



Version 12.0

GUIDE FOR INVOICING & PAYMENTS

Invoicing

Discounts

Payment Management

Customer Funds

Bookkeeping Integrations

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CSI HELSINKI OY

For more instructions
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CONTENT OF THE GUIDE

This document covers instructions for creating and managing different types of invoices. In addition to the normal invoice CSI Lawyer offers the following invoice types:

1

- **Advance invoice** for requesting a payment from a customer even before the work has started.
- **Preliminary invoice** which is an invoice draft created for verification and editing purposes.
- **Summary invoice** which enables attaching multiple invoices to a single invoice which a customer can manage with a single payment.
- **Proof invoice** which is commonly used in legal aid cases to provide the court with a summary of the fees and expenses to be invoiced from the client. As it is not an accounting invoice, it can also be used to provide a transaction summary to the principal.
- **Invoices for legal insurance cases** that differ from normal invoices by their exceptional tax handling and insurance company invoices.
- **Payment demands** which enable reminding slow payers of their overdue invoices.

The guide also covers instructions for cancelling and crediting invoices, managing discounts as well as for managing payments and customer funds. If your company has a two-way integration to a bookkeeping system, a general description of the integration and solutions for common integration-related problems can be found at the end of this guide.

If you cannot find the needed instruction related to invoicing or payment management in this document, please contact the CSI support help@csihelsinki.fi or +358 10 322 7880.

NOTE! For the instructions concerning

- Customers, matters, pricing, transaction and expense entries and other daily tasks, please see "**CSI Lawyer 12.0 – Guide for Basic Functions**"
 - Reporting, please see "**CSI Lawyer 12.0 – Power User Guide for Reporting**"
- 2
- User access rights, please see "**CSI Lawyer 12.0 – Guide for User Rights**"

ADVANCE INVOICES

Advance invoices are used to request payment from a customer before even starting to work on their matter. The advance invoice itself is not visible in any bookkeeping reports, but the advance payment from the customer is listed in the Payment List.

When creating a normal invoice to which an advance payment is adjusted, the normal invoice becomes visible in the Sales Diary. The open and unpaid advance invoices can be viewed in the Advance Invoices folder of the Financial Management area. The Open Advances report, found in the Financial Reports folder, shows the advance invoices that have been paid but haven't been adjusted to a normal invoice.

An advance invoice can be attached either to a customer only, or to a customer's specific matter. When attached only to a customer, the payment can be utilized to pay invoices related to any matter where the

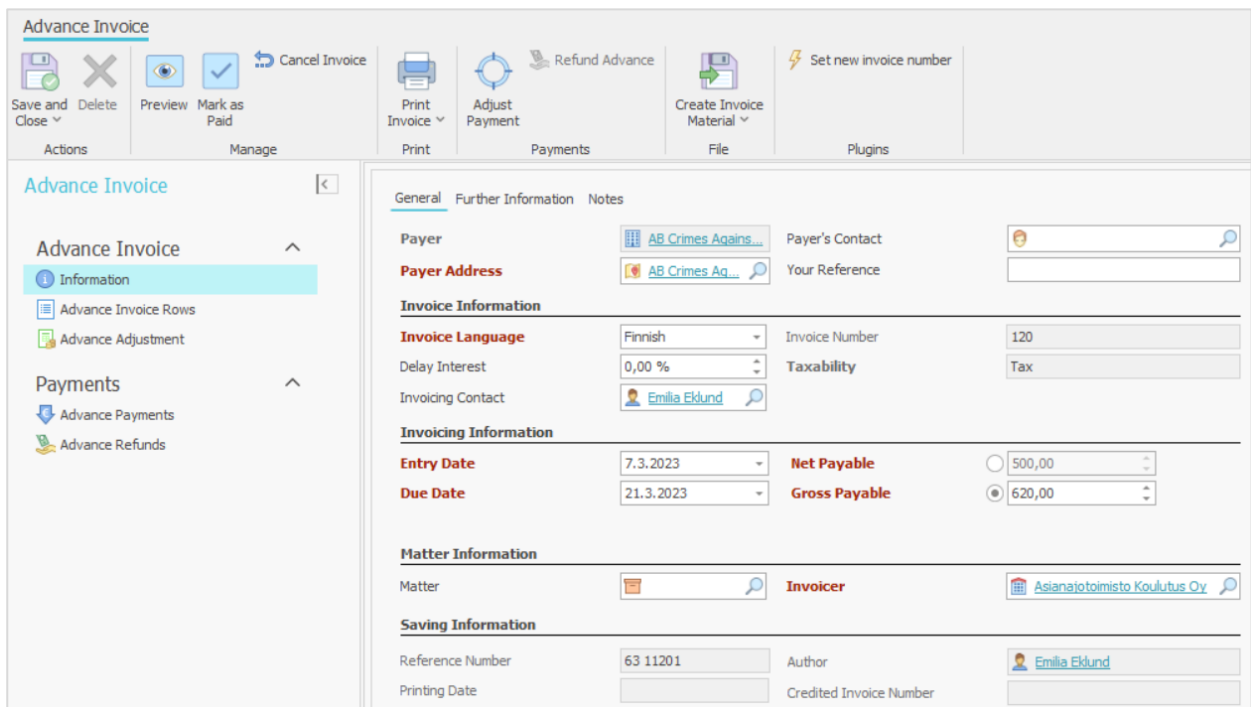
customer has a payer role. If an advance invoice is attached also to the customer's specific matter, the advance payment can be adjusted to invoices of the selected matter only.

If advance invoices should be printed with a different bank account, you can define the default account for advance invoices in the business unit's information. When the default account is set, it will be filled into the details tab on advance invoices and printed on all advance invoices if not overridden in the printing dialog of an advance invoice.

2.1 CREATING ADVANCE INVOICES

You can create an advance invoice as follows:

1. Go to the Advance Invoices folder, either in the Financial Management area or by opening a specific customer or matter and opening the Advance Invoice folder in the invoicing section.
2. Click New to open a new advance invoice window. The chosen customer (and matter) is automatically filled in if you create the advance invoice through a customer or a matter. If the matter has several parties marked as payers the field is empty and you can pick a payer manually.



3. If needed, you can change the matter or empty the field.
4. In the Payable field, fill in the amount to be paid in net or gross.
5. Check, fill in or change the rest of the required information:
 - The payer's address is automatically filled in based on their existing information, but it can be changed to a different address that is saved for the customer.
 - The Your Reference field is filled in based on the customer reference in the party information of the matter. If no matter is specified for the advance invoice, the reference is filled in based on the customer's information. If needed, you can change the reference on the advance invoice.
 - The invoice language is automatically filled based on the customer or matter information.

- Taxability is filled automatically based on the customer information.
 - By default, the entry date is the current date.
 - The due date is based on the payment term chosen in the settings.
6. In the Further Information tab, you can add a free text which will be displayed on the invoice.
 7. Save the advance invoice.
 8. If you wish, preview the invoice before sending it.
 9. Print and send the invoice.
 - If you print the invoice, print it to a PDF or send it as an email attachment, a PDF will automatically be saved in the Notes tab.
 - The specification page of an advance invoice only has one row. The text can be edited by a power user in the settings > Parameters > Common Parameters > Standard Texts.
 - To edit the text on this specific invoice only, go to the Advance Invoice Rows folder.
 - **NOTE:** The texts of advance invoice rows follow the translations only when the language is changed on the advance invoice. If changed in the printing parameters, the texts on the specification page won't be changed.

2.2 EDITING ADVANCE INVOICES

After an advance invoice has been created, the following changes are still allowed:

- The text on the specification page of the invoice can be edited in the Advance Invoice Rows folder.
- Until the invoice has the status open, you can change its entry date, due date, and payable amount.
- The matter information can be edited even after the advance invoice has been sent. You can, for example, remove the matter from the advance invoice in case the advance is to be used for any other matter of the customer. If removed, the advance will be used for the customer's invoices in the order they are created.

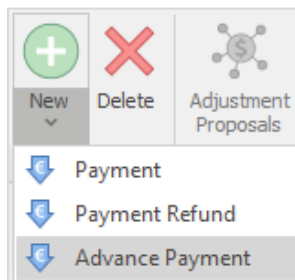
2.3 REGISTERING / CANCELLING ADVANCE PAYMENTS

A payment for an advance invoice can be registered either via the advance invoice, or in the Financial Management > Payments folder. Via the advance invoice you do it as follows:

1. Find the advance invoice via the customer or matter window, or in the Financial Management > Advance Invoices folder.
2. Select the invoice row and select Adjust Payment on the ribbon. The payment window will open.
3. Check that the entry date, payment amount and payer fields are filled in correctly.
4. Save the payment.
5. The payment is now adjusted to the chosen advance invoice.

Alternatively, you can register a payment in the Financial Management > Payments folder:

1. Select New > Advance Payment.



2. Fill in the Payment Amount and Payer fields.
3. If required, edit the entry date and bank account.
4. Save the payment.
5. Next, go to the Adjustments folder and select New.
6. Select the advance invoice to which you wish to adjust the payment. If required, change the amount and debit account.
7. Save and close.

If the payment covers the whole payable amount of the advance invoice, it will be automatically marked as paid. Consequently, an advance invoice which is marked as paid is automatically adjusted to the next normal invoice of the customer or the matter. The advance invoice status will then change to used.

NOTE! In case the payment only covers part of the advance invoice, its status will remain open, and it cannot be adjusted to a normal invoice. If you wish to adjust the partial payment to a normal invoice you first need to manually mark the remaining part of the payable as paid. Do it by selecting the advance invoice and Mark as Paid on the ribbon. This function changes the advance invoices status to paid, but when the advance invoice is adjusted to a normal invoice, only the amount that has been paid will be adjusted to the normal invoice.



An advance payment adjustment can be cancelled if the advance still hasn't been used for any normal invoice:

1. In the advance payment window, open the Adjustments folder.
2. Select the adjustment row and then Cancel Adjustment on the ribbon.
3. Readjust the payment to a different advance invoice or create a payment refund.

2.4 ADJUSTING ADVANCE PAYMENTS TO INVOICES

An advance invoice having a status paid will automatically be adjusted to the next invoice to be created.

- If the advance invoice is attached only to a customer, and the customer has several matters, the advance is automatically adjusted to the next invoice created for the customer, regardless of which matter the invoice is for.
- If the advance invoice is attached to a customer's specific matter, the advance is automatically adjusted to the next invoice created for the matter in question.
- If the customer has multiple paid advance invoices, the advances are adjusted to the customer's invoices in ascending order from the oldest to the newest. The advances having a matter attached are adjusted first.

An advance is visible in the preliminary invoice preview immediately after the preliminary invoice has been created, but it is booked for the invoice only when the preliminary invoice is approved. If the normal invoice amount is smaller than the advance paid, only the right amount will be adjusted, leaving the invoice amount at 0,00 and marking it as paid. The remaining part of the payment is left to wait for the next invoice to be created. **NOTE!** The advance paid is not displayed in the invoice creation window.

In the Payers folder of a preliminary invoice, you can choose whether to use advance on the invoice or not. For more information about this please see the Preliminary Invoice chapter.

When a paid advance has been adjusted in full to one or several normal invoices, the advance invoice is automatically marked as used. All the adjustments which have been made to normal invoices from a specific advance payment can be seen in the Advance Adjustments folder. In the normal invoice window, the advance can be viewed on the Specification tab and in the Adjustments folder.

An advance adjustment can be cancelled via the Adjustments folder, in which case it is made free for use on the next invoice.

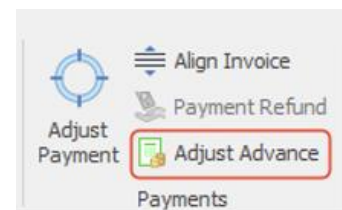
An advance adjustment on a normal invoice can be cancelled if the bookkeeping period of the payment's entry date is still open. If the adjustment is cancelled, the advance can either be used for the next invoice created or refunded to the customer.

Cancel an adjustment as follows:

1. Open the normal invoice window and go to the Adjustments folder.
2. Select the adjustment row and Cancel Adjustment on the ribbon.
3. If all the advance adjustments are cancelled, the advance returned to the status paid and it can be readjusted or refunded.

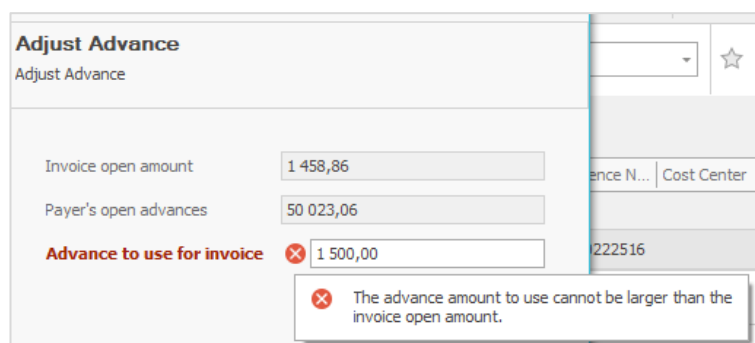
Adjusting advance to invoices afterwards

It is possible to adjust advance to an invoice also afterwards, for example, when the invoice date requires modification after the advance adjustment. However, in case CSI Lawyer is integrated to a bookkeeping system and the invoice is already sent to bookkeeping, advance adjustment to the invoice is no longer possible.



The adjustment of advance can be done in the Invoices folder by selecting the Adjust Advance button on the ribbon. The software will thus use advance starting from the oldest advance payment.

The function opens a window showing in gross the open amount on the invoice and unadjusted advances of payers. Write the amount of advance to be adjusted to the invoice and select Save. The software then checks that the advance to be used does not exceed the open invoice amount nor the amount of available advance.



2.5 REFUNDING ADVANCE PAYMENTS AND CANCELLING ADVANCE INVOICES

Creating refunds

If the full advance amount paid by the customer is not used, the remainder of the amount can be refunded to the customer as follows:

1. Find the advance invoice via the customer or matter window, or in the Financial Management > Advance Invoices folder.
2. Select the advance invoice.
3. Select Refund Advance on the ribbon.
4. All refunds are visible in the Payment List report under their own headline.

The advance invoice will get the status “Used” and is thereby locked and can’t be cancelled or re-opened.

Cancelling advance invoices

An advance invoice can be cancelled if its status is open or sent.

Cancel the invoice as follows:

1. Find the advance invoice via the customer window or the matter window, or in the Financial Management > Advance Invoices folder.
2. Select the advance invoice and Cancel Invoice on the ribbon.

If the invoice has already been marked as paid, do the following:

1. First cancel the advance payment adjustment in Advance Payments folder of the advance invoice.
2. Open the advance payment whose adjustment you just cancelled and:
 - a. Create a payment refund if the payment is returned to the customer, or
 - b. Adjust the advance payment to another advance invoice if the payment is going to be used on a normal invoice, or
 - c. Delete the advance payment if it’s a duplicate or made by mistake.
3. Now you can go back to the advance invoice and cancel it.

The advance invoice will get the status “Nullified”. Cancelling an advance invoice does not affect bookkeeping as only the advance payment is visible in the bookkeeping reports.

In the Fennoa, Fortnox, Netvisor, and Procountor bookkeeping integrations, cancelled advance invoices are taken into account. There is a Credited Invoice Number field in the Advance Invoice window. When an advance invoice is cancelled, and a credit invoice created, it will be transferred by the bookkeeping integration and the credit invoice number is saved in its field automatically. In the bookkeeping integration interface, the amounts of the cancelled advance invoice are displayed as minus rows and the credited invoice number is shown as the invoice number.

This functionality primarily serves CSI customers in Sweden, where the advance invoice is a bookkeeping invoice.

PRELIMINARY INVOICES

3 A preliminary invoice is a draft of an actual invoice, created to check and correct invoiceable material. Persons responsible for the matter go through the contents of a preliminary invoice to check that all work has been registered, the content and formatting of transactions is acceptable, and the amount of work and fees corresponds to what has been agreed on. After this, the preliminary invoice can be approved, and converted into an actual invoice.

The handling of a preliminary invoice is usually rather straightforward: For example, an assistant checks the formatting of the transactions on a preliminary invoice, after which the matter's owner or responsible makes any necessary changes and marks the preliminary invoice as approved.

If the lawyers are called on to check their registrations on a preliminary invoice, they can do it in the Workplace area > Review > Transactions/ Expenses, where they can edit the entries and mark them as checked.

To review the preliminary invoice, it is also possible to define a separate verification process, in which a preliminary invoice passes on from one reviewer to another until it is ready to be invoiced. For more information, see the chapter Preliminary invoice review process.

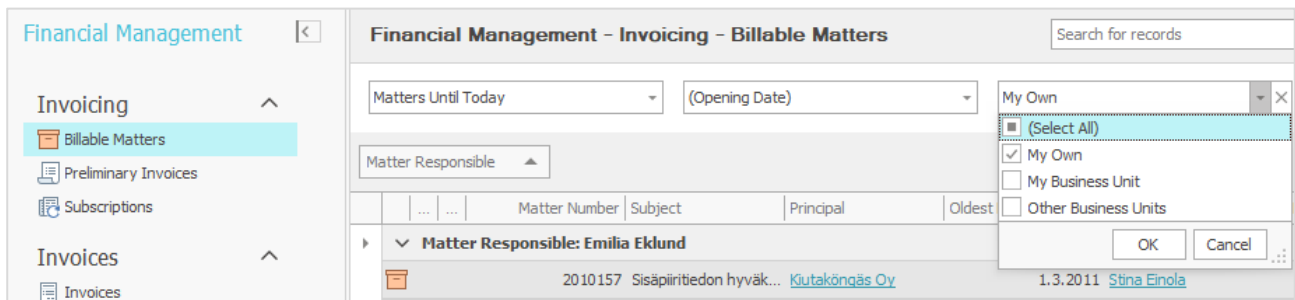
The preliminary invoicing process can also be skipped, in which case invoices are created directly from the matter. However, we only recommend this option when you're sure that no changes to registrations or payer information will be required before creating the invoice. Power users can configure the preliminary invoice phase override in the settings (> Application Parameters > System Parameters > Invoicing > Preliminary Invoice > Allow Bypassing Preliminary Invoice Phase).

3.1 BILLABLE MATTERS

Matters can be invoiced based on a predefined invoicing period, or occasionally until a selected date. The invoicing period is defined in the settings in your own business unit parameters to commonly apply to all users, but it can be changed or removed in the customer or matter parameters. If you want to create preliminary invoices both according to an invoicing period and occasionally, create them separately.

All billable matters can be found in the Financial Management > Billable Matters folder. They can be viewed as follows:

- The "Matters until the End of the Previous Invoicing Period" view is suitable when the invoicing period has been defined. It lists all matters having uninvoiced fees and expenses with an entry date belonging to the previous invoicing period. The right bottom corner of the view displays the totals of fees and expenses, making it easy to monitor the amount of uninvoiced work.
- Alternatively, you can use the "Matters Until Today" view which lists – regardless of the entry date – all matters having uninvoiced fees and expenses until the current day.
- If there is no invoicing period defined, these two views offer an identical list.
- The Billable Matters folder also provides a Budgeted Matters view which lists all billable matters and their budgeted hours, the actual hours, and a warning triangle if the budget has been exceeded.



You can filter matters in the view by choosing your desired options in the Owner filter, and clicking Search:

- "My Own" shows the billable matters where you are the owner or responsible for the matter.
- "My Business Unit" shows all billable matters of your own business unit, regardless the owner.
 - From the list you can filter out matters of a specific matter responsible or invoicing contact
- "Other Business Units" shows billable matters whose owner belongs to another business unit (if multiple).

Billable matters can be previewed separately and as a mass, which speeds up the invoicing. When you select one or multiple matters in the matter lists (Matters or Billable Matters folders) and Preview on the ribbon, a PDF file of the selected matters' invoices is created, showing how the created invoices will look like.

If the "Show dialog when printing multiple invoices" parameter is not selected, the window of the invoice printing parameters will not be shown, and the matter level printing parameters are applied. If there is no unbillable work on the selected matters, a zero-row invoice will be shown.

3.2 CREATING PRELIMINARY INVOICES


You can create preliminary invoices from matters as follows:


1. Choose all matters from the list that you want to create a preliminary invoice from.
2. Choose Create Preliminary Invoice on the ribbon, and under that either of the two:
 - **Until Selected date**, when you want the preliminary invoice to include fees (= transactions) and expenses only until a selected date
 - Set an end date of the invoicing period as well as an entry date, for which you want to record the sales invoice(s) in bookkeeping.
 - The preliminary invoice will include all billable fees and expenses, which have been registered by the end date of the invoicing period.
 - **Periodical Invoice**, when you want the end date of the invoicing period and the entry date to automatically be the last day of the previous ~~month~~ invoicing period.
 - The preliminary invoice will include all billable fees and expenses, which have been registered within the defined invoicing period.
 - This requires for an invoicing period to be defined in the system on some level.
3. The system will directly open the preliminary invoice to a new window if you only chose one matter to operate on.

4. If you chose multiple matters, the system opens a summary window, that confirms which preliminary invoices were created and which failed.


Summary of the 'Create Preliminary Invoice -> Until Selected Date' Action

Summary of the 'Create Preliminary Invoice -> Until Selected Date' Action


▼ State:  Insufficient (3)

 2009885 - Internal arrangement


All required party identifications have not been performed.


 2009894 - General 2021

All required party identifications have not been performed.

 2009898 - Ulkomainen toimeksianto

All required party identifications have not been performed.

▼ State:  Success (3)

 2009574 - Oy Kiina Ab

You cannot create a preliminary invoice

- if all the fees and expenses of a matter are already on a preliminary invoice
- if there are no invoiceable fees or expenses on the matter
- if the matter is a sub-matter that is invoiced through the main matter
- if there are missing identifications for matter parties, and in the system parameters invoicing has been prohibited in case of missing identifications.

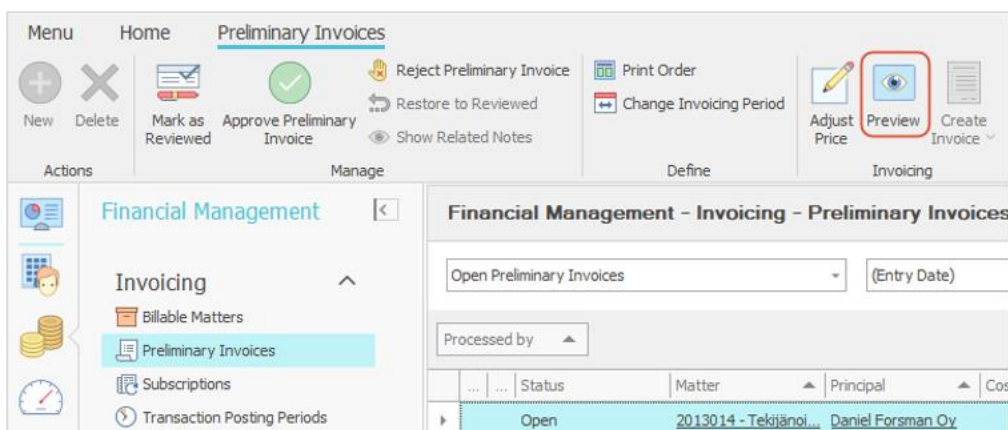
5. Close the summary window by clicking OK.

If the matter already has an existing preliminary invoice, it will be replaced by a new preliminary invoice and all entries will be moved from the old preliminary invoice to the new one.

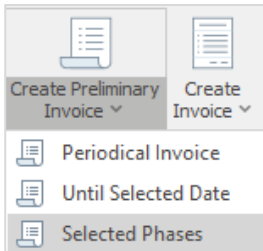
The created preliminary invoices can be found most conveniently from two folders:

- All preliminary invoices can be viewed in the Financial Management > Preliminary Invoices folder.
- If you have been added into a preliminary invoice review process, you can find the preliminary invoices which you need to approve in the Workplace area > Preliminary Invoices folder.

