reason for disqualification

is selected, the list of which is maintained by the power user in the settings (> Sales and Marketing Settings > Prospect inactivity reasons). The deactivated prospect cannot be reactivated but must be saved in the software as a new prospect.

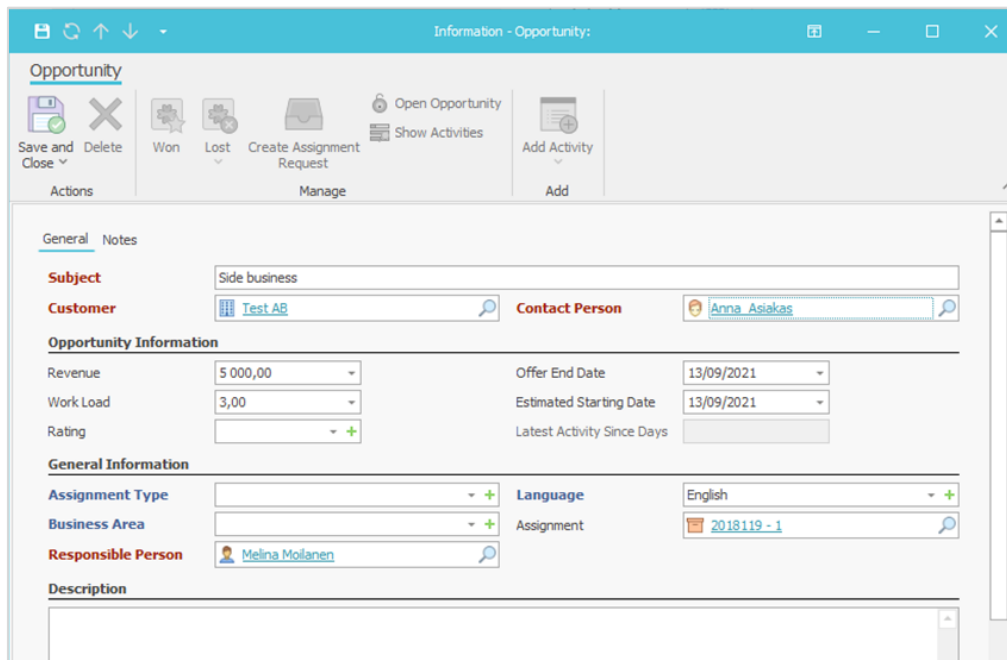
If the prospect becomes a customer, the conversion into a customer is made with the Convert button on the ribbon and by defining the customer type as either a private person or a company. The function deactivates the prospect and creates a new customer from it, to whom all the prospect information as well as its possible activities and relationships are transferred.

Opportunities

The opportunities feature allows you to manage items in the bidding phase until it is time to create a matter request from the opportunity.

The power user can activate the feature in the settings (> System Parameters > General > Application Features > Opportunity in use)

To create a new opportunity, go to the Opportunities folder in the Customer area and click New.



To save an opportunity, you must complete at least the opportunity subject, customer, its contact person and the person responsible for the opportunity.

Completing other information is optional. In the Rating field, you can specify how promising the opportunity is. This list is managed by the power user in the settings (> Sales and Marketing Settings > Opportunity/Prospect rating). You can also add an estimate of the revenue of the opportunity and the amount of work load it requires, the offer end date until which the offer is valid, and the possible start date of the matter.

If the type of the matter is known, it can already be completed for possible matter request creation. If a business area is added, it is copied from the opportunity to the matter request that is created. It is also possible to attach an existing matter to the opportunity and enter a more detailed description of the opportunity in the Description field. The window also shows how many days have passed since the last opportunity-related activity.

After an opportunity is saved, the features on its ribbon are activated and the opportunity can be promoted through activities. New activities are added from the Add Activity button, and the Show Activities button lists both open and completed activities. Reminders can also be added to activities as usual.

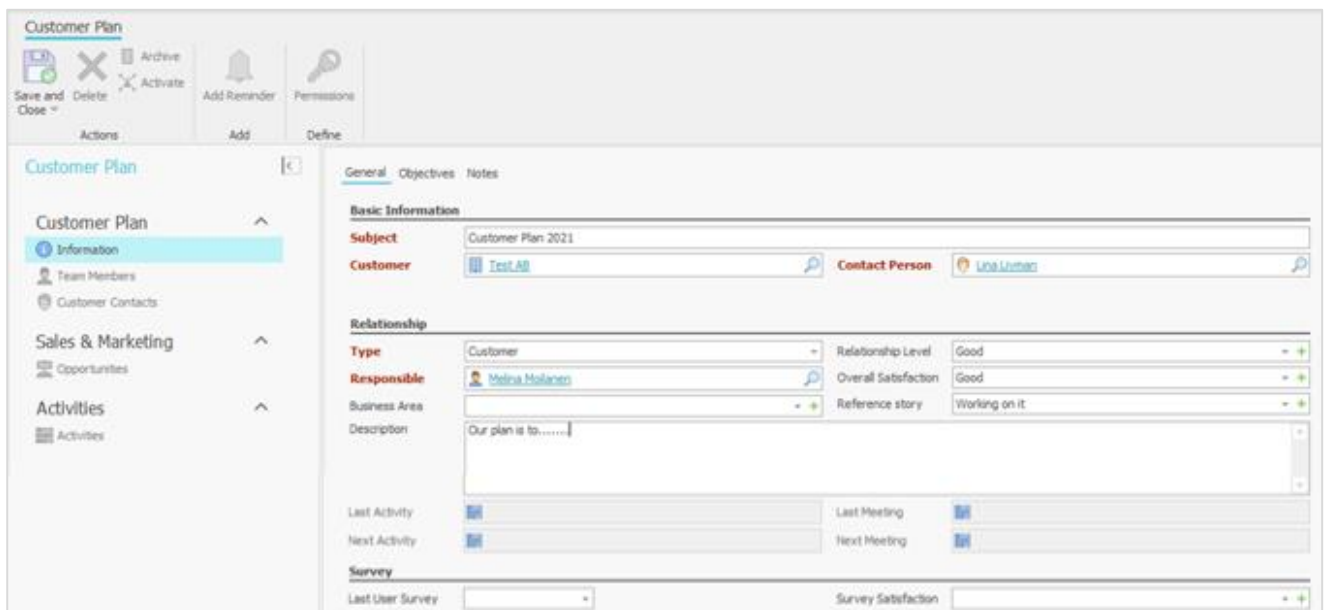
The opportunity status is active until it is set as lost or a matter request is created from it, after which it is set as won. The Create Matter Request button opens the matter request window where the opportunity information has been copied and can be completed. Saving a matter request deactivates the Won and Create Matter Request buttons in the opportunity window and updates the opportunity to won. **NOTE!** If you first select the Won button, you cannot create a matter request from it.

If the opportunity is set as lost, the software requires the user to specify the reason for it. The power user can complete the list of reasons in the settings (> Sales and Marketing Settings > Opportunity Status Reasons). The opportunity that has been set as lost can still be reactivated by clicking the Open Opportunity button.

Customer plans

Customer plans can be used, for example, to develop the level of customer relationships or to create opportunities for additional service sales for the customer. You can also create a customer plan for a prospect by first converting this to a customer.

Customer plans can be found centrally in the Customers area in their own folder and in the individual customer's window. To create a customer plan, click New and complete the required information:



The screenshot shows the 'Customer Plan' form with the following sections:

- Actions:** Save and Close, Delete, Archive, Activate, Add Reminder, Permissions.
- Customer Plan:** Information, Team Members, Customer Contacts, Sales & Marketing, Opportunities, Activities.
- General:**
 - Basic Information:** Subject (Customer Plan 2021), Customer (Test AB), Contact Person (Lina Linnar).
 - Relationship:** Type (Customer), Relationship Level (Good), Responsible (Melina Mollanen), Overall Satisfaction (Good), Business Area, Reference story (Working on it), Description (Our plan is to...).
 - Survey:** Last User Survey, Survey Satisfaction.

- Enter the subject of the plan, select the customer and the contact person for the corporate customer.
- Complete at least the customer type (customer/prospect) and the person responsible for the plan.
- You can also specify the customer's business area, the current level of the customer relationship, and the overall level of customer satisfaction. In the Reference field, you can enter the status of a possible customer reference. In the prospects, some of the fields are deactivated.
- In the Description field, you can summarize the entire customer plan and specify its objectives on the Objectives tab. Alternatively, you can leave these fields blank and add the plan as a PDF file on the Notes tab (max 1 MB).

- If the customer has past or future activities or scheduled appointments, their dates are displayed in the fields below the Description. Until the activity is marked as completed, it will be displayed in the "Next Activity" field, even if its date is in the past.
- If a customer has been surveyed, you can add a date and result to the plan. You can also save the survey to the Notes tab as a PDF (max. 1 MB)

If the customer plan includes activities for more than one customer contact person, you can add contacts to the Customer Contact Persons folder. You can add the people who are implementing the customer plan to the plan in the Team Members folder. You can also select contact information other than contacts linked to the customer and your company as both contacts and team members.

After saving the data, the implementation of the customer plan takes place by adding and taking responsibility for the activities in the Activities folder. Related to the plan you can also create opportunities for a customer in the Opportunities folder.

The "My Customer Activities Requiring Follow-up" view in the Customer Plans folder helps you respond to activities in your customer plans. You can add a reminder to the view that notifies you when an activity requires attention. It is also possible to attach the reminder to the customer plan itself, for example, if the intention is to start implementing it a month later.

By default, customer plans are visible to everyone, but the visibility of the plan can be restricted only to the responsible person of the plan, the user group specified by the Permissions button, users added to the Team Members folder, and to power users.

A customer plan can be archived unless it has unfinished activities or active opportunities. Archiving requires an evaluation of the success of the plan on the Objectives tab. The archived customer plan is still displayed in the customer window and can be reactivated. You can also delete a customer plan if it is not associated with activities or similar records.

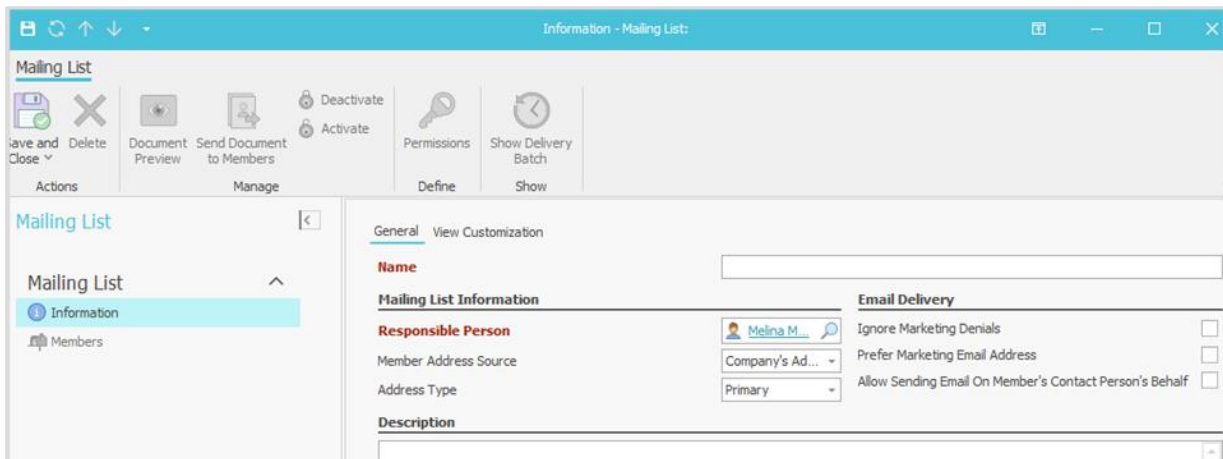
Mailing lists

Mailing lists allow contacts saved in the software to be attached as members of mailing lists for sending marketing letters and emails.

Managing mailing lists

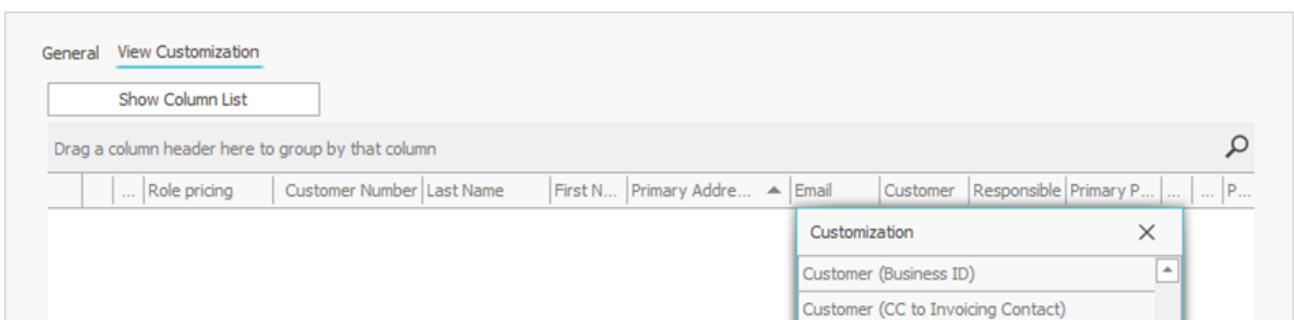
To create a new mailing list in the Mailing lists folder of the Customer area, either

- use an existing mailing list as a template for a new one to copy all its information except the user access rights and the sending history, or
- click the New button to add a completely new mailing list.



1. Name the mailing list and select the person responsible for it (current user by default).
2. Select the “Member Address Source”: whether to retrieve the address from the member’s company (default) or the member’s own address.
3. Select the member’s address type.
 - “Primary” retrieves the address from the Address tab of the company or contact person, according to the address source specification.
 - “Marketing” aims at retrieving a marketing type address from the company or contact person. If the source of the address is the company address, the search order is 1. company’s marketing address, 2. company’s address, 3. contact person’s marketing address, 4. contact person’s address.
4. If you want, type a description of the purpose of the mailing list
5. “Ignore Marketing Denials” allows e-mail messages to be sent to mailing list members despite a marketing ban set up for a private person.
6. “Prefer Marketing Email Address” sends messages to the marketing email address assigned to the member. If that address is not found, the member’s regular e-mail address is used.
7. Save.

To customize the appearance of the mailing list on the View Customization tab, group column headers and add columns by clicking Show Column List and dragging new columns from the list to the title bar.



To turn off the mailing list, use the Deactivate button on the ribbon. It can then be found in the Deactivated mailing lists view, where it can be reactivated. In addition to deactivating, the power user can also delete mailing lists. A regular user can only delete mailing lists for which they are responsible.

Mailing lists appear to everyone by default, but the visibility of a single list can be limited to specific user groups by selecting a mailing list, the Permissions button on the ribbon, and the user groups that have access to the mailing list. The mailing list then appears only to power users and members of the selected user groups.

Adding members to a mailing list

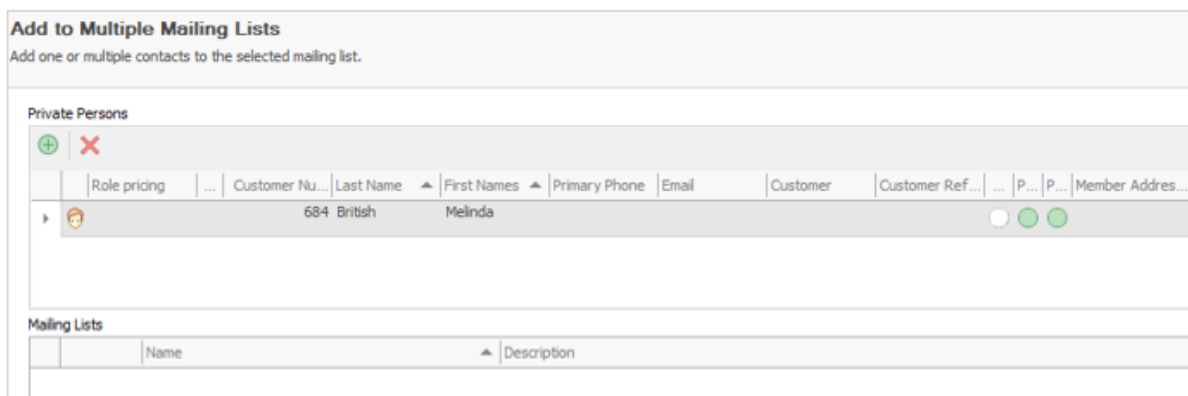
Members are added to mailing lists either in the mailing list window or in the Private Persons folder.

The power user or the responsible person of the list can add members in the mailings list window, Members folder:

1. Select Link, to open the Look Up Records window.
2. Select as the view e.g., Active Private Persons and specify the search with Owner and Customer Type filters if desired.
3. Select one or more private person from the list and confirm with the OK button.

In the Private Persons folder of the Customer area, a regular user can also add a member to the mailing list.

1. Select Active Private Customers as the view and select one or more private persons from the list.
2. On the ribbon, click Add to Mailing List or, from the arrow, Multiple Mailing Lists that opens the window below.

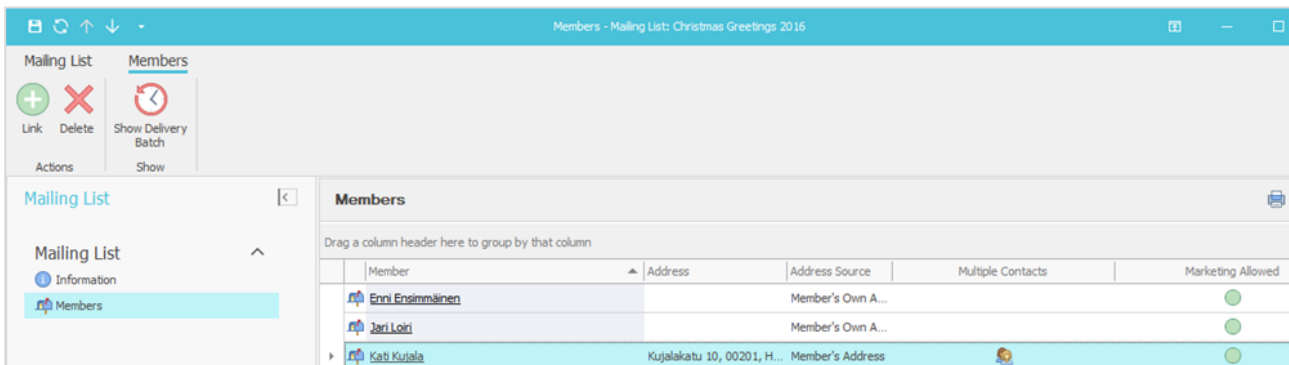


3. Use the  button to add new contacts to the Private Persons list and remove them by clicking the  button.
4. If you want to override the source of a mailing list member's address particularly for this mailing list, select the different source directly on the individual line.
5. Select one or more mailing lists to which you want to add private persons on the list and confirm with OK.

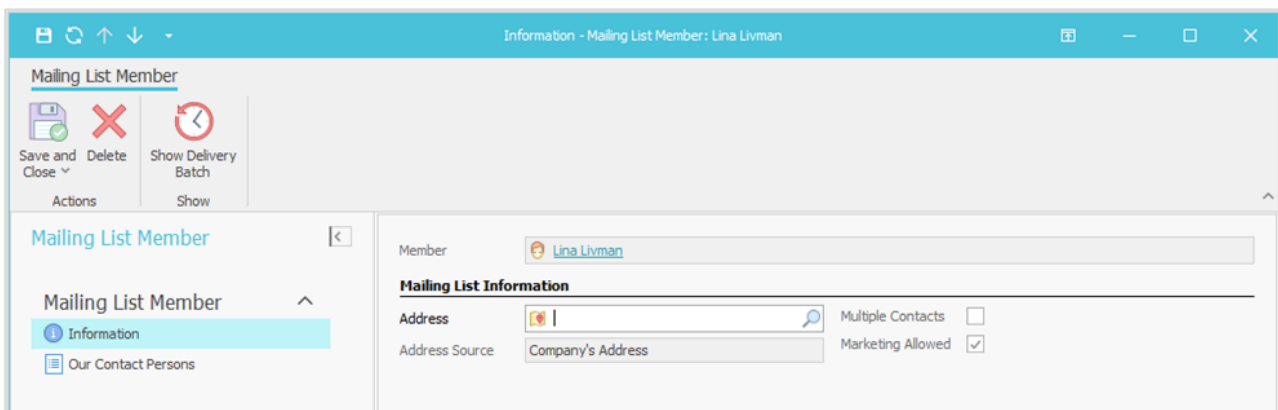
If the selected person already is a member of the mailing list, they will not be added to the mailing list again. In a private person's window, The Mailing List Membership folder displays all mailing lists to which the person has been added.

The overall status of the lists can be viewed in the Mailing Lists folder, which provides view options for all active, all inactive, or my active mailing lists where the user is the responsible person for the list. If the circle in the "Marketing Allowed to Members" column is red, one of the members on the list has been banned from marketing. By selecting the desired mailing list from the list and going to its Member folder, you will see a

marketing ban for each member. The  icon in the Multiple Contacts column indicates that the person has been added to the mailing list by more than one person in the company.



An individual mailing list member row can be opened from the list for viewing or editing. The Address field contains a link to the address of the private person connected as a member and allows you to override the default address placed on the mailing list



The Our Contact Persons folder lists all users who have added that member to the mailing list. The power user and the person responsible for the mailing list can remove users from the “Our Contact Persons” list. A regular user can only delete their own name.

Use the “Show Delivery Batch” button to view deliveries made to that mailing list member.

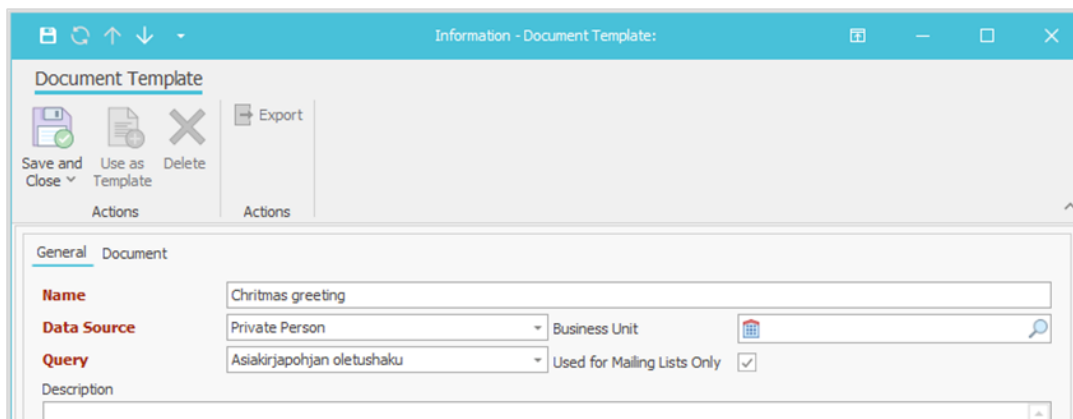
The power user and the person responsible for the mailing list can remove members from the mailing list in the Members folder of the mailing list, but the regular user is only allowed to remove a member if they are the only contact who added the member to the list. In addition, it is possible to specify a user group that has permission to remove members from the mailing list. The power user can define this in the settings (> Application parameters > System parameters > Customers and Matters > Mailing lists > Allow a user group to delete members).

Merge a mailing list and document template into personal letters

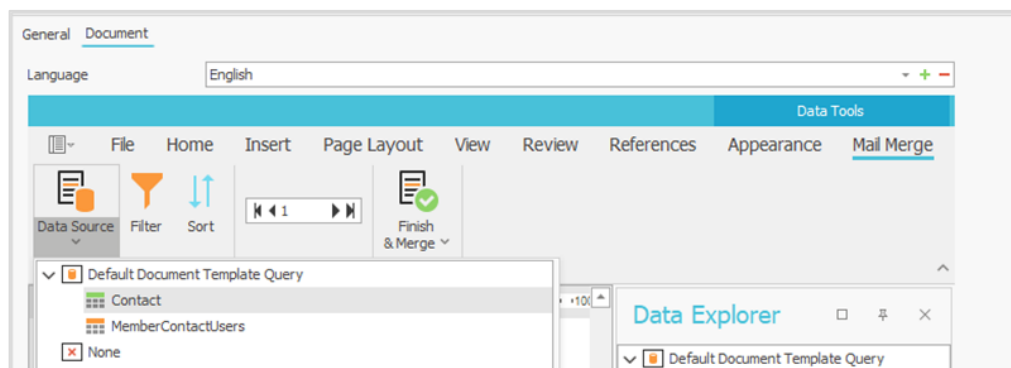
The information of the members of the mailing list can be combined with the document template, for example, to create personalized Christmas greetings or address labels.

You can order a document template from CSI and import it into the CSI software in the settings (> Templates > Document Templates > Import). Alternatively, you can create a template yourself:

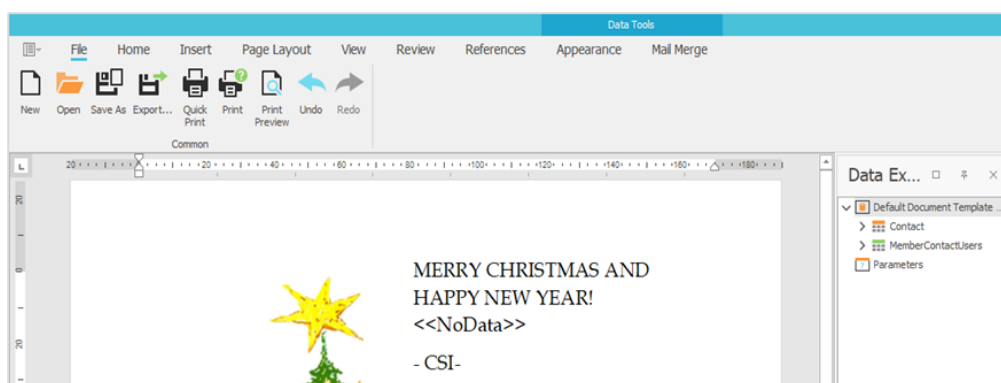
1. Go to the settings > Templates > Document Templates and select New.



2. Name the document template, in the Data Source field, select Private Person, and in the Query field, click Default Search for Document Template.
3. Select "Used for mailing lists only".
4. If you want, define the business unit, type a description, and save.
5. Go to the Document tab and specify a language (English by default).
6. To use an existing document template, click Open, and then search for the file.
7. To import member-specific information (name, job title...) into the document template, specify the data source on the Mail Merge tab. Select Contact to create one document per mailing list member (general) or MemberContactUser to make a document member for each contact.



8. From the Data Explorer window, drag the fields you want to the document template from either the Contact or MemberContactUsers list, according to the data source selection.



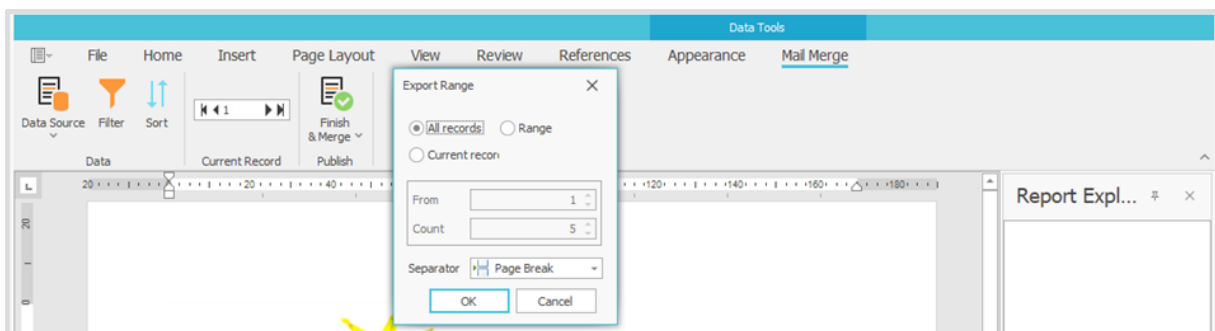
9. Make the other necessary edits and save the document with the appropriate name.