You can review a single preliminary invoice by double-clicking a row on the list. Alternatively, you can preview the actual invoice to be created by highlighting a certain preliminary invoice row and choosing Preview on the ribbon.



Creating preliminary invoices by phase

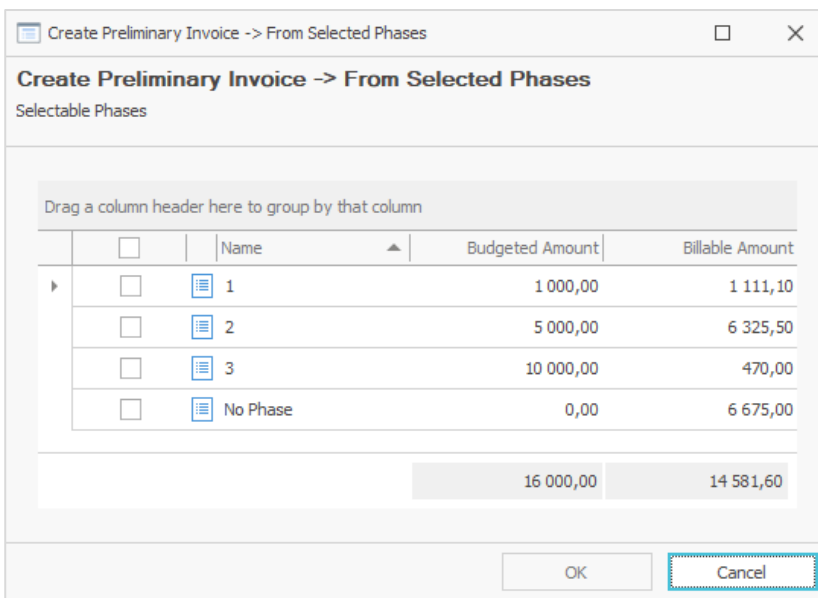


If matter phases are in use, you can create a preliminary invoice of the selected matter phases only.

This action is available on the matter list ribbon behind the Create Preliminary Invoice button or by right clicking the matter row. It is not enabled when you are creating multiple preliminary invoices at once.

The action opens a window displaying all matter phases having open transactions or expenses. Transactions and expenses which are not linked to any phase are displayed as their own group. The list displays the phase-related budget and the open total of transactions and expenses.

From the list, you can select the phases of which you wish to create a preliminary invoice. The invoicing period of the preliminary invoice will thus be the period between the first and the last transaction and/or expense, and the current date is selected as its invoice date.



	Name	Budgeted Amount	Billable Amount
<input type="checkbox"/>	1	1 000,00	1 111,10
<input type="checkbox"/>	2	5 000,00	6 325,50
<input type="checkbox"/>	3	10 000,00	470,00
<input type="checkbox"/>	No Phase	0,00	6 675,00
		16 000,00	14 581,60

A preliminary invoice created from selected phases cannot be combined with an existing preliminary invoice. If the system finds an unapproved preliminary invoice for the same matter, it asks if the existing preliminary invoice should be rejected, and a new preliminary invoice created from the selected phases.

3.3 EDITING PRELIMINARY INVOICES

Modifications and approval for fees and expenses on a preliminary invoice are done on each preliminary invoice separately in their Transactions and Expenses folders before creating the actual invoice.

If you want a specific text to be printed to the first page of an invoice, write it in the Free Text field of the preliminary invoice. However, for the text to be copied to the actual invoice, the “Copy to invoice” check box must be selected. Internal notes should never be written in this field. Instead, they should be added in the Notes tab of the preliminary invoice and, if necessary, marked as important to be visible in the invoice lists.

Removing / not invoicing transactions

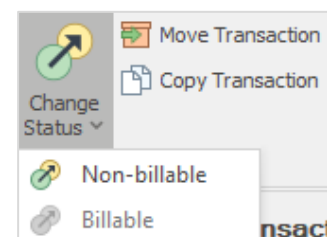
If a certain transaction or expense is unnecessary and you wish to remove it from a preliminary invoice:

1. In the Transactions folder, choose the applicable transactions and then Remove from Preliminary Invoice on the ribbon.
2. The system will open a pop-up window to confirm their removal from the preliminary invoice.
3. The rejected transactions will move from the preliminary invoice to the matter to show as open and will be included in the next preliminary invoice for the matter.
 - In the Expenses folder, you can remove expenses with the same Remove from Preliminary Invoice function.

If you want to leave a transaction on a preliminary invoice uninvoiced until further notice:

1. Choose the transaction you do not want to invoice and Change Status > Non-billable on the ribbon.
2. The system will remove the transaction from the preliminary invoice and move it under the matter as Non-billable.

You can include the transaction to invoicing again in the matter's Transactions folder by choosing Change Status > Billable

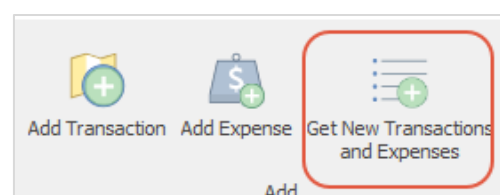


Adding and modifying transactions and expenses

If you notice that some transactions or expenses are missing from the preliminary invoice, and you wish to include them:

1. First, check on the Information tab if the transaction has been registered after creating the preliminary invoice

Choose Get New Transactions and Expenses on the ribbon.



- If the transaction has been added to the matter, the system will bring it to the preliminary invoice
2. If this function does not bring you the transaction/expense you were looking for, you can add a new one directly to the preliminary invoice either choosing Add Transaction/Expense on the ribbon, or in the Transactions or Expenses folder by clicking New, entering all necessary information, and clicking Save.

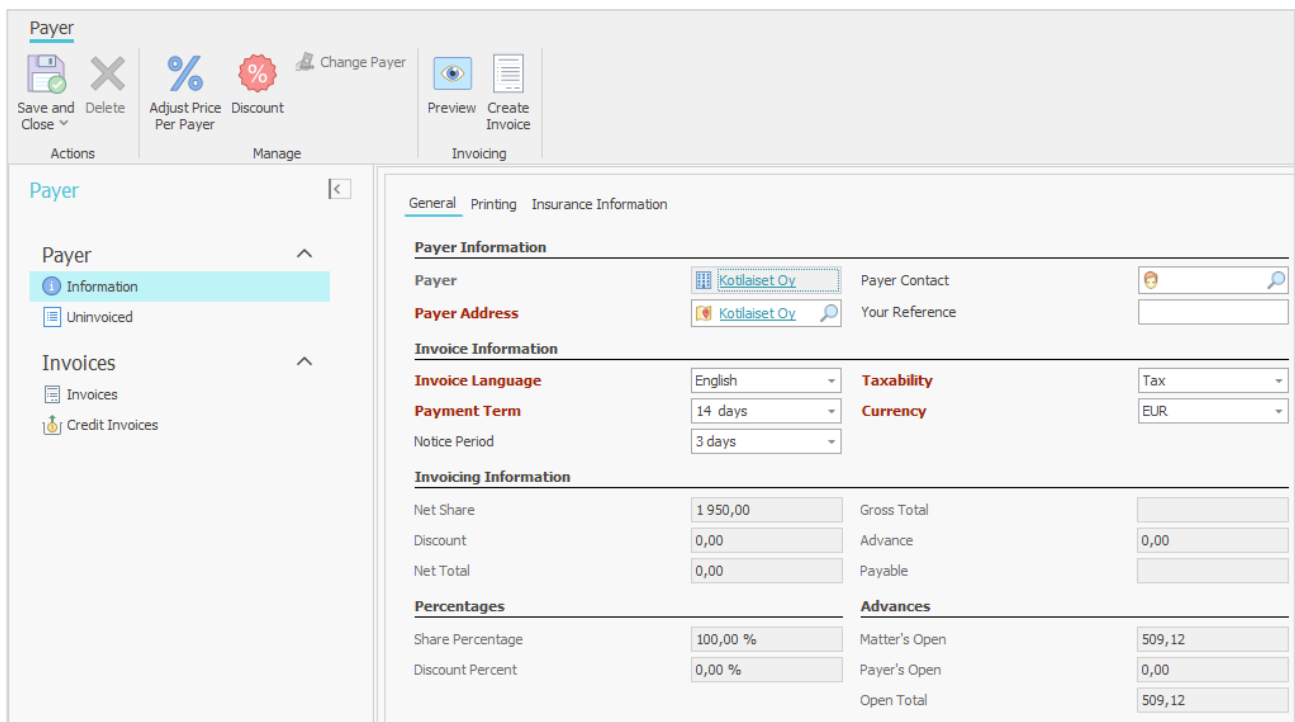
In the Transactions folder of your preliminary invoice, you can make corrections to the details of a single transaction directly on the list, such as editing the date, text, the hours worked or to be billed, hour price, and the total amount of the selected transaction. Remember to click Save to confirm the changes.

To edit other details of the transaction, open the transaction window. Editing expenses is allowed only in the Expense window.

Modifying payer information and changing payers

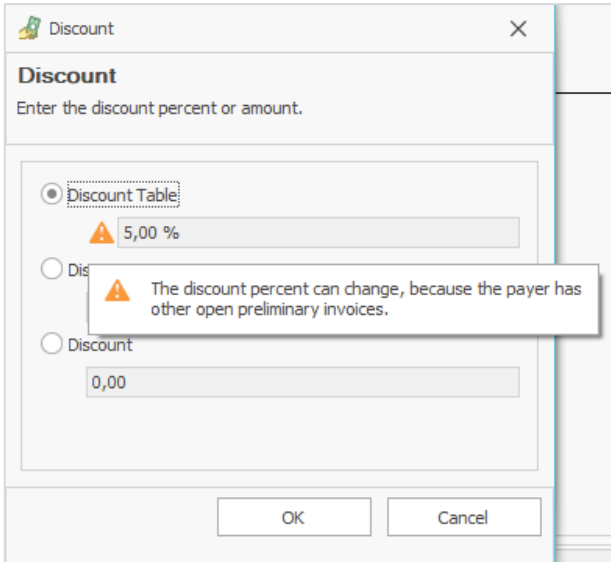
If a preliminary invoice has multiple payers, you can make payer specific modifications on it.

1. Go to the Payers folder of the preliminary invoice.
2. From the list, choose the payer whose information you want to change and double-click to open it.
3. A Payer window opens, showing the net share of the payer, possible advances, and discounts.



4. If required, you can change e.g. the payer's address, contact person, payment term, language, taxability, currency or invoice reference.
5. If you want to modify the information to be printed on the invoice, do it on the Printing tab.
6. You can change the setting for creating invoice for deductible on the Insurance Information tab. All other insurance related information needs to be entered in the Parties folder of the matter before creating a preliminary invoice.

With the Discount button on the ribbon, you can set the payer a discount in either percentages or as an amount. If the payer has a discount table defined, it can be overridden on the preliminary invoice.



If the preliminary invoice payer does not have a discount table, the Discount table option cannot be selected and 0 % is displayed as its percentage.

If the payer has a discount table in use, the Discount Table option is selected by default. The discount percentage has been calculated based on the discount table and it cannot be edited.

If the payer has unapproved (open, reviewed or uplifted/downlifted) preliminary invoices in other matters where the payer is in a principal role, a warning icon reminds that the discount percentage may still change due to invoicing of other open preliminary invoices.

The discount table can be bypassed by entering a discount percentage or a fixed discount amount for the preliminary invoice payer and saving the selection.

If a discount table is defined for the preliminary invoice payer only after the preliminary invoice has been created, the default option in the Discount window is either a manually entered discount percentage or a fixed discount amount. However, the Discount table option shows the percentage calculated based on the payer's discount table, and the option is selectable. If selected, the software saves for the preliminary invoice payer the discount percentage and discount amount according to the discount table.

The discount percentage displayed in the Discount Table option corresponds the total invoicing amount calculated at the time the window is opened. If the steps are e.g. 1) 0–10000 = 10 % and 2) 10000–20000 = 20 % and the net amount of the preliminary invoice transactions is 15000, the discount percentage is displayed as 13.33 %, i.e. $(1000+1000) / 15000$.

From the Preview button on the ribbon, you can see the preliminary invoice as it will be printed for that payer. If you make changes to the invoice printing parameters in the preview window, you can save them for the invoice of that specific payer by selecting Save Printing Parameters in the Invoice Printing Parameters window.

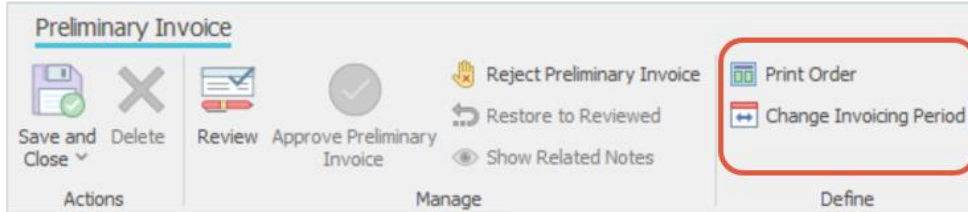
NOTE! The changes you make to the preliminary invoice will only affect the invoice generated from this preliminary invoice. If you want the changes to affect all invoices sent to the payer from the matter in the future, make the changes also in the Parties folder of the matter.

A new payer can be added to a preliminary invoice in the Payers folder by selecting New. You can change add payers in a preliminary invoice if its status is still open, reviewed or uplift/downlift. Adding payers of a reviewed approved preliminary invoice is no longer possible. However, before doing it, the company or private person to be added as a payer must have been added as a matter party. The payment share of a new payer is automatically 0 % / 0 €, but you can edit the share with the “Adjust Price Per Payer” action.

If you need to change the payer on the preliminary invoice, you can do it with the “Change payer” function in the Payers folder of the preliminary invoice. This function isn't activated until the preliminary invoice has the status “approved”. This is because the function is created for the situation where there are multiple payers on

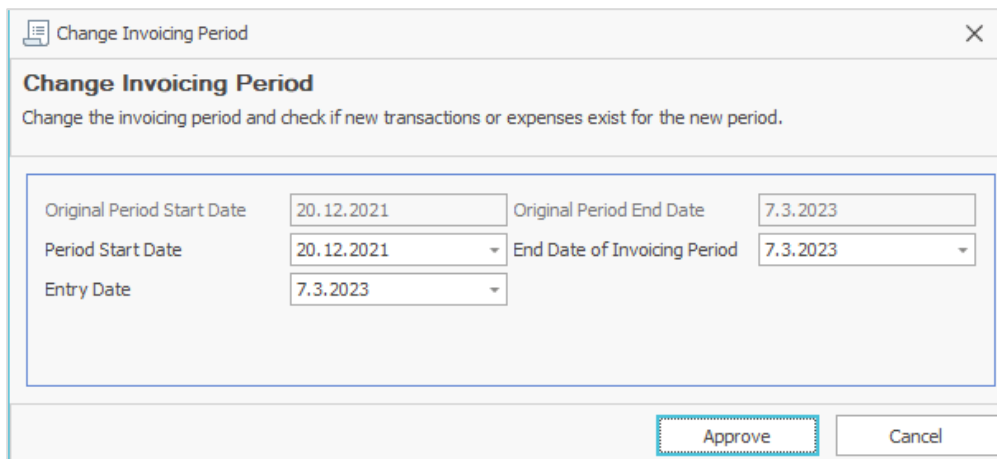
a preliminary invoice, actual invoices have already been made and you need to change the payer on only one of the invoices. For more information, please see the “Cancelling an invoice” chapter.

Modifying the invoicing period and print order



With the preliminary invoice's ribbon functions, you can modify the print order of the transactions, expenses, or phases on the invoice. The arrow buttons allow you to move transactions and/or expenses with the same date on the list. Under the Phases tab you can change the order of phases being printed on the invoice specification. If there are transactions without a phase on the invoice, they will be shown in the beginning of the specification without a heading.

You can also modify the predefined invoicing period of the preliminary invoice by giving it a new start, end, and entry dates.



Change Invoicing Period

Change the invoicing period and check if new transactions or expenses exist for the new period.

Original Period Start Date	20.12.2021	Original Period End Date	7.3.2023
Period Start Date	20.12.2021	End Date of Invoicing Period	7.3.2023
Entry Date	7.3.2023		

Approve Cancel

These changes are no longer possible for a preliminary invoice for which a price adjustment has been made, so you should make all necessary changes first. If you still need to change your print order or invoicing period after making a price adjustment, you'll first have to undo the price adjustment (either concerning the entire preliminary invoice or an individual author, phase, or payer), then edit your print order or invoicing period, and then make the price adjustment again.

Adjusting the price for preliminary invoices

A price adjustment is an alternative to giving discount. It does not affect the registered hours nor hour prices on an invoice but enables flexible uplifting or downlifting of a preliminary invoice's total amount in either percentages or by changing the net or gross amount. If all payers have the same taxability, you'll edit the gross amount. Otherwise, you'll change the net amount.

The price adjustment also changes the original total price of transactions. It will not affect expenses nor fixed price transactions on a preliminary invoice, but standard-priced transactions are included in the adjustment.

Price adjustments should be made before approving a preliminary invoice as they are not allowed for approved preliminary invoices. You can make the price adjustment as a one-time adjustment or define it per author or phase.

Make a price adjustment as follows:

1. On the preliminary invoice ribbon choose Adjust Price.
2. The price adjustment of the Preliminary Invoice window displays a summary of the total invoice transactions and expenses. The modifiable amount (excluding expenses and fixed price transactions) is shown on the Net and Gross Total of Transactions fields.

Price Adjustment of the Preliminary Invoice: 2018144 - Kallen Katiska Oy
Adjust the total price of the transactions on the preliminary invoice or per author.

Reason for price adjustment

For Transactions of the Preliminary Invoice Per Author Per Phase

Change sum

Enter New Price ☒ As Net ☐ As Gros Net Total of Transactions 3 377,50
Gross Total of Transactions 4 188,10

Adjustment Percent 0,00 %

Original Net Amounts

Hour-Priced Transactions 3 377,50
Fixed-Price Transactions 0,00
Expenses and Disbursements 0,00
Total Net Amount 3 377,50

Modified Net Amounts

Adjustment Percent 0,00 %
Hour-Priced Transactions 3 377,50
Fixed-Price Transactions 0,00
Expenses and Disbursements 0,00
Total Net Amount 3 377,50

Buttons: Calculate Undo OK Cancel

3. Choose whether you want to enter the new price as Net or Gross.
4. Enter your chosen adjustment percent or net/gross amount of transactions.
5. Select Calculate to calculate new amounts to the Modified Net Amounts section. The original net amounts section will remain unchanged.
6. Enter the reason for making a price adjustment. The price adjustment reason is saved in the notes of the preliminary invoice. If a power user has defined the field as non-mandatory the reason does not need to be filled in.
7. Accept changes by selecting OK.
 - The window closes and changes are saved on the preliminary invoice.
 - The preliminary invoice and its transactions will have status uplift/downlift.
8. You can return the original amounts of the preliminary invoice by selecting Undo and then exiting the window with the Cancel button.

If you want to make author-specific adjustments:

1. Go to the Author tab of the Adjustment window.
2. On the list you will see a specification of transactions by author.
3. Change the author-specific net amount of the transactions.
 - You can freely change the authors' net amounts as they do not depend on each other.
 - Fixed-price transactions are not included in this adjustment either.
4. The price adjustment will divide evenly by percentage to all transactions of a specific author.

Price Adjustment of the Preliminary Invoice: 2018144 – Kallen Katiska Oy
Adjust the total price of the transactions on the preliminary invoice or per author.

Reason for price adjustment

For Transactions of the Preliminary Invoice Per Author Per Phase

Author	Hours	Transactions Total	Original Fees	Average Price	Modified Price
▶ Jannina Fagers...	11,25	3 377,50	3 377,50	300,22	3 377,50
Emilia Eklund	5,50	2 062,50	2 062,50	375,00	2 062,50

If the matter has defined phases, you can change the net total amount of transactions by phase in the same way as for the author. Transactions without phases are listed as a separate group.

Price Adjustment of the Preliminary Invoice: 2018144 – Kallen Katiska Oy
Adjust the total price of the transactions on the preliminary invoice or per author.

Reason for price adjustment

For Transactions of the Preliminary Invoice Per Author Per Phase

Matter Phase	Hours	Transactions Total	Original Fees	Average Price	Modified Price
▶ Preparatory phase	0,75	262,50	262,50	350,00	262,50
Executive phase	6,50	2 275,00	2 275,00	350,00	2 275,00
Finalizing phase	2,00	400,00	400,00	200,00	400,00
No Phase	7,50	2 502,50	2 502,50	333,67	2 502,50

In the event of a price adjustment, the old amount will remain in the software's memory. You can always undo your changes by selecting the Adjust Price function and “Undo” or by rejecting the whole preliminary invoice. You can also combine different types of adjustments and combine them with payer-specific discounts. If an hourly rate has been set for the matter, the system will notify you in connection with the adjustment, in which case you can either reject or knowingly accept overruling the hourly rate with the adjustment.

Question

?

An hour price has been defined for the matter.
Do you want to save the uplift/downlift made?

Yes No

Adjusting price per payer

An adjustment to a preliminary invoice can also be made by payer if the matter has several payers. It is made on the net amount of the transactions, so it only changes the share between the payers and does not affect the total amount of the transactions. The function does not change the status to uplift/downlift.

If you want to modify the net shares per payer:

1. Go to the Payers folder.
2. Choose Adjust Price per Payer on the ribbon.

Price Adjustment Per Payer: 2010157 - Kiutaköngäs Oy
Adjust the net amount for this payer.

Payer	Net Share	Share %	Modified Net Share	Modified Share %
Company Test	0,00	0,00 %	0,00	0,00 %
Kiutaköngäs Oy	2 640,00	100,00 %	2 640,00	100,00 %
		100,00	2 640,00	100,00

Calculate Undo OK Cancel

Change the net share on the Modified Net Share field for the chosen payer.

3. Click Calculate to recalculate other payers' shares.
4. Approve new shares with OK.
5. You can return the original amounts of the preliminary invoice by selecting Undo and confirming with OK or just exit the window by selecting Cancel.

Setting the advance to be used on a preliminary invoice

If the payer has unused advances, you can decide on the preliminary invoice if the advance should be used on this invoice or not.

In the preliminary invoice's Payers folder, there is a Advance suggestion field showing the net amount of the selected payer's paid and unused advance. The suggestion is also taken into account in the Net total field so that it shows the total net amount after discounts and advance. The advance column shows the amount of advance used, after the preliminary invoice is approved. If the Use advance field is selected, the suggested advance will be used for the invoice. Otherwise, the advance will not be used for the selected preliminary invoice.

Preliminary Invoice		Payers						
Preliminary Invoice		Drag a column header here to group by that column						
Information		Payer	Net Share	Use Advance	Discount	Net Total	Advance suggestion	Advance
Payers		Kiutaköngäs Oy	2 640,00	<input type="radio"/>	0,00	640,00	2 000,00	0,00
Reviewers		Company Test	0,00	<input type="radio"/>	0,00	0,00	0,00	0,00

Saving printing parameters in the preliminary invoice preview

If you want to save different printing parameters for a preliminary invoice having only one payer, it can be done directly in the preliminary invoice preview.

When previewing a preliminary invoice, either directly from the preliminary invoice or from the Payers folder, there is a “Save Printing Parameters” button in the printing parameters window. It allows you to save the selected printing parameters (except for the “Print transfer order template”) for the payer of the preliminary invoice to be automatically applied also for the created invoice. The setting applies to the created invoice only and does not affect the printing parameters saved in the parameters of a corporate or private customer.

Approving / rejecting preliminary invoices and marking their entries as reviewed

You can mark the entries on a preliminary invoice as reviewed in the Transactions and Expenses folder. This function can be used when there is no preliminary invoice review process in use, but all users should still check that their own entries are correct before the preliminary invoice is marked as approved.

Status	Transa...	Transaction	Author	Matter Res...	Hours Wor...	Units	Unit Price
In Prelimin...	14.3.2023	Court Appearance	Emilia Eklund	Daniela Hol...	3,50	3,50	300,00
In Prelimin...	6.3.2023	Court Appearance	Daniela Hol...	Daniela Hol...	3,00	3,00	300,00

If you don't want to open the actual preliminary invoices, you can mark your own entries those preliminary invoices as reviewed by going to the Workplace area > Review > Transactions / Expenses folders. Select the ‘All Transactions’ view and the ‘In Preliminary Invoice’ status filter to find the entries that you should review.

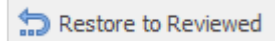
Status	Author	Transaction Date	Customer	Transaction	Matter Respons...	Hours Worked	Units	Unit Price
In Preliminary In...	Emilia Eklund	14.3.2023	Kotilainen Oy	Court Appearance	Daniela Holmberg	3,50	3,50	300,00
In Preliminary In...	Emilia Eklund	15.3.2023	Kallen Katsika Oy	Court Appearance	Jannina Fagerst...	5,50	5,50	375,00

You can select one or multiple transactions/expenses and mark them as reviewed as a mass.

When all the transactions and expenses of the preliminary invoice have been marked as reviewed, the status of the entire preliminary invoice also changes to reviewed.

When all necessary changes have been made to the preliminary invoice, it can be marked as approved. Alternatively, if the preliminary invoice should not be invoiced now, it can be rejected.

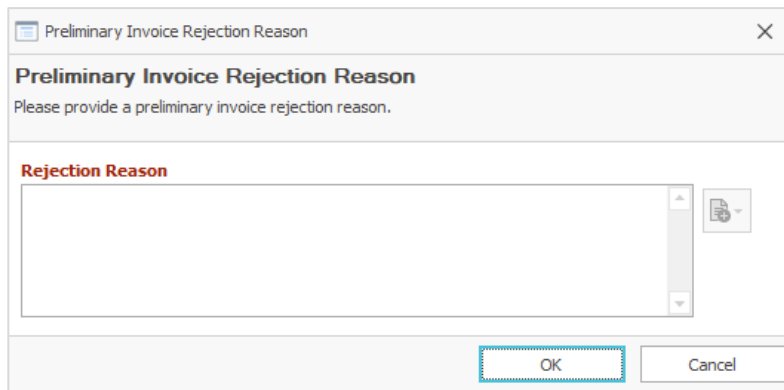
When the preliminary invoice is approved it can be converted to an invoice. You can approve multiple preliminary invoices at once. You cannot make changes to an approved preliminary invoice. In case you need to make changes to an approved preliminary invoice, you can restore it to reviewed.



When you've made the necessary changes approve the preliminary invoice again to convert it to an invoice.

If you do not want to convert a preliminary invoice to an invoice, reject it by following:

1. From the Preliminary Invoices folder choose one or more preliminary invoices.
2. Choose Reject Preliminary Invoice on the ribbon.
3. If rejected preliminary invoices have been defined to be saved, the system will open a window to enter in a rejection reason.
 - You can define this feature in the settings (> Application Parameters > System parameters > Invoicing > Preliminary Invoice > Keep rejected preliminary invoices and Rejection reason required for a preliminary invoice)

A dialog box titled "Preliminary Invoice Rejection Reason" with a close button (X) in the top right corner. Below the title bar, the text "Please provide a preliminary invoice rejection reason." is displayed. A large text input field is labeled "Rejection Reason" in red. To the right of the input field is a small icon of a document with a plus sign. At the bottom of the dialog box are two buttons: "OK" and "Cancel".

4. Type in a rejection reason and confirm with OK.

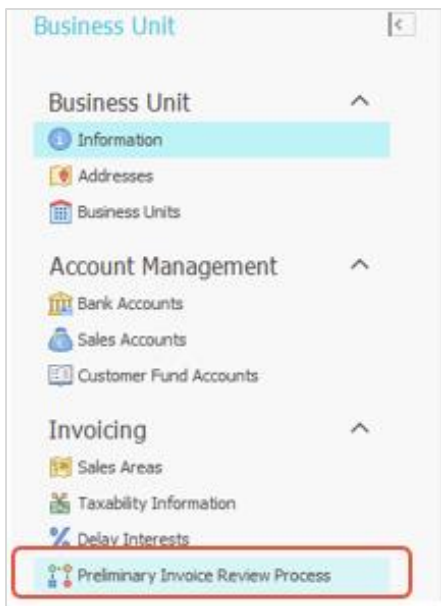
After this action the preliminary invoice can be found in the 'All Preliminary Invoices view by filtering out preliminary invoices with the status rejected.

3.4 PRELIMINARY INVOICE REVIEW PROCESS

To support the verification of preliminary invoices, the software can be configured with a review process in which the preliminary invoices are circulated for reviewing by the desired users until the invoice is ready to be created. If the process is defined, approving a preliminary invoice for invoicing requires that all those assigned to the process have reviewed the preliminary invoice or bypassed the reviewing.

Defining a review process

Power users can define a preliminary invoice review process to be used in the settings > Business Units folder by selecting the business unit and going to its Preliminary Invoice Review Process folder.

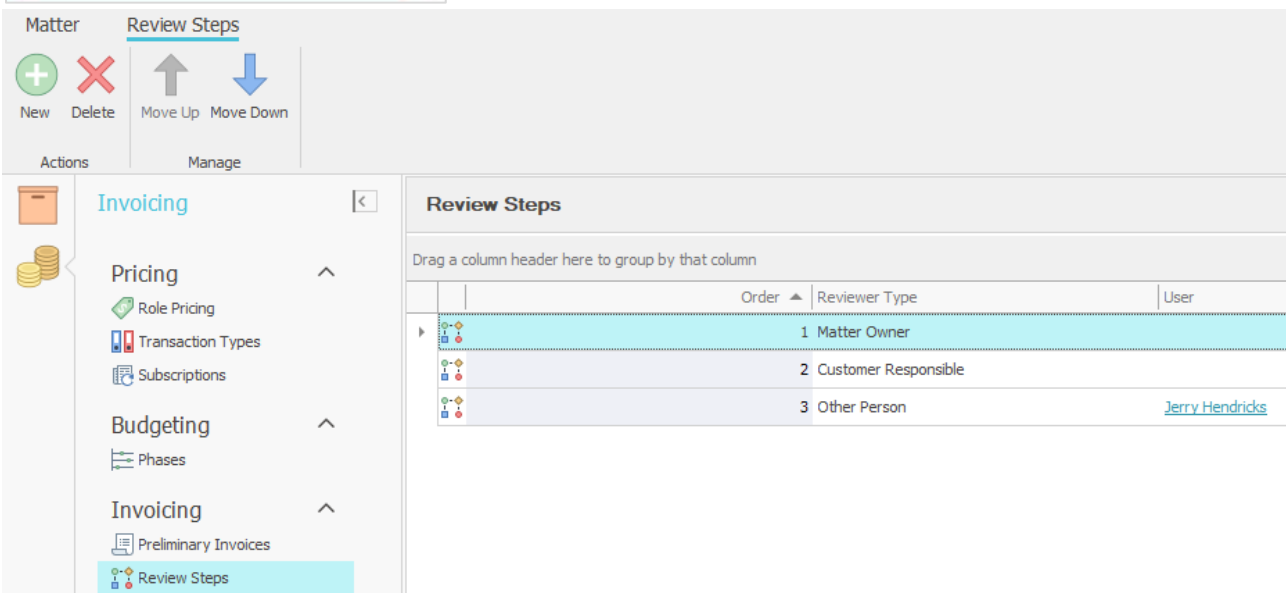


You can choose the following responsible persons for the review process to your preferred order:

- Customer responsible
- Matter owner, responsible, assistant, or invoicing contact
- Single user who is called on to review the preliminary invoice.

It is possible to override the review process defined for the whole business unit by assigning a deviant review process to an individual matter. You can do this by opening the matter window and the Review Steps folder in the invoicing area.

Normally, only power users have the right to edit the preliminary invoice review process. However, the right to edit matter-based review processes can be granted to normal users by adding them to a user group having extended rights to edit matters and preliminary invoices. If the company has multiple business units, this user group can be defined for each business unit separately.



Reviewing and approving preliminary invoices

When the preliminary invoice verification process is in use, users having a specific responsibility role or specifically assigned to the process will check the preliminary invoice for their part before moving it to invoicing.

You can verify all created preliminary invoices either in the Financial Management > Preliminary Invoices folder, or in the Workspace area by selecting the Review > Preliminary Invoices folder.

The person whose turn it is to verify the preliminary invoice first checks the content of the preliminary invoice and makes the requires changes, and then approves it with the Review button, in which case the preliminary invoice moves to the next person in the review process. **NOTE!** Pressing the Review button cannot be cancelled.

Invoicing	
Invoicing Period	23/03/2023 - 21/11/2023
Entry Date	21/11/2023
Price Limit	0.00
Transactions	6,590.00
Expenses and Disbursements	239.00
Total Net Amount	6,829.00

The reviewers for an individual preliminary invoice appear in the Reviewers folder of the preliminary invoice in the reviewing order. The preliminary invoice must be checked in that order, or the order must be modified with the ribbon functions:

- Move Up/Down will change the reviewing turn of a single reviewer on the list
- With the Mark as Reviewed button you can mark the preliminary invoice reviewed on your behalf.
- Skip Review allows you to bypass a specific reviewing turn
- New allows you to add a new person to the reviewing process

When the review process is completed and the necessary changes made to the preliminary invoice, it can be approved by choosing Approve Preliminary Invoice on the ribbon. In the Preliminary Invoices folder, you can approve multiple preliminary invoices at once.

Approving a preliminary invoice activates the Create Invoice button, from which you can immediately create an invoice for the customer. By returning to the Preliminary Invoices folder, you can create invoices from multiple preliminary invoices at once.

If required, the right to approve preliminary invoices can be limited to a specific user group after which only power users and users belonging to that group can approve preliminary invoices.

3.5 INVOICING SUB-MATTERS THROUGH THE MAIN MATTER WITH SUB PRELIMINARY INVOICES

Invoicing main and sub-matters

Invoices to be created from matters can be previewed in the Billable Matters folder. The views in the Billable Matters folder group billable matters by their main matter to make it easier to get an overview of how much is going to be invoiced through the main matter. The matters that aren't main or sub-matters as well as sub-matters that are invoiced through the sub-matter are listed first in the view. When previewing an invoice for a main matter, the preview lists also all transactions of its sub-matters to be invoiced through the main matter but the preview does not list them by matter.

When a preliminary invoice is created from the main matter, the software creates sub preliminary invoices also for all its sub-matters to be invoiced through the main matter. For such sub-matters, preliminary invoices or invoices cannot be created individually without changing their invoicing to take place sub-matter based. Each of these sub preliminary invoices contains both transactions and expenses of sub-matter in question. The payer information for sub preliminary invoices is inherited from the main matter.

Creating preliminary invoices in the main and sub-matter structure

Preliminary invoices for matters that are a part of a main and sub-matter structure are created the same way as for normal matters. Sub-matters that are invoiced through the sub-matter are handled as normal matters and you can create a preliminary invoice as a periodical invoice, to a selected date, from selected phases and from selected transactions in the Transactions folder.

When you create a preliminary invoice for a main matter having sub-matters to be invoiced through the main matter, you can create a preliminary invoice normally as a periodical invoice, to a selected date and from selected phases.

When the main matter has sub-matters that are invoiced through the main matter, it's also possible to create a preliminary invoice from selected transactions in the Transactions folder. However, since you can select to the preliminary invoice transactions both from the main matter and sub-matters, please note the exceptions in the different scenarios below.

To see all open transactions on the main and sub-matters that are invoiced through the main matter, select the 'Open Transactions by Matter' view in the Transactions folder.

1. If a preliminary invoice is created from the selected transactions of the main matter and of one or multiple sub-matters, the Sub Preliminary Invoices folder in the main preliminary invoice window contains all preliminary invoices by sub-matter.
2. If a preliminary invoice is created only from the selected transactions of one or multiple sub-matters, a zero-priced main preliminary invoice is created for the main matter and the sub preliminary invoices are added under it. The zero-priced main preliminary invoice automatically gets the status 'Reviewed'.
3. If a preliminary invoice is created from the selected transactions of the main matter and there is an existing zero-priced main preliminary invoice, the software gives an error message and informs the user about an unapproved preliminary invoice having the status 'Reviewed' or 'Uplift/downlift'.
4. If there already is an open main preliminary invoice with sub preliminary invoices and a user tries and create a new preliminary invoice, one of the following options needs to be selected:

- The new preliminary invoice is added to the existing preliminary invoice
 - The existing preliminary invoice is rejected and a new one created from the selected transactions
 - The creation of the new preliminary invoice is cancelled
5. If a preliminary invoice has first been created from the selected transactions of the main matter and of one or multiple - but not all - sub-matters, and the user then creates a new preliminary invoice from the selected sub-matter transactions, the software displays an error message. The user is informed about the need to invoice or reject existing preliminary invoices as the open preliminary invoices on the main or sub-matter prevent creating new preliminary invoices. This error message is also displayed when creating a new preliminary invoice in the situation where the status of any sub preliminary invoices is 'Approved' but the main preliminary invoice still has the status 'Open'.

When a preliminary invoice is created from the selected transactions, it is possible to add uninvoiced expenses to it. In the main / sub-matter structure, when uninvoiced expenses are selected to be added to the preliminary invoice, the software only adds uninvoiced expenses from the matters from where the transactions are selected.

NOTE! When you create a preliminary invoice from the selected transactions in the main / sub-matter structure and decide not to select any transactions from a specific matter, the expenses on this matter won't be included in the preliminary invoices either.

Editing main and sub preliminary invoices

The different editing functions in the main/sub preliminary invoice structure work as follows:

- "Get New Transactions and Expenses" fetches new entries from the matter related to the preliminary invoice in question. E.g. if you select this function on a sub preliminary invoice, only transactions and expenses from the sub-matter will be imported to the preliminary invoice.
- "Print Order" in the main preliminary invoice also lists invoice rows of its sub preliminary invoices. In sub preliminary invoices, the function is disabled.
- Price adjustments need to be made separately for each preliminary invoice of the main and sub matters.
- Changing payers or adding new payers to main or sub preliminary invoices is not allowed. The sub preliminary invoices will always inherit the payer from the main preliminary invoice.
- For sub preliminary invoices, defining or changing payer shares, discounts and advances is also prohibited. However, until any of the sub preliminary invoices has been approved, it is possible to change payer shares or discounts of the main preliminary invoice and the changes will also be updated to the sub preliminary invoices. The selection whether to use advance or not for the payer, is also allowed on the main preliminary invoice only.

NOTE! There is a special case in the main/sub preliminary invoice structure. When there is a fixed euro-based discount and, in the preliminary invoice, a change affects the total price, the discount needs to be re-set and all approved sub preliminary invoices restored either as reviewed or open. This may occur e.g. when a transaction's total price or its Fixed Price selection is changed, a price adjustment is made for the main or sub preliminary invoice or a sub preliminary invoice is rejected.

Preliminary invoice review process with main and sub preliminary invoices

When the review process of preliminary invoices is in use, also the sub preliminary invoices need to be reviewed separately. If there is a review process set on the business unit level, where the matter owner

reviews the preliminary invoices, and different users are set as owners on the main and sub-matters, the main preliminary invoice and sub preliminary invoices are reviewed by different users. Therefore, the main preliminary invoice can be marked as reviewed before the sub preliminary invoices have been reviewed.

The sub preliminary invoices are reviewed as normal preliminary invoices. If reminders have been activated for new preliminary invoices to review, users will receive the reminders of new sub preliminary invoices to be reviewed as well.

If a preliminary invoice reviewer also wants to review the main preliminary invoice, a direct link to it is found in the General tab of the sub preliminary invoice:

Invoicing			
Invoicing Period	11.1.2019 - 21.4.2023	Transactions	210,00
Entry Date	21.4.2023	Expenses and Disbursements	10,00
Price Limit	0,00	Total Net Amount	220,00
Main preliminary invoice	Preliminary Invoice		

If the Sub Preliminary Invoices folder is visible in the preliminary invoice window, the preliminary invoice is a main preliminary invoice for a main matter that has sub-matters to be invoiced through it.

When the sub preliminary invoices have been marked as reviewed, they can be approved. Once all sub preliminary invoices are approved the main preliminary invoice can also be approved. **NOTE!** To be able to approve the main preliminary invoice, all its sub-preliminary invoices need to be either approved or rejected.

Preliminary Invoice

Preliminary Invoice

Information

Payers

Sub preliminary invoices

Reviewers

Approving preliminary invoices without the preliminary invoice review process

The main preliminary invoice and its sub preliminary invoices are all verified and approved separately. The main preliminary invoice cannot be approved until all its sub preliminary invoices have either been approved or rejected. To speed up the process, you can manage the following things in the main preliminary invoice's window:

- Review the transactions and expenses of the sub-preliminary invoices in the Sub Preliminary Invoices folder
- Make changes to transactions and expenses of the sub preliminary invoices in the Expenses and Transactions folders by selecting the views "All transactions by matter" and "All expenses by matter"
- Select multiple sub preliminary invoices at once, and mark them as approved

When the review process of preliminary invoices is not in use, the 'Mark as Reviewed' button is not enabled for a preliminary invoice. However, marking the preliminary invoice's transactions and expenses as reviewed changes also the preliminary invoice status to 'Reviewed'. By using this function in the main preliminary invoice folders, you can mark the transactions/expenses on the sub preliminary invoices as reviewed to keep track of which registrations and preliminary invoices you've already checked.

After approving the main preliminary invoice, the status of its sub preliminary invoices can no longer be changed. If a sub preliminary invoice needs to be edited, the main preliminary invoice must first be restored as reviewed after which the same 'Restore as Reviewed' is enabled also for the sub preliminary invoices.

Creating invoices from main preliminary invoices


Creating an invoice from a main preliminary invoice is only possible when all the transactions and expenses on its sub-preliminary invoices will be included on the actual invoice.

Once an invoice from the main preliminary invoice has been created, the status of its sub preliminary invoices will be 'Invoiced'. Cancelling of the invoice changes the status of both the main preliminary and sub preliminary invoices accordingly.

When the main matter has sub-matters which are to be invoiced through the main matter, price adjustment and the change of payer share are disabled when an invoice is created directly from the main matter, without creating a preliminary invoice first.

For sub matters and sub preliminary invoices to be invoiced through the main matter, the parameters determining the general expense are fetched from the main matter or the main preliminary invoice. The general expense can be set for a preliminary invoice, the matter of the preliminary invoice, the principal, the invoicing business unit, the business unit of the user processing the preliminary invoice or the main business unit.

The invoice created from the main matter enables selecting a specification page by matter. When the "Specification by matter" is selected in the Invoice Printing Parameters window, the specification page prints transactions by matter and expenses under the main matter.

Invoice specification page			
Invoice Template	 Oletus (Suomi)	Print 0 rows in specification	<input checked="" type="checkbox"/>
Print transaction and expense specification	<input checked="" type="checkbox"/>	Hide expenses from specification	<input type="checkbox"/>
Print Additional Specification by Author	<input type="checkbox"/>	Show daily summaries	<input type="checkbox"/>
		Specification by matter	<input type="checkbox"/>

You can select this "Specification by matter" parameter in a main/sub-matter structure

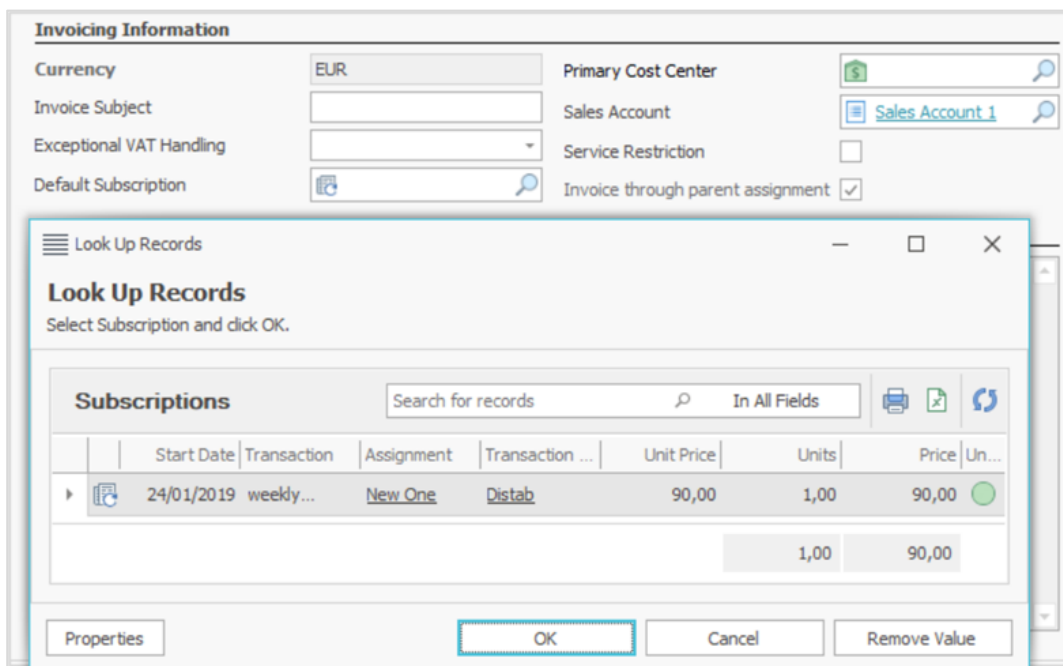
- When previewing a preliminary invoice of the main matter or previewing / printing the main matter's invoice as a PDF or as an email attachment
- When previewing or printing the payment demand which concerns the main matter's invoice
- When printing a PDF file to be attached to an e-invoice sent to Maventa.

The "Specification by Matter" can be set as default in the business unit, customer, or matter parameters.

Managing subscriptions in the main/sub-matter structure

The main/sub-matter structure enables the use of subscriptions, which create matter-related fixed subscription fees to be invoiced from the customer.

In the main/sub-matter structure, the subscription can only be selected from the matter to be invoiced. Thus, it is not possible to create an own subscription for a sub-matter that is invoiced through the main matter, but the main matter's subscription can be selected as the default subscription of the sub-matter, so that the information is updated for its transactions. First create the subscription for the main matter, open the sub-matter and, in the Default Subscription field of the Invoicing tab, select the subscription you just created.



Invoicing Information

Currency: EUR Primary Cost Center: [dropdown]

Invoice Subject: [text box] Sales Account: Sales Account 1

Exceptional VAT Handling: [dropdown] Service Restriction: [checkbox]

Default Subscription: [dropdown] Invoice through parent assignment: [checked]

Look Up Records

Select Subscription and click OK.

Subscriptions

Search for records In All Fields

	Start Date	Transaction	Assignment	Transaction ...	Unit Price	Units	Price	Un...
▶	24/01/2019	weekly...	New One	Distab	90,00	1,00	90,00	
						1,00	90,00	

Properties OK Cancel Remove Value

When the main matter's subscription is selected as the default subscription for the sub-matter, all transactions created for the sub-matter will automatically be included in the subscription.

NOTE! Transactions created for the sub-matter before the main matter's subscription is set as the default subscription, cannot be included into the subscription. You can change the total price of these transactions to zero manually or create new transactions and delete the old ones.

If the sub-matter has a default subscription and its invoicing is changed e.g. from the main matter to the sub-matter, the Default Subscription field is cleared.

The invoicing of a seasonal fee, created according to the subscription, cannot be changed between the main matter and sub-matter. The seasonal fee must first be invoiced or deleted, and the invoicing matter must be changed only after that. An uninvoiced seasonal fee can only be removed when deactivating the subscription.

- 4 A manually created transaction can be included in the transaction's subscription as a zero-priced by selecting the Include in Subscription button or the Subscription field in the Invoicing tab of the transaction. Transactions belonging to the same matter can be included in the subscription simultaneously as well.