Now go to the Mailing List folder and select the mailing list and document preview on the ribbon to merge the document template and mailing list.

1. Select the language and document template. **NOTE!** To display the document template in the menu, "Used for mailing lists only" must be selected in its information.
2. The preview opens the specified personalized document template for the mailing list member.



3. Select Mail Merge > Finish & Merge > Print Preview < All records to display invitations individually.

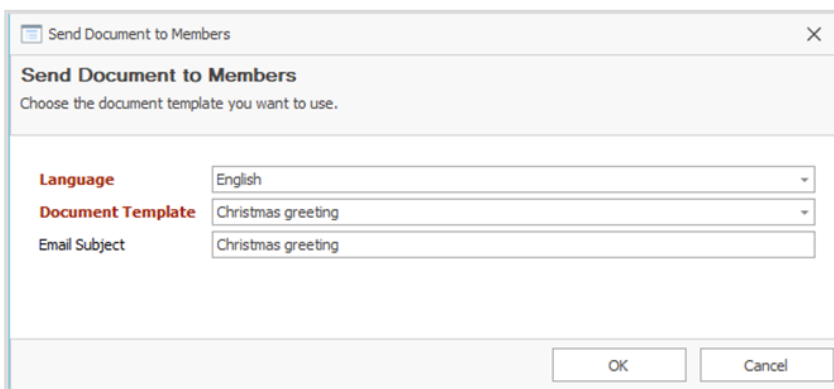


4. Finally, click Print to print the invitations. Under the Finish & Merge button, you can also export invitations to a file for later printing.

Sending E-mails to mailing list members

Members of the mailing list can also be sent a personalized document by e-mail. In this case, you must specify the SMTP server for outgoing e-mail and the sender's e-mail ID in the system or business unit parameters. By default, the sender of the e-mail appears to be the person whose information is saved in the parameters. If desired, you can also use the office's general email address.

E-mail messages are sent by using the Send Document to Members function on the ribbon and by specifying the information in the sending window.



The software will ask for confirmation to send the email. The summary window tells whom the message was sent to and which of the deliveries failed due to, for example, a missing e-mail address.

In the Mailing Lists folder and mailing list window, the Show Delivery Batch button displays a list of all e-mails sent to the mailing list. Opening the delivery shows a list of members to whom the e-mail message was sent. The members' line shows whether the delivery was successful or not. The green sign indicates that the message has moved on from the CSI software but does not guarantee that the email address was valid, and the message has been delivered.

Maintaining relationship networks

A relationship network provides an opportunity to maintain information about who knows who. The relationship networks of all customers can be found centrally in the Customer area, Relationships folder. Each customer also has their own Relationships folder, where they can be assigned relationships.

To create a new relationship for the customer, click New in the Relationships folder in the Customer area or in the customer window.

In the Contact field, select either an employee of the company or a private person added to the software who has some relationship with the customer or the prospect.

In the Related Customer field, select the customer or prospect with whom the contact person has a relationship. If the customer has not yet been created, this is done by clicking on the magnifying glass in the Related Customer field, specifying the Customer

Type (Private persons/companies and association/prospects) filter in the Look Up Records window, and selecting New.

In the Role field, you can specify which role (e.g., advisor, IT support, partner) the contact person has in relation to the customer or prospect. The power user can manage the role list in the settings (> Customer Settings > Customer Relationship Roles). The role information can be specified in the Description field by adding a free-form description of the relationship. In the window, you can add the private person as a company's contact by selecting the Show as Contact Person.

The user can also add private persons saved in the software to their relationship network. The Add to Network button on the ribbon in the Private Persons folder defines a network relationship between the selected private person and the user. If necessary, you can refine your definition in the Relationship folder of a private person by clicking the relationship open and making the edits.

You can delete the relationship information with the Delete button on the ribbon. The software will delete the relationship after you confirm the deletion.

4.6. DELETING AND DEACTIVATING A CUSTOMER

When a customer relationship has ended it is advisable to deactivate the customer, in which case the customer will no longer be listed in the views of active customers. It is also possible that the customer's data has been created unnecessarily in the software, in which case it should be deleted from the software.

Deleting a customer

A customer can be removed from the software using the Delete button on the ribbon, either in the customer list or in the customer window. To prevent accidental deleting, the software first asks for a confirmation in the Delete Confirmation window and then again in the Deleting Customer window, which displays any information that may prevent the deleting of the customer.

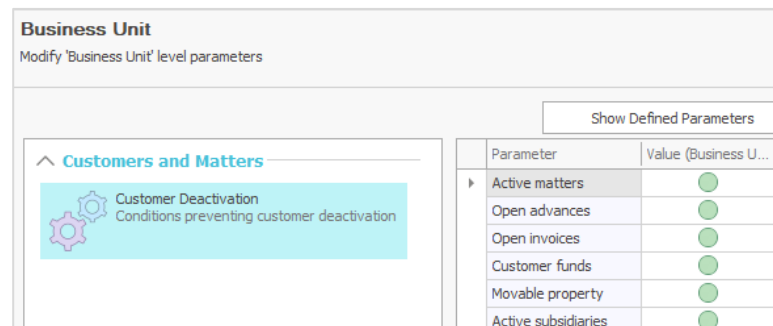
If the customer to be deleted has data that prevents the deleting, the data must be transferred to another customer. This is done by selecting the target customer in the Move to Customer field and clicking OK to transfer the data to the selected customer and to delete the original customer. If it is not possible to transfer data from one customer to another, the software does not delete the customer, but only deactivates it.

Deactivating a customer

It is recommendable to deactivate a customer when the customer relationship has ended. This is done in the customer list or in the customer window by selecting Deactivate on the ribbon. Upon deactivation, the software checks if the customer has open or active records preventing deactivation.

The customer's open critical tasks always prevent deactivation, other open activities do not. If there are no other preventing reasons, the user can choose whether to mark the activities as completed or deleted at the time of deactivation.

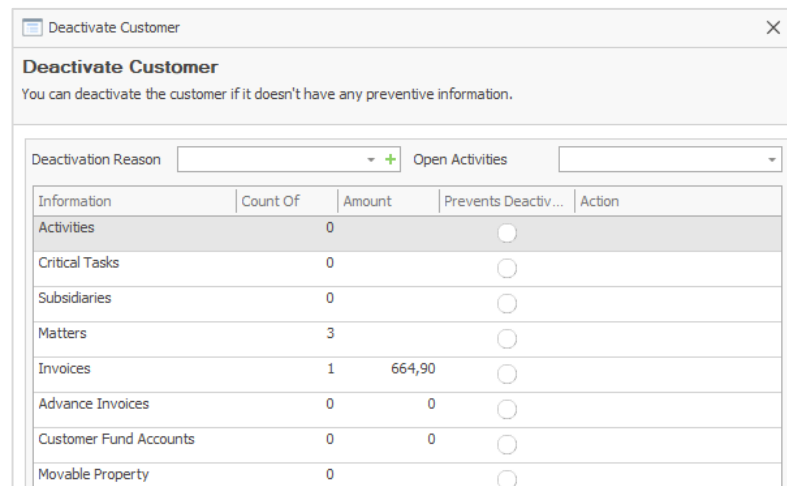
The impact of other open records on customer deactivation is determined by the power user in the settings at the business unit level. Active matters, open advances or invoices, customer funds, movable property and active subsidiaries of a company can be defined as information preventing deactivation.



Parameter	Value (Business U...
Active matters	☒
Open advances	☒
Open invoices	☒
Customer funds	☒
Movable property	☒
Active subsidiaries	☒

When you select Customer Deactivation from the ribbon, the software opens the Customer's Deactivation window, which displays the numbers and amounts of any factors that prevent the deactivation.

If the customer has preventive information, the window only offers a Close option, as all deactivation preventers must be addressed before deactivation.

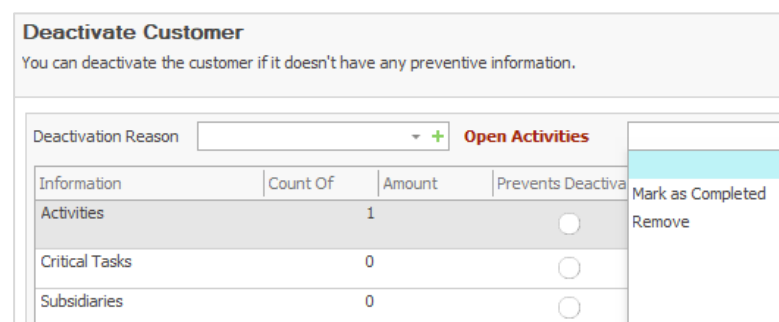


Deactivate Customer
You can deactivate the customer if it doesn't have any preventive information.

Deactivation Reason: + Open Activities:

Information	Count Of	Amount	Prevents Deactiv...	Action
Activities	0		☐	
Critical Tasks	0		☐	
Subsidiaries	0		☐	
Matters	3		☐	
Invoices	1	664,90	☐	
Advance Invoices	0	0	☐	
Customer Fund Accounts	0	0	☐	
Movable Property	0		☐	

If there are no reasons preventing the deactivation, you can define what to do with open activities (mark as completed / remove). Besides, you can select a reason for the customer's deactivation. Reasons for deactivation can be added by the power user in the settings (> Customer settings > Deactivation Reasons company / private person).



Deactivate Customer
You can deactivate the customer if it doesn't have any preventive information.

Deactivation Reason: + **Open Activities**

Information	Count Of	Amount	Prevents Deactiva
Activities	1		☐
Critical Tasks	0		☐
Subsidiaries	0		☐

Mark as Completed
Remove

The OK button processes the open activities based on the selection, moves the customer to deactivated, and registers the current day as the deactivating date. The customer's deactivation does not delete the customer's information from the software which can still be viewed in the Deactivated Companies and Associations or Deactivated Private Persons views. Deactivating a contact person does not either remove the connection from a corporate customer, but only turns the person's information gray.

Private persons can also be deactivated as a mass to e.g. clean up the customer register. In that case all those private persons are given the same reason for deactivation and choice as to what is done for their open activities. Parameters preventing deactivation (e.g. open advances or invoices) are also taken into account in mass deactivation. The user who is deactivating the records is shown a summary of the result of the mass deactivation and an explanation of each customer that could not be deactivated.

By default, deactivated customers are included in searches. If you want to target only deactivated customers, enter a search term in the Search field and select Deactivated Companies and Associations/ Private Persons as the view. The deactivated customers have the following limitations:

- For deactivated customers, it is not possible to perform a conflict check nor create a matter request. If a customer has been deactivated after creating a matter request, the matter request can be converted to a matter, but the software notifies that its principal is a deactivated customer. They cannot be selected as the principal for a matter, either.
- Creating opportunities for them is not possible. If a customer has been deactivated after saving an opportunity, the opportunity cannot be converted to a matter request or matter.
- Deactivated corporate customers cannot be selected to the Customer field of a private person nor as a parent company of another corporate customer.

- Deactivated private persons cannot be selected as the main contact or invoicing contact for a customer or a party.

A deactivated customer can be reactivated with the Activate button, which removes the reason and date for deactivation.

5 MATTERS

5.1. MATTER REQUESTS

A matter can be opened directly in the Matter folder, but it is more advisable to open it via a matter request. It is a draft of the matter that can be saved with partial information and completed later with more information, for example after a conflict check and customer identification.

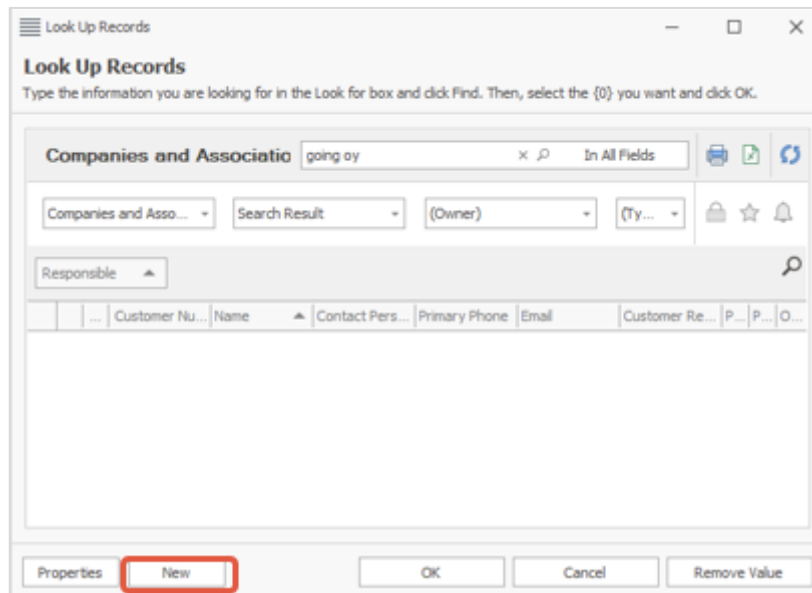
The matter request does not provide all the functionalities of the matter, but in addition to saving basic data, it enables e.g. identifying a customer, conflict checking, determining contact persons and parties to the matter, and pricing of the matter. The matter request feature is activated in system parameters (General > Application features > Matter request in use).

Creating matter requests

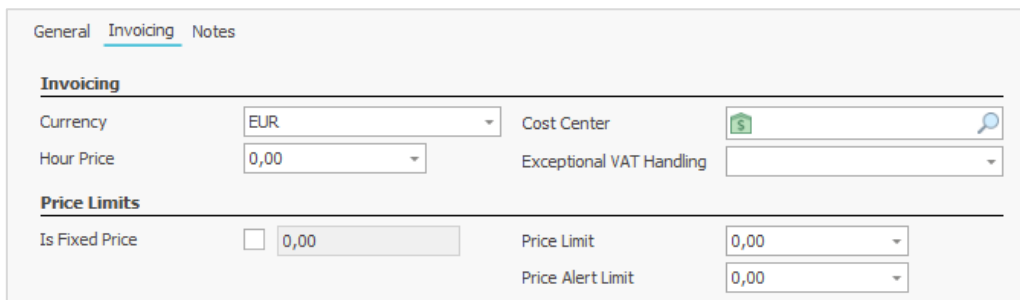
A matter request is created through the Matter Request folder in the Workplace area by selecting New on the ribbon.

- Complete the mandatory information marked in red: principal, subject, and receiving date.

- If you do not find a customer in the search entered in the Principal field, click the magnifying glass to search for the customer. If it does not return any results, click New to create a new customer.



- In the Subject field, enter a descriptive name for the matter. The information is transferred to the matter, and it appears on the invoice printout unless it is overridden by entering an invoice subject field in the Invoicing tab.
2. Complete the information marked in blue required to create the matter: the type, language, owner, and responsible person. Without the Type field, you cannot convert a matter request to a matter.
 - Make sure that the language of the matter is correct, as it determines the language in which the invoice templates are printed. If the language is other than Finnish, the software also checks the language translations when entering transactions and costs.
 - The **owner** of the matter (for example the partner) is ultimately responsible for the matter, the **responsible** is the person in charge for the practical handling of the matter. The Owner and Responsible fields are filled in with the information of the matter opener but can be changed.
 - You can also add an **assistant** (such as associate lawyer or office assistant), a **seller** (the person who brought the matter to the office), and an **invoicing contact** who is the primary contact for invoice matters for the matter and is printed on the invoice.
 - For each responsibility role, power users can define the user group whose members can be selected to the role. This definition is made in the settings, by first creating new user groups with the users allowed to take different responsibility roles and then defining those user groups in the system or business unit parameters (> Matter Security group).
 3. If the pricing of the future matter is already known, go to the Invoicing tab and save the price information that will be transferred from the matter request to the matter as well.

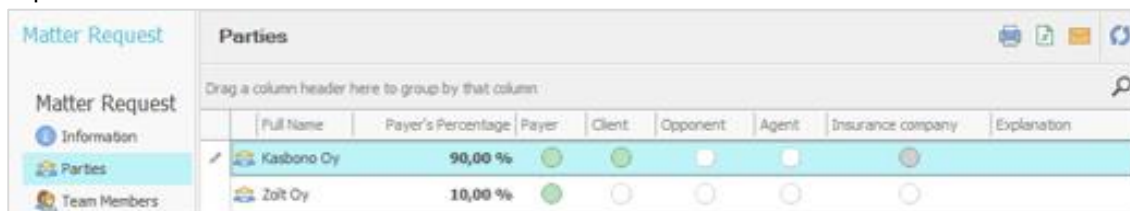


- The currency of the matter is the default currency in which transactions are entered. The Euro is the recommended default currency even when the customer pays in another currency; the invoice can always be printed in another currency than the registered currency. If the matter is in foreign currency, the amounts you enter are displayed in the foreign currency fields in the matter, and base currency amounts are calculated based on them.
 - The hour price rate for the matter overwrites any other hour prices specified in the software.
 - If a fixed price has been agreed on with the customer for the matter, select the Is Fixed Price field and enter the price in the sum field. In this case, the invoice is based on the set price regardless of the registrations made and no discounts can be given to the payers in the matter.
 - If a price limit has been agreed on with the customer for the matter, complete it in the Price Limit field. When the price limit is exceeded, the software generates a warning when entering new transactions or prevents them from being entered. You can also add a price limit alert that informs the responsible person of the matter of the approaching price limit.
 - If necessary, exceptional VAT handling overwrites the customer's domestic tax liability.
4. Save the matter request.

Processing matter requests

Saving a matter request activates its folders, where you can save the following information:

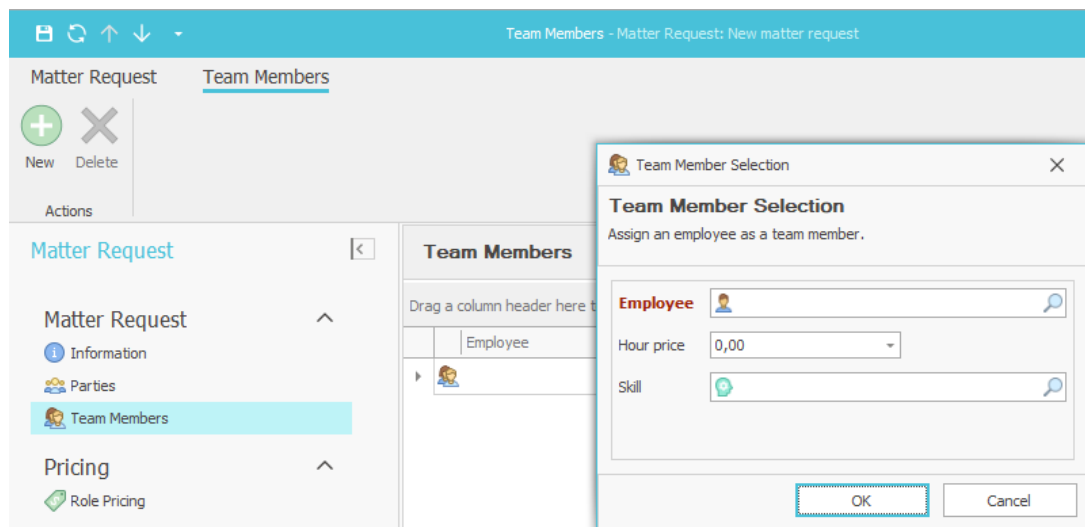
- **Matter parties:** The matter principal is automatically saved as the principal and as the 100% payer. If there are other payers in the matter, you can save them in the folder and edit the payer's percentage. Also add the other parties to the matter, because e.g. information about opponents is valuable when doing a conflict check. If necessary, you can add a specification of the customer's role in the explanation field.



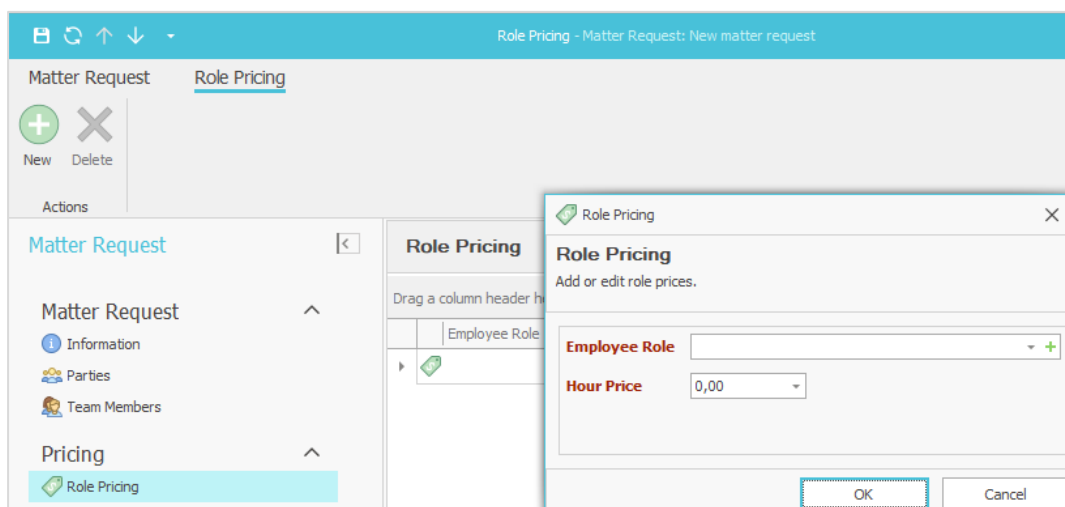
Matter Request							
Parties							
Drag a column header here to group by that column							
	Full Name	Payer's Percentage	Payer	Client	Opponent	Agent	Insurance company
✓	Kasbon Oy	90,00 %					
	Zolt Oy	10,00 %					

- If needed, click a matter party to open a window where you can define matter-specific contact person, customer reference and invoicing contact for the party. For more information, see the chapter Matter parties.
- **Team members:** To the team member folder, you can add all users who are involved in the matter and who have access to the matter, even if it is defined as an insider matter or its visibility is otherwise restricted by the permissions function. You can also add an hour price to the team member for

the matter in question. It is saved for any transactions registered by the user in the matter if the user-specific pricing model is in use and no general hour price has been specified for the matter.



- **Role Pricing:** The role pricing folder, in turn, allows the pricing of transactions of the matter based on the user's employee role. In the folder you can add matter-specific hour prices for defined employee roles of the software. If a role-based model is in use and no general hour price is specified for the matter, the transactions entered in the matter will automatically receive an hour price based on the role of the user who saved the transaction.



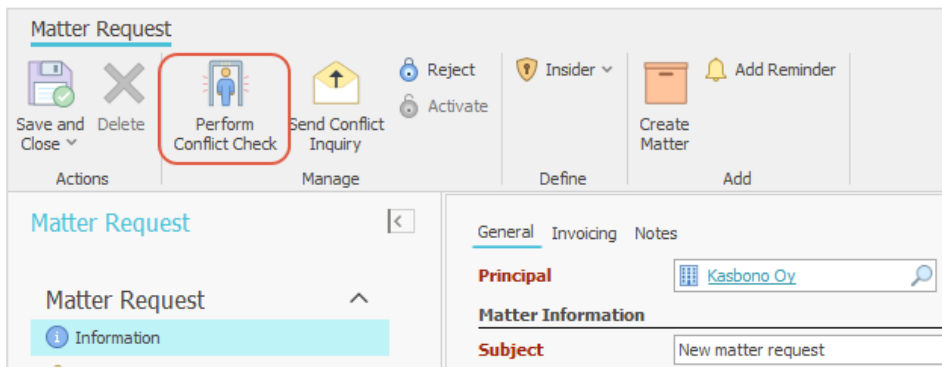
- **Transactions:** If you need to do billable work for the matter already in the matter request stage, it can be registered in the Transactions folder. Entries saved in the matter request are also transferred to the matter when the matter is created from the matter request.
- **Activities:** You can also create activities for the matter request to perform related tasks and assign them to users. Activities do not move to the created matter from the matter request, but they remain visible in the customer's Activities folder.

Conflict check and customer identification in matter requests

To avoid opening of unnecessary matters, it is recommended that you make already in the matter request stage the customer conflict check and the identification of the customers in the principal and payer role. However, their absence does not prevent the creation of a matter from the matter request, as they can also be made in the matter.

Conflict Check

When all matter parties are saved in the matter request, you can perform a conflict check by selecting Perform Conflict Check on the ribbon.



The function opens a list of all customers who due to their matter-specific roles, may cause a conflict and shows which roles they have been assigned to. Once the conflict check has been saved you can send it for reviewing to the partners or all personnel, for example, to ensure that another matter that has not yet been saved in the software does not cause a conflict. After this confirmation, you can either approve or reject the conflict check.

Customer Identification

The customer's identification can also be done already in the matter request. The link to the identification is saved when the matter request is converted to a matter.

If the matter request and customer identification features are enabled in the settings (System Parameters > General > Application Features), the software automatically creates an identification row in the Customer Identification folder for the matter request for all parties for whom the identification is required.

NOTE! If the software is integrated into a separate KYC service, the integration does the transfer of the identification events generated by the matter request. They will only be transferred to the KYC service when a matter is created from a matter request.

Creating matters / rejecting matter requests

When a matter request is complete, you can create a matter from it by using the Create Matter function. The function can be found both in the matter request window and in the Matter Requests folder in the Workplace area.

When a matter is created from the matter request, all the information in the matter request, except for activities, is transferred to the matter. The status of the matter request changes to closed and can no longer be changed. You can view a closed matter request by clicking the link in the Matter Request field of the matter.

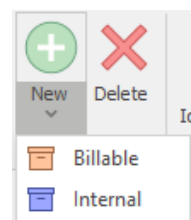
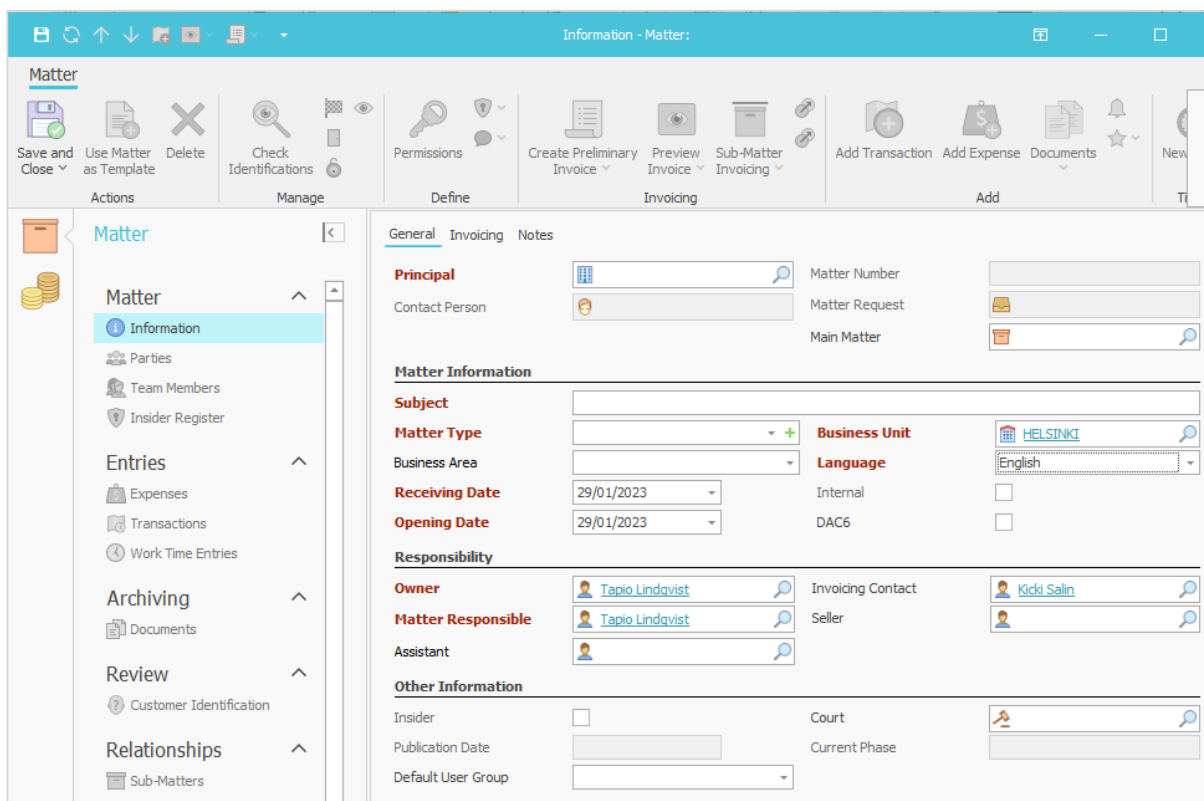
If the matter cannot be accepted, the matter request is rejected by selecting Reject on the ribbon of the matter request in question or in the Matter Requests folder. You can review rejected matter requests by selecting the All Matter Requests view and filtering out the rejected. To restore a rejected matter request to active, select the matter request row and select Activate on the ribbon.