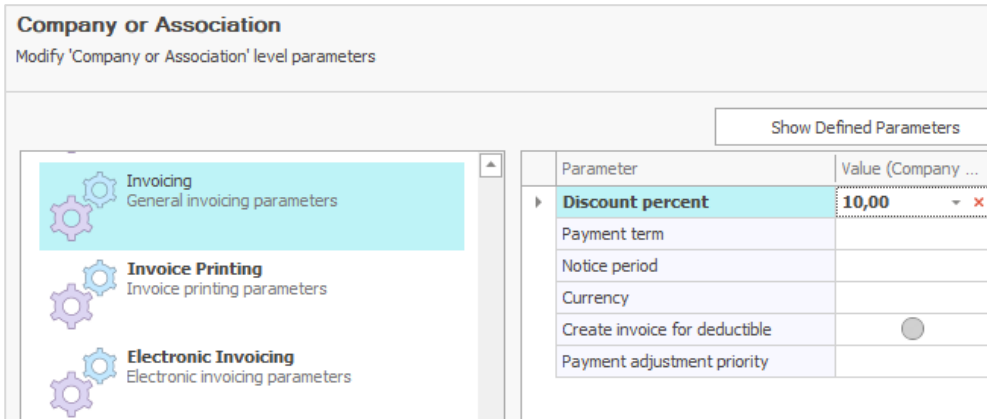
DISCOUNTS

In CSI you can manage discounts on various levels. You can set up fixed discount percentages for customers to affect all the invoices of the customer or set up a discount for matters to only apply on the invoices created for that specific matter. Discounts can also be set only for specific invoices either as a percentage or as a sum. Alternatively, you can define a discount table for a customer for longer-term invoicing purposes.

4.1 SETTING DISCOUNTS

If you want to set up a customer specific fixed discount percentage, do it in the customer parameters. Select the customer you want to set the discount for and select Parameters on the ribbon.

Under the Invoicing > Invoicing, you can find the Discount percent parameter for setting a discount percent for the customer, in the below example the customer has been defined a 10% discount.



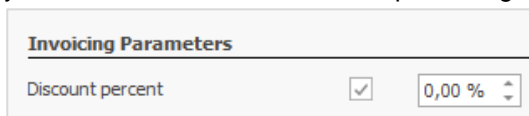
Company or Association
Modify 'Company or Association' level parameters

Show Defined Parameters

Parameter	Value (Company ...)
Discount percent	10,00
Payment term	
Notice period	
Currency	
Create invoice for deductible	<input type="radio"/>
Payment adjustment priority	

A discount set at the customer level can be overridden at the matter level as follows:

1. Open the matter where you want to override the customer discount and go to the Parties folder.
2. Double click on the party row whose discount you want to override.
3. Check the Discount percent box and set the new discount percentage. Set the percentage to zero, if you want to remove the discount percentage from the customer for this specific matter.

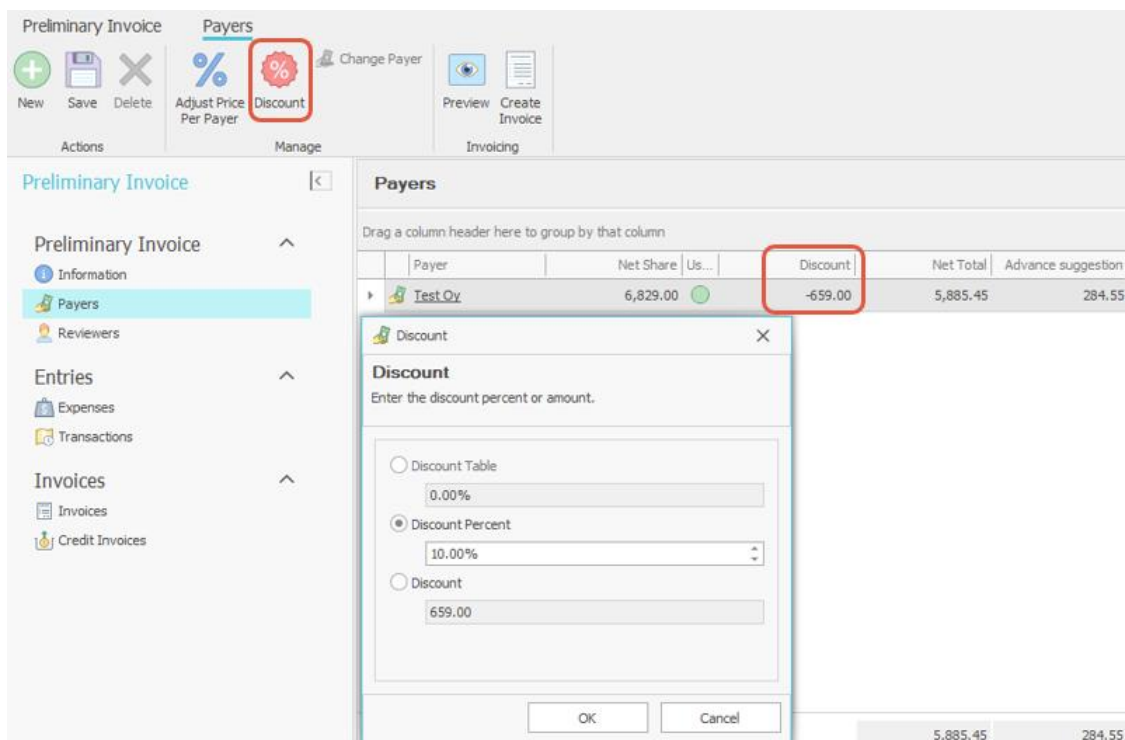


Invoicing Parameters

Discount percent ☒ 0,00 %

A discount can also be removed or defined for a specific invoice in the preliminary invoice before creating the actual invoice. To do this, open the preliminary invoice and go to the Payers folder.

In the list of payers, the Discounts column shows if the payer already has a discount defined at some level. Choose the payer whose discount you want to edit and select the Discount button on the ribbon.



Preliminary Invoice

Payers

Drag a column header here to group by that column

Payer	Net Share	Us...	Discount	Net Total	Advance suggestion
Test Oy	6,829.00		-659.00	5,885.45	284.55

Discount

Enter the discount percent or amount.

☐ Discount Table
0.00%

☒ Discount Percent
10.00%

☐ Discount
659.00

OK Cancel

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) the discount is displayed in the window. You can edit it or set it to zero to create an invoice without any discount.

In the invoice, the discount is displayed as a separate row, and applied to the net value of the transactions.

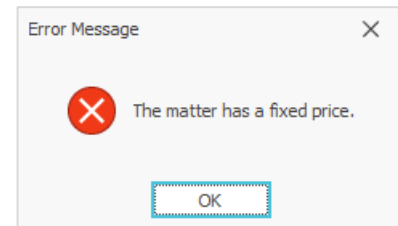
Matter: M&A case			
Period 04.04.2022 - 09.03.2023.			
Specification	Net	VAT	Total
Fees	800,00	0,00	800,00
Expenses	8,00	0,00	8,00
Total	808,00	0,00	808,00
Discount (10,00 %)	-80,00	0,00	-80,00
Total	728,00	0,00	728,00

The discount percentage on the discount row will only be printed to the invoice if you check the “Show discount percentage” parameter in the invoice printing parameters.

Situations where discounts cannot be set / removed

Discounts, set on any level, won't apply to fixed priced transactions or expenses. Besides these, there are a few other situations when discounts cannot be applied or removed.

If a matter is defined to be fixed priced, the discounts set at the customer or matter level won't be applied when invoices are created for the matter. If you try and set a discount for the preliminary invoice, the software gives an error message saying that a discount cannot be set for a fixed priced matter.



If a matter is part of the main/sub-matter structure and a sub-matter is invoiced through the main matter, the discount may need to be reset in some scenarios. For example, if the main/sub preliminary invoice structure has a fixed euro-based discount and, in the preliminary invoice, there is a change that affects the total price, the discount needs to be reset. This may occur e.g., when a transaction's total price or its Fixed Price selection is changed, a price adjustment is made for the main or sub preliminary invoice or a sub preliminary invoice is rejected.

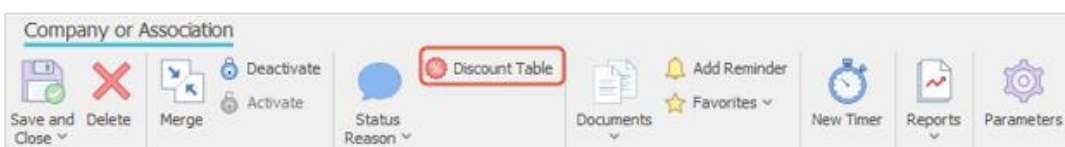
4.2 DISCOUNT TABLES

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 percentage.

NOTE! When using the discount table and 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 that year. The discount table will not include invoices that were created before the discount table was defined. Therefore, it's important that the discount tables are in place before the first invoices are created.

To add a discount table, follow these steps:

1. In the customer list or in the customer window select Discount Table on the ribbon.



- 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.

Discount Table: Critical AB
Define a discount table for the customer.

Invoicing Period	Current Year	Use for Subsidiaries
Minimum	Cumulative 12 Months	
	Current Quarter	
	Current Year	10 000,00
		50 000,00

- 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.

Company or Association

Save and Close Delete Merge Deactivate Activate Status Reason Discount Table Documents Add Reminder Favorites New Timer Reports Parameters

Customer

Company or Association

Information

More Addresses

Contact Persons

Team Members

Name History

Review

Conflict Checks

Customer Identification

Relationships

Relationships

Subsidiaries

Sales & Marketing

Customer Plans

Opportunities

Discount Table: Critical AB
Define a discount table for the customer.

Invoicing Period: Current Year

Minimum	Maximum	Discount Percent
0,00	10 000,00	0,00 %
10 000,00	50 000,00	5,00 %
50 000,00	100 000,00	10,00 %

Delete OK Cancel

The discount table is valid for all invoices where the customer is in a payer role. The discount for each invoice is calculated based on the actual invoicing situation and the discount is applied in the same order the invoices are created based on the invoice date. 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.

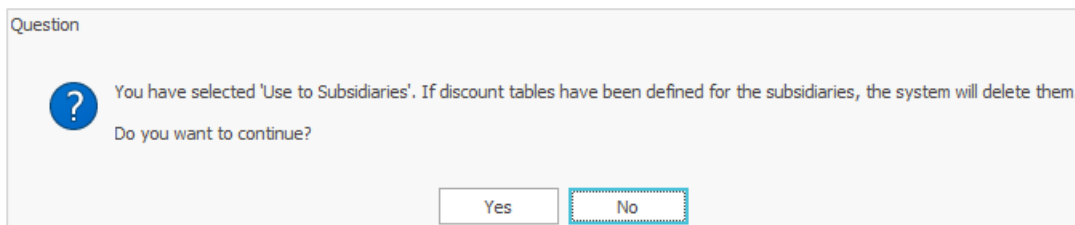
A discount table can be deleted by opening it and selecting Delete after which the software still requires confirmation. Deleting the discount table has no impact to the invoices which have already been created.

Discount table for corporate structure

A discount table can also be set when having a corporate structure. If a discount table is set for a company having subsidiaries, it can be defined to also affect the subsidiaries by checking the Use for Subsidiaries checkbox in the discount table window.



When you select the discount table to be used also for subsidiaries, it will include invoices created for the subsidiaries of the customer. If the subsidiaries had their own discount tables specified, they are deleted. If a discount percent was specified in the subsidiary's parameters, the parent company's discount table overwrites it. The software gives a warning and asks you to confirm that you wish to use the discount table for the subsidiaries as well.



5

INVOICING

5.1 CREATING INVOICES WITHOUT A PRELIMINARY INVOICE

If you do not always want to utilize preliminary invoice, a power user can allow it to be bypassed in the settings (> Application Parameters > System Parameters > Invoicing > Preliminary Invoice > Allow bypassing preliminary invoice phase). This enables you to directly create invoices with the Create Invoice function in a matter's Transactions folder, in the Billable Matters folder or in the Matters folder.

When having open the Transactions folder of a matter and selecting Create Invoice from Selected on the ribbon, the system opens a window whose Uplift/Downlift tab enables making a price adjustment for the selected transactions either as gross or net. If you have selected only zero-priced, fixed-priced or non-billable transactions, price adjustment is not allowed.

After the invoice is created, the system confirms its invoice number. The invoice is found in the Invoices folder of the matter and in the Financial Management > Invoices folder, which offers versatile functionality for managing the invoice.

Notifications that may appear when creating invoices

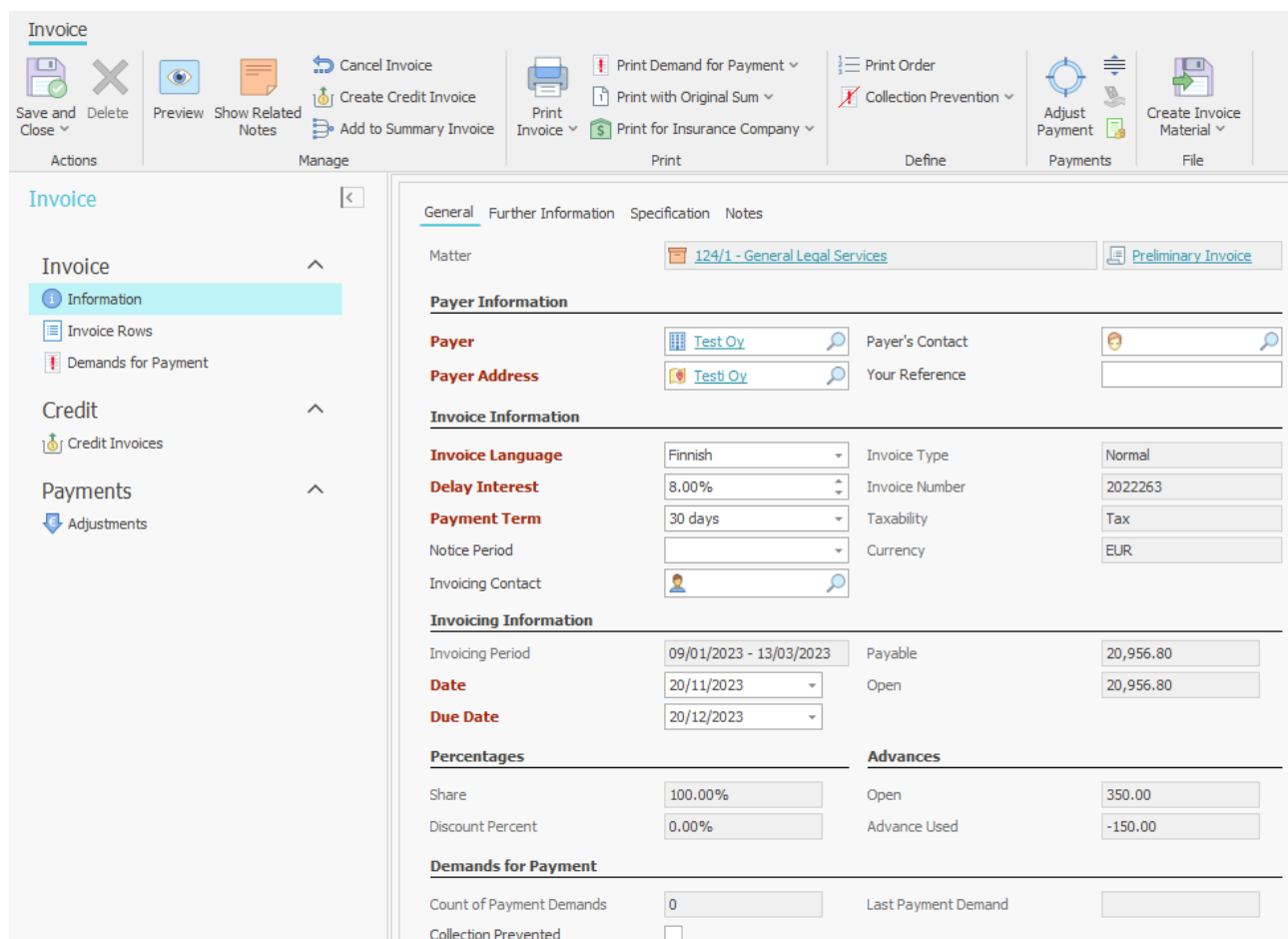
When invoicing a fixed price matter, the software gives a notification about the matter's fixed price, the price adjustment to be made and that the matter cannot be re-invoiced later. The user can then close the matter after invoicing it, since new entries which will possibly be added later cannot be invoiced.

When creating an invoice for a matter with unfinished customer identifications, the software gives a warning or an error if the warning/error has been activated in the System level parameters (Customer identification).

5.2 MODIFYING INVOICE INFORMATION

Invoices are managed centrally in the Financial Management > Invoices folder.

You can edit the information of an invoice by double-clicking it on the invoice list to open the invoice.



When the invoice hasn't been sent or printed it has the status Open and you can change for example the following:

- Payer (if the new payer has the same taxation), payer address, payer's contact, and payer's reference.
- Invoice language, delay interest, payment term, date, and due date.
- On the Further Information tab, the entry date, invoicer, cost center, and bank/sales account.

- In the Invoice Rows folder, the description text for the transactions and expenses by double-clicking the rows.

Once the invoice has been printed or sent, you can only edit the payer, payer's address, payment terms, notice period, date, and due date.

NOTE: If the invoice has been transferred to bookkeeping, either via integration or by creating bookkeeping material, any changes made to the invoice information will not be updated to the bookkeeping software.

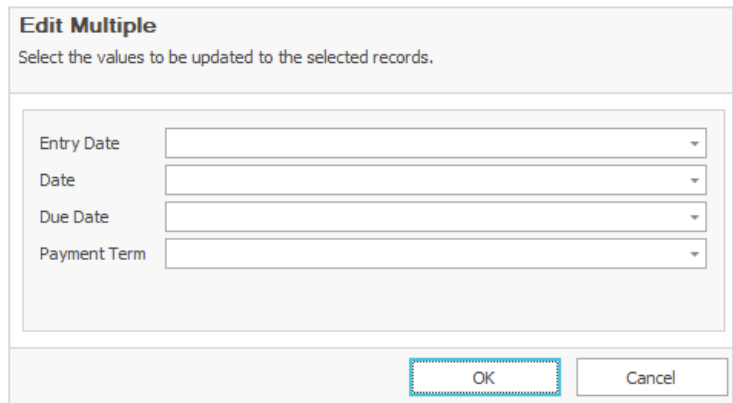
Via the Preliminary Invoice link of the invoice window, you can view the preliminary invoice, from which the invoice has been created.

Editing multiple invoices

Power users can also edit simultaneously multiple invoices which do not have adjusted payments or credits. It can be done in the Invoices folder by selecting the desired invoices (while holding down the Control button) and then right clicking the mouse and selecting Edit Multiple.

The window enables editing the entry date, date, due date to be printed to invoices, or payment term for all the selected invoices.

The OK button saves the changes. A user gets a summary showing which of the invoices were edited successfully and which were left unchanged.



Edit Multiple
Select the values to be updated to the selected records.

Entry Date

Date

Due Date

Payment Term

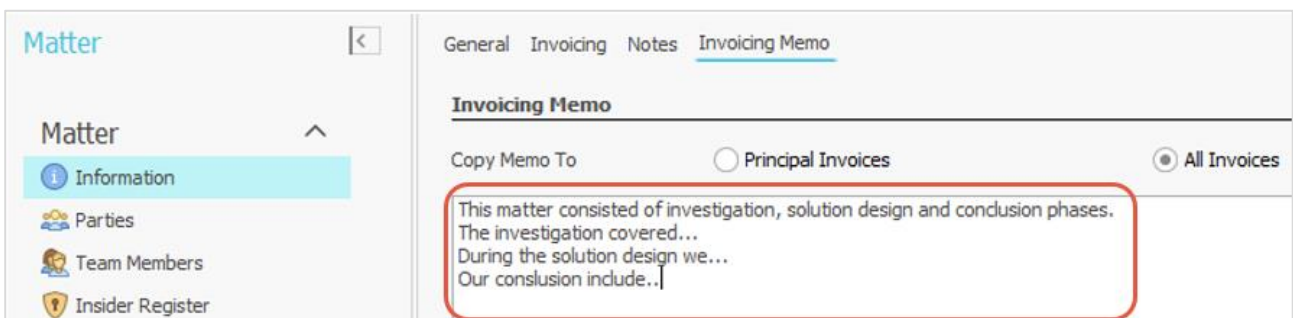
OK Cancel

Replacing invoice specification with an invoicing memo

The normal invoice specification can be replaced with an invoicing memo which is a summary of the matter and will be printed to the first page of the invoice.

You can save an invoicing memo either in the matter or later when creating a preliminary invoice or an invoice. **NOTE!** An invoicing memo can only be attached to preliminary invoices or invoices using the default invoice template. If your office uses a customized invoice template, the invoicing memo needs to be customized to the template. Please also note that you cannot attach it to invoicing or bookkeeping material files, the invoicing memo will only be available in the invoice PDF file.

Power users can activate the invoicing memo into use in the settings, Business Unit parameters (Invoicing > Invoicing memo in use). After activation, all billable matters will offer the Invoicing memo tab where you can enter the memo content and define whether it will be printed only on principal invoices or on all invoices regardless the payer.



Matter

Information Parties Team Members Insider Register

General Invoicing Notes **Invoicing Memo**

Invoicing Memo

Copy Memo To ☐ Principal Invoices ☒ All Invoices

This matter consisted of investigation, solution design and conclusion phases.
The investigation covered...
During the solution design we...
Our conclusion include..

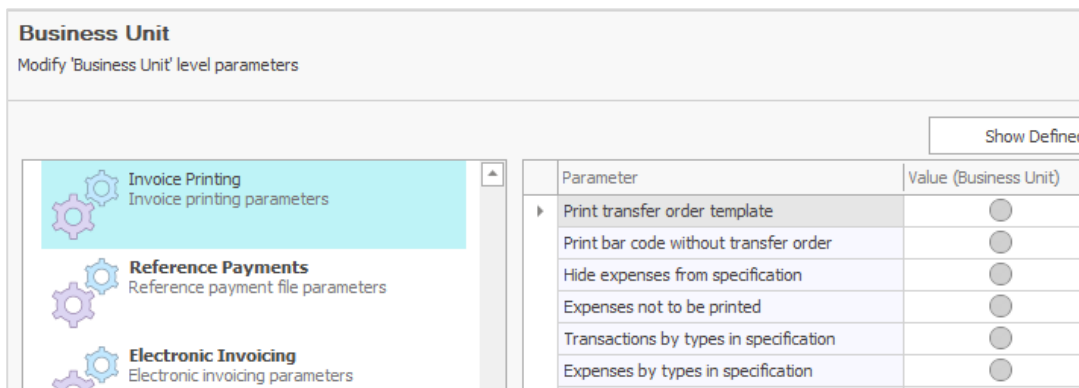
In case an invoicing memo is already added to the matter, its content and printing selection are copied to preliminary invoices and invoices where they can still be edited. Changes made to the invoicing memo of a preliminary invoice are copied to the invoice.

If the printing selection is "Principal invoices", the content and the printing option are only displayed in the Invoicing Memo tab of the principal's invoice where they can still be edited. By default, the "Print" option is selected, and the invoicing memo is printed on the front page of the principal's invoice.

If the printing selection is "All Invoices", the content and the printing option are displayed and are editable in the Invoicing Memo tab of invoices of all payers. By default, the memo will be printed on the first invoice page of all payers.

5.3 DEFINING INVOICE PRINTING PARAMETERS

The default parameters for printing invoices are set in the settings (> Application Parameters > Own Business Unit Parameters > Invoicing > Invoice Printing). They define the desired content and layout of invoices, e.g., what information will be displayed in invoices and in which format.