5.2. OPENING MATTERS WITHOUT A MATTER REQUEST

In addition to the matter request, you can also create a new matter directly in the Workplace > Matter's folder or in the information of the customer. By default, all users of the software have the right to open new matters, but the power user can restrict the rights only to a certain group of users.

To create a matter in the Matters folder, follow these steps:

1. Click the New button, and the software will create a billable customer matter by default.
 - From the menu that opens when you click the arrow on the NEW button, you can also open an internal matter to register administrative work. **NOTE!** You cannot change the billable/internal selection afterwards.
2. Enter the matter information in the matter window:

- Select a principal; If the matter is created via the customer's information, the customer is saved as the principal and payer by default.
- In the Subject field, type a descriptive name for the matter. The field will appear on the invoice, unless it is overridden by the in the text entered to the Invoice Subject field on the Invoice tab.

- Business unit, language, receiving and opening dates and the fields in the Responsibility group are automatically updated, but they can be changed.
 - Make sure that the language of the matter is correct, as it determines the language in which the invoice templates are printed. If the language is other than Finnish, the software also checks the language translations when entering transactions and costs.
 - The “owner” of the matter (for example the partner) is ultimately responsible for the matter, the “responsible” is the person in charge for practical handling of the matter. The “assistant” is a lawyer or assistant assisting in the matter and the “seller” is the person who brought the matter to the office.
 - The “invoicing contact person” is the primary contact for invoicing of the matter, and the information is also printed on the customer’s invoice. You can specify a default value for this field in the settings (Application parameters > System parameters > Default Values > Invoicing contact).
3. Complete the information required on the invoice tab:
- The currency of the matter is the default currency in which transactions are entered. The Euro is the recommended default currency even when the customer pays in another currency; the invoice can always be printed in another currency than the registered currency.
 - If a fixed price has been agreed on with the customer for the matter, select the “Is Fixed Price” field on the Invoicing tab and enter the price. In this case, the invoice is created with the defined fixed price regardless of the registrations made. A fixed priced matter does not allow giving discounts to the payers either.
 - If a price limit has been agreed on with the customer for the matter, complete it in the Price Limit field. When the price limit is exceeded, the software either generates a warning when entering new transactions or prevents them from being entered. You can also add a price limit alert that informs the matter’s responsible of the approaching exceeding price limit.
 - If necessary, exceptional VAT handling overwrites the customer’s basic tax liability defined by the home country.
4. Save.

Matter folders

Saving a matter activates its folders, which are grouped in the matter  and invoicing  sections.

In the matter section folders, you can:

- Define the matter parties and their roles
- Add users in the matter team with matter-specific hour prices
- Manage persons added to the insider matter’s insider group.
- Register costs, transactions, and work time related to the matter
- View documents attached to the matter
- Manage matter-specific customer identification events
- Manage possible sub-matters for the matter
- Add matter-related activities.

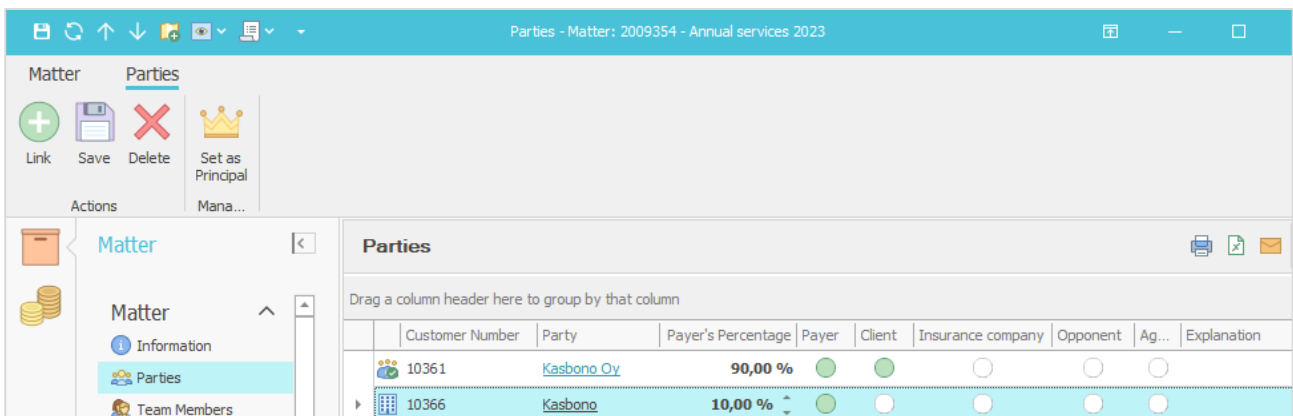
In the invoicing section folders, you can:

- Add role-specific hour prices and matter-specific transaction types to the matter
- Create a subscription price for the matter that generates periodical transactions according to the specifications
- Manage the matter phases and their budgets
- Manage the matter's preliminary invoices, invoices, advance invoices, proof invoices and credit invoices as well as the matter-specific preliminary invoice verification process
- Manage customer fund transactions and movable property.

Matter parties

The Parties folder of a matter displays a list of customers involved and their roles in the matter. The principal of the matter is added to the list in the roles of principal and 100% payer.

Payers and other parties related to the matter are also added to the list. It is advisable to store party information carefully so that information about opponents, for example, can be used in conflict checks.



Customer Number	Party	Payer's Percentage	Payer	Client	Insurance company	Opponent	Ag...	Explanation
10361	Kasbono Oy	90,00 %						
10366	Kasbono	10,00 %						

To add a new party to the matter, follow these steps:

1. Select the Link button on the ribbon to open the party window.
2. Enter the party's name or part of it in the Party field and press Enter. If you are unsure if the customer has been saved in the software, select the magnifying glass to open the Look Up Records window where you can both search for the customer or create a new customer.
 - To search for a customer, enter the customer's name or part of it in the Search for Records field.
 - If the search does not return any results, create a customer using the New button.

3. Complete the necessary information for the new party. If the party was previously saved in the software, you do not need to fill in the fields unless you want to overwrite information saved for the customer per matter, such as assign a different contact person to this specific matter.
 - In a case of a legal aid case, also complete the information on the Legal Aid tab. For a matter covered by a legal expenses insurance, also complete the information in the Insurance tab. (both valid in Finland). For more information about the matters covered by a legal expenses insurance, see the Guide for Invoicing and Payments.
4. Add all other parties to the matter accordingly.
5. Return to the parties list and indicate the role that the different parties play in the matter.
 - If you can't find suitable role for the party in the options, enter a free-form specification for the role in the Explanation column.
6. If necessary, set up the payer shares.

Payer's Percentage	Payer	Client	Oppo...
75,00 %	☒	☒	☐
25,00 %	☒	☐	☐

- If the matter has more than one payer, the payable percentage appears both on the front page of the default invoice template and on the invoice specification page after the total amount row.
7. If necessary, specify a matter-specific invoicing address or discount percentage for the parties in the party window.

If the matter's principal changes later, make the switch in this folder by first adding the new customer as a party, and then selecting Set as Principal on the ribbon.

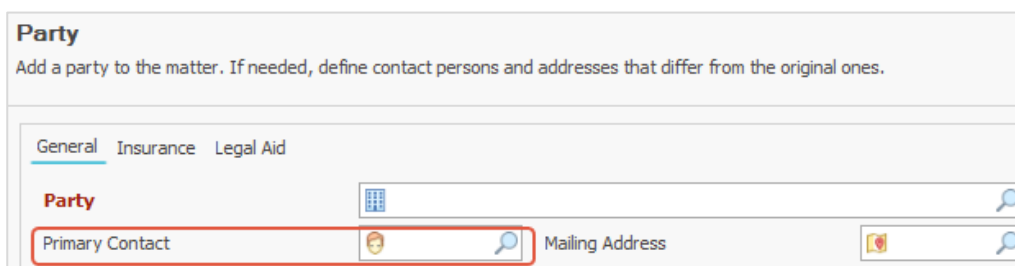
You can delete unnecessary parties from the Delete button if they have not yet been invoiced. This does not remove the customer from the software, it only removes the customer from the parties of that matter.

Contact persons of the matter

The customer's main contact persons are always completed on matter-based for different parties. The primary contact is the customer's primary contact person in regards of the matter. The invoicing contact person is the customer's primary contact in invoicing matters related to the matter. The name of the invoicing contact is also printed on the invoice.

To specify matter-specific contacts, follow these steps:

1. Open the matter, go to the Parties folder, and double-click the party row.



2. If the person acting as the primary contact in the matter is already saved in the software
 - Type the contact's name or part of it in the Primary Contact field and click Enter, or
 - Search for the information by clicking on the magnifying glass in the Primary Contact field, enter a contact's name in the search field, and click Find.
3. If the contact has not yet been added to the software, add it to the customer information in the Contact Persons folder. From the Party window, you can access the customer's window directly by clicking the link (on the company name) in the Party field.
 - Click the New button. The window that opens corresponds to the private customer window and the customer is updated automatically for the contact.
 - Add a job title, primary phone number and email to the contact, and save.
 - In the Parties folder, return to the party window and search the contact you have added in the Primary Contact field.
4. Add an invoicing contact to the matter in the same way.
5. Save and close.

The company contacts assigned to the matter are saved as private persons with a link to the company. You can find the information of all contacts in the Customers area > Private Persons folder.

Matter-specific parameters

Use the Parameters button on the ribbon to set up matter-specific parameters, for example, the default transaction type, hour price, general expense, and invoicing period.

The "Show Defined Parameters" option in the parameter window displays only parameters which already have been defined or inherited from the system level parameters. Definitions made in the matter parameters will always overwrite definitions made for the business unit or the customer.

Using a matter as a template

The Use as template function can also be used to copy an old matter as a base for a new one. This will make it easier to open new matters, especially in offices that tend to open annual general matters to regular customers.

The following information will be copied from old matters as a template for new ones:

- **All basic information** (principal, contact person, subject, matter type, business area, language, internal or not, DAC6, owner, responsible, assistant, invoicing contact, seller, court)
- **Matter pricing information** (fixed price or not and the price itself, price limit and its alert, credit limit, currency, invoicing subject, exceptional VAT handling, cost center, sales account, service restriction, description, and a possible non-billable definition)
- **Lists** (parties and their information and roles (except primary phase), role pricing, transaction types and preliminary invoice review process)
- **Matter parameters** (matter-based parameters, pricing, general expense, invoicing period, preliminary invoice, and service restriction alert)
- Possible customized fields (except those that have their value retrieved through classification).

5.3. EDITING MATTERS

In principle, all users can edit matters that have unrestricted visibility. However, a power user can restrict matter editing rights to a specific user group only.

Determining the status and billability matters

To help track the progress of active matters, you can specify a status reason for the matter that can be used, for example, to create alerts. A matter that is normally opened as billable can also be set to be temporarily non-billable, for example for pro bono purposes.

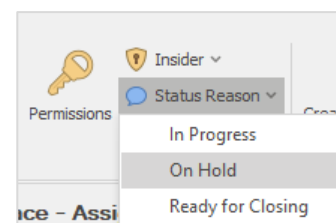
Determining the reason for the status of the matter

For example, you can use the Matter Status Reason information if you want an alert about matters that have not been worked on for a week, but not matters that are marked with On Hold status.

The power user can add or edit status reasons and specify their own status reasons for closed matters. The status reasons are managed in the settings (> Matter settings > Matter Status Reasons)

After the status reasons are specified, follow these steps to select the status reason for the matter:

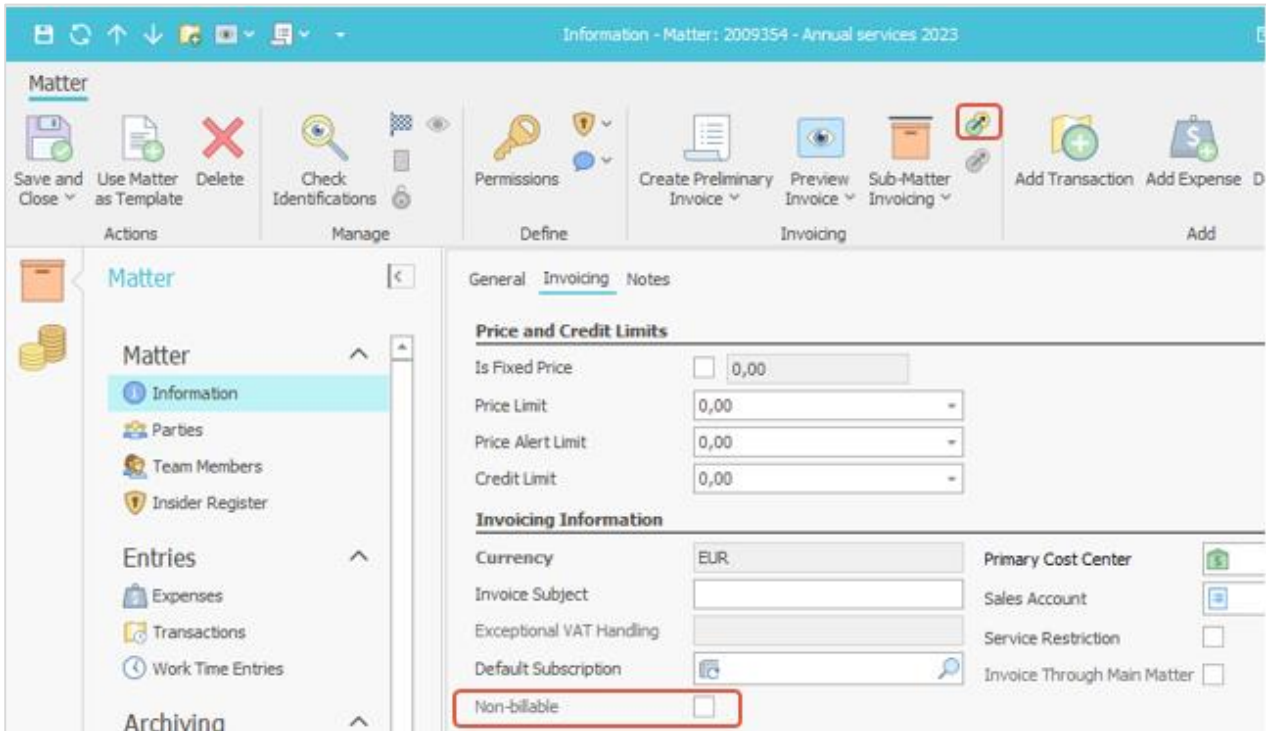
1. In the matter list, place the cursor on top of the matter, or open the matter.
2. On the ribbon, select Status Reason
 - The same can be done in the matter list on top of the matter row by right-clicking.



Setting up a matter as non-billable

A standard billable matter can be temporarily placed as non-billable, in which case, for example, a Pro bono matter can be opened as a normal matter. When it is defined as non-billable, the software prevents the matter from being invoiced, but allows you to register hours that can potentially be invoiced later. **NOTE!** The function does not change the matter to an internal matter.

The billability of the matter is managed with the Set as Non-billable / Billable function on the ribbon. The Non-billable checkbox on the Invoicing tab is updated accordingly.



The screenshot shows the 'Matter' ribbon with various tabs: General, Invoicing, and Notes. The 'Invoicing' tab is active, showing the 'Price and Credit Limits' section with fields for 'Is Fixed Price', 'Price Limit', 'Price Alert Limit', and 'Credit Limit'. Below this is the 'Invoicing Information' section with fields for 'Currency', 'Invoice Subject', 'Exceptional VAT Handling', 'Default Subscription', 'Primary Cost Center', 'Sales Account', 'Service Restriction', and 'Invoice Through Main Matter'. The 'Non-billable' checkbox is highlighted with a red box.

Setting a matter as non-billable is not allowed if a) the matter is internal, b) it has active subscriptions c) it is a sub-matter or has sub-matters or d) some invoices have been made (even if they have been rejected or cancelled).

When a matter is set as non-billable, the software asks if the status of open transactions and / or expense entries in the matter is also changed to non-billable. The OK option changes both to be non-billable and changes transaction/expense amounts to 0. The Cancel option keeps the previous status of the matters and transaction/expense entries.

When a non-billable order is returned as billable, the software asks if its transactions/expenses are also set to be billable. The OK option changes both the matter and entries to be billable and recalculates the amounts for transactions and expenses. The Cancel option leaves the status of the matter and entries unchanged.

For a non-billable matter, you cannot create sub-matters, subscriptions, proof-, advance- and credit invoices or demands for payment. Nor can they be attached to a summary invoice.

NOTE! When changing the billability status, the software may issue an unnecessary warning, for example, if the matter has already been set to non-billable and the user selects again the "Set as non-billable" button.

Confirming the error message window with the OK button updates the billability of the matter as well as the ribbon buttons.

Phases of the matter

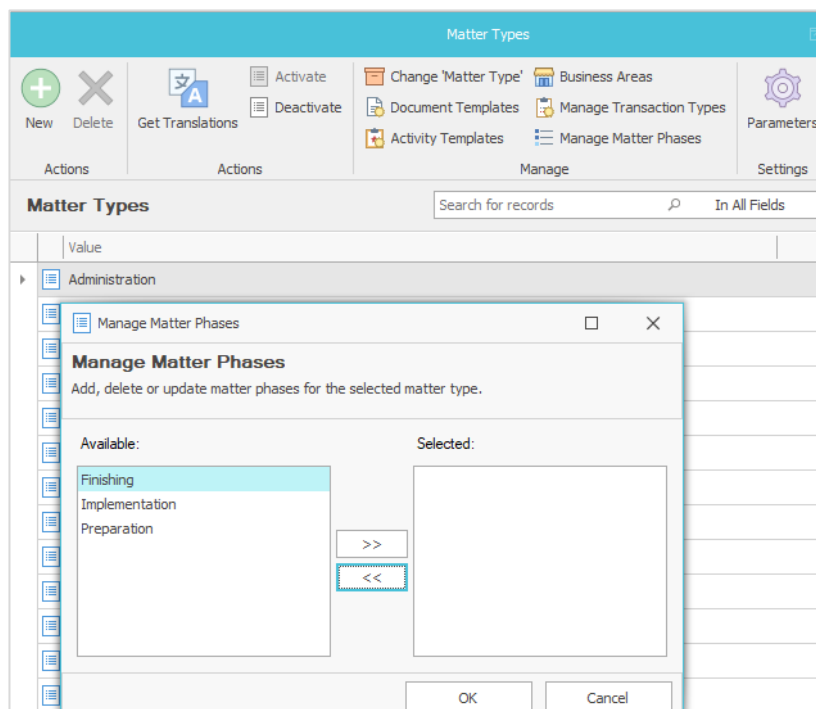
To monitor the progress of the matter, the matter can be assigned phases with their start and end dates, budgeted hours, and amounts. Phases can be created at three different levels.

- It is possible for the power user to set default phases for a matter and link them to specific matter types, in which case they will be added to a new matter each time that type of matter is created.
- It is also possible to create phases per matter and define a current phase that is automatically completed for all matter entries.
- In addition, a private matter team member may be assigned a Primary Phase if he or she is only involved in a particular phase of the matter. When that user adds transactions or expenses to a matter, they are completed with a phase assigned to the user, regardless of the matter phase.

Adding matter type specific phases

The power user can activate default phases, by following these steps:

1. Go to settings and select Matter settings > Matter phases.
2. Create the required phases, for example, preparation, implementation, and finishing.
3. Next, in the Matter Settings folder go to the Matter Types and select the matter type, such as administrative matter.
4. On the ribbon, click Manage Matter Phases.



5. The software opens a list of all defined default phases that can be pinned to the selected matter type. Select the phases and confirm by clicking OK.

- After the selection, all administrative-type matters are automatically added the matter phases selected for it.

Adding matter-specific phases

- In the Invoice section of the matter, go to the Phases folder.
- If you want, click New to create more phases. If default phases have been created for that matter type, they will already appear in the folder.

- Enter a name for the phase and, if necessary, complete the phase's start and end dates, budgeted hours and/or amount.
- Save and close.
- Add the other necessary phases accordingly.
- If you want, in the Current phase field, you can select the phase that will be completed by default for the transactions and expenses added to the matter.

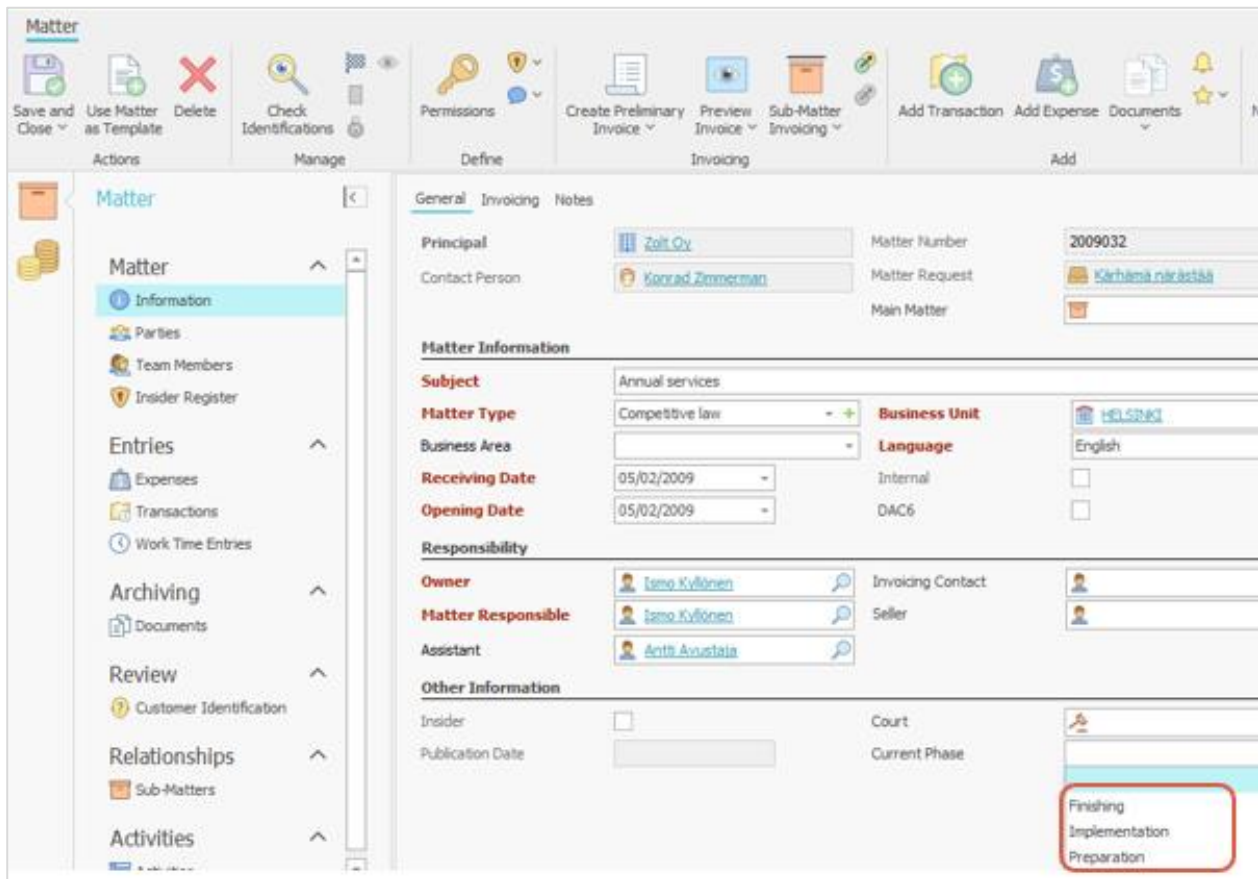
Adding a phase for a team member

Once the matter phases have been created, a team member can be selected a phase that is independent from the matter's phase and updated for transactions and expenses registered by the user in the matter.

Specify a user-specific phase by following these steps:

- In the matter window, go to the Team Members folder.
- Double-click a team member's row or add a new member.
- In the Primary Phase field, select the appropriate phase.
- Press OK to confirm.

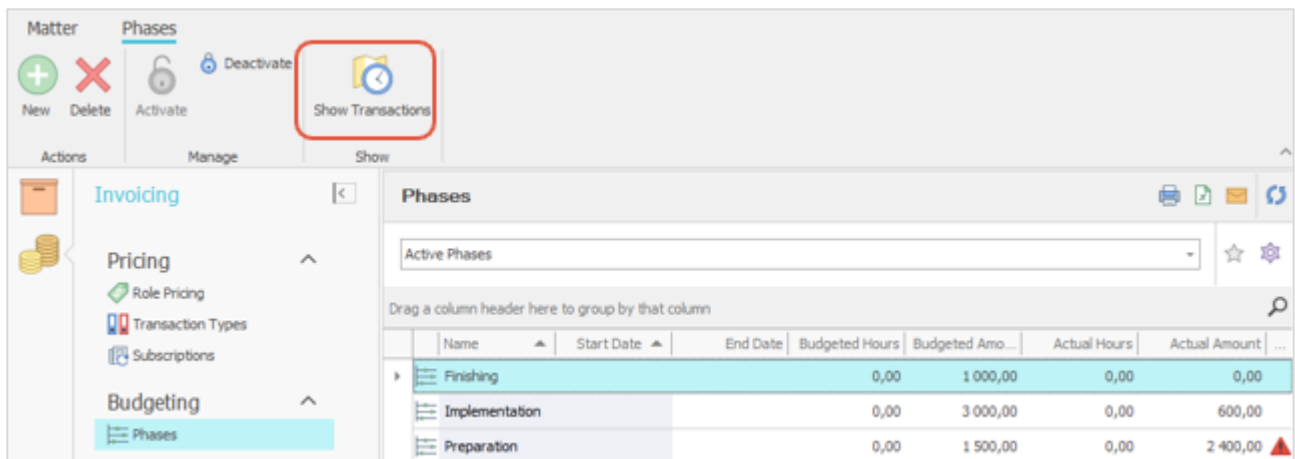
If user-specific phases are specified, the phase is saved in the entries according to the author. If there is no user-specific phase defined, the current phase selected in the matter is updated for the transactions and expenses registered by the user.



If a transaction or expense is transferred or copied to another matter, the matter phase field is cleared. Editing a phase simultaneously for multiple transactions or expenses is allowed if all transactions or expenses are related to the same matter.

Monitoring the budget and transactions by phases

Transactions registered to a matter can be viewed per phase in the Phases folder of the matter, displaying both actual hours and amounts. If budgeted hours, or amounts have been added to a phase, and the budget has been exceeded, there is a red warning triangle in the Budget Exceeded column.



You can view the transactions registered in the matter phase by phase either in the Phases folder or in the individual phase window with the Show Transactions button on the ribbon. The button displays the transactions belonging to the phase as a list that can be printed or exported to Excel.

Deactivating a phase

If a phase is not selected for the matter, it can be disabled in the Phases folder of the matter by selecting the unnecessary phase and Deactivate on the ribbon. If a phase has been added to a team member in the Primary phase field, the software verifies that the field is also cleared from team members. No selection keeps the phase for the team member.

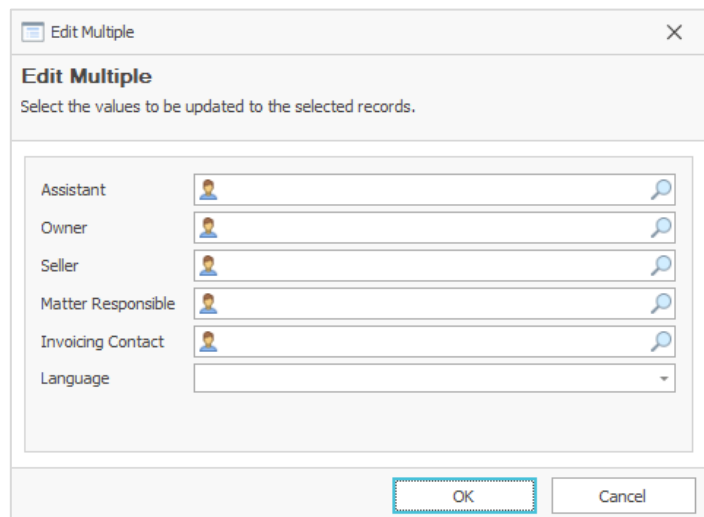
If necessary, you can restore the phase by selecting the Passive Phases view in the Phases folder, selecting the phase, and then selecting Activate on the ribbon.

Editing multiple matters

The power user can edit information for multiple matters at once. This makes it easier, for example, to update information of the person responsible of the matter or to change the hour price. **NOTE!** The Edit Multiple function cannot be cancelled.

The Edit Multiple function can only be found in the right-click menu where it is displayed when more than one matter row is selected.

1. First, select the matters to be edited from the matter list, by clicking matters while holding down the Ctrl key or the Shift key.
2. Then right-click and select Edit Multiple. The selection opens the Edit Multiple window, where you can edit the responsible persons of the matters or the processing language.
3. The OK button confirms the edited information, and the Summary window shows, by matter, whether the edit was successful. The information in an individual row opens by double-clicking it.



The screenshot shows the 'Edit Multiple' dialog box. It has a title bar 'Edit Multiple' and a close button. Below the title bar, it says 'Edit Multiple' and 'Select the values to be updated to the selected records.' The dialog box contains several fields with user selection icons (person icons) and a search icon (magnifying glass):

- Assistant
- Owner
- Seller
- Matter Responsible
- Invoicing Contact
- Language

At the bottom, there are 'OK' and 'Cancel' buttons.

5.4. INSIDER MATTERS AND RESTRICTED MATTERS

Matters can be hidden from some users by marking them as an insider matter or by defining one or more user groups of users who have access to the matter information.

An insider matter is usually a matter involving sensitive information concerning mergers and acquisitions or listing plans of a company, the disclosure of which would affect the value of the company. If a matter is created from an insider matter request, it automatically becomes an insider matter.

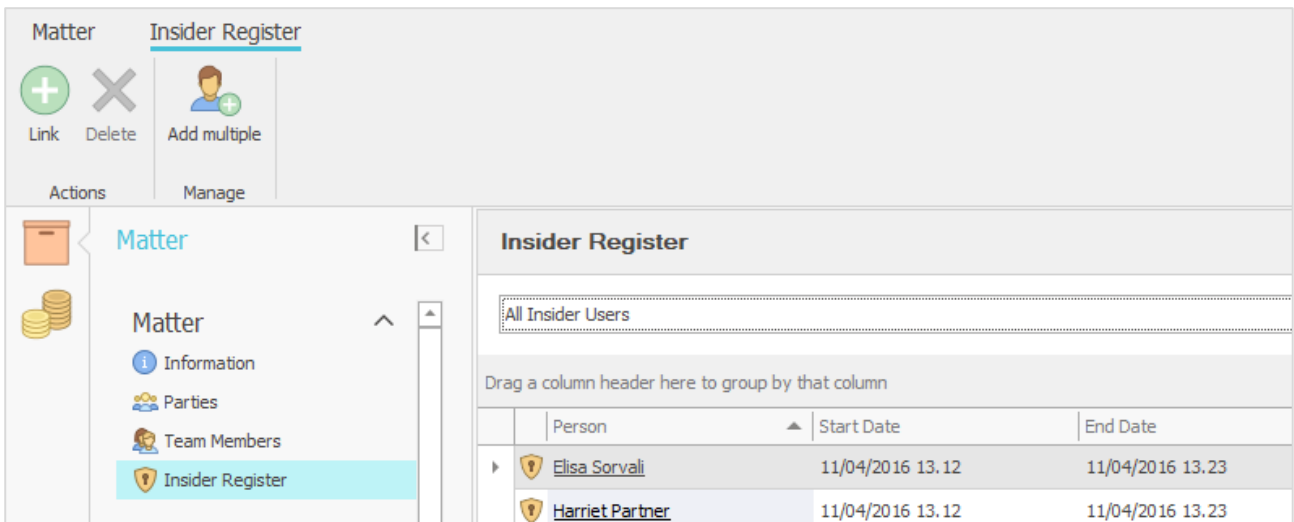
Insider matters

To limit the visibility of an insider matter, the power user must make the following definitions:

1. Define a new Insider user group in the settings (> User Settings > User groups).
2. Add to the Insider user group users that should always see insider matters.
 - If no users are selected for the group, only power users, team members, and the responsible persons of the matter will see the matter.
3. Define the Insider user group as the Insider group in the settings (> Application Parameters > Own Business Unit Parameters > Customers and Matters > Insider Register).

Defining a matter to an insider matter is done either in the matter window or from the matter list, by selecting the Insider button  on the ribbon > Enable. The selection adds a check mark in the Insider field of the matter and shows the matter by default only to the users belonging to the insider user group, the persons responsible of the matter (owner, responsible person, assistant, invoicing contact), users added as matter team members, and power users.

If other persons (users of the software or private persons saved in the software) participate in the matter, they can be added to the Insider folder of the matter. Private persons are added with the New button. The Add Users button opens a window from which you can add an entire group of users to the insider.



Person	Start Date	End Date
Elisa Sorvali	11/04/2016 13.12	11/04/2016 13.23
Harriet Partner	11/04/2016 13.12	11/04/2016 13.23

By default, the modification of the insider register is allowed by the power users and the persons responsible for the insider matter. It can also be allowed for users belonging to the extended rights group (Settings > Application Settings > Customers and Matters > Matter Security > Extended Rights (matter and preliminary invoice))

The power user can choose to specify the reasons for adding the users and private persons to the insider register (Settings > Matter Settings > Insider Reasons (private person/ user). Then the reason can be selected in the insider register person window by clicking Insert Description button on the ribbon, which will import it into the Description field.

All matter responsibility roles and team members can be set an insider default reason. This can be defined in the Own Business Unit parameters (Customer and Matters > Insider register).

You can print a report of the users and private persons in the insider register by selecting Reports > Insider List on the ribbon of the insider matter window or the matter list. The report contains the information required by the EU's insider data supervisory authority as saved in the information of users and private persons on the General and Insider Info tabs. If the information is missing, "Provided on request" appears for the user and "Unknown" for the private person. In addition, the report prints the business units and addresses of users in the insider register

Insider List											
Matter number and subject:		2009239 - Merger of the department									
Insider list creation date:		2022-06-13 09.41 UTC									
Last update:		2022-06-13 09.41 UTC									
Date of transmission to the competent authority:		2023-02-27									
Insider first names	Insider member surname	Insider birth surname	Work phone	Company name and address	Function and reason	Access obtained	Access ceased	Date of birth	National identification number	Personal phone	Home address
Kicki	Andersson		Provided on request	Stockholm Business Unit		2022-06-13 09.41 UTC		Provided on request	Provided on request	Provided on request	Provided on request
Gisela	Kemulainen		Provided on request	Asianajotoimisto Testaus Oy Ab		2022-06-13 09.41 UTC		Provided on request	Provided on request	Provided on request	Provided on request
Tero	Metsävaara		Provided on request	Asianajotoimisto Testaus Oy Ab		2022-06-13 09.41 UTC		Provided on request	Provided on request	Provided on request	Provided on request
Office addresses											
Business units name		Office address									
Asianajotoimisto Testaus Oy Ab		Asianajotoimisto Testaus Oy Ab Satamakatu 15 00100 Helsinki Finland									
Stockholm Business Unit		Stockholm Business Unit Kungsvägen 1 00100 Stockholm Sweden									

When an insider matter is created, this email message is sent to all users in the matter responsibility roles (owner, responsible, invoicing contact, or assistant) as well as to the matter team members. The power user can also set users to be notified by email whenever they are added to the insider group or removed from there.

The email message contains the name of the matter, whether the user was added or removed, and when. For email notifications, Exchange integration must be in use.

NOTE! The matter-based insider register enables manually adding or removing also other private persons than users, but notification about insider register changes is never sent to them.

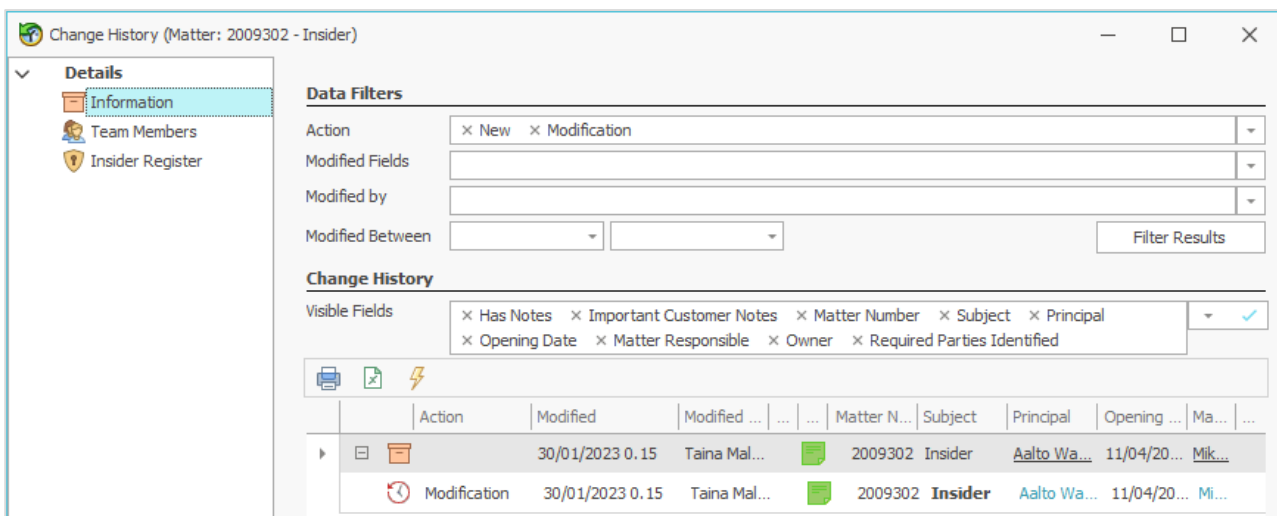
When a team member is removed from the insider register of a matter, the end date is saved automatically but it can be edited manually. If the same team member is added to the register again, the end date is deleted.

Making insider matters public

You can remove an insider definition from a matter by selecting Insider  > Disable from the ribbon in the Matter window or in the matter list, in which case the software will ask for the date and time of publication. They are registered in the Publication Date field of the matter and for the members of the insider register as the end date of membership. The time cannot be set for the future.

The publication date does not change the end dates manually entered for members of the insider register. If the published matter is re-defined as an insider matter, the end date is cleared for members who have the same date as the previous publish date of the insider matter.

You can view the change history of the insider register by opening the Insider Register folder of the insider matter and clicking the History link in the lower right corner of the window. It opens a list of insider edits, from which you can view the edits of an individual row by clicking open the row.

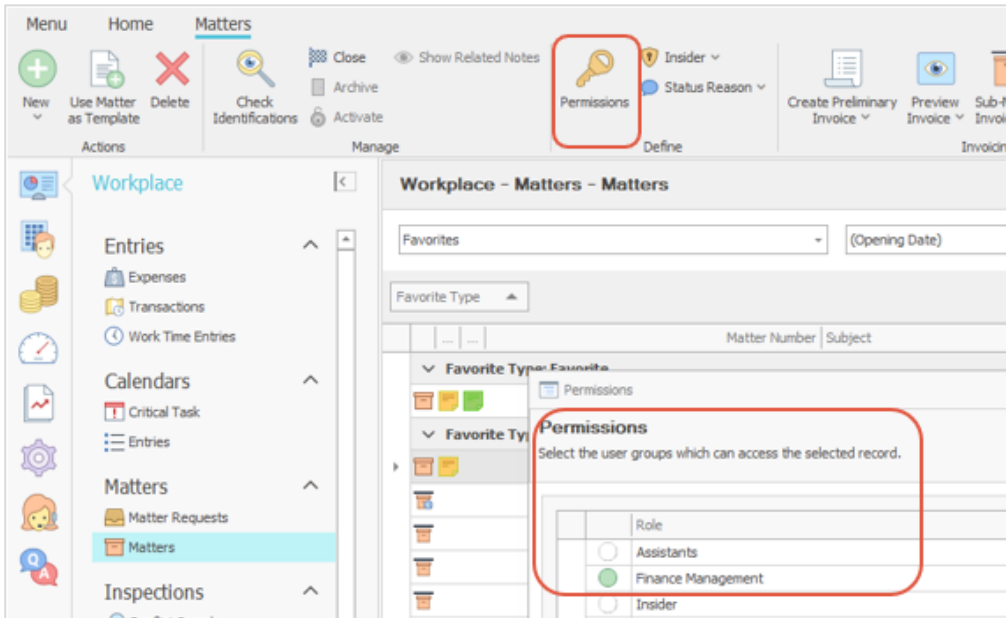


The power user can edit the basic configuration of the change history being tracked and even create new tracking rules in the settings (Software Management > Database Management > Change History). If necessary, ask for advice from the CSI Support.

Matters with special permissions

By default, software users will see all matters unless they are defined as insider matters. However, it is possible to protect matters by user group. If a user group suitable for protection already exists, you can select the matter to be protected, for example, from the matter list and then the Permissions button on the ribbon.

By default, in the Permissions window, none of the user groups is selected because the matter visibility is not limited to any user group. Selecting the circle in front of a user group turns it green and gives that group permission to the matter. When the necessary user groups are selected, the matter is visible only to the users who are part of them, the responsible persons of the matter, the members of the matter team, as well as the power users.



5.5. SUB-MATTERS

Large matters can be divided into smaller and more manageable parts by using sub-matters. Sub-matters can be invoiced either individually or through the main matter.

Sub-matters are useful for example when:

- You want to divide a large matter into smaller parts for manageability. Sub-matters may then have e.g. their own matter teams and pricing, but the invoicing can still be handled through the main matter.
- The matter is very document-intensive, and you want to divide it into smaller parts to ease the document handling. The documents related to each sub-matter can thus be found under the sub-matter.

The power user can activate the sub-matter functionality in the settings > Application Parameters > System Parameters > General > Application Features > Sub-matter in use.

NOTE! The matter/sub-matter structure cannot be dismantled without closing the matters. To be able to close a matter, you first must close all its sub-matters.

Adding sub-matters

You can either create completely new sub-matters for a matter or choose to define existing matters as sub-matters.

Creating a new sub-matter

A new sub-matter for an existing matter is created as follows:

1. Go to the Sub-matters folder of the chosen main matter and select New.
2. Choose whether the parties of the main matter are copied to the sub-matter and whether the transactions and expenses added to the sub-matter should be invoiced from the main matter or from the sub-matter. The invoicing selection can be changed later.
3. Select OK. The window for a new sub-matter opens and there is a link to the main matter.

NOTE! Sub-matters created with the New button can be numbered according to the main matter, which, for example, makes it easier to track main and sub-matters in reporting. The number of a sub-matter is thus in the form 'Main matter number - running number'. The power user can define the formatting in the settings (> Common Settings > Number Series Formatting).

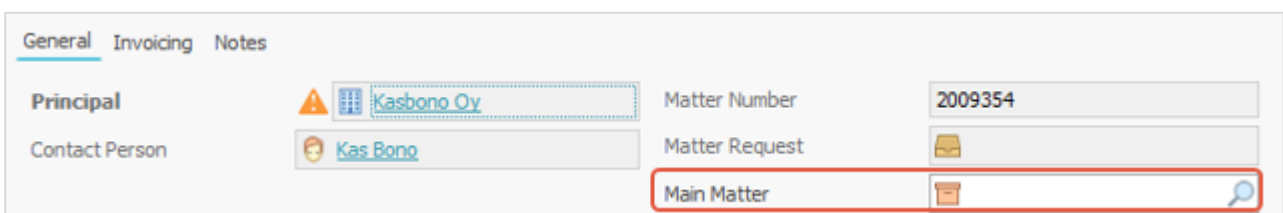
Defining an existing matter as a sub-matter

You can also define existing matters as sub-matters to another matter. However, note the following restrictions:

- The main/sub-matter structure cannot have more than two levels. Thus, an existing matter cannot be defined as a sub-matter if the matter already has sub-matters, or the desired main matter is a sub-matter.
- When a matter has parties with legal expenses insurance information it cannot be set as a sub-matter nor as a main matter.
- A matter with exceptional VAT handling cannot be set as a main matter and if a sub-matter has exceptional VAT handling, the sub-matter cannot be invoiced through the main matter.
 - After a sub-matter has been added to a main matter, you cannot select exceptional VAT handling for either of the matters.
- Once the matter has been defined as a main or sub-matter, the link between the matters cannot be deleted.

To define an existing matter as a sub-matter:

1. Open the matter window.
2. Enter in the Main Matter field the matter for which you want to define the matter as a sub-matter.



If the invoicing of a sub-matter is selected to be handled through the main matter, the "Invoice through main matter" field is displayed as selected on its invoicing tab.

Pricing sub-matters

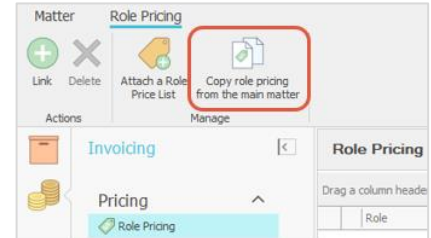
Sub-matters have their own pricing independently from the main matter. When a transaction is registered to a sub-matter, its pricing information is fetched from the sub-matter even when the sub-matter is invoiced through

the main matter. For example, you can define in the matter parameters an hour price that should be used on all transactions registered on the main matter and define another hour price in the sub-matter parameters.

If the main matter has role prices in use, it is possible to copy them also to its sub-matters in case you want to use the same role prices for the sub-matters.

The main matter's role prices are copied in a sub-matter's Role pricing folder by selecting the 'Copy role pricing from the main matter' button.

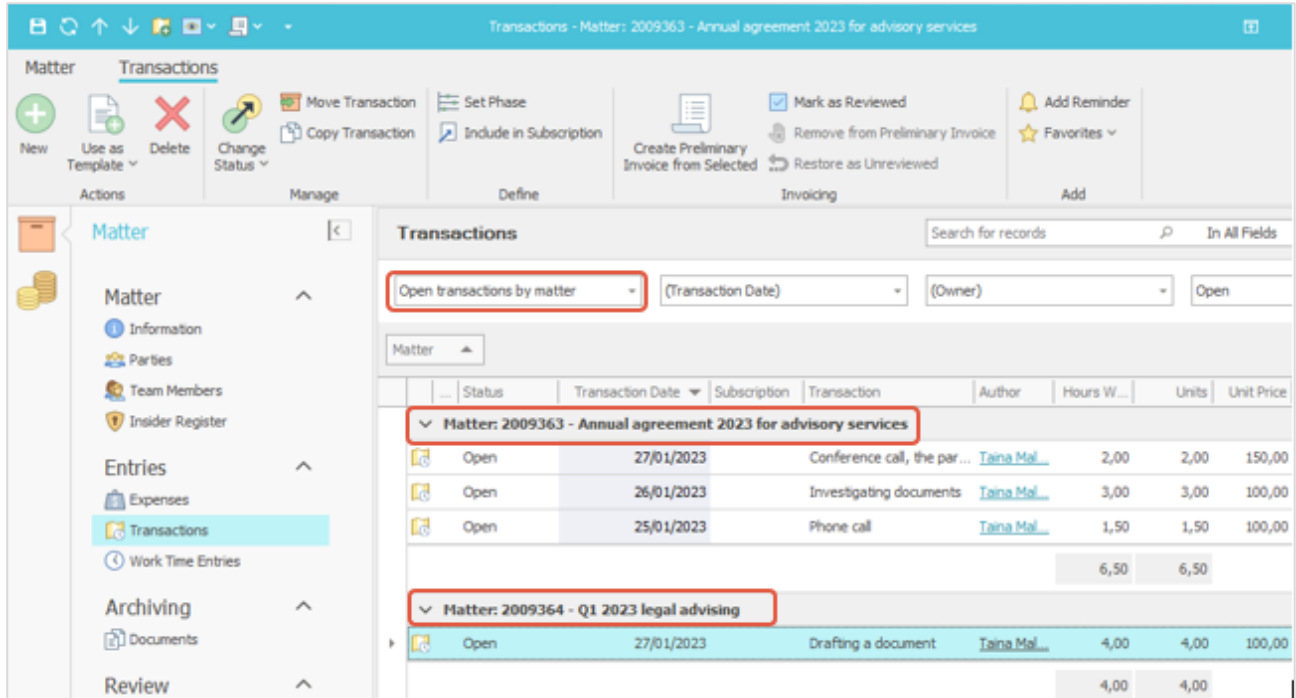
If the sub-matter already has any of the main matter roles, their hour prices are replaced with the main matter's role prices. The sub-matter's role prices which the main matter doesn't have remain unchanged.



Managing sub-matter transactions and expenses

Transactions and expenses are added in a sub-matter in the same way as in a normal matter. They are always displayed in the Transactions and Expenses folders of the sub-matter even when they are invoiced from the main matter.

If a sub-matter is to be invoiced through the main matter, its transactions and expenses can also be viewed in the Transactions and Expenses folders of the main matter by selecting the "Open Transactions by Matter" and "Open Expenses by Matter" views. Note that even if the view names include the word "Open" you can see transactions and expenses with another status by deleting the "Open" filter.



If a sub-matter is not to be invoiced through the main matter its transactions and expenses are only displayed in the sub-matter's folders.

Transactions added in a sub-matter can be moved or copied to another sub-matter, to the main matter, or to a normal matter. However, when performing these actions, make sure that the transaction's invoicing goes the desired way.

5.6. SUBCONTRACTING MATTERS

The subcontracting feature of matters enables an arrangement in which several companies using the CSI software can work on the same matter. In this case, one of the companies acts as the primary supplier and the others work in the role of a subcontractor. Subcontractors invoice the supplier for their work, who invoices the end customer.

To enable the functionality, CSI installs a service for the companies participating in the matter. The service creates a connection between the CSI databases of the supplier company and the subcontractors. In connection with the opening of the matter, the information of the matter is exported through the service from the supplier to the subcontractor. When a subcontractor adds transactions to the matter, they are sent in turn to a service where the supplier can retrieve them to their own database.

If you are interested in subcontracting, please contact the CSI Customer Support for more information.

5.7. INTERNAL MATTERS

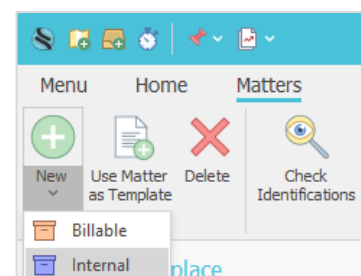
Internal matters can be used to coordinate and monitor administrative work related to non-billable matters. The matter can be either a continuous administrative, marketing or a one-off project that needs to be coordinated through activities and for which you want to track the workload spent.

In this case, the matter is opened internally, and it is not possible to add billable transactions. You cannot afterwards change an internal matter to billable.

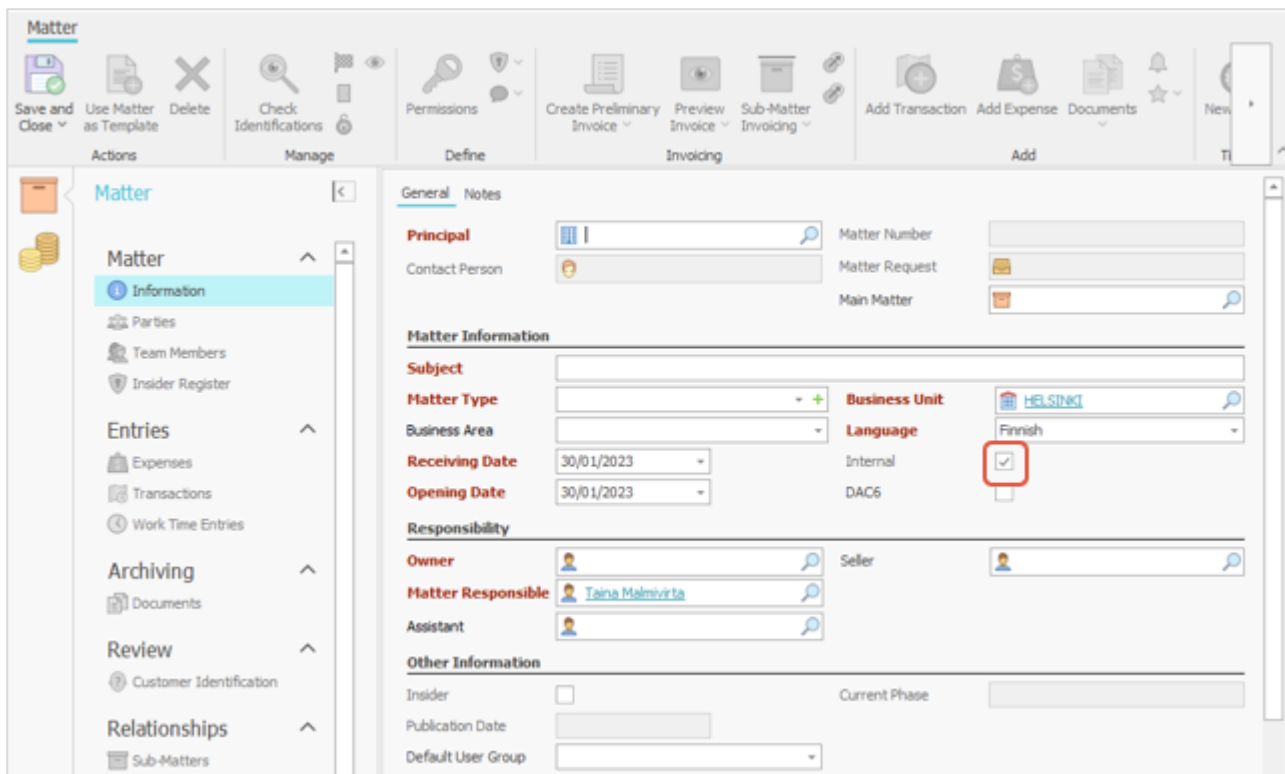
To utilize internal matters, the office is created in the software as a customer, internal matters are opened for it and an internal transaction type is added for registrations. You can then add activities to the matters, assign them to other users, and register transactions for the work done on the matter.

Opening internal matters

1. First, add your office to the software as a corporate customer. Now the office is created as a business unit only.
2. Think about the internal matters you need and open them as follows:
 - Go to the Workplace area > Matters folder.
 - On the ribbon, under the New button, click the arrow, and then select internal.
 - The software opens a window to create an internal matter. There is a check mark in the Internal field.



Complete at least the mandatory information for the internal matter:



- Your own office is chosen as matter principal and the subject is, for example, administrative work
- To add an internal matter type, first select the green plus button  at the end of the matter type field in the window that opens, and then enter the value of the new matter type, for example “Internal - administration
- The receiving date, opening date, business unit, language, and responsibility information are automatically completed, but can be changed.

3. Repeat the same steps to add other internal orders (e.g., marketing matter).

Now the necessary internal matters have been defined. You can start registering work or assign different activities to them.

Adding internal transaction types

To be able to post work to internal matters, you also need at least one internal transaction type. You can create as many of them as you want for reporting purposes.

1. Go to the settings > Common Settings > Transaction types ja create a new type.
2. Name the transaction type the way you want, select Internal to its Type field, and save.
3. Create other required internal transaction types.