Parameter	Value (Business Unit)
Print transfer order template	<input type="radio"/>
Print bar code without transfer order	<input type="radio"/>
Hide expenses from specification	<input type="radio"/>
Expenses not to be printed	<input type="radio"/>
Transactions by types in specification	<input type="radio"/>
Expenses by types in specification	<input type="radio"/>

However, these defaults can be overridden 1) at the customer-level parameters, 2) at the matter-level parameters, 3) in the Payers folder of a preliminary invoice for individual payers or saved when previewing the preliminary invoice if the invoice has only one payer, or 4) in the Invoice Printing Parameters window, when previewing, printing, or sending an invoice.

The Invoice Printing Parameters window also opens when printing multiple invoices, if the "Show dialog when printing multiple invoices" parameter has been selected in the settings, business unit parameters.

Besides the parameters which define the content and layout of the invoice, the window enables changing the invoice date, due date, language, currency, invoicer address and bank account to be printed to the invoice.

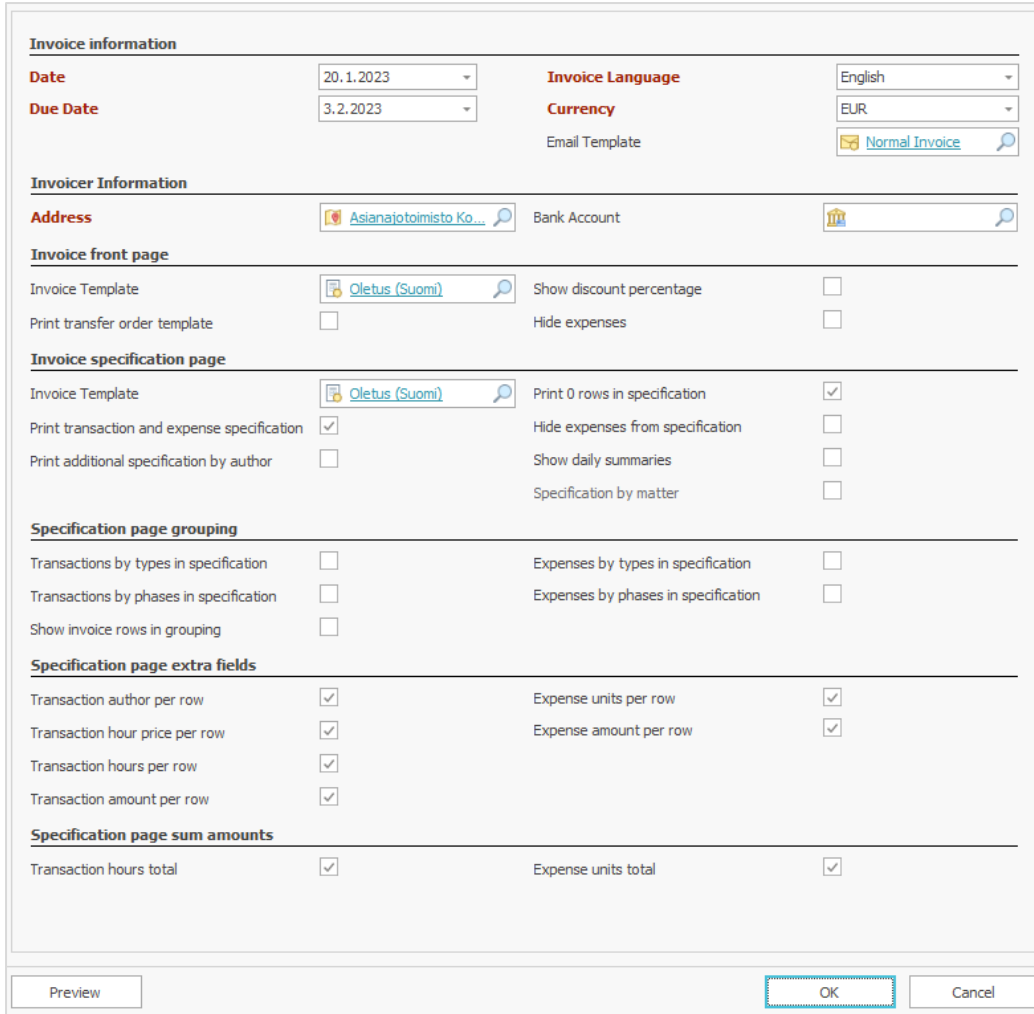
The printing parameters are saved to the invoice when it is created, and future changes to the printing parameters have no impact on old invoices. But the printing parameters can be overridden when sending the invoice.

5.4 PREVIEWING INVOICES

With the invoice preview, you can check how the invoice looks before printing or sending it:

1. Select the desired invoice row.
2. Choose Preview in the ribbon.

3. Next, a window for defining Invoice Printing Parameters will open:



Invoice information

Date: 20.1.2023
Due Date: 3.2.2023
Invoice Language: English
Currency: EUR
Email Template: Normal Invoice

Invoicer Information

Address: Asianajotoimisto Ko...
Bank Account:

Invoice front page

Invoice Template: Oletus (Suomi)
Print transfer order template: ☐
Show discount percentage: ☐
Hide expenses: ☐

Invoice specification page

Invoice Template: Oletus (Suomi)
Print transaction and expense specification: ☒
Print additional specification by author: ☐
Print 0 rows in specification: ☒
Hide expenses from specification: ☐
Show daily summaries: ☐
Specification by matter: ☐

Specification page grouping

Transactions by types in specification: ☐
Transactions by phases in specification: ☐
Show invoice rows in grouping: ☐
Expenses by types in specification: ☐
Expenses by phases in specification: ☐

Specification page extra fields

Transaction author per row: ☒
Transaction hour price per row: ☒
Transaction hours per row: ☒
Transaction amount per row: ☒
Expense units per row: ☒
Expense amount per row: ☒

Specification page sum amounts

Transaction hours total: ☒
Expense units total: ☒

Buttons: Preview, OK, Cancel

- The required content and layout of invoices differ country by country.
- The printing parameters of the window are either default parameters defined in the business unit parameters, or parameters defined for a customer, for a matter or for a payer at the preliminary invoice level.

4. Edit the information as required:

- By default, the date is the invoice creation date. However, the bookkeeping date of the invoice can differ from the creation date. The date can be changed when printing the invoice, but it cannot be earlier than the invoice entry date.
- The due date is defined based on the payment term when creating the invoice. In case the invoice date is changed, its due date changes accordingly.
- By default, the matter language is the language for the invoice. If changed, the software offers an invoice template matching the new language or, if missing, an invoice template in English. If multiple invoices are printed simultaneously, the language is empty as it will be defined based on the invoice. In that case, if you select a language to the Language field, all selected invoices are printed using that language.

- You can change the currency to be used to display the invoice amount. To do this, a power user needs to define currency rates in the settings.
 - The address is the invoker's address: either the default address of the user's business unit or, if there are multiple addresses, the one matching the invoice language.
 - By default, the bank account is always empty, and the system prints in invoices all the accounts which are added for the business unit and marked as to be displayed on invoices. If you wish to display only one bank account on the invoice, you can select it here.
 - Select in the Invoice master page section the template (either a default template or a customized one) to be used as the front page of the invoice.
 - Select in the Invoice specification page section the template (either a default template or a customized one) to be used as the specification page of the invoice.
 - If the invoice is printed as an email attachment, the window also displays the selected email template which adds to the email the subject, default text and selected information concerning the matter, invoice, sender, and recipient. Power users can create new email templates in the settings (> Templates > Email templates).
5. If required, edit the parameters defining the invoice content, e.g. grouping of the invoice rows, and additional columns and totals. By default, the definitions made in the business unit parameters are used.
 - You can choose to replace the normal invoice specification (Print transaction and expense specification) with an author-based specification displaying transaction hours and their total amounts. In that case select "Print Additional Specification by Author", "Transaction hours per row" and "Transaction amount per row".
 6. Confirm the printing parameters by selecting OK.
 7. The system opens a preview of the invoice enabling you to ensure that its content and layout meet your expectations.


5.5 SENDING INVOICES



When an invoice is ready to be sent to a customer, you can send it as an e-invoice, as an email attachment or as a printed copy by mail.







When advance, normal, credit, summary, or proof invoices are printed as PDFs or as email attachments, their format is PDF/A-2b, which is suitable for long-term archiving. The invoice PDF name also contains the invoice type when sent as email attachment. This way the receiver can easily see what type of invoice is sent.

Managing invoicing preferences of customers

In the invoice views, the Invoice Preference column indicates a customer's preferred method for receiving invoices.

-  indicates that invoices should be sent to the customer primarily by email. Email will be the preferred method if an invoicing email address has been set for the payer, there is no e-invoicing information and summary invoice has not been defined as the preferred invoicing method.

-  indicates that e-invoicing information has been saved for the customer, and invoices should be sent primarily as e-invoices.
-  indicates that the customer wishes to receive their invoices primarily as summary invoices.

Financial Management - Invoices - Invoices														
Search for records In All Fields														
Open Invoices (Entry Date) (Owner) (Status)														
Matter Responsible														
	Status	Invoice	Payer	Matter	Entry Date	Due Date	Payable	Net	Net Payable	VAT	Open	Reference N...	Cost Center	Sent
	Printed	2018121	Karvinen Oy	2018088 - R...	3.9.2018	17.9.2018	1 306,67	5 297,83	0,00	1 235,48	45,32	61120180755		
	Open	2018074	Imastoin Oy	2018088 - R...	3.9.2018	17.9.2018	5 226,64	5 297,83	0,00	1 235,48	5 226,64	61120180742		
	Printed	2018064	Eläkkeistö Oy	2018062 - R...	3.8.2018	17.8.2018	620,00	1 000,00	0,00	240,00	620,00	61120180645		

Sending e-invoices

E-invoices can be sent directly from CSI Lawyer by utilizing the Maventa e-invoicing service. Alternatively, you can manually create the invoicing material and send it to any other operator who delivers e-invoices to customers.

Sending e-invoices from CSI to Maventa

Once you have successfully activated Maventa into use, the ribbon of invoice lists and individual invoice windows contains the Send Electronic Invoice button, enabling you to send e-invoices directly from the system.

To send the invoice electronically follow these steps:

1. Go to the Financial Management > Invoices list, select the invoice and Send Electronic Invoice on the ribbon.
2. The system forms the invoice material that automatically goes to Maventa.
3. The invoice status changes to “sent”, the invoice gets a print date, and the system saves it as a PDF and XML file to the Notes tab of the invoice.
 - In the invoice lists, a green dot indicates that the invoice has been sent.
4. The e-invoice material and the PDF invoice will be sent to Maventa. The PDF invoice will include the information you have chosen to show in the invoice printing parameter. If the parameter “Allow sending invoice rows to Maventa” is activated in the business unit parameters, all invoice rows will be included in the e-invoice material, regardless of what you’ve chosen to show on the PDF invoice. If the parameter is deactivated, only total information of the invoice rows will be included in the e-invoice material.
5. You can also send attachments with an e-invoice by adding them to the invoice with the E-Invoice Attachments function. The attachments will also be saved in the invoice-related notes.
 - The invoice attachments are also included when creating invoice material.
 - The acceptable attachment formats are jpg, jpeg, png, and pdf. If the attachment does not comply with the EU e-invoicing standard, the e-invoice will be marked as EU non-compliant.

In case there are customers who do not have an e-invoicing address, the invoice can still be sent to Maventa. For customers lacking an e-invoicing address, Maventa sends invoices either by email or as a printed copy by mail.

Before sending e-invoices they can be previewed in the Invoice Printing Parameters window, by selecting a Preview button.

To ensure that customers are not sent e-invoices with unnecessary or incorrect specifications, the preview function of an e-invoice can be set mandatory by activating the “Require invoice preview before sending” parameter in the Business Unit parameters.

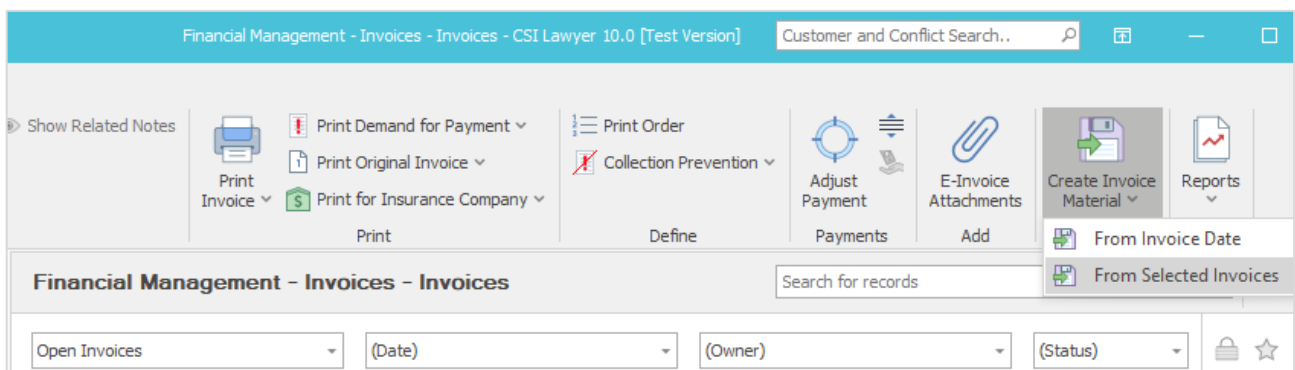
When the preview parameter is in use and an open invoice is being sent as an e-invoice, the OK button in the Invoice Printing Parameters window gets active only after the invoice has been previewed.

The preview function is not available when sending multiple e-invoices at once.

Creating invoice material

To send e-invoices to customer through other operators than Maventa, do as follows:

1. First fill in the e-invoicing information (e-invoicing address and operator code) to your business unit in the settings.
2. Add e-invoicing address and operator code also to customers you wish to e-invoice.
3. Ensure that a plugin which enables creation of e-invoicing material has been added to your software. The supported material formats are Finvoice, Peppol, TeAppsXML and Estonian e-invoicing format.
4. Next, go to the Financial Management > Invoices folder.
5. Select Create Invoice Material on the ribbon and define the way you wish to create the material.



- **From Invoice Date**, if you want to create the invoicing material of all invoices from a specific period
 - **From Selected Invoices**, if you just want to pick one or multiple invoices to be included into the invoicing material.
6. In the next window, define the purpose of the material (Invoicing), the content of the material (current/original invoice or payment demand), its material type and the folder where the material should be saved.
 - If you are creating a material containing invoices which already has been sent, select “Include transferred”. Otherwise, those invoices will result in an error.
 - The window displays the selected invoices and their total:


Create Invoice Material -> From Selected Invoices
 Create invoice material from selected invoices.

Material Usage
☐ Bookkeeping
☒ Invoicing

Material Content
☒ Current Invoice
☐ Original Invoice
☐ Payment Demand
☐ Include transferred

Material Type

Save Path

	Status	Invoice Number	Matter	Open	Sent
▶	Sent	2018029	2018052 - Criminal mat...	947,16	

- Confirm your selections with OK.
- The created material is saved as a file to the selected path, and you can send it to your e-invoicing operator.
 - The software adds to the invoice a note about sending it as an e-invoice and attaches to it the invoice material as an XML file.
- The invoice status in the invoice list is changed to “sent”.

Sending invoices by email

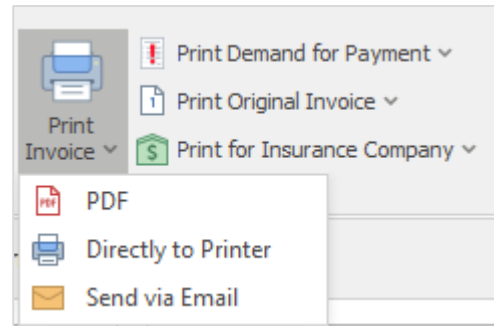
If the matter principal or payer wishes to receive invoices by email, you need to add an invoicing email address to their information. When sending invoices as email attachments, the software searches for an email address by the following hierarchy:

1. invoicing email address of the party
2. invoicing email address of the payer
3. invoicing email address of the payer's contact person
4. email address of the payer's contact
5. email address of the payer.


Note that if the “CC to invoice contact person” is selected, the invoice contact person email address will be filled in in the CC-field when sending the email. For the checkbox field to be available, an invoicing contact person needs to be selected on the same level.

When printing an invoice, the software offers two options which are suitable for sending invoices by email. You'll find them behind the Print Invoice button in the invoice list and in the individual invoice window.

- **Send via Email** first opens the Invoice Printing Parameters window. After defining the invoice content and confirming with OK, it opens an email message having the invoice as an attachment. Note that the invoice status will be changed to “sent”, even if the actual email message is not sent.
- **PDF** also opens the Invoice Printing Parameters window. After defining the parameters, the software creates from the invoice a PDF file which can be saved and later sent to the customer as an email attachment. When the PDF file is created, the invoice status is changed to sent.
































To make sending invoices by email easier, a power user can create email templates to be used. It is also possible to define separate default email templates for sending normal invoices, advance invoices, and credit invoices. Thus, it is no longer necessary to select an email template for each invoice separately in the invoice printing parameters window.

Invoice information			
Date	03/11/2009	Invoice Language	Finnish
Due Date	17/11/2009	Currency	EUR
		Email Template	

Once the email templates have been created the power user can define the default email templates for different invoice templates as follows:

- Go to the settings and select Templates > Invoice templates.
- Select the invoice template.
- Select the default email templates for different invoice types.

Invoice Front Page													
<div>  Save and Close  Use as Template  Delete </div> <div>  Layout Design  Export </div>	<div> <div>Name</div> <div>Oletus (Suomi)</div> </div> <div> <div>Invoice Template Type</div> <div>Invoice Front Page</div> </div>												
<div> <div>Email Template</div> <table border="1"> <tbody> <tr> <td>Normal Invoice</td> <td> Normal Invoice</td> <td></td> </tr> <tr> <td>Advance Invoice</td> <td></td> <td></td> </tr> <tr> <td>Credit Invoice</td> <td></td> <td></td> </tr> <tr> <td>Summary Invoice</td> <td></td> <td></td> </tr> </tbody> </table> </div>		Normal Invoice	 Normal Invoice		Advance Invoice			Credit Invoice			Summary Invoice		
Normal Invoice	 Normal Invoice												
Advance Invoice													
Credit Invoice													
Summary Invoice													

If in the printing dialogue an invoice template is replaced with another one, its default email template (if defined) changes accordingly. When an invoice is sent by email, the email message will be added in the invoice language if translations have been added for the email template.

Printing invoices as a paper copy

In case the customer lacks both an e-invoicing address and invoicing email address, the invoice must be printed and sent by mail. For that purpose, behind the Print Invoice button, there is a Directly to Printer option.

When the invoice is printed, it gets the printing date, its status is changed to sent and it is saved as a PDF to the invoice's Notes tab.

You can also print an original copy of the invoice by selecting Print Original Invoice. The invoice is thus printed without possible payment adjustments and credit invoices in a format it was originally sent to the customer.

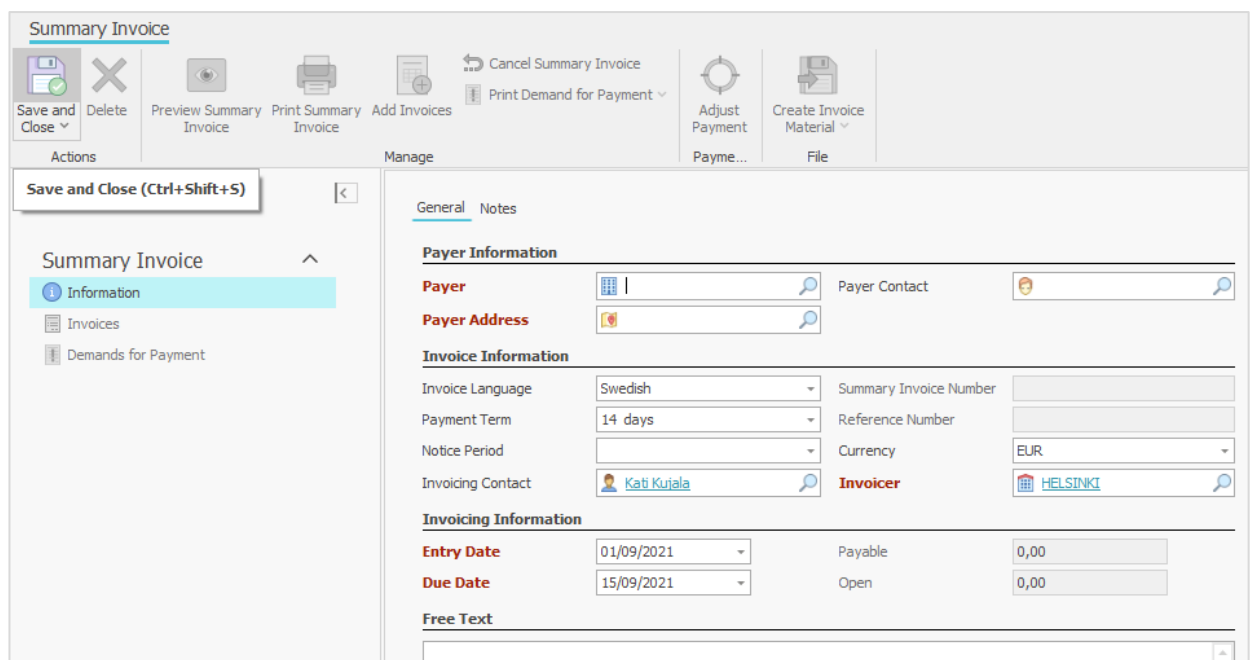
6 SUMMARY INVOICES

In case a customer has multiple matters, you can send a summary invoice of the customer's selected open invoices. A summary invoice itself is not applicable for accounting, but the sales are registered in the bookkeeping with the normal invoices selected for the summary invoice.

6.1 CREATING AND SENDING SUMMARY INVOICES

To create a summary invoice, do the following:

1. First, create invoices normally from their respective matters.
2. Next, go to the Financial Management > Summary Invoices folder.
3. Select New.



Summary Invoice

Actions: Save and Close (Ctrl+Shift+S), Delete, Preview Summary Invoice, Print Summary Invoice, Add Invoices, Cancel Summary Invoice, Print Demand for Payment, Adjust Payment, Create Invoice Material.

Summary Invoice

General | Notes

Payer Information

Payer | Payer Contact

Payer Address

Invoice Information

Invoice Language: Swedish | Summary Invoice Number: | Payment Term: 14 days | Reference Number: | Notice Period: | Currency: EUR | Invoicing Contact: Kati Kujala | Invoicer: HELSINKI

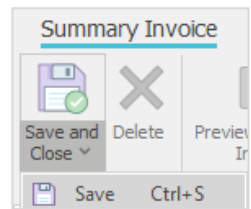
Invoicing Information

Entry Date | **Due Date** | **Payable** | **Open**

01/09/2021 | 15/09/2021 | 0,00 | 0,00

Free Text

4. Add the basic information (at least payer, payer address, entry, and due dates).
5. Save the summary invoice by selecting the small arrow below the Save and Close button.
6. The system will automatically open a list of all invoices for the customer with a status open or sent.
7. Select invoices that you want to include and click OK.
 - If you select Cancel at this point, a summary invoice will be generated, but it will not contain any invoices (the amount is € 0.00).
8. You can now preview or print the summary invoice or send it as an e-invoice.



You can add more invoices to the summary invoice later by clicking the Add Invoices button on the ribbon. To delete invoices from a summary invoice, select one or several invoices in the Invoices folder, then Delete on the ribbon, after which the system asks if you are sure you want to delete the invoices from the summary invoice. An invoice can only be selected for one summary invoice at a time. If you want to select it for another summary invoice, delete it first from the first summary invoice.

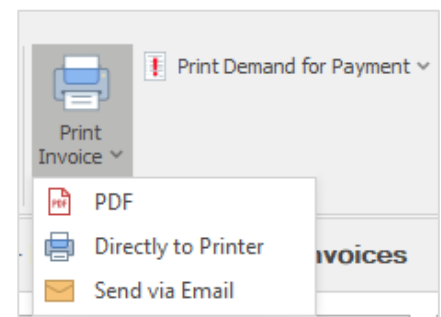
Once the necessary invoices have been added to the summary invoice, you can preview, print, or send it to the customer as an email attachment or an e-invoice. A similar front page is printed on the summary invoice as for a normal invoice, but the specification page has its own breakdown of transactions and expenses for each normal invoice in the summary invoice. Each normal invoice's invoicing period, invoice number, your reference (set on the normal invoice), matter number and name are printed on the specification of the summary invoice.