Adding and monitoring internal transactions

Internal matters can be found in the Matters folder by selecting the Internal Matters view, and you can add transactions to them similarly to billable matters.

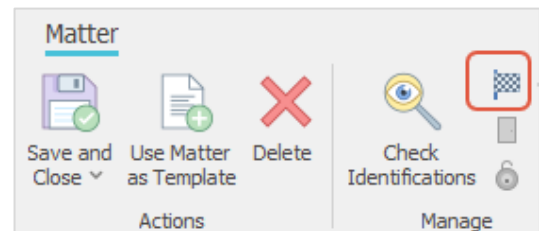
The software offers only internal transaction types, and in the transaction window you can complete the description of the transaction and add the number of hours worked.

Although the ribbon in the internal matter window has similar functionality as the one of the billable matters, the transaction added to the internal matter cannot be invoiced nor its status changed to billable. If you accidentally opened an internal matter and would like to later invoice the registered work, the only way is to transfer or copy the transactions from the internal matter to a billable matter and to modify their transaction type and pricing there.

The software provides Pivot reports “Tracking billable and administrative hours” and “Manager report - billable and administrative hours and invoicing” to track administrative work. Dashboard charts also provide diagrams for monitoring administrative work.

5.8. CLOSING MATTERS

Once the matter is completed, all its transactions and expenses invoiced and payments adjusted, the matter can be closed by selecting Close on the matter ribbon.



To ensure that the matter is not closed prematurely, a power user can define the type of information that prevents closing a matter (Settings > Parameters > Own Business Unit Parameters > Customers and Matters > Closing Matter).

A closed matter can be found in the Matters folder by selecting the Closed Matters view. If needed, you can reactivate the matter by selecting Activate on the ribbon.

A closed matter can also be archived by using the Archive button. An archived matter receives an archive number and archive location details.

6 PRICING

Most commonly, transactions are priced based on hour prices. In the software, there is a clear price hierarchy to manage pricing of an individual transaction. The power user sets default hour prices for transaction types, users, and employee roles to cover all customers and matters of the company. These default prices can be overridden with customer-specific prices which are valid for all matters of the customer or with matter-specific prices.

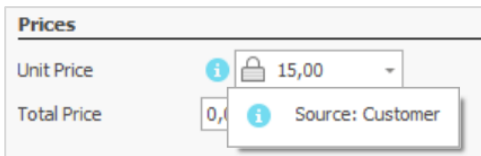
Besides the basic hour prices, the software enables setting a user-based or role-based pricing model which adds pricing options and affect the basic hour price hierarchy.

Hour prices can be edited both when adding a new transaction and during the invoicing process. Besides, the system enables adding fixed-priced transactions or defining a fixed price for the entire matter.

6.1. HOUR-PRICED TRANSACTIONS

Hour price hierarchy of different pricing models

When entering a new transaction, the hour price hierarchy defines, which price is used for it. The closer the invoice you get, the stronger the hour price is. Of all hour prices, the hour price defined for the matter in the matter parameters is the strongest and it overrides any other hour price.



You can check how the transaction's unit price is set by hovering your mouse over the information icon in front of the price field. If the hour price has been manually set, its source is "manual".

The basic hour price hierarchy can be influenced by defining pricing models at different levels. The pricing model options are **user-based**, using prices defined for customer-level or matter-level team members and **role-based**, which prices transactions based on the employee role defined for each user.

When defining hour price for a new transaction, the software checks the existence of pricing models in the following order: 1) matter, 2) customer, 3) matter's business unit 4) main business unit 5) system level. If a pricing model has been defined both for the customer and the matter, the pricing model of the matter is used.

The pricing model is set at different levels as follows:

- For a matter or a customer by selecting on the ribbon Parameters > Invoicing > Pricing > Pricing model.
- At the business unit level (by the power user) by selecting Settings > Organisation > Business Units > desired business unit > Parameters > Invoicing > Pricing > Pricing model.
- At the system level (by the power user) by selecting Settings > Application Parameters > System Parameters > Invoicing > Pricing > Pricing model.

The hour price hierarchy of different pricing models from the strongest to the weakest is as follows:

Hour price hierarchy from strongest to weakest (1=strongest)	No pricing model	User-based model	Role-based model
Hour price of the matter (in the matter parameters)	1	1	1
Hour price of the matter team member	2	2	
Hour price of the customer = principal (in the customer parameters)	3	3	
Hour price of the customer's parent company (in the parent company's parameters)	4	4	
Hour price of the customer team member	5	5	
Hour price of the user role defined for the matter	6		2
Hour price of the user role defined for the customer	7		3
Hour price of the employee role	8		4
Hour price of the user	9	6	
Hour price of the transaction type defined for the matter	10	7	5
Hour price of the transaction type	11	8	6

Defining hour prices

Hour prices at different levels are defined as follows:

Matter's hour price

1. Open the matter window and select Parameters on the ribbon.
2. Go to Invoicing > Pricing and fill in the Hour Price field.
3. The price will be used as default for all transactions added to the matter.

Matter-specific hour price for a team member

1. Open the matter window and go to the Team Members folder.
2. Select Link on the ribbon to add a new member to the matter team and define its hour price which can also be 0,00 €.
3. For the team price to work, ensure that in the matter parameters (Invoicing > Pricing) the chosen pricing model is User-based.

Customer's / parent company's hour price

1. Open the customer window and select Parameters on the ribbon.
2. Go to Invoicing > Pricing and fill in the Hour Price field.
3. The price will be used as default for all transactions added to any matter where the customer is principal.

Customer-specific hour price for a team member

1. Open the customer window and go to the Team Members folder.
2. Select Link on the ribbon to add a new member to the customer team and define its hour price which can also be 0,00 €.
3. For the team price to work, ensure that in the customer parameters (Invoicing > Pricing) the chosen pricing model is User-based.

Matter-specific hour price for a role

1. Open the matter window and go to the Invoicing area > Role Pricing folder.
2. Select Link on the ribbon and define an employee role and its hour price in this matter.
3. For the team price to work, ensure that in the matter parameters (Invoicing > Pricing) the chosen pricing model is Role-based.

Customer-specific hour price for a role

1. Open the customer window and go to the Invoicing area > Role Pricing folder.
2. Select Link on the ribbon and define an employee role and its hour price which will be used for transactions added to any matter of this customer.
3. For the team price to work, ensure that in the customer parameters (Invoicing > Pricing) the chosen pricing model is Role-based.

Hour price for a matter-based transaction type

This enables setting special hour price for one or several transaction types to be used in this particular matter only, unless there is no upper-level hour price defined.

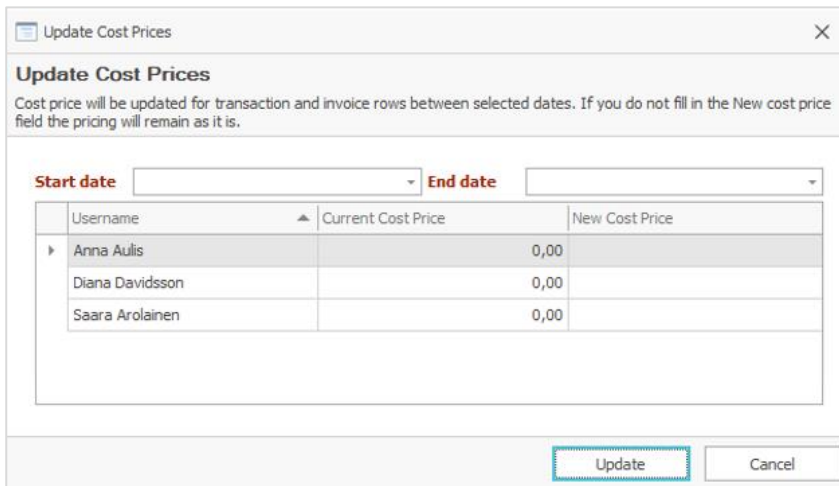
1. Open the matter window and go to the Invoicing area.
2. Open the Transaction Types folder and select Link.
3. Select from the list a transaction type and define for it a special hour price to be used in this matter only.

The hour prices for users, employee roles and transaction types are defined by the power user in the settings.

Updating cost prices for transactions and invoice rows

If cost prices of users change, the software enables updating them to registered transactions and invoice rows as follows:

1. Go to the Settings > Organization > Users. The list displays all the users in alphabetical order.
2. Select the users whose cost prices you wish to update. You can also select multiple users with the Windows commands, e.g. all users (ctrl + a), users from a specific range (by selecting two names when holding down shift) or individual users (by selecting rows when holding ctrl down)
3. Then select the Update Cost Prices button.
4. Define the Start Date and End Date fields to specify the time range for transactions whose cost price should be updated.
5. Define the required changes to cost prices of the users in the New Cost Price field. The new cost prices which still have not been updated are displayed in italics.



Username	Current Cost Price	New Cost Price
Anna Aulis	0,00	
Diana Davidsson	0,00	
Saara Arolainen	0,00	

The Update button updates all cost prices over 0 and removes italics from the values entered in the New Cost Price field. The same Update Cost Prices button is available in the window of an individual user. However, it does not update the “Cost Price” field in the user window neither enable setting to zero a user’s cost price.

6.2. SPECIAL-PRICED TRANSACTION TYPES

Besides hour-priced transaction types, the power user can define in the settings also other kind of transaction types.

A **fixed-priced** transaction type, e.g. opening of a matter, completes a transaction with a fixed price. Price adjustments and discounts have no impact on fixed-priced transactions.

A **standard-priced** transaction type is like a fixed-priced one. It adds for a transaction the pre-defined fixed price which cannot be changed. However, in the invoicing phase, standard-priced transactions are calculated to the total amount of the invoice. Thus, they are affected by the price adjustments.

A **unit-priced** transaction type enables pricing transactions based on units.

6.3. PRICE LIMIT AND PRICE ALERT LIMIT

A price limit is used when a maximum total matter price has been agreed with the customer. When the price limit has been exceeded, the software gives a warning or prevents saving new transactions. The function is an alternative to a fixed price matter so they cannot be used simultaneously.

The way the software reacts on an exceeded price limit is defined by the power user in the settings (> Application Parameters > Own Business Unit Parameters > Transaction > Transaction Parameters > Warning for exceeding price limit). The options are error, warning, and no warning.

The matter-specific price limit can now be set in the Invoicing tab of the matter. When it is reached, the software generates a warning or prevents registering new transactions according to the definition. To get a pre-warning of the price limit, the Invoicing tab also enables setting a price alert limit which is lower than the actual price limit. You can e.g., define a price limit 10 000 € and its price alert limit 9000 €.

Matters with a price limit can be tracked in the Workplace area > Matters folder by selecting the Matters with Price Limit view. It lists the matters with a price limit and price alert limit and displays a warning triangle for matters where the price limit has been exceeded.

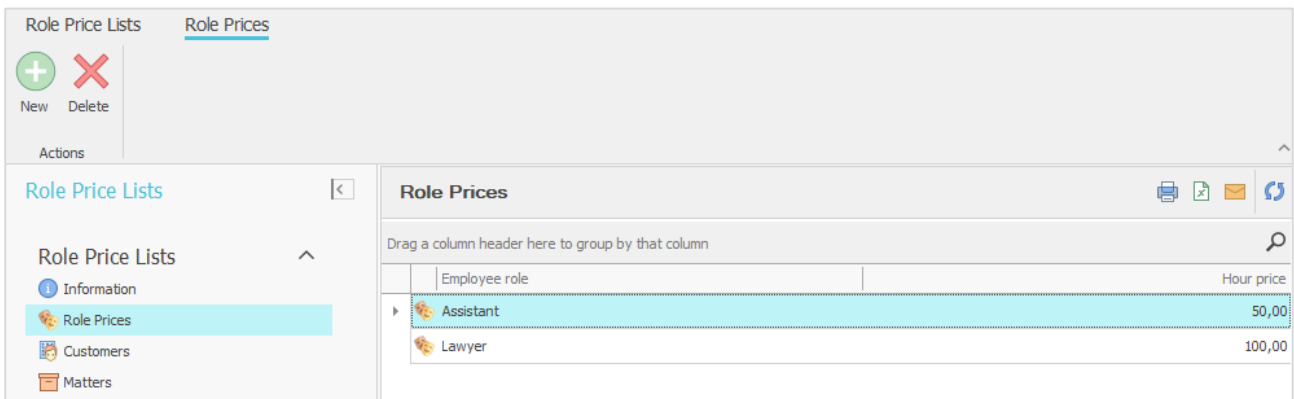
Workplace - Matters - Matters									
Search for records				In All Fields					
Matters With Price Limit	(Opening Date)	My Own							
Matter Responsible									
	Matter Number	Subject	Principal	Opening Date	Price Limit	Price Alert ...	Transactions To...	Alert Limit Exceeded	
▼ Matter Responsible: Taina Malmivirta									
	2009363	Annual agreemen...	Example Ltd	27/01/2023	10 000,00	9 000,00	750,00		
	2009364	Q1 2023 legal adv...	Example Ltd	27/01/2023	100,00	90,00	400,00		
	2009354	Annual services 2...	Kasbono Oy	15/02/2022	3 000,00	2 000,00	7 300,00		

6.4. ROLE PRICE LISTS

Role price lists make it easier to maintain role prices of different customer groups (such as domestic and foreign corporate customers) and their individual matters. Any changes to a role price list can be centrally updated to all customers and matters to which the role price has been attached. For the role price list to have an impact on transaction pricing, the role-based pricing model must be selected either in the system, business unit, customer, or matter parameters (Invoicing > Pricing).

NOTE! If you wish to add a role price list to a customer or a matter, they cannot have any other role prices at the same time. When attaching a role price list to a customer or a matter all role prices which have been manually added to them are deleted.

The power user creates role price lists in the settings (> Common Settings > Role Price Lists) by naming the role price list, defining its currency (which can also be other than bookkeeping currency) and setting prices for different employee roles. The currency of the role price list can be changed until the role price list has been attached to a customer or a matter.



Attaching role price lists to customers and matters

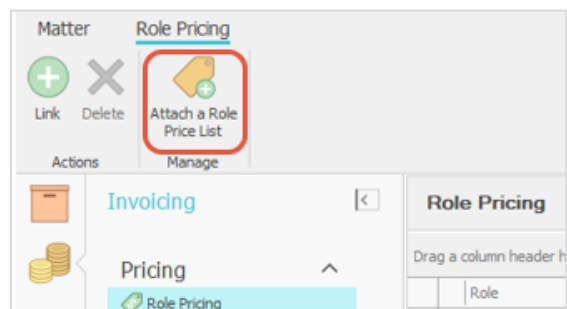
Once the role price list is ready, it can be attached to a customer or to a matter to copy both its role prices and currency.

To customers, you can attach it either in a customer's Role Pricing folder by selecting "Attach to a Role Price List" on the ribbon or in the customer parameters (Invoicing > Pricing > Role Price List). Any former role prices which have been manually added in the customer's Role Pricing folder will thus be deleted and replaced with the role prices of the role price list. The software does not warn about replacing the manually added role prices.

After this, you can still add for the customer new role prices which are not covered by the role price list. The currency of such manually added role prices will be the bookkeeping currency.

To individual matters, a role price list can be attached in a matter's Role Pricing folder by selecting the "Attach a Role Price List" button on the ribbon. The software opens a list of active role price lists having the same currency as the matter.

Selecting a role price list replaces the previously defined role prices with the role prices of the role price list. The role price list is also saved in the Role price list parameter of the matter. It can be found in the matter parameters under Invoicing > Pricing.

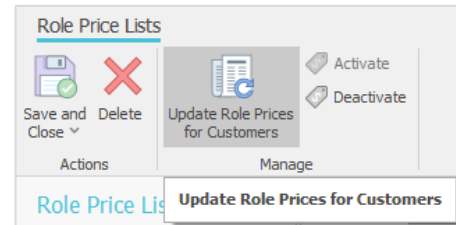


If a role price list is attached to a matter, the role prices should not be determined in any other way at the matter level. If the Add or Remove button is selected in the Role Pricing folder or a role price is double-clicked to open, the software verifies if the user wishes to disable it. Also, if the matter currency is changed after the role price list has been attached, the software asks whether the link to the role price list is to be removed.

The Role Price List window in the settings (> General Settings > Role Price Lists) offers the Customers and Matters folders, which list all customers and matters linked to the role price list but do not enable removing the links.

Updating and deactivating role price lists

When you make changes to a role price list, its window won't close until you confirm them by selecting the "Update role prices for customers and matters" button. It will apply the changes centrally to all the customers and matters to which the price list is attached. If the customer or matter has role prices that are not in the role price list, they will be deleted. **NOTE!** The changes have no impact on existing transactions.



When a role price list has been attached to a customer or a matter and a user selects either "Link" or "Delete" button in their Role Pricing folder or opens a role price row, the software checks if the current role price list should be removed from use. The "Yes" selection leaves the existing role prices in the folder but removes the role price list from the customer/matter so changes made to the role price list no longer affect them. If the role price list is removed in the customer/matter parameters, all role prices are removed from the Role Pricing folder.

If a role price list is deactivated it can no longer be selected for a customer or a matter, but the role price list and its role prices remain in the customer / matter until role prices are manually edited. If necessary, you can reactivate a deactivated role price list. If the role price list is deleted, the software removes it from the parameters of all customers and matters. The role prices added to customers and matters will remain in effect, but in the future changes to them must be made manually.

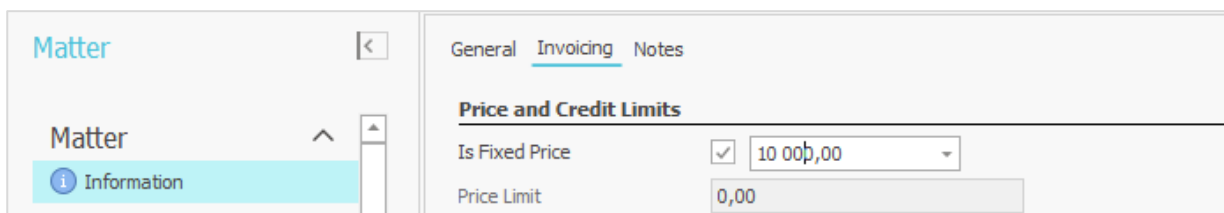
6.5. FIXED-PRICED MATTERS

You can define a fixed price for a matter, for example if you have agreed a specific amount to be invoiced regardless the actual amount of work or possible discounts.

Any matter can be defined as fixed-priced unless it has been invoiced. If a preliminary invoice has already been created, it must be rejected before defining the fixed price. A fixed price can also be defined for a matter in different currency. **NOTE!** The fixed price only applies for the registered transactions. It has no impact on expenses.

The fixed price is defined as follows:

1. Go to Invoicing tab of the matter window and select the Is Fixed Price check box.



2. The software will give you a warning that all the discounts will be ignored when invoicing a fixed price matter. Confirm by selecting Yes.

3. The Is Fixed Price field is now activated, and you can enter the agreed (net) price.
4. Save and Close.
5. The fixed price matter is notable for its  icon in the Matters list.

When invoicing, a fixed price matter requires a price adjustment.

1. Create an invoice. The software will notify you about the needed price adjustment.
2. Accept the price adjustment.
3. The software will either reduce or increase the total amount of the transactions to make it match with the agreed fixed price.

If an already invoiced fixed-priced matter is changed into a standard price matter, it cannot be reverted to a fixed-priced afterwards.

6.6. SUBSCRIPTIONS

Subscription enables invoicing a matter, for example, monthly with a fixed seasonal fee agreed with the customer. When you define how often a subscription fee is invoiced and for how long the subscription is valid, the software automatically creates the fixed-price transactions according to the definitions. When you register transactions and attach them to the subscription, the software changes them as zero-priced.

Note that if you handle matters through main and sub-matters, the subscriptions are only available for sub-matters that are billed through the sub-matter. To subscriptions defined on the main matter you can only attach transactions that are registered to the main matter.

Even if the customer only gets an invoice with the subscription fee, you can still track the actual work amount and ensure that the contract made with the customer remains profitable. You can also reward lawyers based on their hours worked, or, if you prefer, show the customer the amount of work done for the matter in the invoice specification.

The subscription is not active by default. The power user can activate it in the settings > Application Parameters > System Parameters > General > Application Features > Subscription in use. When using the subscription, it is also advisable to define the invoicing period for the business unit.

Creating subscriptions

You can create one or more subscriptions for a matter in the matters Subscriptions folder.

1. First, define an invoicing period in the business unit, customer, or matter parameters (Invoicing > Invoicing Period > Invoicing period to use).
2. Create a new or open an existing matter.
3. Go to the Subscriptions folder and select New. The Subscription window opens.

General
Description

Matter
Annual agreement 2023 for advisory services

Transaction Information

Start Date
30/01/2023
Author
Jari Lo

Transaction
Monthly fee for advising services

Transaction Type
Service agreement

Invoicing Information

EUR

Unit Price
3 000,00

Units
1,00 pc.

Price
3 000,00

Recurrence Information

Calculation Method

Recurrence Pattern

☐ Daily
☒ Day 30 of every 1 month(s)
☐ Weekly
☐ The Last Monday of every 1 month(s)
☒ Monthly
☐ Yearly

Range of Recurrence

Start: 30/01/2023
☐ End by: 30/10/2023
☐ End after: 10 occurrences
☒ No end date

4. Add the start date and the transaction name and select the transaction type if it is in use.
5. If necessary, edit the subject and/or author of the transaction. A fixed-priced transaction is registered to the author selected in the field.
6. In the invoicing information, define the unit price and number of units.
7. Define the recurrence, e.g. the first day of each month and the end date, if required.
8. Save the subscription.

The current month's transaction is automatically created according to the definitions made. The transaction is displayed in the Transactions folder of the Subscription window.

Matter
Transactions

Matter
Information
Parties
Team Members
Insider Register
Entries
Expenses
Transactions

Transactions

Search for records
In All Fields

Open Transactions
(Transaction Date)
(Owner)
(Status)

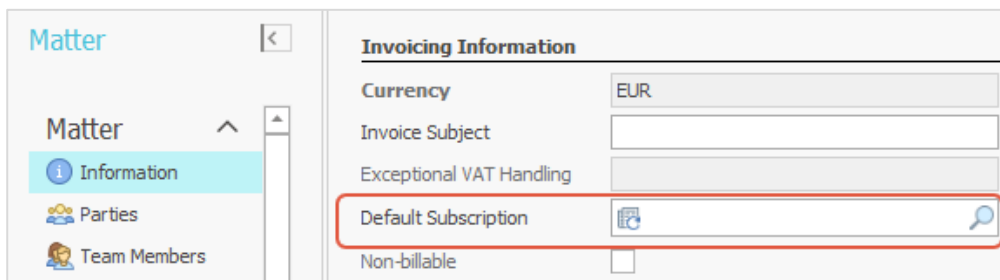
Author

	Status	Transa...	Subscription	Transaction	Hours Worked	Units	Unit Price	Total Price	Created
Author: Jari Lo									
Open	30/01/2023	Monthly fee for ...	Monthly fee ...	0,00	1,00	3 000,00	3 000,00	30/01/2023	
				0,00	1,00		3 000,00		

When an invoice is created of a transaction of the subscription, the following month's transaction is created automatically. However, if the transaction is not invoiced, the next subscription transaction can be created by selecting "Create Next Subscription Fees" on the ribbon. If invoicing period is not in use, the software will create only one transaction at a time, in accordance with the terms of the subscription.

If you change the subscription settings, the software will ask if the automatically generated uninvoiced transactions should be deleted. If you select Yes, they will be deleted, and new transactions created according to the new settings. Selecting No will leave the uninvoiced transactions as they are.

If you want the subscription to be completed as a default to each transaction added to the matter, you can select it in the Default Subscription field on the matter's Invoicing tab.



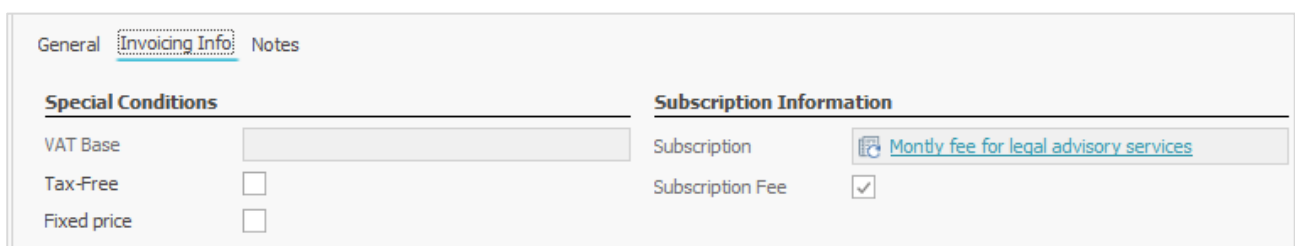
The screenshot shows the 'Matter' window with the 'Invoicing Information' tab selected. The 'Default Subscription' field is highlighted with a red box, indicating it is the field to be modified. The field contains a search icon and a magnifying glass icon.

The default subscription that is automatically added to a transaction can be deleted or changed on the Invoicing tab of the transaction.

Adding transactions to a subscription

You can add transactions in a normal way to a matter defined with a subscription. If the transaction is covered by the subscription, it can be included in the subscription by clicking the Include in Subscription button on the ribbon. At the same time, the software changes the price of the transaction to zero.

You can make limited changes to subscription-based transactions. In the Transactions folder of the Subscription window, you cannot change them at all, but you can make some changes to the information in the Transactions folder of the matter. Automatically generated transactions cannot be deleted, their date cannot be changed, and the subscription link displayed on the Invoicing Information tab cannot be deleted.



The screenshot shows the 'Invoicing Info' tab with two sections: 'Special Conditions' and 'Subscription Information'. The 'Special Conditions' section includes fields for 'VAT Base', 'Tax-Free', and 'Fixed price'. The 'Subscription Information' section includes fields for 'Subscription' (with a link to 'Monthly fee for legal advisory services') and 'Subscription Fee' (with a checked checkbox).

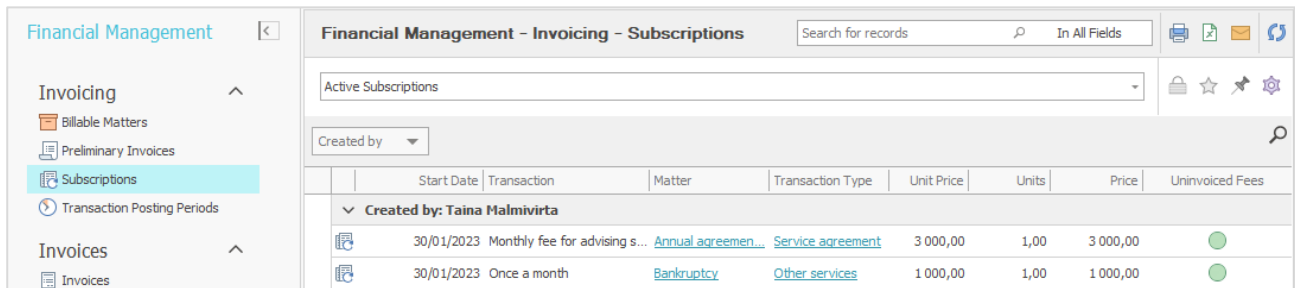
When a manually created transaction is included in a subscription, its total price is reset and cannot be changed. If you remove the subscription link from a transaction, the total price is recalculated.

Views in the Transactions folder of the subscription group transactions based on whether they were created automatically as subscription fees or attached to the subscription manually.

Invoicing transactions related to a subscription

When you create an invoice from a subscription, you should not that the transactions that are manually included in the subscription do not automatically become invoiced. These zero-priced transactions must be included separately in the invoice. Otherwise, they will remain uninvoiced with the status Open.

In Financial Management, the views in the Subscriptions folder contain an Uninvoiced Fees column that displays whether the subscription includes uninvoiced subscription fees (green = yes, red = no).