Printing summary invoices as an email attachment and PDF

The summary invoice can be printed directly as a PDF or as an email attachment. Also, a demand for payment for a summary invoice can be sent as an email attachment.

Email templates can thus be created for the Summary invoice type and a default email template for summary invoices can be added in the settings (Settings > Templates > Invoice Templates) by defining the email template for Summary invoice type for the Invoice Master Page. When a summary invoice is sent by email, the software only offers email templates for the summary invoice type.

When the summary invoice status is Open and it is printed as a PDF or using the Directly to Printer option, the summary invoice's status will be changed to Sent. When the summary invoice has either status Open and it is printed as an email attachment, the summary invoice's status will be changed to "sent".

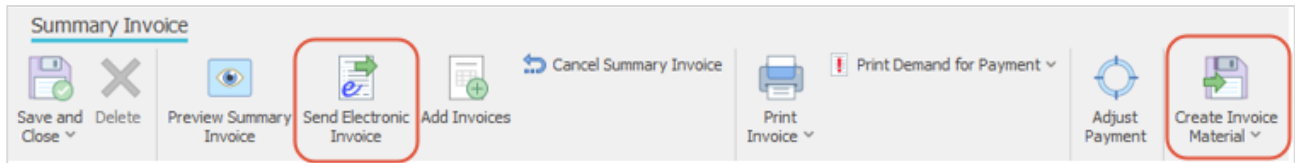


A summary invoice can also be printed with original sums without any payments or credits adjusted to it. The "Print with Original Sum" button on the summary invoice ribbon offers the printing options "Preview", "PDF", "Directly to Printer" and "Send via Email".

However, when printing summary invoices with original sums, the invoice specification parameters can be set to differ from the original invoice. Only the date fields in the Invoice Printing Parameters window are locked. By default, the software displays as the summary invoice's due date the current date instead of its original due date. It can be changed, but it won't affect the normal invoices on the summary invoice having their original due dates.

Sending summary invoices as e-invoices

A summary invoice can be sent to Maventa as an e-invoice that does not comply with the EU standard, or an XML format invoice material can be created of it.

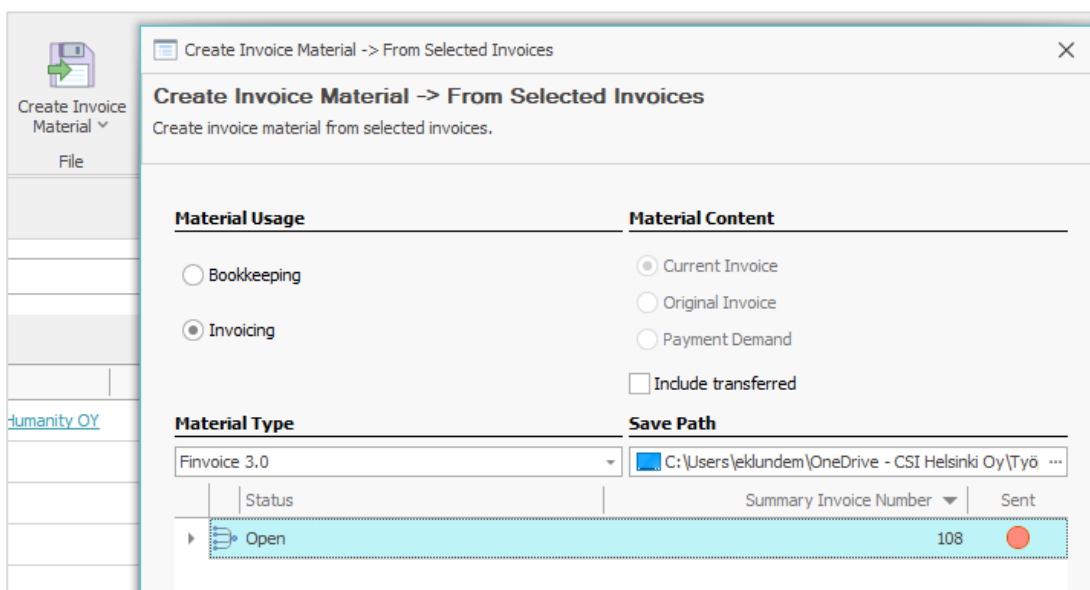


In both cases the invoices on a summary invoice are grouped by the VAT base and the following details displayed: payable net, payable VAT and VAT percent. The invoice row text displayed is "Invoice nr xxxx - {VAT base text, e.g., "VAT 24 %", "Tax-free"}". The date displayed is the invoice date.

(The feature is available when sending Finvoice 3.0 formatted summary invoices as e-invoices and when manually creating Finvoice 3.0 and TEAPPSXML 3.0 formatted summary invoice materials.)

You can create invoice material from the summary invoice by selecting the “Create Invoice Material” function on the ribbon. The software thus creates the invoicing material from the whole summary invoice. If the invoice material is created in the Invoices folder of an individual summary invoice, the software creates a separate invoice material file of each invoice.

Choose invoicing as material usage and select where the invoice material should be saved. If the summary invoice has already been sent, e.g., by email attachment or e-invoice, you need to check the “Include transferred” box to be able to create the material.



When the invoice material is created, the summary invoice status changes to “sent” and is saved with its sending date and the sender, and the invoice printout is saved in the Notes tab of the summary invoice as a PDF and the invoice material as an XML file.

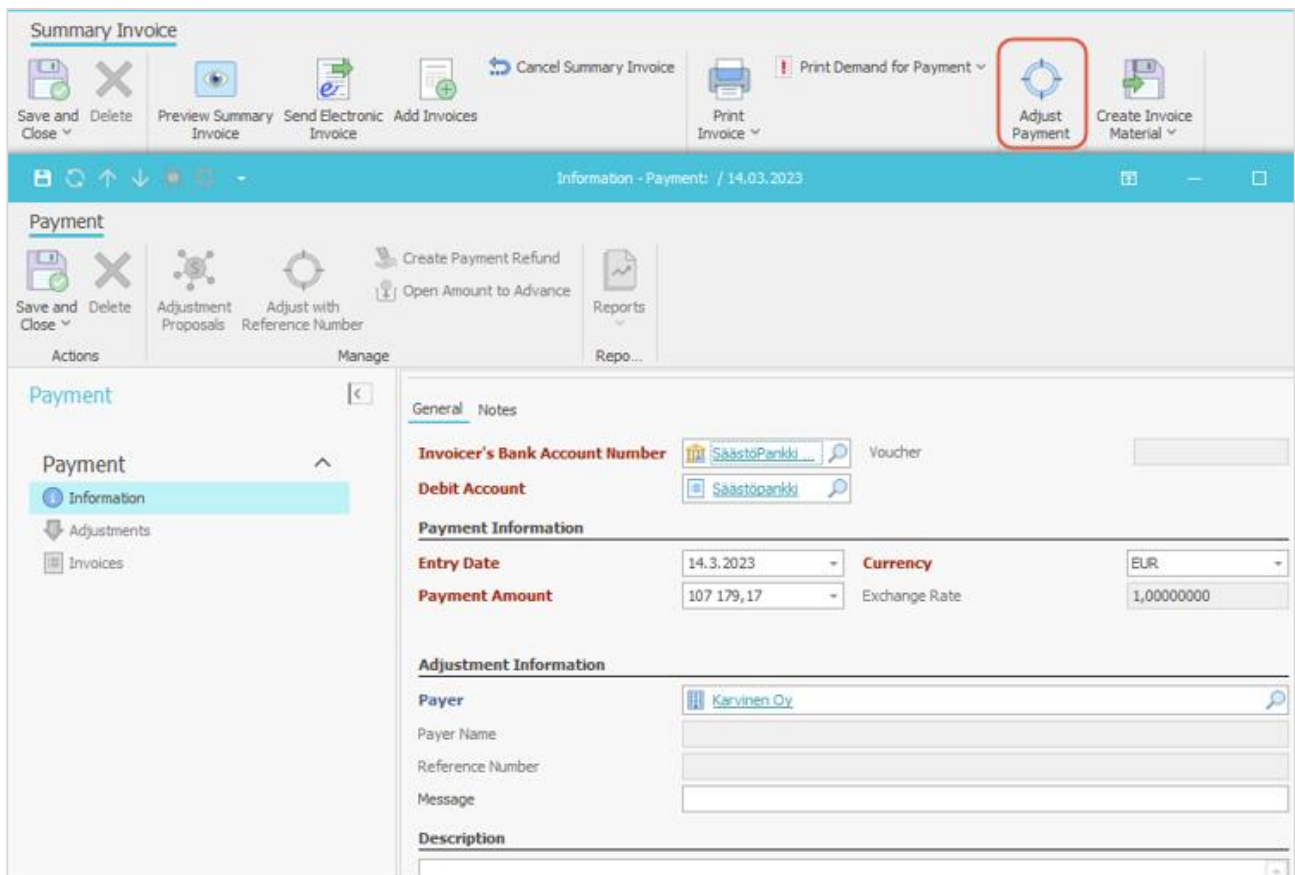
When a summary invoice is sent as an e-invoice to Maventa the summary invoices status will be changed to “sent” and the PDF and XML invoice will be saved to the summary invoices notes.

When a summary invoice is printed or sent as an email attachment or e-invoice, the status of the invoices on it changes accordingly. Invoice notes store information about the summary invoice on which it was printed or sent.

6.2 ADJUSTING PAYMENTS FOR SUMMARY INVOICES

The summary invoice has its own reference number. When importing payments from a bank software as reference material, the customer's payment is directly adjusted to the summary invoice. You can also adjust a payment to the summary invoice manually:

1. In the Summary Invoices folder select a summary invoice and Adjust Payment on the ribbon.
2. The window that opens is identical to the one for a normal invoice.



The screenshot shows the 'Summary Invoice' window in CSI Lawyer 12.0. The 'Adjust Payment' button is highlighted with a red box. The window displays various tabs and fields for entering payment information.

Summary Invoice

Save and Close, Delete, Preview Summary Invoice, Send Electronic Invoice, Add Invoices, Cancel Summary Invoice, Print Invoice, Print Demand for Payment, **Adjust Payment**, Create Invoice Material

Information - Payment: / 14.03.2023

Payment

Save and Close, Delete, Adjustment Proposals, Adjust with Reference Number, Create Payment Refund, Open Amount to Advance, Reports, Repo...

Payment

Information, Adjustments, Invoices

General Notes

Invoice's Bank Account Number Saastopankki Voucher

Debit Account Saastopankki

Payment Information

Entry Date 14.3.2023 **Currency** EUR

Payment Amount 107 179,17 Exchange Rate 1,00000000

Adjustment Information

Payer Karvinen Oy

Payer Name

Reference Number

Message

Description

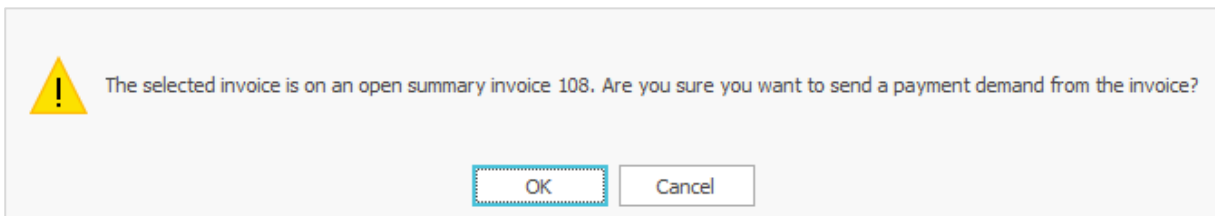
3. Enter all necessary information and save and close the window.
4. If the customer paid the summary invoice entirely, the status of the summary invoice, as well as the normal invoices will change to paid.
5. If the customer did not pay the full amount, the system will adjust the payment for the normal invoices from oldest to newest.
 - If necessary, print the summary invoice again according to the current receivables and send it to the customer.
 - In case the remaining amount will not be charged from the customer, either refund it or register it as a credit loss through the normal invoices on a summary invoice. These functions are not enabled directly to the summary invoice.

You can also adjust payments to normal invoices for example in the Financial Management > Invoices folder. When all normal invoices on the summary invoice have been adjusted with a full payment, the summary invoice will also get a status paid.

6.3 CREATING PAYMENT DEMANDS FROM SUMMARY INVOICES

If required, a payment demand can also be printed from a summary invoice. However, adding a reminder fee or delay interest is not possible without customizing the summary invoice template. A payment demand of a summary invoice can be printed at any time, regardless of the due dates of the summary invoice or the normal invoices attached to it. It can be printed to PDF, printer or as an email attachment.

To avoid sending by accident a payment demand of an invoice belonging to a summary invoice, the software informs if a payment demand is being created for an invoice which belongs to an open summary invoice. A similar warning is displayed when a payment demand is being printed for multiple invoices of which some are on a summary invoice. However, the software does not inform which of the selected invoices belong to a summary invoice.



6.4 CANCELLING SUMMARY INVOICES

If you cancel a summary invoice, all normal invoices on it will be released. A summary invoice can only be cancelled until it has been adjusted payments. If payments have been adjusted to the summary invoice, you first need to cancel the adjustments to be able to cancel the summary invoice.

In case a summary invoice is cancelled, and a customer needs a document of it, a summary invoice with a status cancelled can be printed as a credit invoice and sent to the customer.

- 7 To do this, simply select Print Summary Invoice on the ribbon. The cancelled summary invoice is printed with the "Credit Invoice" text and negative amounts in the first page. Note that cancelling a summary invoice won't cancel the normal invoices attached to the summary invoice.

PROOF INVOICES

A proof invoice can be used in court as confirmation of the fees and expenses to be charged from the customer. It can also be utilized to provide a customer with a summary of their current transaction status.

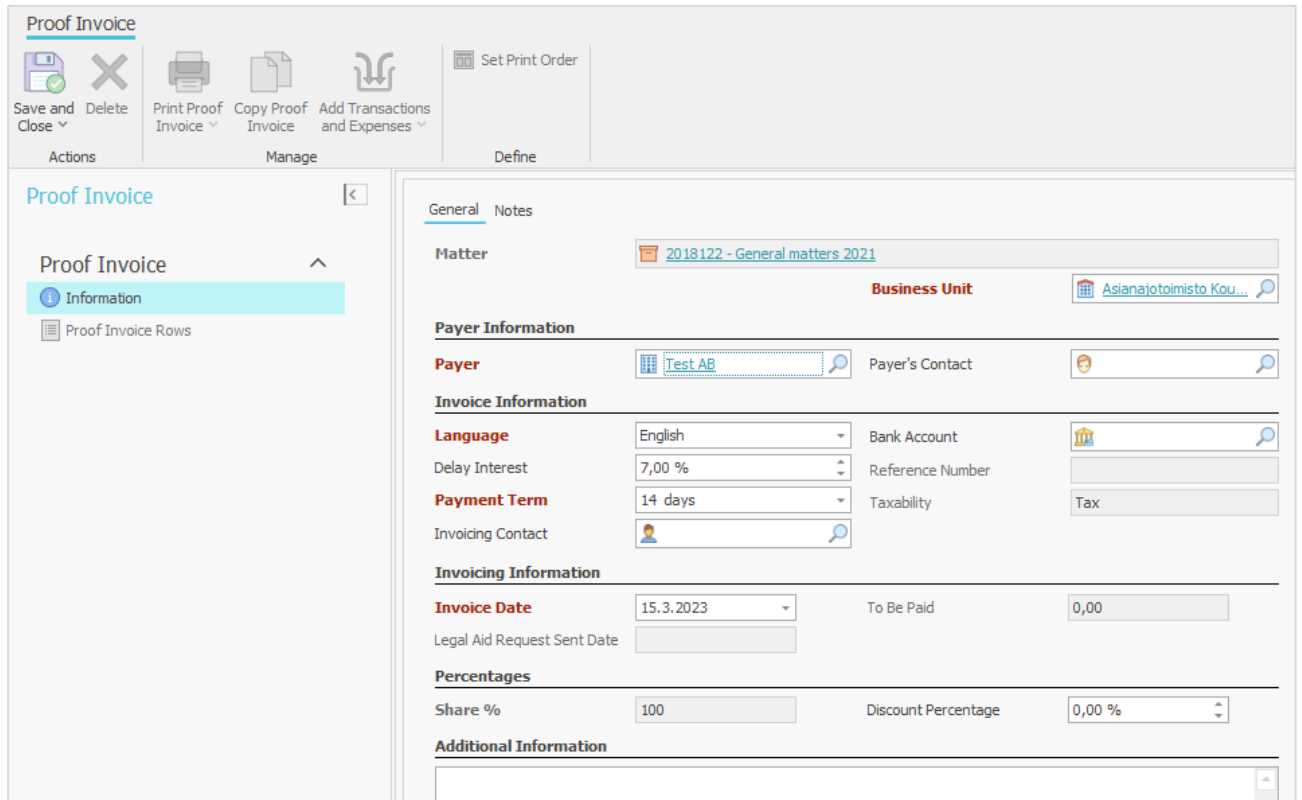
NOTE! Proof invoices are not accountable invoices. Any changes made on a proof invoice only affect the proof invoice itself – they have no impact on original entries in the matter.

7.1 CREATING PROOF INVOICES

Create a new proof invoice as follows:

1. Go to the Proof Invoice folder either in the Financial Management or in an individual matter.
2. Click New.

3. Check the basic information and make changes as required.



- If you created the proof invoice via the Financial Management area, choose a matter for it. If the invoice is created via the matter, the matter is filled in automatically.
- The Payer field automatically picks the matter party with the largest payment share, and the Payer's Contact is updated based on the payer's customer information.
- In the Bank Account field, choose which bank account you wish to print on the invoice.
- Delay interest and payment term are automatically filled in based on the system settings, but they can be edited.
- The invoicing contact is automatically brought from the matter.
- When saving, the proof invoice will get a reference number that is printed on the invoice. If your company is based in Sweden, it will be a Swedish OCR reference number.
- Taxability comes from the customer, and it cannot be edited. If you need to correct the taxability, first change the customer's home country, and then create the proof invoice again.
- The invoice date is printed on the invoice. It can be set to a future date.
- The legal aid request date is only used in Finland.
- Share % comes from the party's information in the matter.
- The discount is picked up from the payer's parameters, but it can be edited here.
- The Additional Information field, if added, is printed on the invoice under the matter name.

4. Save the proof invoice by selecting e.g., the button in the upper left corner.

5. Next, select the entries to be included in the proof invoice:

- The Start and End Dates define the period from which transactions and expenses are taken. Leaving them empty will add to the proof invoice all the entries of the matter.
 - Choose whether you want to add all registrations or only the open (uninvoiced) ones.
 - If the proof invoice has several payers, pick whether you want to create the proof invoice only for the payer's share or for the full amount (100%).
6. Confirm by selecting OK.
 7. Now, you can still edit entries in the Proof Invoice Rows folder. **NOTE!** All changes to the transaction and expense entries only remain in the proof invoice and have no impact on the original entries in the matter.

Using the ribbon functions, you can print the proof invoice as an email attachment utilizing a predefined email template.

You can also create a legal aid claim to the Finnish legal aid system Romeo or copy the proof invoice to another payer in case the matter has multiple payers.

Creating proof invoices by phases

If matter phases are in use, you may want to select to a proof invoice only entries belonging to a certain phase. To make it easier, the Proof Invoice Rows folder displays a phase column.

Proof Invoice Rows									
Drag a column header here to group by that column									
	Row Type	Date	Subject	Registrar	Matter Phase	Units / Hours	Net Share	Net Amount	Original Crea...
▶	Transaction	15.3.2023	Court Appeara...	Emilia Eklund		5,50	2 062,50	2 062,50	15.3.2023
	Transaction	6.4.2022	Investigation	Jannina Fagers...		2,00	440,00	440,00	6.4.2022
	Transaction	5.4.2022	Court Appeara...	Jannina Fagers...	Finalizing phase	2,00	400,00	400,00	5.4.2022
	Transaction	5.4.2022	Telephone Neg...	Jannina Fagers...	Executive phase	1,50	525,00	525,00	5.4.2022
	Transaction	5.4.2022	Negotiation wit...	Jannina Fagers...	Executive phase	2,00	700,00	700,00	5.4.2022
	Transaction	5.4.2022	Investigation o...	Jannina Fagers...	Executive phase	3,00	1 050,00	1 050,00	5.4.2022
	Transaction	5.4.2022	Email regarding...	Jannina Fagers...	Preparatory ph...	0,75	262,50	262,50	5.4.2022

The phase is also displayed in the list where you can add new transactions and expenses to the proof invoice.

A new proof invoice cannot be created directly based on a phase, but the rows to be excluded from the proof invoice must be removed separately. Removing or editing a phase of a transaction or expense in a proof invoice has no impact on the original entries in the matter.

7.2 EDITING PROOF INVOICES

After the proof invoice has been created, its payer or matter can no longer be changed.

The transactions and expenses on the proof invoice are displayed in the Proof Invoice Rows folder with the newest registration on top of the list.

In the Proof Invoice Rows folder, you can still make the following changes:

- Edit transactions and expenses text, date, hours/units, and price.
- Remove registrations from the proof invoice by selecting Delete on the ribbon.
 - The chosen rows are removed from the proof invoice, but not from the matter itself.
- Add new registrations to the proof invoice by selecting Add Transactions and Expenses on the ribbon. The "Add Transactions and Expenses" selection offers two functions:
 - **"From matter"** for adding transactions and expenses from the selected matter,
 - **"Choose matter"** for adding transactions and expenses from other matters of the selected payer. This selection opens a list of matters where the selected proof invoice's payer has a role as a payer.

When you've selected the matter, the system will suggest the registrations in the matter that are not yet on this specific proof invoice. You can also choose to only see the registrations that are not on any proof invoice of the matter.

Add Transactions and Expenses to Proof Invoice

Select the transactions and expenses to be added to the proof invoice

☐ Show only transactions and expenses not on any proof invoice

Transactions

		Status	Matter Phase	Transaction D...	Subscription	Transaction	Author	Total Price
▶	<input type="checkbox"/>	Open		20.4.2018		Tapaaminen pää...	Oppilas Seiska	300,00
	<input type="checkbox"/>	Open		20.4.2018		Perehdytty toime...	Oppilas Seiska	400,00
								700,00

Expenses

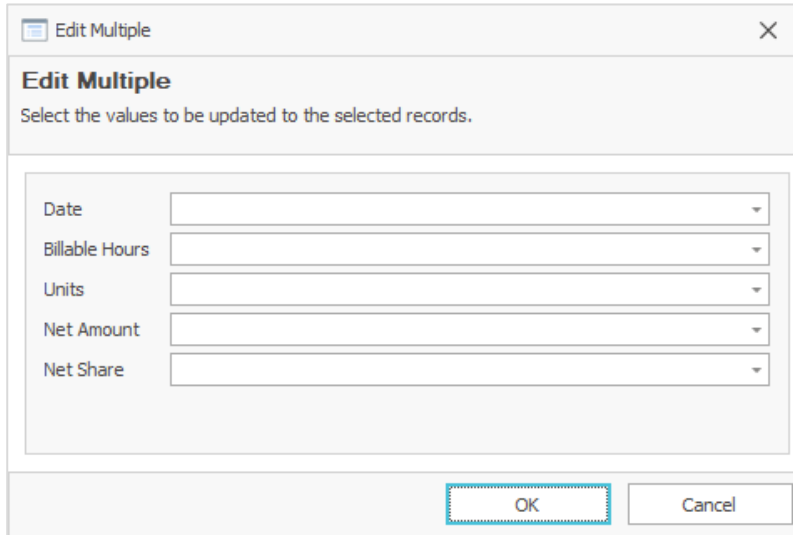
		Status	Matter Pha...	Expense	Date	Author	Unit Price	Cost Price ...	Cost VAT	Sales Price ...	Units
▶	<input type="checkbox"/>	Open		Matkakusta...	20.4.2018	Oppilas Sei...	0,42	14,70	1,47	14,70	35,00
								14,70	1,47	14,70	35,00

OK

Cancel

Power users also have a possibility to edit multiple transactions and/or expenses as follows:

1. Select in the Proof Invoice Rows folder several expenses and/or transactions.
2. Right-click the mouse and select Edit Multiple.
3. The Edit Multiple window allows editing of the following information:



The 'Edit Multiple' window is a dialog box with 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 main area contains five input fields, each with a dropdown arrow: 'Date', 'Billable Hours', 'Units', 'Net Amount', and 'Net Share'. At the bottom, there are 'OK' and 'Cancel' buttons.