Start Date	Transaction	Matter	Transaction Type	Unit Price	Units	Price	Uninvoiced Fees
30/01/2023	Monthly fee for advising s...	Annual agreemen...	Service agreement	3 000,00	1,00	3 000,00	●
30/01/2023	Once a month	Bankruptcy	Other services	1 000,00	1,00	1 000,00	●

If you do not wish to display zero-priced transactions in the customer's invoice specification, you can define it in the Invoice Printing Parameters window.

Not all transactions added to the matter may be covered by the subscription. If they are not included in the subscription, they will be invoiced as normally invoiceable transactions.

Deleting subscriptions and related transactions

Fixed-priced transactions created based on the subscription cannot be removed directly from the transaction list. If you want to remove them, do the following:

1. Open the Subscription window and edit any information about the subscription, e.g. the amount of the subscription.
2. When saving the changes, the software will ask whether open transactions created in accordance with the subscription will be deleted and replaced with new ones.
3. If you answer yes, the software will replace the previous subscription transactions with new transactions in accordance with the new specifications.

The entire subscription can only be removed from the Delete button if it does not yet have any transactions. Otherwise, the contract price can only be deactivated:

1. Go to the Subscriptions folder of the matter and select Deactivate on the ribbon.
2. The software will ask if you wish to delete all the uninvoiced fees of the subscription.
 - Selecting Yes will delete all open transactions created based on the subscription as well as the subscription itself. However, it leaves under the matter all transactions included manually in the subscription.
 - Selecting No will deactivate the subscription but leaves all transactions as they are.

When a subscription is disabled or deactivated, the transactions added manually to it remain under the matter as zero-priced and with the status open. To restore the actual price of the transactions, the subscription link must be removed from their Invoicing tab. The removal can also be done as a mass operation by selecting the

matters from the list and the Include in Subscription button with an empty value on the ribbon, in which case the software will return the actual prices of the transactions.

If the subscription is deactivated, the related fixed-priced transactions will also remain open. If necessary, they can be removed from the list of open transactions, for example by specifying them as non-billable. A deactivated subscription can be reactivated in the Subscriptions folder of the matter by selecting the Deactivated Subscriptions view, then the desired subscription, and Activate on the ribbon. All active and inactive subscriptions are also displayed in the Financial Management (Invoicing > Subscriptions folder).

6.7. DISCOUNTS

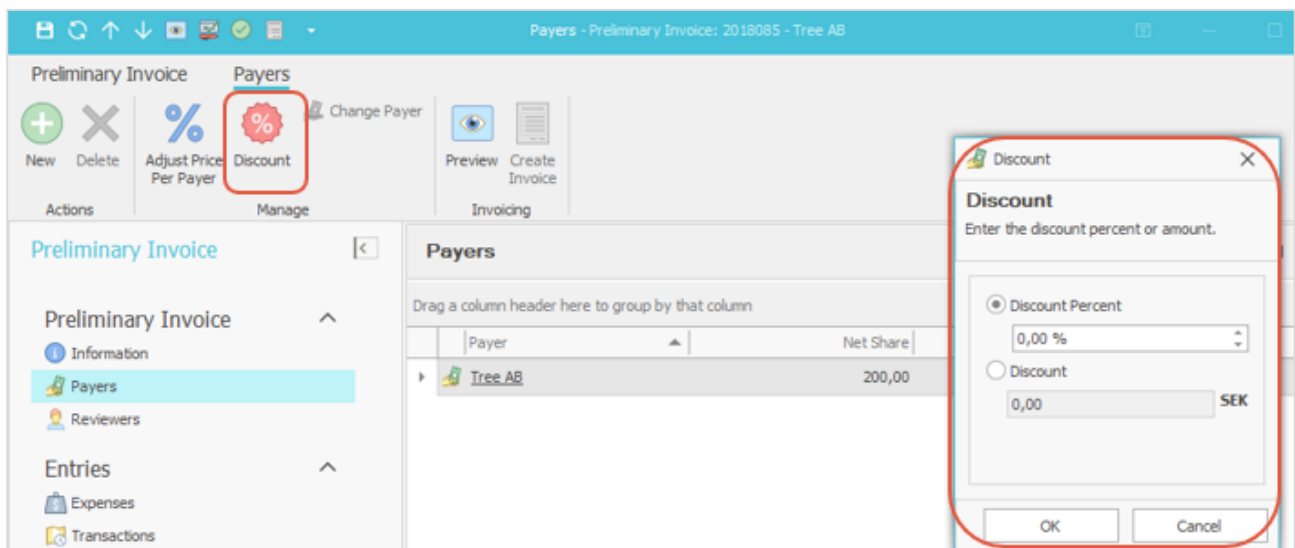
Discounts at different levels

You can give discount at various levels: customer-based, matter-based, or invoice-based. In theory, you could also define a discount percent at the business unit level to be applied for all customers.

If a business unit level discount has been defined, you can overwrite it in the customer parameters by defining a customer-specific discount percent. Alternatively, you can define a customer-specific discount table for longer-term invoicing purposes.

For a matter, discounts are defined in the Parties folder as a party-specific discount percentage, and such discount will override any other discounts.

A discount for an invoice can be defined in the preliminary invoice phase by going to the Payers folder, selecting the payer and the Discount button on the ribbon.



In the Discount window, you can either define the discount percentage or enter the discount amount. If a discount percentage has been defined for the customer (in the customer parameters or for the parties of the matter) or if the customer has a discount table, the discount is displayed in the window. You can edit it or set it to zero to create an invoice without giving discount.

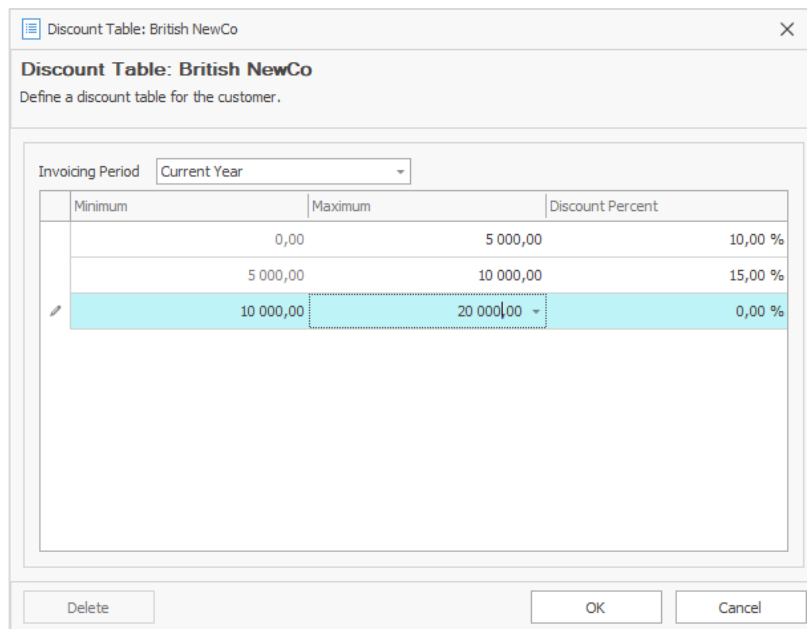
In the invoice, the discount is displayed as a separate row, and applied to the net value of the transactions. It has no impact on fixed-priced transactions or expenses.

Discount tables

A discount table can be defined both for corporate and private customers. Its purpose is to set euro-based limits after which the customer is granted a certain discount percent. **NOTE!** When using the discount table, it is important to note its limitations. If the discount table is defined for example for a calendar year, all transactions belonging to that year should be registered and invoiced by the end of the year.

To add a discount table, follow these steps:

1. In the customer list or in the customer window select Discount Table on the ribbon.
2. First, select the invoicing period for the discount table. Current Quarter resets to zero each quarter end, Current Year resets to zero each year end and Cumulative 12 Month; uses the past 12 months for the calculation.
3. Next, click the top row of the table and define a maximum and its discount percent. The system sets automatically 0,00 as the minimum. If there are several discount levels, add new limits by entering only the maximum and its discount percent. After defining all the required levels, save by pressing OK



Minimum	Maximum	Discount Percent
0,00	5 000,00	10,00 %
5 000,00	10 000,00	15,00 %
10 000,00	20 000,00	0,00 %

The discount table is valid for all matters where the customer is in a payer role. The discount for each invoice is calculated based on the actual invoicing situation. In case an invoice gets cancelled, the value of the cancelled invoice is deducted from the customer total when calculating the discount for the next invoice.

The discount table can be deleted by opening it and selecting Delete after which the software still requires a confirmation. Deleting a discount table has no impact to the invoices which have already been created.

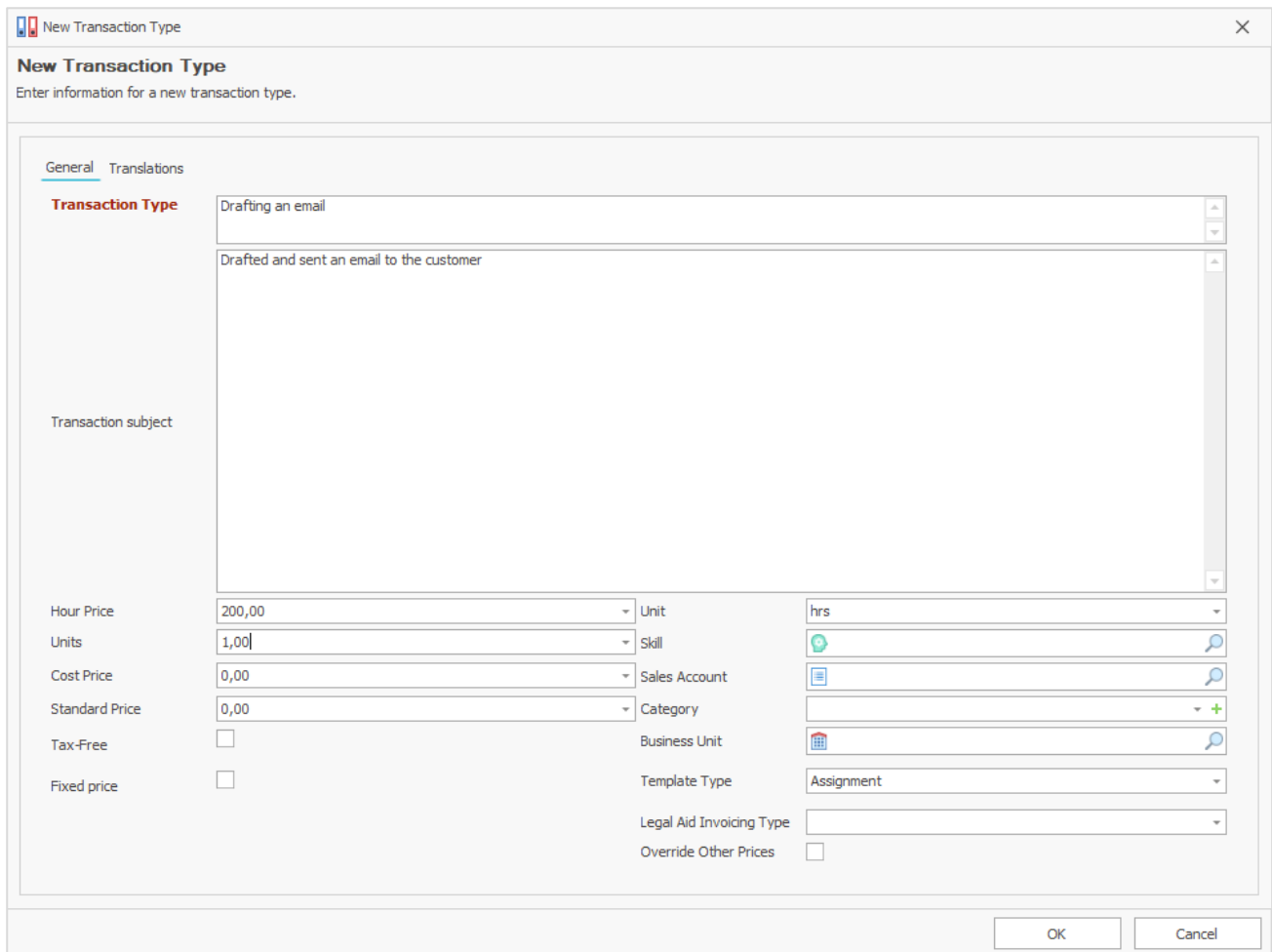
7 TRANSACTIONS

There are several ways to add transactions in the software and copy or move them from one matter to another. To unify entries, transactions are often made by utilizing transaction types. To get transactions registered and invoiced on time, the power user take into use transaction posting periods for users.

7.1. TRANSACTION TYPES

To speed up and unify transaction entries, transaction types can be taken into use, and their use made either mandatory or optional.

The power user defines transaction types in the settings (> Common settings > Transaction types) according to the company's operations. The default hour price and estimated duration can be added to the transaction type. The transaction text description attached to the transaction type is copied to the transaction to make the contents of the invoice appear more consistent. In addition to the billable transaction types, the power user can also create internal transaction types that are used internally to add the company's administrative work by defining the Type field as internal.



If the use of a transaction type is made mandatory, the adding of a new transaction always begins with the selection of the transaction type.

Look Up Records
Type the information you are looking for in the Look for box and click Find. Then, select the {0} you want and click OK.

Transaction Types

In All Fields
Print
Export
Refresh

Lock

	Transaction Type ▲	Billable Hours	Standard Price	Hour Price	Template Type ▼
▶	Appointment	0,00	0,00	0,00	Assignment
	Court Appearance	0,00	0,00	0,00	Assignment
	Drafting a Document	0,00	0,00	0,00	Assignment
	Drafting an email	1,00	0,00	200,00	Assignment

If the power user has set a default transaction type for a business unit or a matter, the transaction window opens without a selection box, and the transaction type can be changed in the window if necessary. The transaction type selection box is also ignored when the transaction type is not mandatory. However, in the transaction window, you can select the appropriate type for the transaction.

7.2. TRANSACTION DETAILS

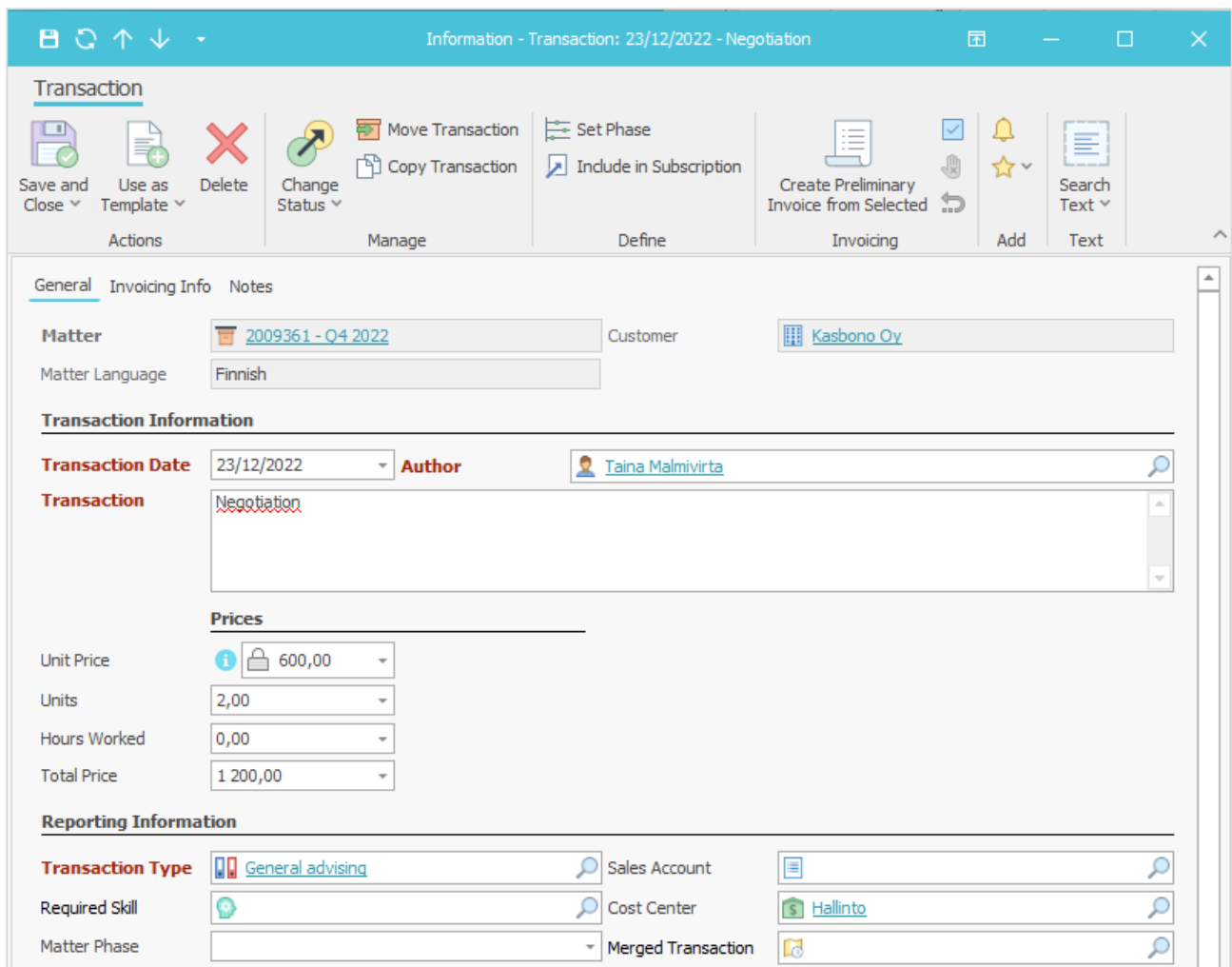
The details of the transaction are divided into the General and Invoicing Info tabs. The Notes tab allows you to add notes about the transaction.

General tab

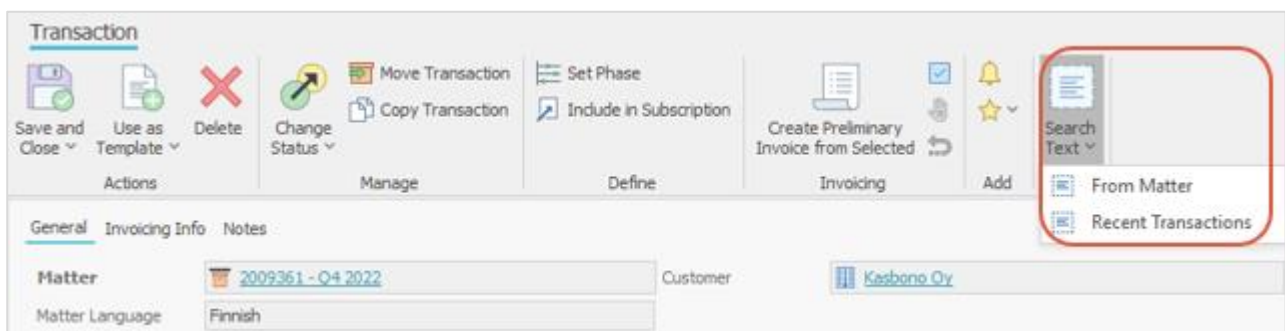
To the matter field, you complete the matter in which the transaction is added. It is automatically completed if the transaction is added through a matter. When selecting a matter, the Customer field is completed by the matter principal and the matter language and currency fields are also automatically completed with the matter information.

The transaction date is printed on the invoice specification, and it is the current day by default. In the Author field, select the author of the transaction (by default the current user), which is to be displayed on the invoice specification.

A description of the transaction entered in the transaction field appears in the invoice specification. If transaction types are enabled, a description of the transaction type is copied to the field, which can be edited if needed.



The Search Text button on the ribbon can be used to copy a description of the transaction previously added by the author in the same matter or of all transactions added by the author during the last 30 days. In this case, the description of the selected transaction replaces the original one. The software checks the spelling of the field.



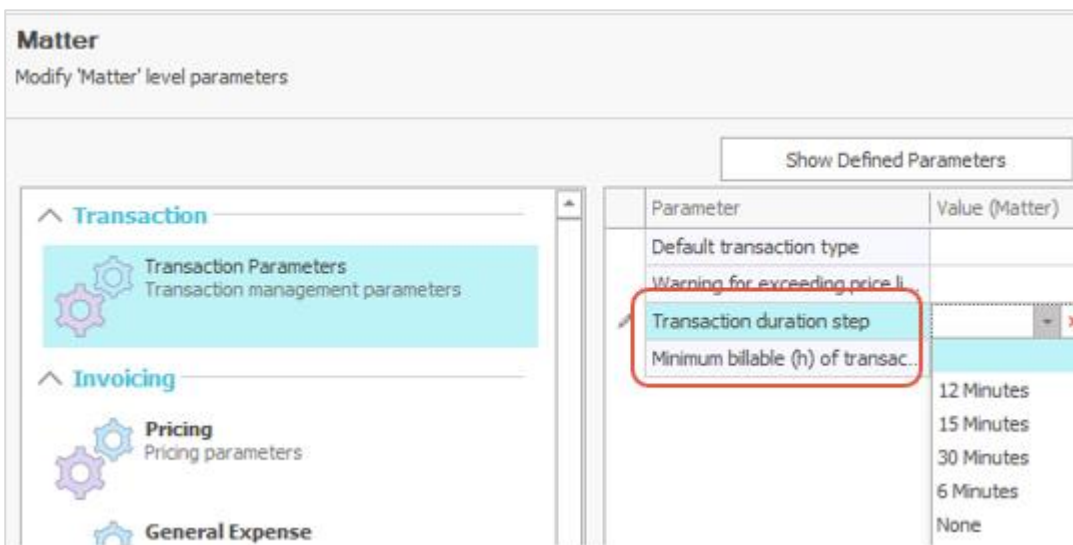
The price of the transaction is determined by the Unit Price and Billable Hours fields. In standard price transactions both fields are inactive.

In the Unit price field, you enter the hour price of the transaction as net. The power user can limit hour price editing only to a specific user group in the settings (> Application Parameters > System Parameters / Own

Business Unit Parameters > Transactions > Transaction Parameters > Allow hour price editing only to a user group).

Based on the unit price and hours in the Billable Hours field, the Total Price is calculated for the transaction. In unit-priced transactions, hours are replaced by the number of units. Billable hours can be printed on the invoice specification page. By default, the hours worked are the same as the billable hours. They are for internal monitoring and are not printed on the invoice.

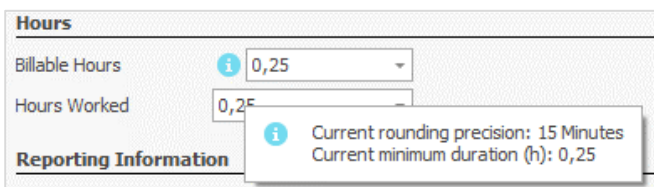
By default, the time spent on the transaction can be added based on the nearest minute, but for entering hours, you can also specify an abnormal rounding precision at the following levels from the weakest to the strongest: user's business unit, matter's business unit, user, customer, and matter. The options are 6,12,15 and 30 minutes, and the definition is made in the parameters for each level by selecting Matters > Matter parameters > Transaction duration step.



The screenshot shows the 'Matter' parameters window with the 'Transaction' section expanded. The 'Transaction duration step' dropdown menu is open, showing options: 12 Minutes, 15 Minutes, 30 Minutes, 6 Minutes, and None. The 'Transaction duration step' is highlighted with a red box.

In addition, a minimum duration can be set for the transaction at the following levels from weakest to strongest: business unit, user, customer, and matter. This definition is also made in the parameters for that level under Matter > Matter parameters > Minimum billable (h) of transaction.

If rounding precision or minimum duration is set to enabled, they appear in the transaction window by hovering the mouse over the icon in front of the Billable hours field. If the value entered in the field is below the minimum duration or does not follow the rounding rule, the software rounds the value up when you move out from the field.



The screenshot shows the 'Hours' window with the 'Billable Hours' field set to 0,25. A tooltip is displayed over the field, showing: 'Current rounding precision: 15 Minutes' and 'Current minimum duration (h): 0,25'.

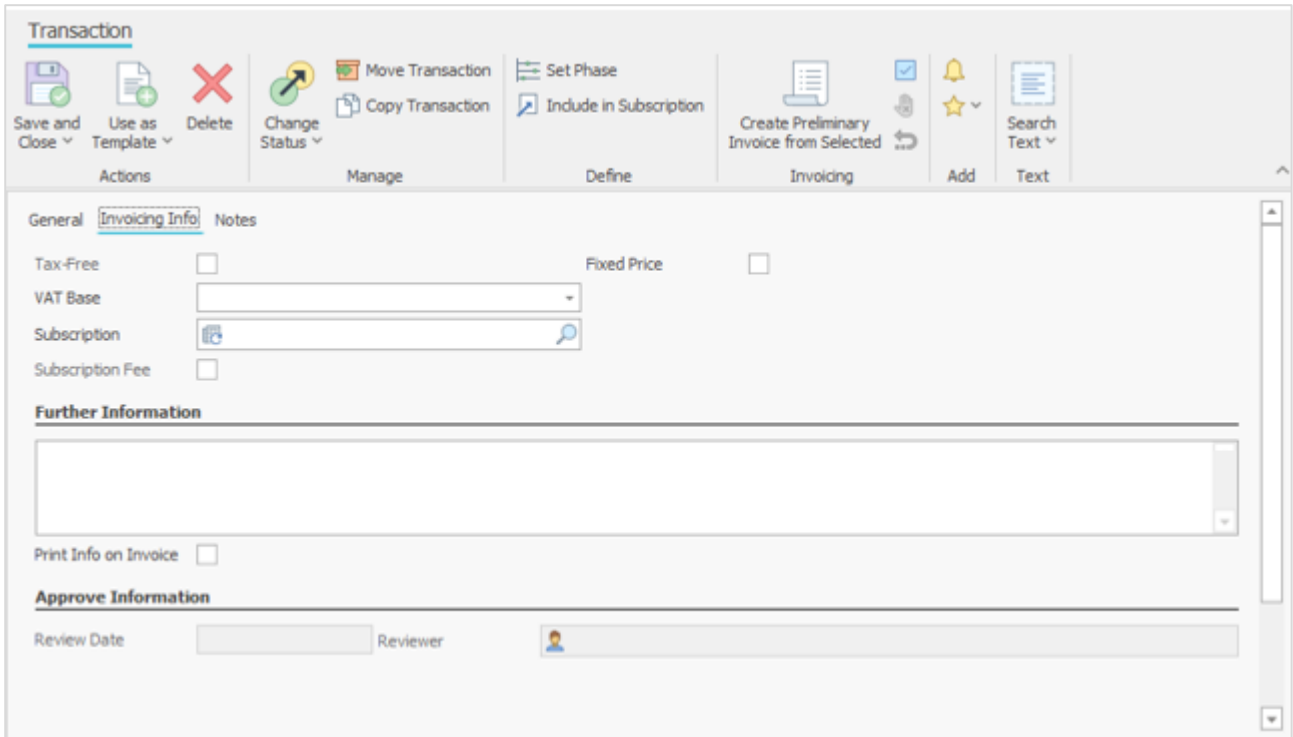
In the transaction type field, it is still possible to change the transaction type selected for the transaction.

An accounting sales account and a cost center can also be specified for the transaction. The sales account and cost center marked on the transaction are also copied to the transactions, but the cost center set for the transaction author overrides the cost center at the matter level. However, reporting is often done according to matter level cost center.

The Required Skill field shows the skill that is required for the transaction.

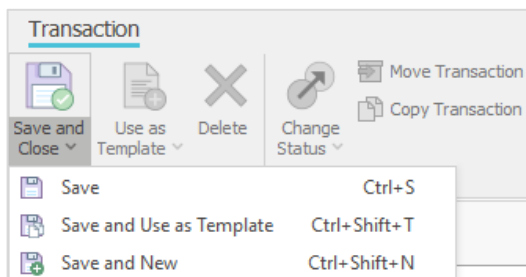
Invoicing Info tab:

On the Invoicing Information tab, you can enter transaction information that affects invoicing.



- In the VAT Base field, you can specify a different VAT base for the transaction if it is allowed in the settings (> Application parameters > Own Business Unit parameters > Transaction Parameters > Transaction VAT base selectable).
- Tax-free is automatically selected if the VAT base for the transaction is tax-free.
- Selecting the Fixed Price field sets the transaction to a fixed price, so that any discounts or total changes to the invoice do not affect its price.
- The Further Information field allows a more detailed description of the transaction. If Print Info on Invoice is selected, the text is also printed on the invoice below the text in the transaction field. The software checks the spelling of the field.
- The fields in the Approve Information section are automatically completed when the transaction is marked as reviewed on the preliminary invoice.

Once all the necessary information has been entered, there are several options for saving the transaction.



- The Save button saves the transaction and still leaves the transaction window open.

- The Save and Close button saves the transaction and closes the transaction window.
- The Save and Use as Template saves the added transaction, closes its window, but at the same time opens a new transaction window and imports from the previous transaction its transaction type, matter, date, author, and transaction text.
- The Save and New button saves the entered transaction, closes its window, and opens the transaction type list to start adding a new transaction.

7.3. WAYS TO MAKE TRANSACTION ENTRIES

The software offers several options for adding transactions, from which you can choose the most suitable for each situation.

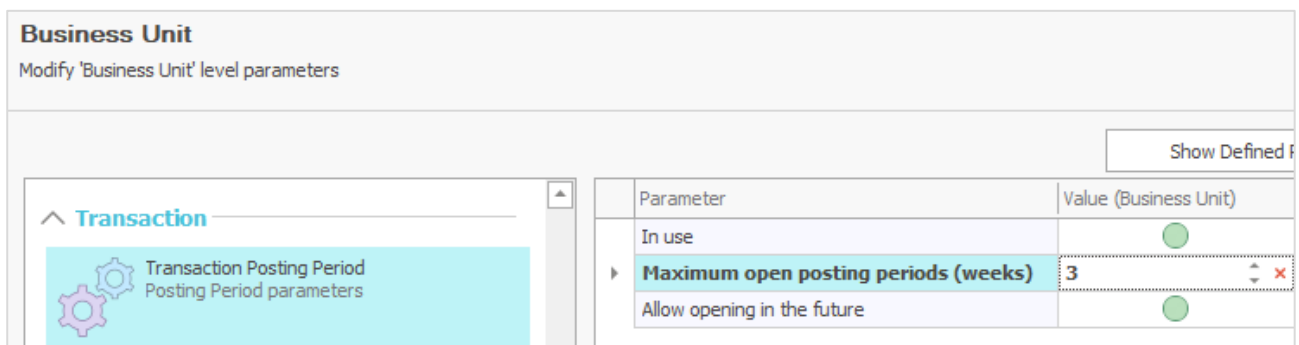
Most commonly transactions are added in the Workplace area either in the Matters and Transactions folder or in the Transactions folder of the Matter. You can also add transactions with the transactions button  on the top bar of the software and the Ctrl+T combination in any software window.

You can also add transactions separately with the MyDesk desktop application and with mobile devices if the CSI Mobile app has been enabled.

Defining transaction posting periods

The period in which the transactions are to be added can be managed using the transaction posting periods. The functionality makes it easier to get transaction entries to the software, so that invoicing can be done on time.

The functionality is activated in the settings in the system or business unit level parameters > Transactions > Transaction Posting Period.



Business Unit
Modify 'Business Unit' level parameters

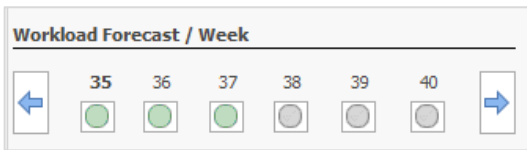
Transaction Posting Period
Posting Period parameters

Parameter	Value (Business Unit)
In use	☒
Maximum open posting periods (weeks)	3
Allow opening in the future	☒

Show Defined Parameters

Selecting the In use field activates the posting periods and changes the circle to green. You must also specify how many weeks = posting periods the user can have open at a time, and whether posting periods can also be opened for future weeks.

After the setup, the user can only post transactions for their open periods and manage their own posting period by opening new weeks from the Workload Forecast / Week button that opens from the bottom bar of the software. The posting periods that are open to the user are displayed in green.

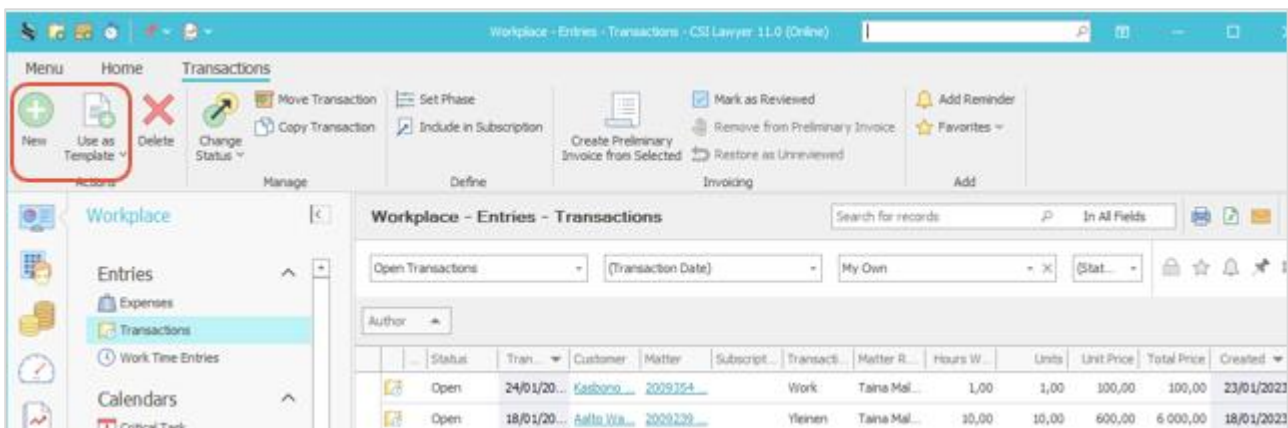


With the opening of a new period, the oldest open period will be locked, so all its postings must be made before opening the new period. The software will provide a warning to the user when a new period is opened.

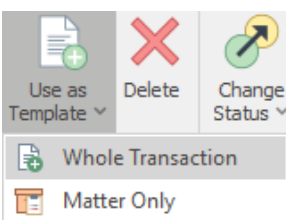
Transaction posting periods do not affect power users, who can post transactions for any period of time and do not even see the transaction posting periods option.

Adding transactions in the Transactions folder

If you repeatedly post similar types of transactions to different matters, it is easiest in the Transactions folder, which displays transaction entries regardless of the matter. For example, select the appropriate view and use the transaction date option to limit the list to only the current week's entries.



Use the New button to create a new transaction using an empty transaction window, and use the Use as Template function to take advantage of previous posting as a basis for a new one:

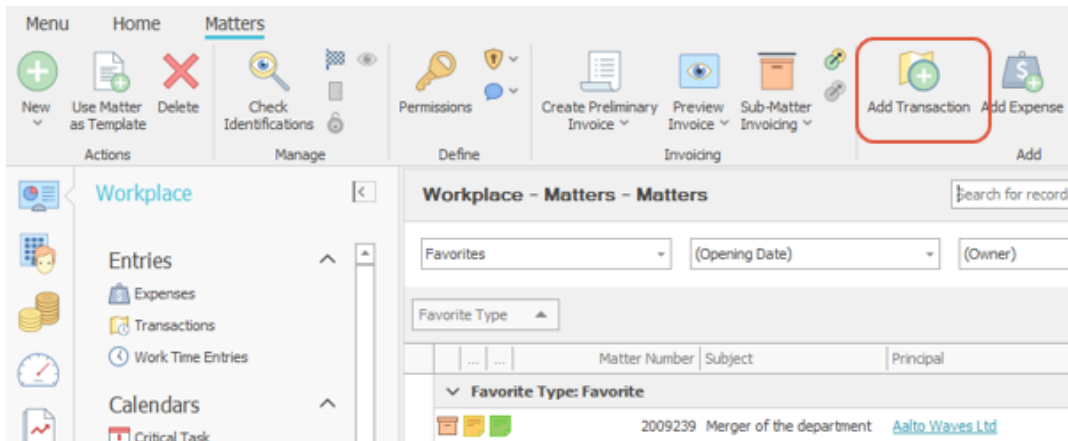


Select **Whole Transaction** to copy all the transaction information as the basis for the new posting and edit it as needed. The action copies all transaction details except the transaction's hour price, always determined based on the current price information, and the Total field which is calculated using the up-to-date hour price.

Select **Matter Only** to copy only the matter from a previous transaction.

If you often add the same transactions, setting them as a favorite allows you to use the same text template and speeds up adding transactions:

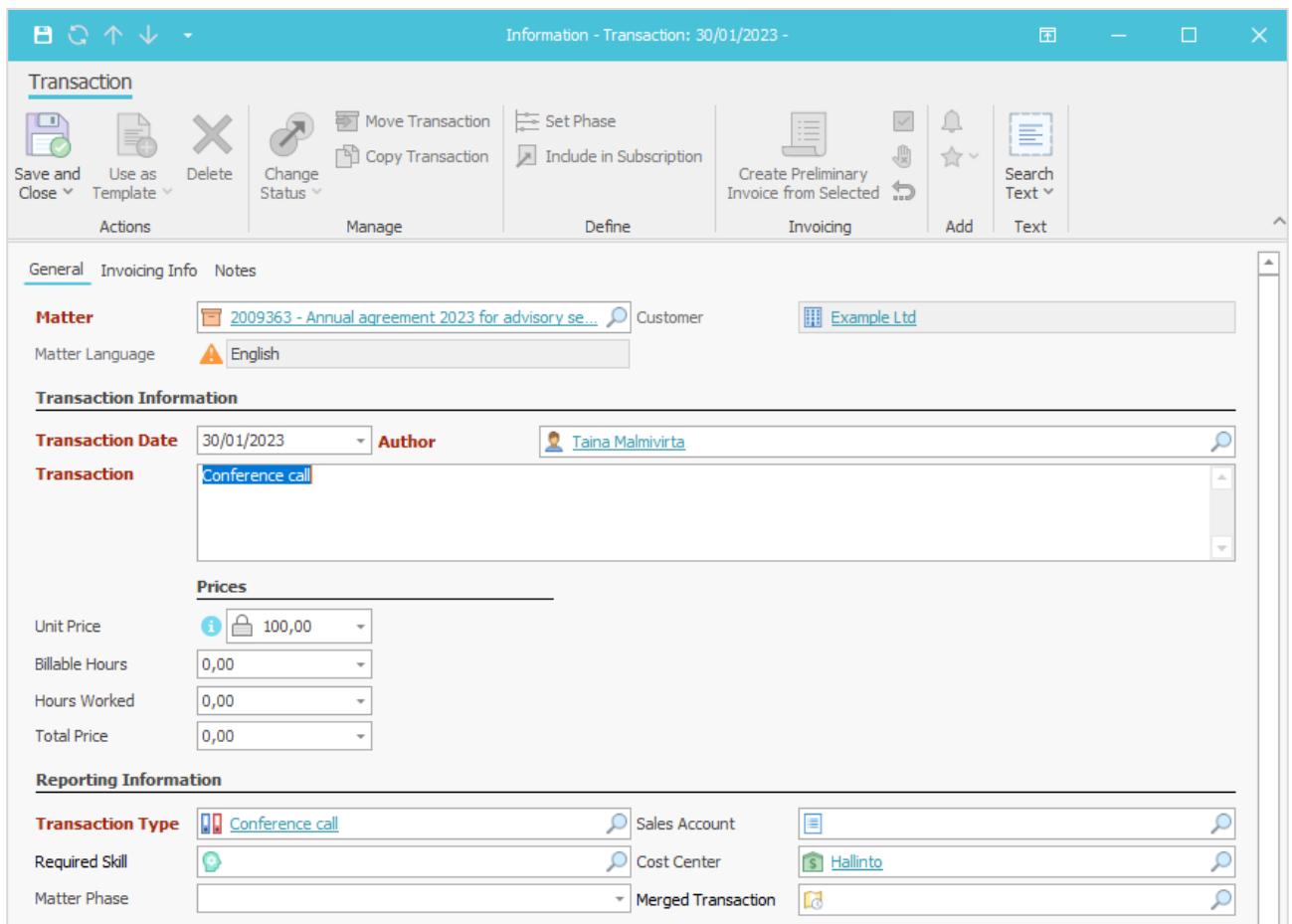
1. To make a transaction a favorite, place the cursor on top of it in the transaction list, and then click Add to favorites on the ribbon.
2. Then, set the My favorites view in the transaction folder as the default by selecting the  icon, so that it opens each time you go to the folder, or use the button  to pin the view to the top bar of the main software window, from where you can open it directly.
3. After setup, you can quickly find your favorite transaction and select it as the basis for new transactions by selecting the Use as Template button.



Adding transactions in the Matters folder

If you make multiple entries for specific matters, the easiest way to do them is in the Matters folder, which will automatically update the matter information to the transaction.

1. Choose the matter from the list, and then click Add Transaction on the ribbon.
2. In the window that opens, select the appropriate transaction type (if transaction type is enabled)
3. Complete the transaction information.



- Check the transaction date and author that have been pre-updated in the window
 - Complete the text of the transaction (max 1000 characters), in which you can also retrieve the text template from the matter or from previous entries with the Search text function on the ribbon.
4. Complete the transactions worked and billable hours and prices.
- Billable hours are copied to Hours worked.
 - If you choose to print hours per transaction on the invoice, only the billable hours are displayed.
 - One hour equals 100 units.
 - The lock freezes a transaction's unit price so that changes of any transaction details (e.g. matter, author or transaction type) have no impact on it. The lock remains also when moving or copying the transaction or when editing unit price for multiple transactions at a time. You can remove the lock by reselecting the icon.
 - If you edit a transaction's Total Price field manually so that the units * unit price no longer is the total price, the Total Price field is highlighted and provided with an icon. If you then edit units or the unit price, the Total Price is re-calculated, and the highlighting and the icon will disappear.
 - **NOTE!** If minimum billable hours or a transaction duration step have been set in your company, it may affect the values entered to the fields.
5. Save the transaction by clicking on either Save or Save and Close.
- If a user accidentally tries and save a zero priced transaction and the "Warn about zero priced transaction" parameter in the settings (> Application Parameters > System Parameters > Transaction > Transaction Parameters) has been activated, the software requires a confirmation for it from the user.

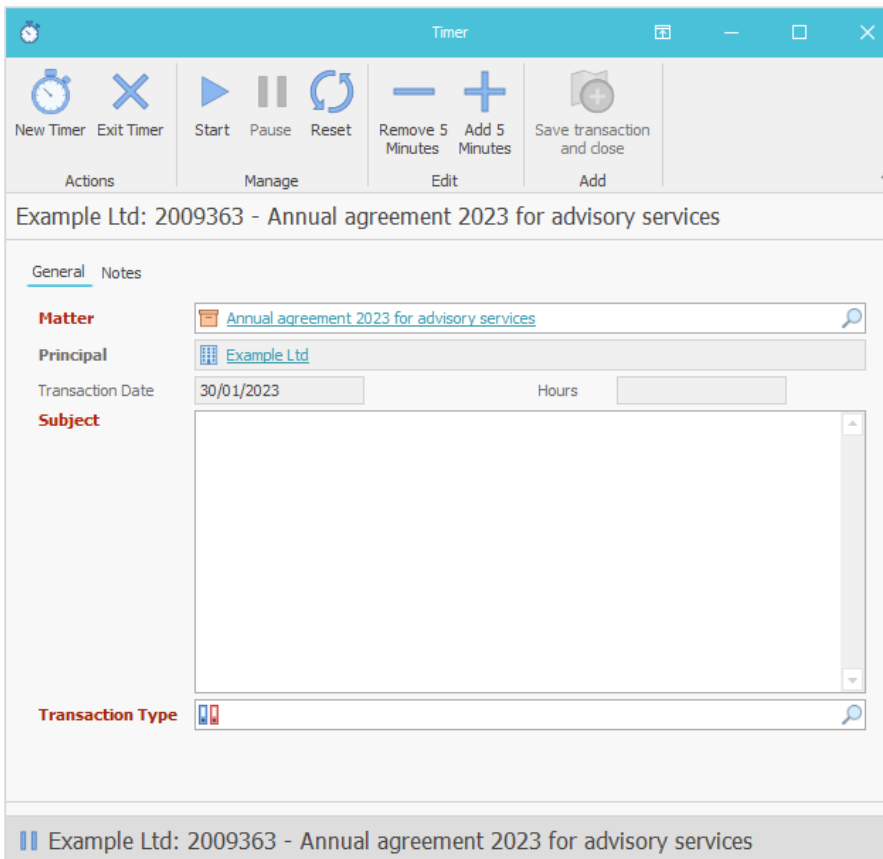
After saving, you can use the saved transaction as the basis for the next entry, by clicking Use as template > Whole Transaction and editing the necessary information. Use as template > Matter Only creates a new entry for the same matter, but updates in only with matter information.

If you want to view transactions that have already been posted for a specific matter when you add new ones, open the details of the individual matter, and make the entry in the Transactions folder.

Using timer to add transactions

To facilitate measuring the duration of transactions, the software offers a timer  that can be found in the matter and customer views, in the top bar of the software, and in the Start tab.

When working on a specific matter, it is recommended to start the timer via the matter, in which case the matter and the principal are already linked to the timer. When started elsewhere, the matter information must be selected separately for the timer.



The timer is started with the Start button, interrupted with the Pause button, and resumed with the Start button. It is possible to modify the time displayed on the timer in 5-minute periods in case you have forgotten to start the timer when starting the work or it has remained active when you have move on to the next work task. You can edit the time only when the timer is paused.

When the task is completed, a transaction is created by selecting the transaction type in the timer, entering the transaction text in the Subject field, and selecting the 'Save Transaction and Close' button.

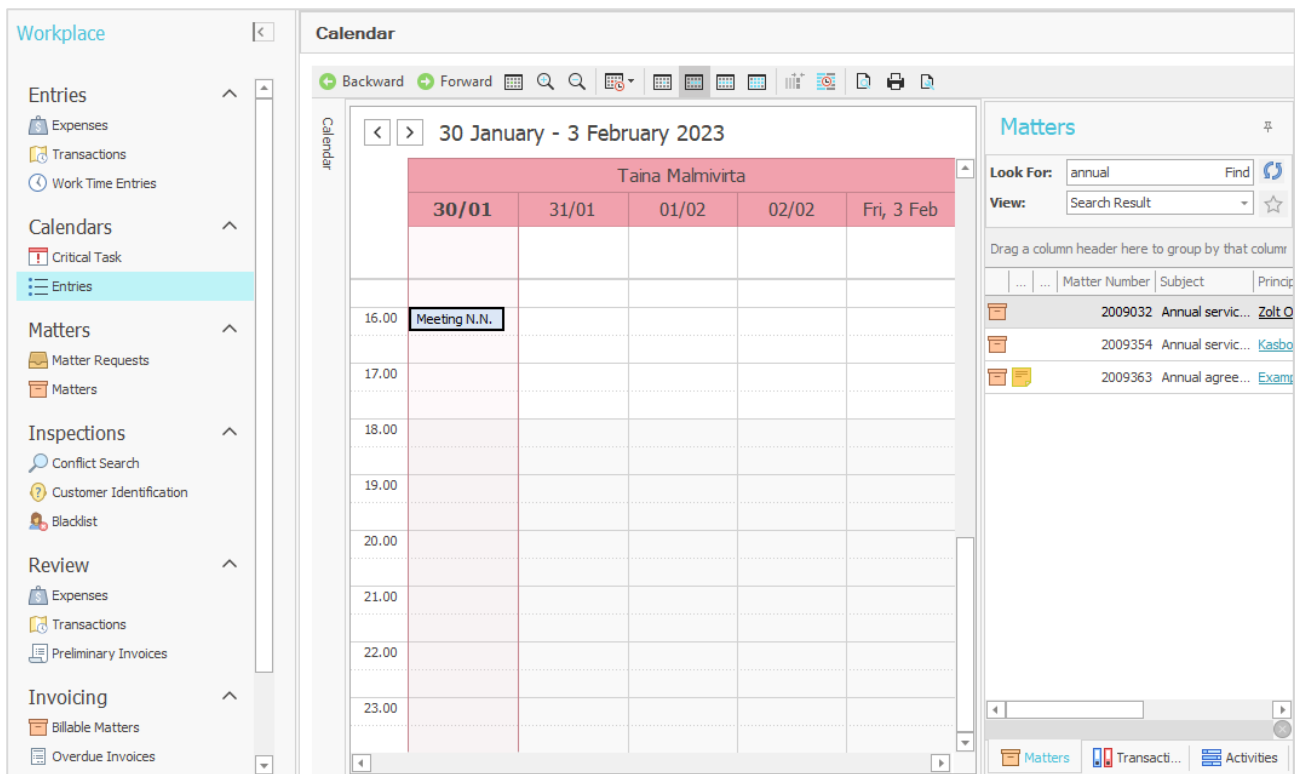
If the user needs several timers at the same time, a new timer can be opened directly in the timer window. The 'New Timer' button starts a new timer, and all running timers are listed one below the other in the same window. The customer and matter information are displayed next to the timer information in the form "Customer: matter number - subject of the matter". This helps the user to identify which matter each timer is associated with.

The timer status (Start or Pause icon) is displayed in front of the timer line. A user can only have one timer running at a time.

In the settings, the timer's minimum duration can be specified in minutes at the system, business unit, and user level. If 15 minutes is specified as the minimum, the software offers it as the amount of billable and worked hours for a transaction added from the timer when the actual time is less than 15 minutes. For entries whose duration exceeds fifteen minutes, the actual duration is used when the transaction is saved.

Adding transactions via calendar

If the company uses a calendar to make work time entries, a transaction can be added at the same time.



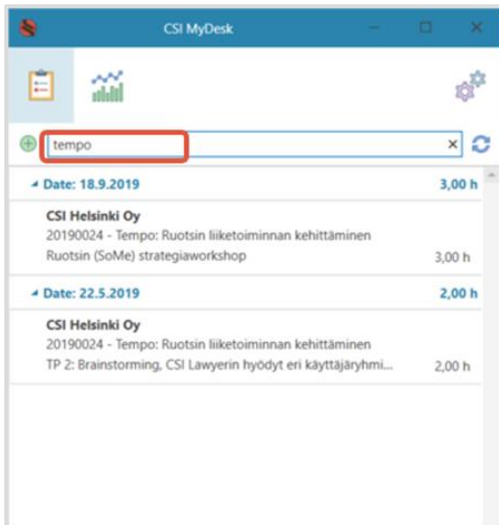
In the Calendar, paint the duration of the transaction and write an explanation for it. Then add to the entry the matter and the transaction type by dragging them from the lists on the right side. The transaction will then be added automatically if in the settings (Application parameters > Own Business Unit parameters > General > Default Values > Create transaction in calendar automatically) it has been defined, that the software automatically creates a transaction from a calendar entry after the matter and the transaction type have been added.

Alternatively, the calendar entry can be opened, a matter added to it, and the Create Transaction button selected from the ribbon. The software first asks for the transaction type and then opens the transaction window to be completed.

Adding transactions with CSI MyDesk

With the CSI MyDesk desktop app, you can add your own transactions without opening the CSI software separately. If the app is enabled in your company, you can activate it for your own use as follows in the user information by clicking your own name in the lower-right corner of the software and selecting the orange MyDesk icon in the window.

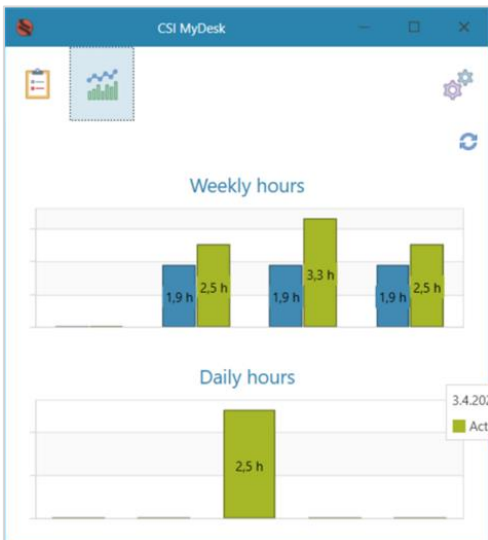
1. The software will install MyDesk app on your desktop.
2. After the installation is finished, MyDesk will automatically open and remain in the background even if you close the window.
 - The MyDesk icon is located on the bottom bar of the desktop.
 - To close the application, right-click on the icon and choose Close.



If you have saved transactions in CSI Lawyer, the main view in CSI MyDesk lists your transactions by day

If the most recently added transactions do not appear in the list, you can refresh the list with the  button

If the list of transactions is long, you can search for a transaction by entering a search phrase in the Search for transactions field. You can search for example with the customer's name, matter's subject or number or a part of the transaction text.

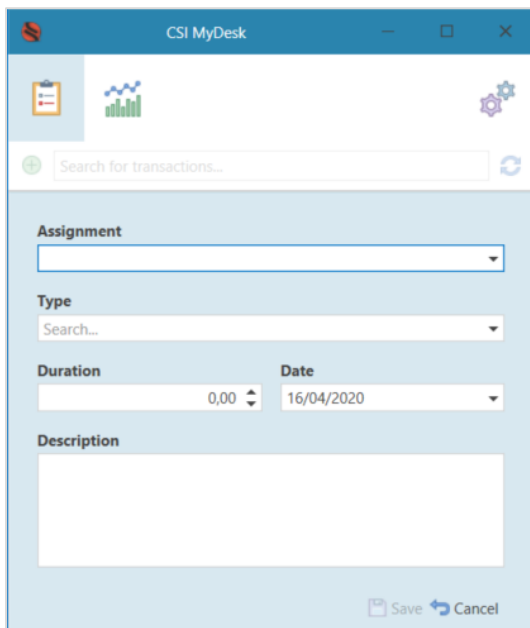


On the second tab, you can view reports of your transactions on weekly and daily basis.

The tab shows your registered billable hours, making it easier to check if all billable work has been added in the software.

NOTE! The charts do not take non-billable hours into account.

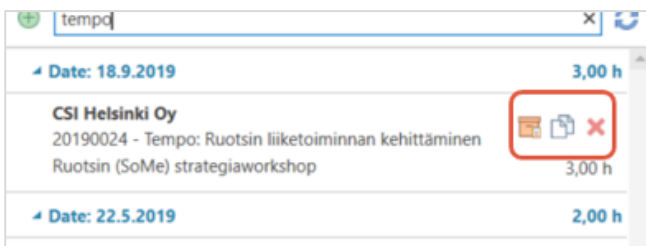
To add a new transaction, click New and complete the information normally required for matters:



The screenshot shows the 'CSI MyDesk' application window. It features a search bar at the top with the placeholder text 'Search for transactions...'. Below this, there are several input fields: 'Assignment' (a dropdown menu), 'Type' (a dropdown menu with a search icon), 'Duration' (a numeric input field with a value of '0,00'), and 'Date' (a date picker showing '16/04/2020'). A large text area for 'Description' is located below these fields. At the bottom right of the form, there are 'Save' and 'Cancel' buttons.

- Matter: Enter the name of the matter, or click the arrow button to view the list of favorite matters
- Type: Select the transaction type
- Duration: Enter the duration (0,5h=30 min)
- Date: Select the date
- Description: Add a description that can be printed on the invoice.
- The Save button is activated when all the required fields are filled. If needed, you can cancel the transaction.

You can also use an existing transaction on the list as a template, or you can post a transaction to the same matter as follows: Hover your mouse over the desired transaction and the following buttons are shown:



Date	Transaction Details	Duration
18.9.2019	CSI Helsinki Oy 20190024 - Tempo: Ruotsin liiketoiminnan kehittäminen Ruotsin (SoMe) strategiaworkshop	3,00 h
22.5.2019		2,00 h

A red box highlights the action icons (New to the same matter, Use as a template, and Delete) for the transaction dated 18.9.2019.