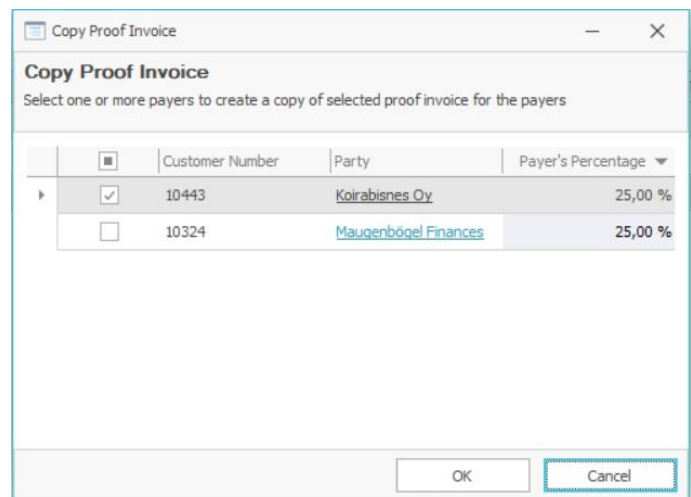
4. Confirm your changes by selecting OK.
5. The changes are saved to the selected proof invoice rows. **NOTE!** The changes have no impact on the original transactions and expenses in the matter.

7.3 COPYING PROOF INVOICES FOR OTHER PAYERS

The proof invoice is automatically created for the payer who has the largest payment share in the matter. If there are other payers, however, the proof invoice can easily be copied.

The copy action is useful especially if changes need to be made in the transactions and expenses after creating the proof invoice. An edited proof invoice can then be copied for other payers, instead of making the same changes on every proof invoice separately.

1. Pick the proof invoice to be copied in the Financial Management > Proof Invoices folder.
2. Select Copy Proof Invoice on the ribbon.
3. The system opens a window that lists the other payers in the matter.
4. Pick one or several payers and click OK.
5. If you select several payers, the software provides you with a summary.
6. The copied proof invoices get their VAT percentages from the payer's information.



The 'Copy Proof Invoice' window is a dialog box with a title bar 'Copy Proof Invoice' and standard window controls. Below the title bar, it says 'Copy Proof Invoice' and 'Select one or more payers to create a copy of selected proof invoice for the payers'. The main area contains a table with columns: a checkbox, 'Customer Number', 'Party', and 'Payer's Percentage'. There are two rows of data. The first row is selected (checkbox checked). The second row is not selected (checkbox unchecked). At the bottom, there are 'OK' and 'Cancel' buttons.

	Customer Number	Party	Payer's Percentage
<input checked="" type="checkbox"/>	10443	Koirabises Oy	25,00 %
<input type="checkbox"/>	10324	Maugenbögel Finances	25,00 %

7.4 PRINTING PROOF INVOICES

Set Print Order
You can set here the printing order of the proof invoice rows or hide them completely.

Transactions Expenses Phases

Move up Move down

	<input type="checkbox"/>		Date ▲	Subject	Registrar
▼	<input checked="" type="checkbox"/>		Date: 5.4.2022		
	<input checked="" type="checkbox"/>		5.4.2022	Email regarding documentation	Jannina Fagerström
	<input checked="" type="checkbox"/>		5.4.2022	Investigation of paperwork rec...	Jannina Fagerström
▶	<input checked="" type="checkbox"/>		5.4.2022	Negotiation with client	Jannina Fagerström

Transactions and expenses are brought to the proof invoice in the same order as they are in the matter.

By clicking the Set Print Order button, you can change the order of registrations. The arrow buttons enable rearranging entries having the same entry date.

If needed, you can also hide rows from the printed version of the proof invoice.

Print Proof Invoice on the ribbon opens four different options.

- **Preview** makes it possible to see the invoice before printing it.
- **Directly to Printer** sends the invoice to be printed on the printer of your choice.
- **PDF** creates a PDF file of the proof invoice.
- **Send via E-mail** opens your e-mail program and attaches the invoice as a PDF. You can utilize email templates which a power user has created in the settings.

Next, select the printing parameters that define which information is displayed on the proof invoice:

- Choose which information to show about the transactions and expenses.
- You can also choose to show any discount percentage given to the customer, or the payer's share.
- If you want to show the average hour price for the transactions, select first 'Transaction Hour Price per Row' to activate the Average Hour Price option.

When the proof invoice has been printed or sent via e-mail, a PDF version of the invoice is saved in the Notes tab of the invoice window.

7.5 DELETING PROOF INVOICES

A proof invoice can be deleted by clicking Delete on the ribbon. To remove several proof invoices at once, choose the rows in the Proof Invoices folder and then Delete.

A deleted proof invoice cannot be retrieved so be careful not to delete large proof invoices by accident. The system will ask for confirmation before deleting a proof invoice.

Deleting proof invoices does not affect bookkeeping, as proof invoices are not accountable. Please note that it is not necessary to delete an old proof invoice to create a new one from the same matter.

INVOICING MATTERS COVERED BY LEGAL EXPENSES INSURANCE

- 8 In matters which are covered by a legal expenses insurance, the client can have part of the legal support invoiced from an insurance company.

When opening a matter covered by a legal expenses insurance, it is essential to understand if the principal is a taxable company, a private person or a non-taxable association.

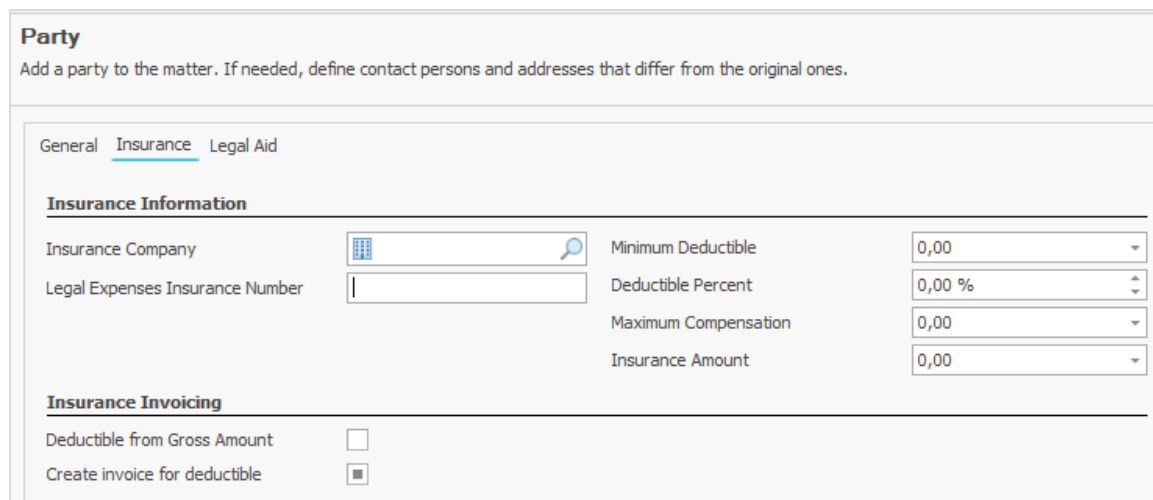
For a company, the deductible is calculated from the net amount of the invoice and the VAT of all invoices is invoiced from the customer. For private persons and domestic non-taxable associations, the deductible is calculated from the gross amount of the invoice and the invoice VAT is to be paid both by the customer and by the insurance company.

8.1 ADDING INSURANCE INFORMATION FOR PARTIES

For the system to correctly manage matters covered by a legal expenses insurance, the insurance information must be added for the matter party. We recommend adding the information already when opening a new matter but at the latest before invoicing it. Invoice details can no longer be edited, and changes made to the insurance information of the matter parties have no impact on former invoices.

Add the insurance information as follows:

1. Go to the matter's Parties folder.
2. Open the party window and go to the Insurance tab.



3. Fill in the insurance information:
 - Principal's legal expense insurance number and the insurance company to which the invoice is to be sent. **NOTE!** Do not mark the insurance company as a payer in the Parties folder.
 - Customer's minimum deductible, deductible percent, and maximum compensation. The maximum compensation is the maximum amount that an insurance company may pay.
 - To the Insurance Amount field, the system calculates the maximum amount which also covers the principal's deductible. This is the amount from which an insurance company will calculate their share.

- If you make changes either to the deductible percent, maximum compensation or insurance amount, the software calculates values for the other two fields automatically.
- For a private person, "Deductible from Gross Amount" must be selected to calculate the deductible correctly. For companies, leave the field unselected and enter the maximum compensation as net.
- "Create Invoice for Deductible" enables creating the principal's invoice for the deductible simultaneously with the insurance company invoice. However, we recommend invoicing first the insurance company and invoicing the rest from the principal only after receiving their payment.

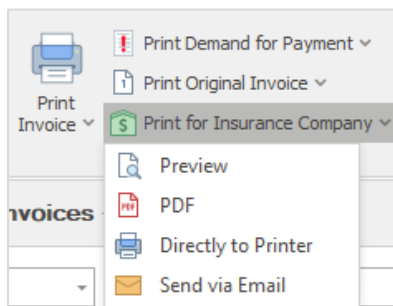
Once the insurance information has been added to the principal, the matter covered by legal expenses insurance is managed normally until the invoicing phase.

8.2 INVOICING MATTERS COVERED BY A LEGAL EXPENSES INSURANCE

The recommended way to invoice matters covered by a legal expenses insurance is to first create an invoice for the insurance company. Once their payment has been received, the remaining part of the invoice is sent to the principal to be paid. In theory, the invoices to the insurance company and to the principal could be created simultaneously. However, to avoid extra work, we do not recommend it as the payment of the insurance company may not be as expected, leading to an additional invoice to the principal.

Invoice the insurance company as follows:

1. Check the validity of the information added to the matter.
 - All the required insurance information must be added to the matter principal.
 - The insurance company must **not** be added to matter parties as a payer.
2. Create an invoice of the matter.
3. Ensure that the invoice is as desired by previewing it with the invoice template for insurance companies. Select Print for Insurance Company > Preview.



4. When printing the invoice, select the Print for Insurance Company option.
 - The option is enabled only when insurance information has been added to the matter party.
5. The software checks if you also wish to create an invoice for the deductible to the principal in case you have selected in the principal's insurance information the Create Invoice for Deductible field, or it has been defined in the business unit parameters.
 - If you choose to create the invoice for deductible, that invoice can be found in the Advance Invoices folder of the matter.
6. Define the invoice content and layout in the Invoice Printing Parameters window.

7. The software creates the invoice.
 - The front page of the invoice covers the insurance company's name and address details, number of the legal expenses insurance, subject, potential description and invoicing contact.
 - In the actual invoice, the matter principal is marked as the payer, and the invoice amount is the total invoice amount of the matter. The insurance company will calculate their share to be paid from the total.
 - The power user can define the front page's title and descriptions in the settings. The fields can also be saved empty by adding a blank space to them.
8. Send the invoice to the insurance company.
 - It can be sent by email by selecting Print for Insurance Company > Send via Email.
 - In that case the recipient's email address is 1) insurance company's invoicing email address, 2) invoicing email address of the insurance company's invoicing contact, 3) email address of the insurance company's invoicing contact, 4) email address of the insurance company.
 - The address added to the CC field of the email message is 1) invoicing email address of the party, 2) invoicing email address of the payer, 3) invoicing email address of the payer's contact person, 4) email address of the payer's contact 5) email address of the payer.
9. When the payment from the insurance company has been received, adjust it to the invoice.
 - **NOTE!** If the adjustment is done manually, change the insurance company as the payer to have the payment correctly adjusted to the net and the VAT.
 - If you have printed the invoice using the Print for Insurance Company function and payments are imported to the system as reference data, the insurance company is automatically recognized as a payer based on the invoice reference.

Once the insurance company payment has been adjusted to the invoice, invoice the principal:

1. Print the same invoice for the principal by selecting Print Invoice on the ribbon.
 - You can select the invoice to be printed to the printer or as an email attachment.
 - If your company uses Maventa e-invoicing, the ribbon also offers the Send Electronic Invoice button.
2. The invoice is printed without the cover letter.
 - The open invoice amount takes into account the insurance company payment which is also displayed in the invoice.
 - If the principal is a taxable company, the invoice contains all the VAT of the original invoice.
3. Send the invoice to the principal.

8.3 COMMON INVOICING PROBLEMS WITH MATTERS COVERED BY A LEGAL EXPENSES INSURANCE

Sometimes, invoicing of matters covered by a legal expenses insurance may cause challenges. The most common problems and solutions for them are as follows:

Creating an invoice for the insurance company is not allowed or the invoice has incorrect information

- Ensure that all the required information (Insurance Company, Legal Expenses Insurance Number, Minimum Deductible, Deductible Percent, Maximum Compensation, and Insurance Amount fields) have been filled in for the matter principal.
 - Fill in the lacking insurance information in the Parties folder of the matter by double-clicking the principal's row. If the invoice has been created before the correct insurance information has been filled in, the invoice needs to be cancelled and recreated. Note that you can correct the insurance information on the preliminary invoice in the Payers folder.

The insurance company's payment is incorrectly adjusted to the net and VAT in an invoice

- Ensure that the payment adjusted to the invoice has the insurance company marked as the payer and not as the principal (which is the default value when creating a new payment). **NOTE!** The insurance company selected as the payer must also be the same company for which the invoice was created (the insurance company that is selected in the party details of the principal). There may be duplicates of the same insurance company in the software multiple times, and the correct one can be identified based on the customer number.
 - Change the insurance company as the payment's payer and select the correct one. If the payment has already been adjusted to the invoice, you need to cancel the adjustment before you can change the payer on the payment.
- Ensure that the insurance company has not been marked to a payer role in the Parties folder of the matter.
 - If yes, remove the payer mark from the insurance company, change their share to zero and move the payer role and the share to the principal. You can keep the insurance company as a party – just without a payer role. If an invoice has already been created for the insurance company when it has been in a payer role in the matter, you need to cancel the invoice, recreate it for the principal and then print it to the insurance company.
- If you import payments as reference data, the payment may be incorrectly adjusted, if the insurance company invoice has been created using the "Print for Insurance Company" function. It gives to the invoice the insurance company specific reference number (starting with 91) to recognize the insurance company as a payer. If the invoice has been created with the normal Print Invoice function, it has got a reference number starting with 6 and the principal is assumed to be the payer.
 - Change the insurance company as the payer of the payment and readjust the payment.

The insurance company's payment is not adjusted to the VAT in an invoice of a private person or a non-taxable association

- Ensure that the "Deductible from Gross Amount" field in the Insurance tab (Matter > Parties > principal's party information) is checked.

- If not, check the field and save the party information. Then cancel and re-create the invoice and adjust the payment again. Or cancel the invoice and change the value of the checkbox on the preliminary invoice (Payers folder > Open the payer > Go to the Insurance Information tab).

The insurance company's payment is incorrectly adjusted also to the VAT in an invoice of a taxable corporate customer

- Ensure that the "Deductible from Gross Amount" field in the Insurance tab (Matter > Parties > principal's party information) is unchecked.
 - If the field is checked, uncheck it and save the party information. Then cancel and re-create the invoice and adjust the payment again. Or cancel the invoice and change the value of the checkbox on the preliminary invoice (Payers folder > Open the payer > Go to the Insurance Information tab).

The matter principal's insurance information looks correct, but the payment is incorrectly adjusted

- Check if the insurance information of the matter principal has been corrected only after the invoice has already been created. You can check this by opening the related preliminary invoice, going to the Payers folder, double-clicking on the payer row, and going to the Insurance Information tab. The window displays what insurance information was set for the party when the preliminary invoice has been created.
 - If necessary, cancel the invoice and create it again to have the principal's updated insurance information to be taken into account. When an invoice is created, the software creates of it a PDF version and converts its transactions and expenses to invoice rows. Therefore, corrections made to the invoicing information no longer affect the invoice unless the invoice is cancelled and recreated.

The invoice for the deductible is incorrectly calculated

- Check that the "Deductible from Gross Amount" selection in the insurance information of the matter principal is correct. For companies, the field must be unselected, and the maximum compensation is entered as net. For private persons or non-taxable associations, the field must be selected.
 - Correct the information as required. If the invoice has already been created, you need to cancel it and create it again. If a payment has already been adjusted to the invoice, the adjustment needs to be cancelled before cancelling the invoice.

The invoice for the deductible includes only VAT or is zero

- Double check that there are no payments from the insurance company incorrectly registered for the principal.
 - If not, the invoice for the deductible is correct. When the total amount of the principal's payments (adjusted to the net amount of the invoices) exceeds the deductible for all invoices together, the deductible invoice only includes the VAT when the principal is a corporate customer. When the principal is a private person, the amount of the deductible invoice is zero.

CREDITING OR CANCELLING INVOICES

For creating a credit invoice for a normal invoice there are two different options: Create Credit Invoice and Cancel Invoice. As their impact is quite different, we recommend selecting carefully the correct one for your specific need.

9.1 CREDIT INVOICES

A credit invoice is typically used to partially refund an invoice which has already been sent, for example if a discount is agreed on due to a customer complaint. Crediting is always done through a normal invoice using the Create Credit Invoice function.

1. Always start by selecting the invoice for which you want to create a credit invoice and select Create Credit Invoice on the ribbon.

Credit on Invoice No: 2018243
Select the invoice rows to be credited, and enter the gross or net credits.

Credit Invoice History

Entry Date Entry Date of Invoice to be Credited 15/09/2023

Enter Amounts to Be Credited ☒ As Gross ☐ As Net

Amounts to be Credited		Open Invoice Amounts		Original Invoice Amounts	
Transactions	1,920.00	Transactions	1,920.00	Transactions	1,920.00
Expenses	192.00	Expenses	1,792.00	Expenses	1,792.00

Invoice Rows to be Credited

	Date	Row Type of Invoice to be Cred...	Subject	Author	Net Share Amo...	VAT Ba...	Creditable Gross Amou...	Gross Credit
Row Type of Invoice to be Credited: Transaction								
<input checked="" type="checkbox"/>	22/08/20...	Transaction	Työaika	Emilia Eklund	960.00	VAT 0 %	960.00	960.00
<input checked="" type="checkbox"/>	26/07/20...	Transaction	Court Appearance	Emilia Eklund	960.00	VAT 0 %	960.00	960.00
					1,920.00		1,920.00	1,920.00
Row Type of Invoice to be Credited: Expense								
<input checked="" type="checkbox"/>	15/09/20...	Expense	Tarjolut	Emilia Eklund	192.00	Tax-Free	192.00	192.00
<input type="checkbox"/>	15/09/20...	Expense	Asiantuntijalaus...	Emilia Eklund	800.00	VAT 0 %	800.00	0.00
<input type="checkbox"/>	15/09/20...	Expense	Asiantuntijalaus...	Emilia Eklund	800.00	Tax-Free	800.00	0.00
					1,792.00		1,792.00	192.00
					2,112.00		2,112.00	2,112.00
					3,712.00		3,712.00	2,112.00

OK Cancel

2. Select one or multiple invoice rows that should be credited. The software now calculates the amount to be credited by summing the rows. The summed amount is filled in to the “Amount to be Credited” fields and Gross / Net Credit rows.
 - If amounts are changed manually in the “Amounts to be Credited” fields, the defined amount will be credited from the selected rows.

3. Credit either the entire invoice (total credit) or make a partial credit.

- If you make a total credit, the registrations remain with the status Invoiced, so you can no longer invoice them from the customer.

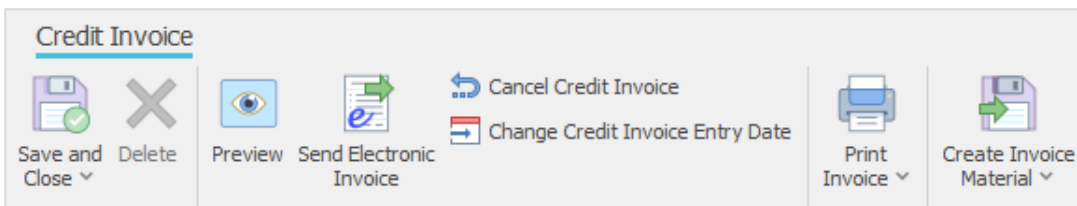
If an invoice has already been fully paid, the payment's adjustment needs to be cancelled before a credit invoice can be created. After crediting the invoice, remember to either adjust the payment to another invoice, convert it to an advance, or create a payment refund.

An invoice that has already been fully paid can also be credited. In that case, the total amount of the invoice will be negative by the amount of the credit, and a payment refund must be made on the invoice. The Payment Refund function corrects the open amount of the invoice to zero and is displayed in the Payment report. Enter in the Payment Refund window the required information. The entry date should be the date when the payment is concretely transferred from the company's bank account to the customer.

Editing and sending credit invoices

By opening a credit invoice, you can edit the date and due date in the credit invoice information. If needed, you can also change the text for the invoice rows by opening them separately in the Invoice Rows folder.

The credit invoice date can be modified unless the new date is on a closed fiscal period. If you need to change the credit invoice's entry date, you can do it by selecting the Change Credit Invoice Entry Date function on the ribbon.



A credit invoice can also be cancelled if it has been created with the Create Credit Invoice function. If the credit invoice has been created because of an invoice being cancelled, cancelling the credit invoice is not possible.

You can send the credit invoice as an e-invoice or email attachment directly from the software. Under the Print Invoice button, you'll also find the functions to print the credit invoice directly to a printer or to a PDF file.

If needed, you can also create bookkeeping and invoicing material of the credit invoice.

9.2 CANCELLING INVOICES

The Cancel Invoice function should be used when you wish to return all transactions on an invoice to billable again e.g. in order to make some changes to them.

When an invoice is cancelled, the system automatically creates a credit invoice. However, the impact of the Cancel Invoice function is different from crediting an invoice with the Create Credit Invoice function.

The Cancel Invoice function locks the invoice, changes its status to cancelled, sets its open amount to zero and returns all transactions and expenses on the invoice to the preliminary invoice with a status reviewed. The invoice is always returned to a preliminary invoice even though the power user had enabled bypassing the preliminary invoice phase in the settings. In case the required changes are not doable in the preliminary invoice, it can be rejected.

When an invoice is cancelled, a credit invoice of the same amount is created for accounting purposes. It can be found in the Credit Invoices folder of the invoice window. A credit invoice which has been created when selecting the Cancel Invoice function cannot be cancelled.

Changing payers on invoices that have already been sent

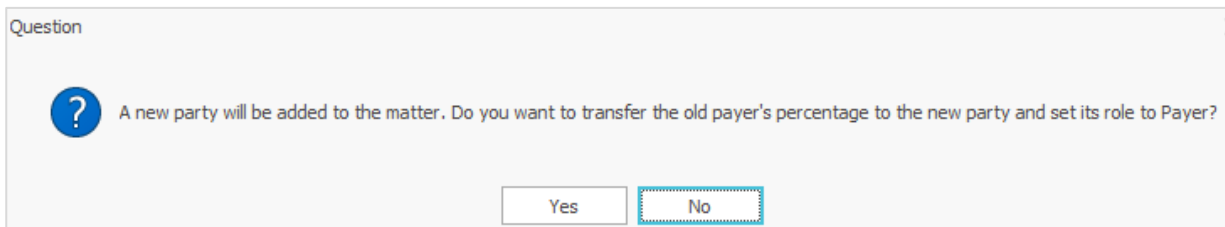
If the invoice has already been printed or sent you may still need to change the payer on the invoice. Sometimes this is necessary when the customer informs you about the need to print the invoice for another department only after receiving the invoice.