-  **New to the same matter** copies the matter of the existing transaction as a template.
-  **Use as a template** uses the selected transaction information as a template, and you can edit the information if needed.
-  deletes the selected transaction from the software. Before deleting, the app will confirm whether you really want to delete the transaction in question.

You can also select the Parameters button to check and edit your MyDesk settings. The window displays the settings that have been set on company level. You can set MyDesk to automatically start every time Windows starts and set it to shrink to the notification area when you close it. It can be opened again with an arrow on the bottom bar of your computer.

Adding transactions with CSI Mobile

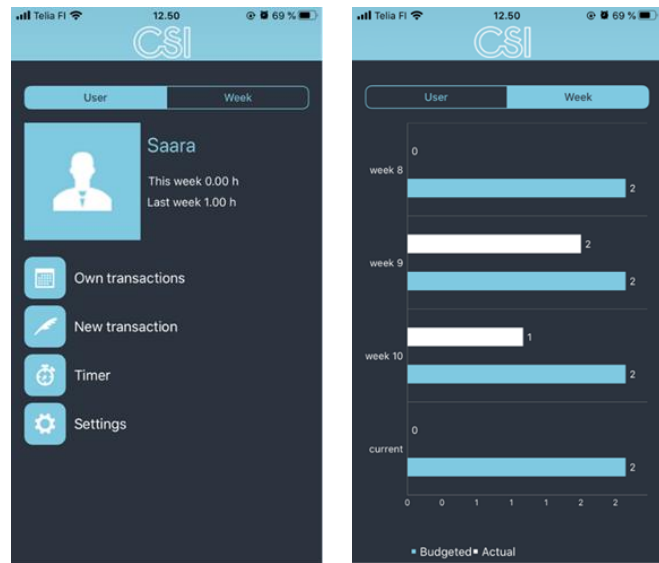
If the CSI Mobile application is installed in the office, you can also use mobile devices to add transactions in the CSI software. The screen layout varies a little between iPhone and Android devices, but the functionality is similar.

CSI Mobile main view shows the total hours of current and previous week's transactions entered under your name.

From the **User tab** menu, you can:

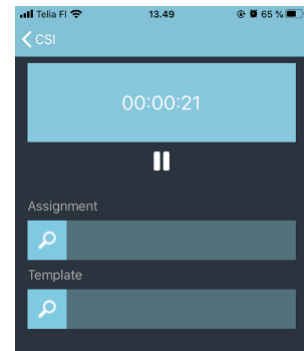
- View and edit your transactions
- Add new transactions
- Start a timer to measure the duration of your work
- In the Settings, you can specify if and how you wish the matter number and language code to be displayed with the matter name.

The Week tab shows the number of hours you've posted for the current and previous three weeks. If you have a personal budget set, it will appear on the chart.



You can use the timer to create a transaction based on its duration.

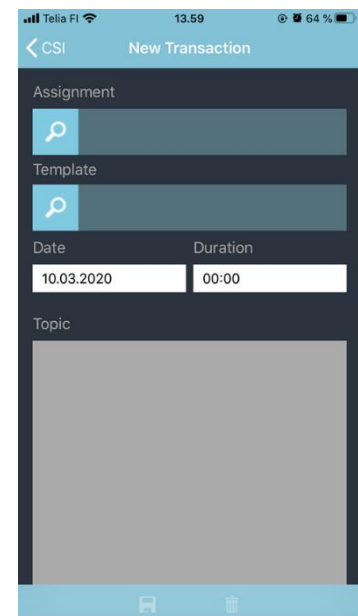
- As in CSI Lawyer, you can switch the timer on by selecting the Start timer  button. The timer will stay on, even if you close the application.
- Press the Stop timer  button, when your task is complete or if you wish to pause the timer. You can restart the timer with Start timer  button.
- When the task is complete, select the Create transaction button , complete the transaction details and save.



You can also add a transaction without utilizing the timer.

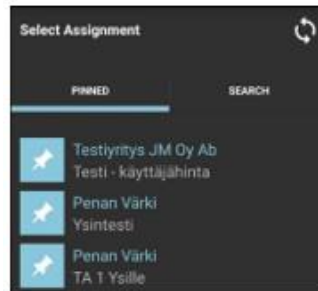
1. Begin with selecting New Transaction

- CSI Mobile opens the transaction window.
- Complete the information required for the transaction
 - Matter
 - Transaction Type
 - Date
 - Duration
 - Start and end time



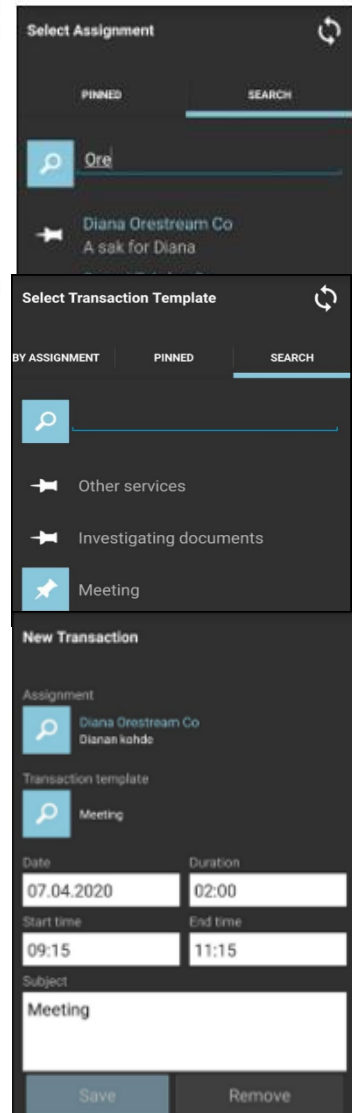
2. Select a matter for the transaction

- Choosing magnifying glass in the Matter field shows your pinned favorite matters.
- If the matter is not among your favorites, you can use the matter search.
- You can also pin the matter to your favorites.



3. Select a transaction type

- The magnifying glass shows a list of your favorite transaction types.
- By matter shows a list of templates in use for the matter specifically.
- You can search templates either from the list or with a search word.



4. Check the date, duration, and start/end time of the transaction

- Duration may be affected by the minimum duration, or the duration step specified in the matter parameters in CSI Lawyer.

5. Fill in the subject if needed

- The field is automatically filled in according to the selected transaction type, as in CSI Lawyer. If you wish, you can write a transaction text containing max 500 characters.

6. Save the transaction

- If a default phase is chosen for the matter in the CSI Lawyer, the transaction will automatically receive that phase.

You can view your own transactions as a list or in a calendar by selecting Own transactions in the CSI Mobile main view.

0,25 h	Penan Väiki Penan kohde Kohteen valmistelu Penalle	
Friday 08.11.2019		3,3 h
0,25 h	Diana Orestream Co Rounding New	
2,00 h	Penan Väiki Lähde-TA New from view	
1,00 h	Penan Väiki Penan kohde Uusi koelaskulle	
Tuesday 05.11.2019		14 h
1,00 h	Diana Orestream Co Dollars for Diana Duuni	
0,50 h	Diana Orestream Co A sak for Diana Juttu	
1,00 h	Koirabiasies Oy Chimken dispute Homma	
0,50 h	Penan Väiki Penan kohde	

The list shows the transactions you have registered from the most recent to the oldest. The customer, matter name and possibly the matter number, matter subject, transaction topic and billable hours are grouped by day.

Select a transaction from the list to edit or delete it, or to add a new transaction to the same matter.

New button creates a new transaction.

Refresh button refreshes the view

Search button allows you to search for a transaction based on the transaction or matter subject, principal, or the matter number.

MON	TUE	WED	THU	FRI	SAT	SUN
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

The Calendar view allows you to view your transactions grouped by day. When you select a day in the calendar, the application lists the transactions entered for the chosen date.

By selecting a transaction from the list, you can edit or delete it, or to add a new transaction to the same matter. You can also add new transactions by selecting a date and the Add button at the bottom.

7.4. EDITING TRANSACTIONS

Marking transactions as non-billable

If a transaction should not be invoiced for the time being, you can set it as non-billable by selecting Change Status > Non-billable on the ribbon of the Transactions list or the transaction window. The transaction is moved to the status non-billable; its Total Price field is changed to zero and it is deactivated. You can now create an invoice of the matter excluding the transaction.

A transaction with the non-billable status can be returned to billable by selecting Change Status > billable on the ribbon. Its total price then returns to the original and the active transaction can be included to the next preliminary invoice or invoice to be created from the matter.

Editing multiple transactions

The power user or a user who belongs to the user group having expended rights can edit multiple transactions at once which makes it easier to update e.g. hour prices. The user group with extended rights is defined in the settings (> Application Parameters > Own Business Unit Parameters > Customers and Matters > Matter Security > Extended rights (matter and preliminary invoice).

Transactions to be edited may be from different matters, but they all need to have the status open, in preliminary invoice or non-billable.

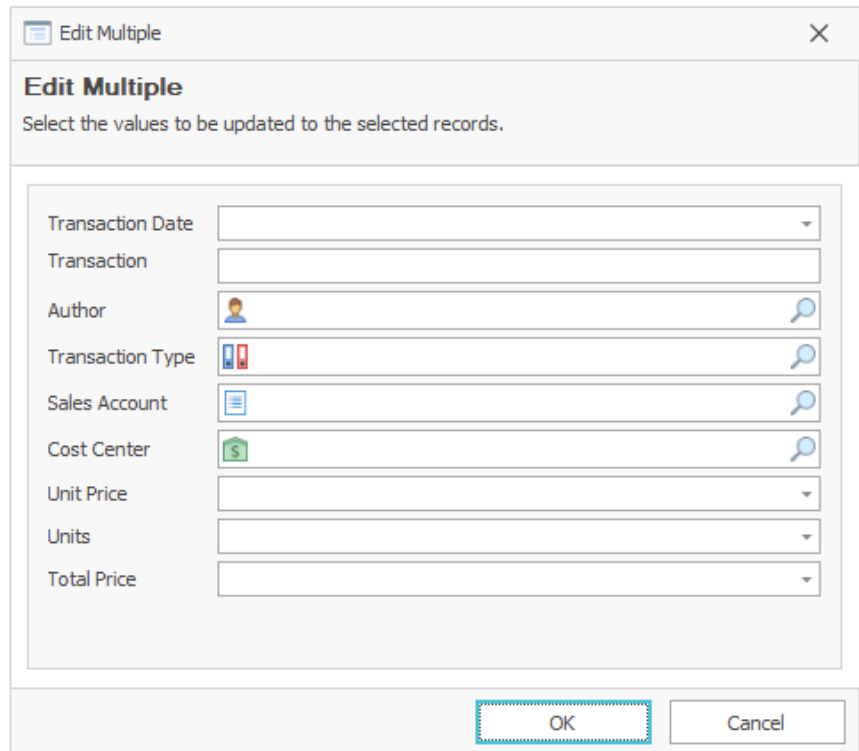
To edit the transactions:

1. Select in the Transactions list the transactions (by holding down Ctrl/Shift)
2. Right-click to open the functions menu
3. Select Edit Multiple.

In the window, you can edit transaction date and text, author, transaction type, sales account, cost center, unit price, amount of billable hours and the total amount.

By pressing OK, the changes are saved to all the selected transactions.

The summary window displays which transactions were successfully edited and which – for some reason – failed.



Moving and copying transactions

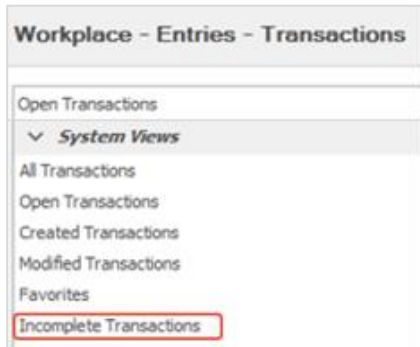
You can move and copy transactions from one matter to another. This can be done for one or multiple transactions at a time. You can also copy transactions to the same matter.

You can move or copy transactions as follows:

1. Choose the desired transactions and select the Move/Copy Transaction button on the ribbon.
2. Select the matter to which you want to move/copy the transactions.
3. Select Move/Copy Pricing Information if you want to maintain the original unit prices for the transactions, regardless of whether the target matter has different unit prices.
 - Unless you select to move/copy the pricing as such, the software will recalculate the unit price and total fields of the transaction.
 - If the entries to be moved/copied have the status Invoiced or In Preliminary Invoice, their status will be changed to Open in the target matter.
 - When transactions are copied from a non-billable matter to a billable matter, the value in the Hours Worked field will be copied to the Billable Hours field.
4. A summary window confirms if moving/copying the transaction succeeded.

Editing incomplete transactions

If a transaction has been defined such mandatory information that cannot be added using CSI Mobile or MyDesk, the transaction is saved in the software with the status incomplete. Such missing information can be e.g. a Skill.



The software reminds users of their incomplete transactions which can be found in the Workplace > Transactions folder by selecting the Incomplete Transactions view. This list is displayed to the author of the incomplete transaction only.

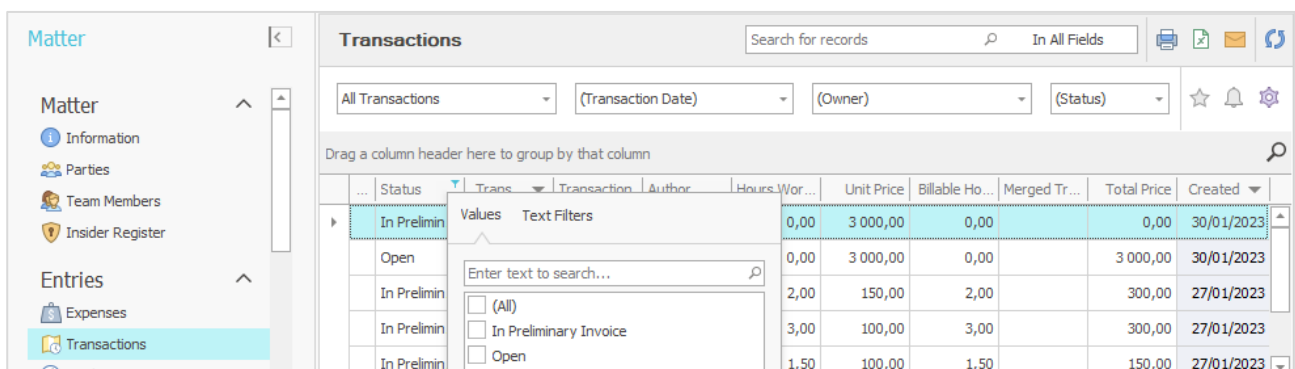
However, in the matter window, the Incomplete Transaction view will list all incomplete transactions of the matter, regardless their author.

Incomplete transactions must be dealt with as they may prevent invoicing the matter. An incomplete transaction cannot be included in a proof invoice, nor used to create a preliminary invoice or invoice. In batch invoicing (e.g. creating preliminary invoices until selected date) the system skips any matters that have incomplete transactions.

After the required fields have been completed for an incomplete transaction, its status changes to open. An incomplete transaction can also be deleted.

7.5. MANAGING OWN TRANSACTIONS AND MATTERS

The easiest way to follow the **transactions on a specific matter** is in the Transactions folder on the matter window. Choose the view according to which transactions you wish to see on the list. You can filter the results for example by their status by changing the view or using the filter function on the list.



You can keep track of **all your matters** in the Workplace area > Transactions folder, where it's easy to check that all your transactions have been posted. You can filter the list by changing the date and view options.

The most convenient way to find **a lawyer's uninvoiced/open matters** is in the Workplace area > Invoicing > Billable Matters folder.

Financial Management

Invoicing

Billable Matters

Preliminary Invoices

Subscriptions

Transaction Posting Periods

Invoices

Invoices

Credit Invoices

Summary Invoices

Advance Invoices

Financial Management - Invoicing - Billable Matters

Search for recordsIn All Fields

Matters Until the End of the Prev... (Opening Date) My Own (Matt...)

Matter Responsible

	...	Matter Number	Subject	Principal	Oldest Entry	Invoicing Contact	Fees	Expenses	In...
▼ Matter Responsible: Taina Malmivirta									
2009351	Fixed Priced case	Boys One	18/05/2020	Kicki Salin	3 650,00	0,00			
2009354	Annual services 2...	Kasbono Oy	22/03/2022	Kicki Salin	3 000,00	0,00			
2009361	Q4 2022	Kasbono Oy	23/11/2022	Kicki Salin	1 800,00	0,00			
					8 450,00	0,00			

This folder lists all matters with uninvoiced/open transactions and/or expenses, where the lawyer in question has a role as an owner or a matter responsible.

In the Invoicing area, the Overdue Invoices folder allows a lawyer to easily track unpaid invoices for their own matters.

8 EXPENSES

8.1. ADDING EXPENSES

Expenses can be added in the Expenses folder, found either in the Workplace area or on a matter. The “Add Expense” button is also available in the Matters folder and in the window of individual matters if the power user has activated the “Allow adding expenses from the matter list” parameter in the business unit parameters.

When you add a new expense either by selecting the Add Expense button or by clicking the New button in the Expenses folder, the software opens the list of expense types. Expense types are set up in the settings (Common settings > Expense types). After the expense type is selected you can complete the expense information:

Expense

Save and Close

Use as Template

Delete

Change Status

Move Expense

Copy Expense

Set Phase

Create Preliminary Invoice from Selected

Mark as Reviewed

Remove from Preliminary Invoice

Restore as Unreviewed

General

Invoicing Info

Notes

Matter

2009207 - Administrative issues

Matter Language

Finnish

Customer

Aalto Waves Ltd

Expense Information

Date

24/02/2022

Author

Kicki Salin

Expense

Document

Invoicing Information

Units

0,00

Unit Price

0,00

Sales Price Net

0,00

Tax-Free

☐

Purchase Information

Total Cost Price

0,00

Cost Price Net

0,00

VAT Base

Costs in

☒ Gross ☐ Net

Currency

Cost Forward

☒ No cost forwarding

☐ By payer taxability

☐ By purchase information taxability

Reporting Information

Expense Type

Document

Matter Phase

Accounting Information

Ledger Account

Sales Account

Cost Center

Myynti

- If you register an expense from a matter, the Matter, Customer, and Matter Language fields are pre-filled in the Expenses window. In other cases, you must select the matter manually.
- By default, the expense date is the current date, and the current user is registered as the author, but these can be changed. In the expense field, you can enter a more detailed description of the expense, which will be printed on the invoice. The software checks the spelling of the field.
- The information in the Invoicing information section is displayed on the invoice, and the fields in the Purchase Information section are mainly to make it easier to enter the expense.
- Add the number of units, unit to be used, and unit price for the expense. The net sales price shown on the invoice is calculated based on the number of units and the unit price, but the information can be edited.
- The software also offers the following cost-forward options:
 - **No cost forwarding:** Default value for invoicing expenses. By default, the software adds 24% to the expense for Finnish customers.
 - **By payer taxability:** The expense is invoiced according to the payer taxability / home country.
 - **By purchase information taxability:** The expense is invoiced according to its purchase information and the payer taxability / home country have no impact.
- If you choose to invoice the expense by payer or purchase information taxability, enter the VAT in the VAT Base field. If you want to invoice the expense tax-free, check Tax-Free.
- The total cost price and cost price net do not need to be completed unless the expense is charged as cost forward.

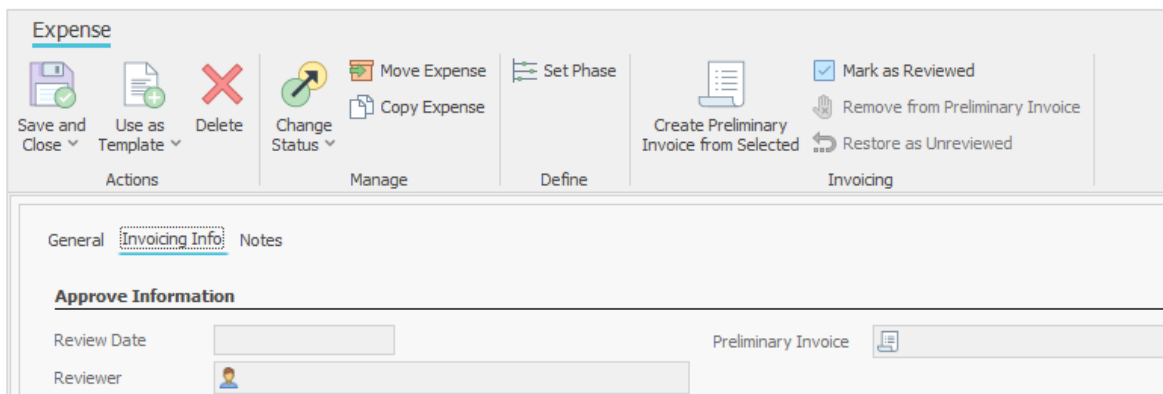
www.csihelsinki.fi

More instructions
support@csihelsinki.zendesk.com

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- In the Costs in field, you specify whether the purchase information should be posted gross or net.
- The Expense Type field shows the type that is selected for the expense and can still be changed.
- The Matter Phase field allows you to attach the expense to a specific matter phase the same way as transactions. The phase is prefilled based on the matter or team member, but it can be changed.
- An expense can also be assigned a Ledger Account and Sales Account from which the expense was originally paid. It is also possible to save both accounts in the expense type details in the settings.
- By default, the Cost Center comes from the matter or user information.

The fields of the Invoice Info tab of the expense are automatically completed when the expense has been reviewed on a preliminary invoice.

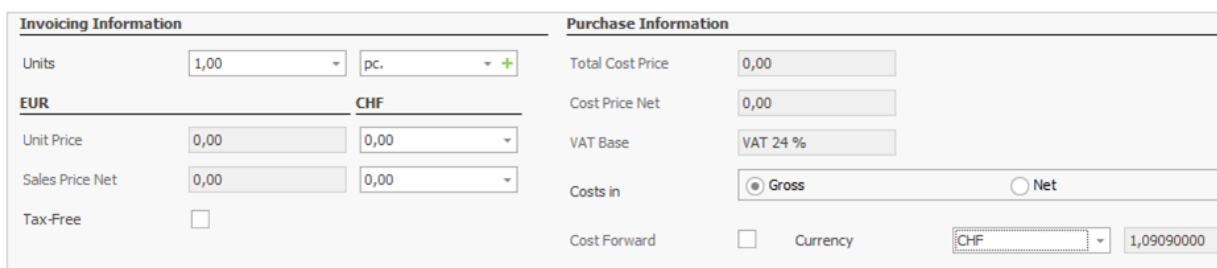


The image shows the 'Expense' form interface. At the top, there are several action buttons: 'Save and Close', 'Use as Template', 'Delete', 'Change Status', 'Move Expense', 'Copy Expense', 'Set Phase', 'Create Preliminary Invoice from Selected', 'Mark as Reviewed', 'Remove from Preliminary Invoice', and 'Restore as Unreviewed'. Below these buttons are four tabs: 'General', 'Invoicing Info', and 'Notes'. The 'Invoicing Info' tab is currently selected. Under this tab, there is a section titled 'Approve Information' with fields for 'Review Date', 'Reviewer', and 'Preliminary Invoice'.

Foreign currency expenses

Expenses can also be entered in a foreign currency if the feature is enabled in the settings (> Application parameters > System parameters > Expense / Expense parameters > Allow foreign currency). The Currency field will then appear in the expense window.

When you select a non-ledger currency in the field, the expense window will show the currency fields for the unit price and net sales price and the exchange rate field. The exchange rate used is determined by the entry date of the expense.



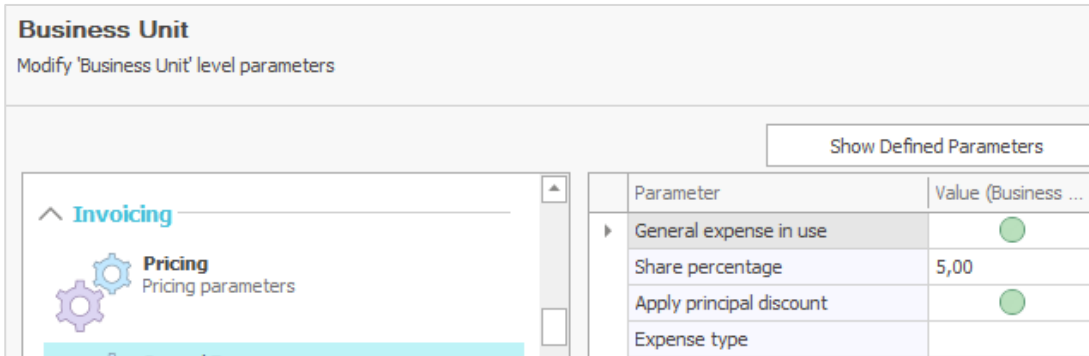
The image shows the 'Expense' form interface with two tabs: 'Invoicing Information' and 'Purchase Information'. The 'Invoicing Information' tab is selected. It contains fields for 'Units' (1,00), 'pc.', 'Unit Price' (0,00), 'Sales Price Net' (0,00), and 'Tax-Free' (checkbox). Below these fields are two columns for currency selection: 'EUR' and 'CHF'. The 'CHF' column is selected. The 'Purchase Information' tab contains fields for 'Total Cost Price' (0,00), 'Cost Price Net' (0,00), 'VAT Base' (VAT 24 %), 'Costs in' (radio buttons for 'Gross' and 'Net'), and 'Cost Forward' (checkbox). The 'Currency' field is set to 'CHF' and the 'Exchange Rate' is 1,09090000.

When you select a foreign currency for an expense, the expense cannot be cost forwarded, so its total cost price (gross purchase price), net purchase price and VAT base cannot be edited.

If the matter is in a foreign currency, you can select for the expense either the bookkeeping currency or the ledger currency of the matter.

General expense

In some cases, you want to add to the matter's invoice a fixed general expense which is a percentage of the fees to be invoiced. General expense can be set in either business unit, customer, or matter level parameters (Invoicing > General expense to be used in invoicing). The business unit level parameter adds the general expense to invoices of each customer and matter. To enable general expense calculation, the parameter "General expense in use" is activated and the share percentage to calculate the general expense defined. You must also set up an expense type for the general expense to create an invoice successfully.



The screenshot shows the 'Business Unit' configuration window. On the left, there's a sidebar with 'Invoicing' selected. The main area displays a table of parameters for the business unit. The 'General expense in use' parameter is checked (indicated by a green circle), and the 'Share percentage' is set to 5,00. Other parameters like 'Apply principal discount' and 'Expense type' are also visible.

Parameter	Value (Business ...)
General expense in use	☒
Share percentage	5,00
Apply principal discount	☒
Expense type	

The general expense is calculated at the invoicing stage, and it automatically generates an expense for the matter.

If the general expense is used, the power user can specify whether it is calculated from the original amount of transactions or whether the discount specified for the matter principal is taken into account and the general expense calculated from the discounted amount.

8.2. EDITING EXPENSES

To ensure correctness of expenses, the right to add them can be limited to a certain user group only. The power user can do it by setting a user group in the "Allow adding expenses only for user group" parameter found in the business unit parameters. Once defined, only power users and users belonging to the user group can add, edit, and delete expenses.

Setting an expense as non-billable

If you don't want to invoice an expense for the time being, you can select it as non-billable on the ribbon of the expense list or the expense window by selecting Change Status > Non-billable. The function sets the expense to non-billable, in which case its total amount field changes to zero and deactivates. An invoice can now be created for that matter without included the expense in the invoice.

To activate a non-billable expense, click on Change Status > Billable on the ribbon. The total amount returns to the original and is activated, and the expense can be picked up for the next preliminary invoice or invoice created from the matter.

Moving and copying expenses

Expenses can be moved or copied from one matter to another. This can be done for one or several expenses at once.

Move or copy an expense as follows:

1. Choose the desired expenses from the Expenses list and select Move Expense/Copy Expense on the ribbon.
2. Select the target matter, where the expense is to be copied/moved.
3. The Move/Copy Expense function shows a Summary window indicating which of the expenses were moved successfully and which failed.