To change the payer, follow these steps:

1. Cancel the invoice where the payer should be changed
2. Go to the preliminary invoice and, if no other changes are required, mark it as approved.
3. In the Payers folder of the preliminary invoice, select the Change Payer function on the ribbon.



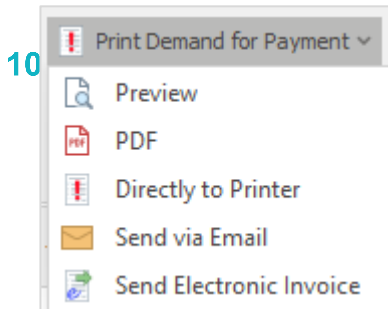
4. The software opens a new payer window where you can select any customer defined as a payer on the matter. If the matter doesn't have any other payers, the software informs that there are no payers that can be selected. In this case, open the matter and first add the customer as a matter party with the payer role after which you can select the customer as a payer for the preliminary invoice.
- 5.
6. The software will add the new payer as a party to the matter and ask if you want to move the payer percentage from the old payer to the new one:



7. The new payer will be added to the preliminary invoice and the old payer removed from the preliminary invoice. **NOTE!** If it's set in the business unit parameters that all customer identifications must be done before an invoice can be created, you need to complete the customer identification for the new payer before creating the invoice.
8. Create the invoice again by selecting "Create Invoice" on the ribbon.

This function can be used even in the case where a matter has multiple payers and only one payer needs to be changed. In that case, cancel the specific invoice, open the preliminary invoice, and approve it. Go to the Payer folder of the preliminary invoice where the Change Payer button will be active only for payers whose invoice has been cancelled. When the payer has been changed, you can create a new invoice for that specific payer by selecting the payer and "Create Invoice" on the ribbon.

DEMANDS FOR PAYMENT



If the customer does not pay their invoice on time, they can be reminded after the due date with a demand for payment. A demand for payment is printed through an invoice by clicking Print Demand for Payment on the ribbon, to open the Invoice Printing Parameters window. Printing the payment demand as a PDF file saves the file as PDF/A-2b format.

A payment demand can be sent as an e-mail attachment (possibly with predefined templates) or as an e-invoice to Maventa.

Printing a payment demand, with any option, saves the payment demand as a PDF file in the invoice notes.

Overdue invoices can be followed up in the Invoices folder by selecting the “Overdue Invoices” view. It shows how many days the invoice is overdue and if concerning it payment demands have already sent. It also displays the date of the last payment demand sent for the invoice.

The system contains predefined templates for the first and second payment reminder, and power users can edit their default texts in the settings (> Financial Settings > Demands for Payment). By default, the second reminder is stricter than the first one.

If required, the text of a payment reminder can also be edited invoice-based in the Invoice Printing Parameters window.

To print a demand for payment:

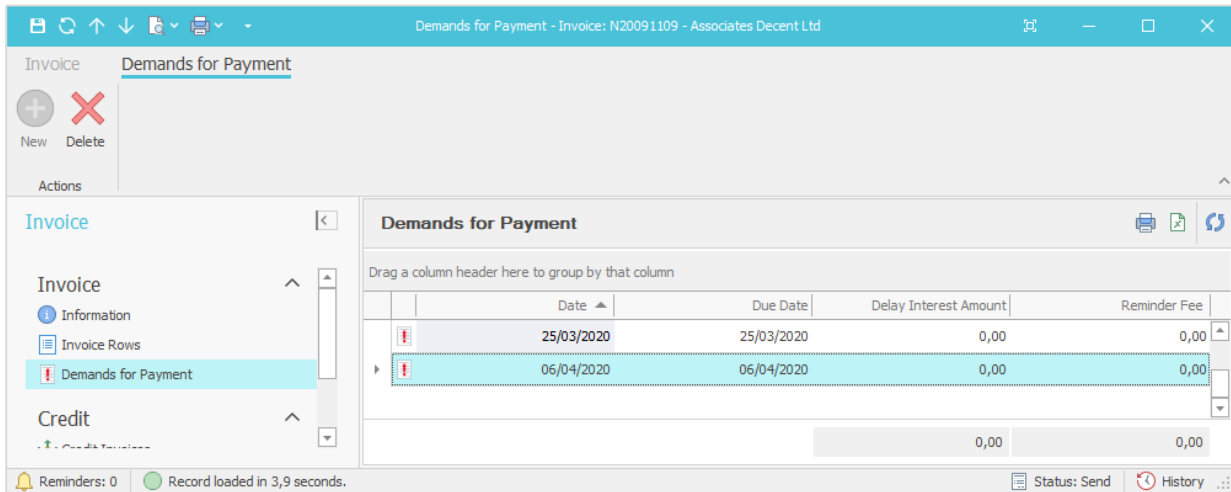
1. Select an invoice and Print Demand for Payment on the ribbon.
2. Select how you want to print the payment demand.
3. In the Invoice Printing Parameters window, make any required changes to the default text of the payment demand.

Invoice Printing Parameters: 2018187 – Kikkoman, Kunta
Select the attachments for the invoice, and the extra columns and rows to be printed to the invoice specification.

Invoice information		Invoice Language English	
Date	24.11.2022	Currency	EUR
Due Date		Email Template	Test
Invoice Information <u>Demand for Payment</u>			
1. Demand For Payment			
Due Date	20.3.2023	Add Reminder Fee (5,00)	<input type="checkbox"/>
		Add Delay Interest	<input type="checkbox"/>
Demand For Payment	DEMAND FOR PAYMENT 1		
Subject	DEMAND FOR PAYMENT		
Text	[func_payercontact] We kindly remind you that the above invoice is still unpaid. Your payment is overdue since [due_date! d/M/yyyy].		

4. Add a Reminder Fee and/or a Delay Interest if you wish.
 - The amount of reminder fee is defined in the demand for payment template.

- The delay interest is defined in the settings > Business Unit > Delay Interests folder.
5. When all the printing parameters are correct, confirm with OK.
 6. A printed or sent demand for payment will be displayed in the invoice window's Demands for Payment folder.



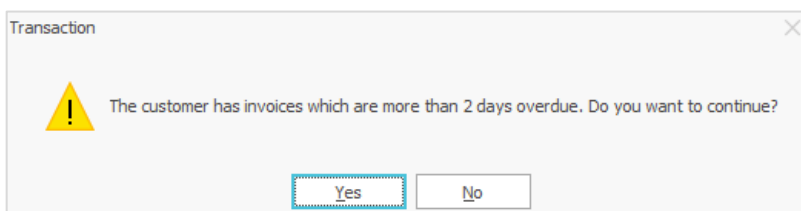
Date	Due Date	Delay Interest Amount	Reminder Fee
25/03/2020	25/03/2020	0,00	0,00
06/04/2020	06/04/2020	0,00	0,00

- The record displays the payment demand's sending date, delay interest and reminder fee totals.
- Payment demands are also saved as PDF files on the Notes tab of the invoice.
- **NOTE!** If you only preview a payment demand, it is not saved to the invoice.

Setting an alert for invoices that are X days overdue

An automatic alert can be set if the customer has invoices that are X days overdue, without the need to set a service restriction for the customer.

This can be implemented by adding a value to the “Alert for invoices overdue for x days” parameter (system level parameter > Customers and Matters > Service Restriction Alert). Once the number of overdue days has been specified for this parameter, the software detects the need and generates alerts when opening new matters and/or entering transactions according to the other parameters defined in the Service Restriction Alert group.



An invoice overdue for more than x days will cause a similar warning or error message as a manually configured service restriction. For example, if overdue invoices do not prevent the action but only generate a warning, user will receive a warning “The customer has invoices which are more than x days overdue. Do you want to continue?”.

MANAGING PAYMENTS

11 You get payments to the CSI software either by importing the reference data from a banking system, by manually registering them to the software or automatically from your bookkeeping software if you have a two-way integration to the CSI software. Sometimes automatic adjustment of the reference data may fail e.g., due to missing reference numbers. In that case you can utilize adjustment proposals offered by the software, i.e., check if there are invoices whose open total matches with the payment total, and then make adjustment manually.

11.1 IMPORTING PAYMENTS AS REFERENCE DATA

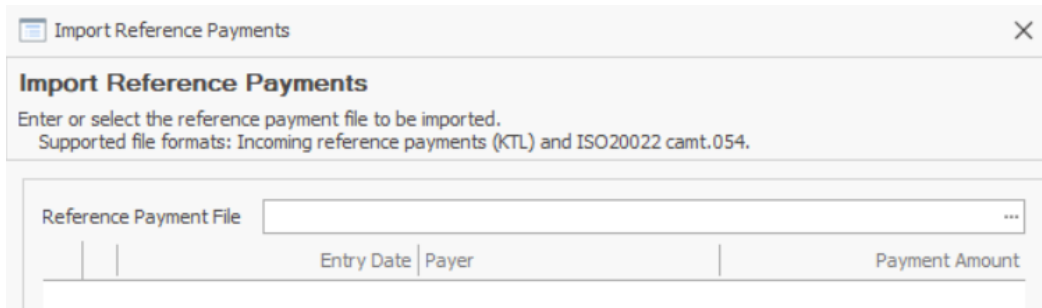
If you want to import payments to the software directly from the bank as a reference data, make an agreement with the bank on the transfer and specify the file format of the material (either ISO20022 camt.05 i.e., XML or the Finnish incoming reference payments KTL) and the storage location of the reference data.

Then, make the required configurations in the CSI software:

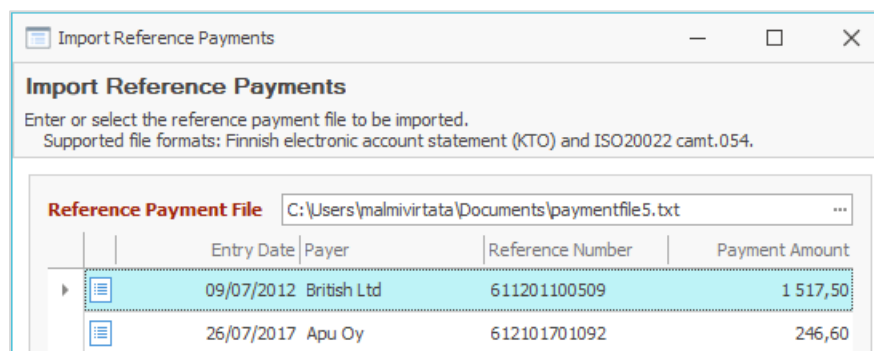
- The path to the storage location is defined in the settings (> Application Parameters > My Business Unit Parameters > Invoicing > Reference Payments
- In the same place, the name of the reference data file (e.g., references.txt) can be entered in the File name field, if it always gets the same name.

After the configurations, the reference data from a banking system can be imported to the software:

1. Go to the Financial Management > Payments folder.
2. Select Import Reference Payments on the ribbon.



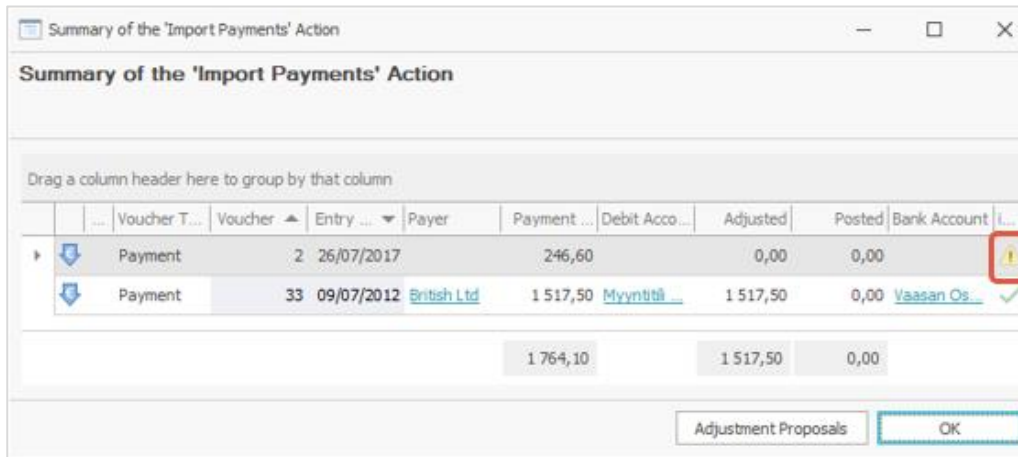
3. If defined in the settings, the Reference Payment File field displays the path to the storage location.
4. If no path is defined, you can search for the file by selecting the button at the end of that field.
5. The system displays the data in the file. Confirm the import by selecting OK.



	Entry Date	Payer	Reference Number	Payment Amount
▶	09/07/2012	British Ltd	611201100509	1 517,50
	26/07/2017	Apu Oy	612101701092	246,60

6. The software displays a summary of the imported payments:

- Green ok: the customer paid the entire open amount of the invoice.
- Arrow down: the customer paid less than the open amount of the invoice.
- Arrow up: the customer paid more than the open amount of the invoice. The rest of the amount must be adjusted to another invoice, posted, or returned to the customer.
- Yellow triangle: the payment has not been adjusted.



	Voucher T...	Voucher	Entry	Payer	Payment	Debit Acco...	Adjusted	Posted	Bank Account
Payment	2	26/07/2017			246,60		0,00	0,00	
Payment	33	09/07/2012	British Ltd		1 517,50	Myyntili...	1 517,50	0,00	Vaasan Os...
					1 764,10		1 517,50	0,00	

11.2 ADJUSTING REFERENCE PAYMENTS

If the reference number data is fine, the payments are automatically adjusted to the invoices and no separate adjustment is required. If the customer has paid the open amount of the invoice with a correct reference, the status of that invoice becomes paid.

If the customer pays only a part of the invoice, the invoice will remain open and can be reprinted to the customer to be paid. Alternatively, an adjustment, equal to the open amount of the invoice, can be made and registered as a credit loss.

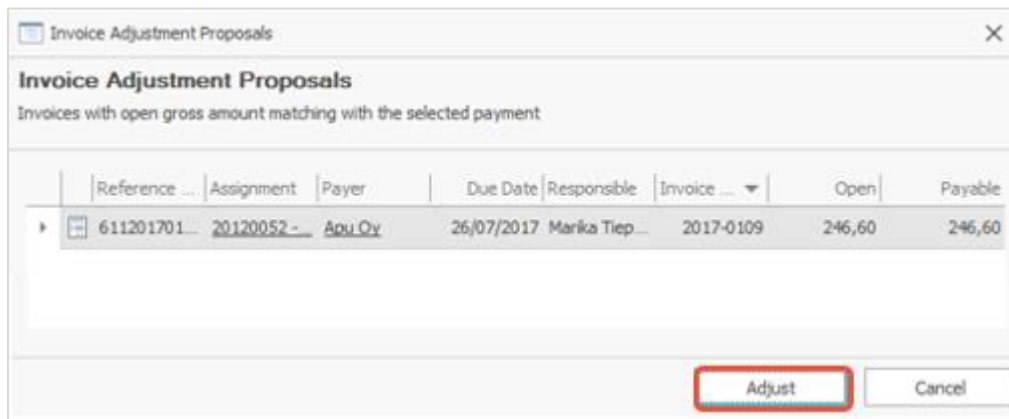
If the customer pays too much, part of the payment will not be adjusted and must be either adjusted to another invoice of the customer, posted manually, or returned to the customer.

Adjustment proposals

Adjustment proposals make it easier to adjust reference data. If the payment in the reference data cannot be automatically adjusted, for example due to a missing reference number, you can check if there are invoices in the software with an open amount equal to that of the payment. If found, you can make the adjustment manually.

Once the reference payments have been imported to the software, the unadjusted payments will stand out with a yellow triangle in the summary window.

1. Select the unadjusted payment's row and Adjustment proposals.
2. The software opens a list of invoices with an open amount equal to the unadjusted amount of the payment.



3. Select the invoice and the Adjust button.
4. The payment is now adjusted to the selected invoice and the window closes.

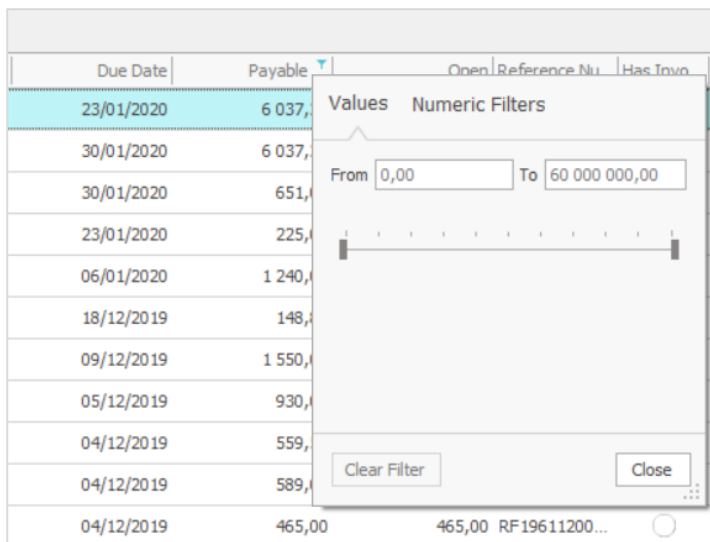
You will return to the summary window, where you can search in adjustment proposals for the next unadjusted payment or close the summary.

11.3 MANAGING PAYMENTS MANUALLY

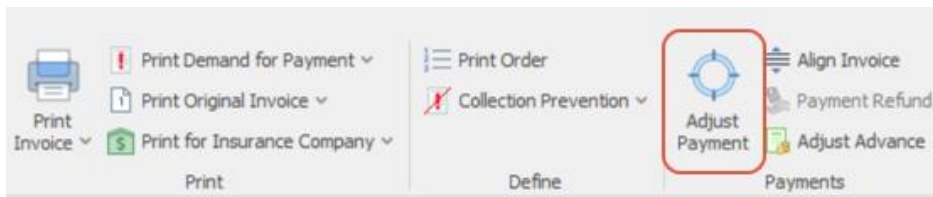
Unless your company imports the payments into CSI software as reference material from your bank or uses a two-way integration, we recommend registering and adjusting payments always via their invoices. The only exceptions are overpayments, for which you also need to make a posting. Overpayments are best registered in the Payments folder of the Financial Management area, as the adjustment to the invoice and the posting for the surplus amount can then be made at the same time.

You can register payments via invoices in the Financial Management area and in the matter and customer windows. The easiest way to find an invoice is via the Financial Management > Invoices folder where you can search for an invoice using the invoice number, reference number or payer's name.

In the Open invoices view you can search for invoices e.g., based on the amount in the Open column:

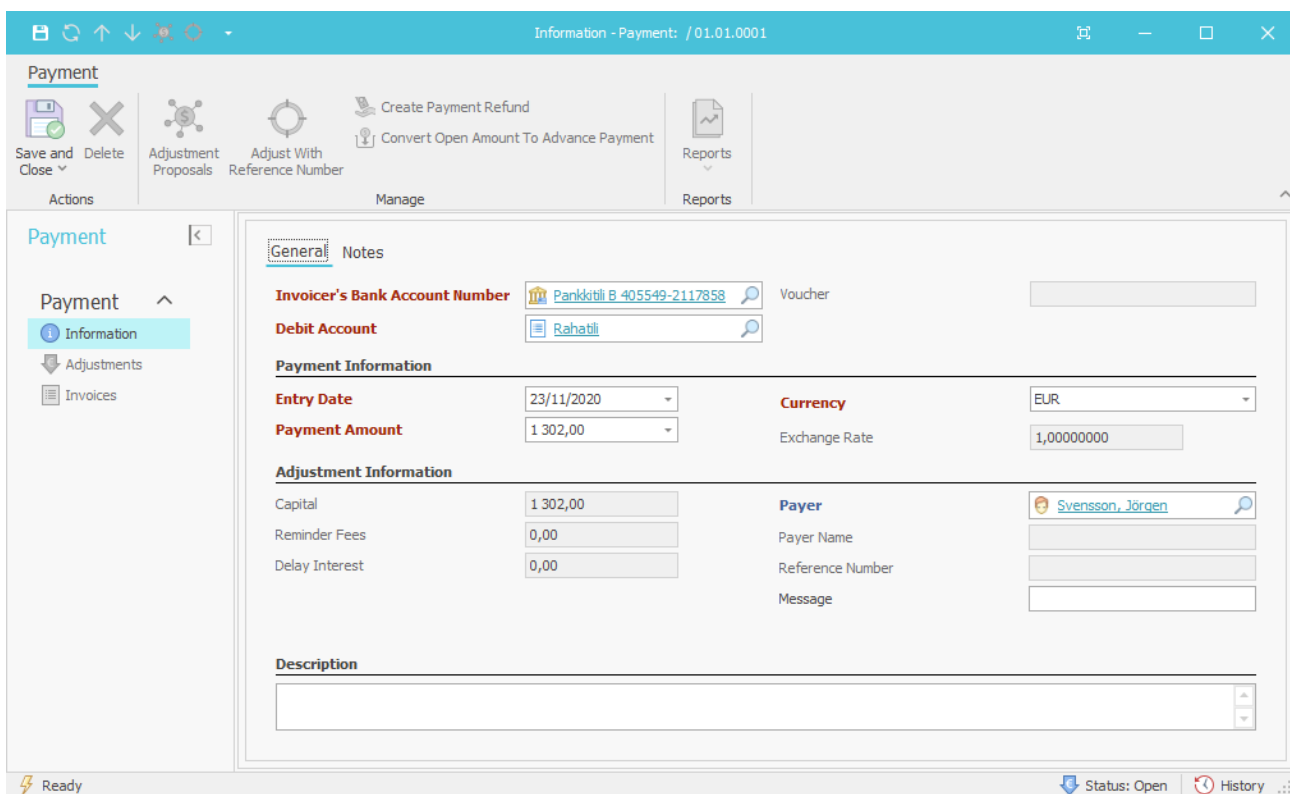


Choose the invoice you were looking for and Adjust Payment on the ribbon to open the payment window.



When a payment registration is started via an invoice, the payment window automatically picks the following information from the invoice:

- Payment Amount: the open amount of the invoice
 - If the actual payment amount does not match the amount in the field, it can be changed.
- The account information
 - If your office has several bank accounts for the customer to choose from, make sure that you pick the one to which the payment has been made.
- Payer
 - **NOTE!** If the payer of the invoice is not the same person/company that the invoice is addressed to, remember to make the change here. E.g., in legal insurance cases you may have to change the insurance company as a payer.




The Message and Description fields are for internal notes regarding the payment. In the message field, you can add e.g., a reference used by the payer. The description field can be used to add instructions for adjusting the payment.

When the necessary changes in the payment have been made, save it. If the customer has paid their invoice in full, the invoice status will change to “paid”.

If a payment reminder has been sent out for the invoice, the payment window will also show how the payment is adjusted to the invoice capital, reminder fees and delay interest. How the payment is split across these three can be seen while the payment is being registered. When it's been saved and the window is closed, the split is no longer visible in the basic information of the payment. To view the information again, open the payment and choose the Adjustments folder.

11.4 MANAGING UNDERPAYMENTS

If the customer has paid less than the invoice amount, the payment amount is changed to match the actual payment in the adjustment. The rest of the invoice remains open.

Status	Invoice Nu...	Payer	Matter	Matter Respon...	Due Date	Payable	Open	...	Sent
Sent	2018152	Lexel Ltd	2018135 - M&...	Kristina U	3.3.2022	155,00	100,00		

After making the adjustment, the invoice can be printed with the remaining payable amount and sent to the customer again for payment.

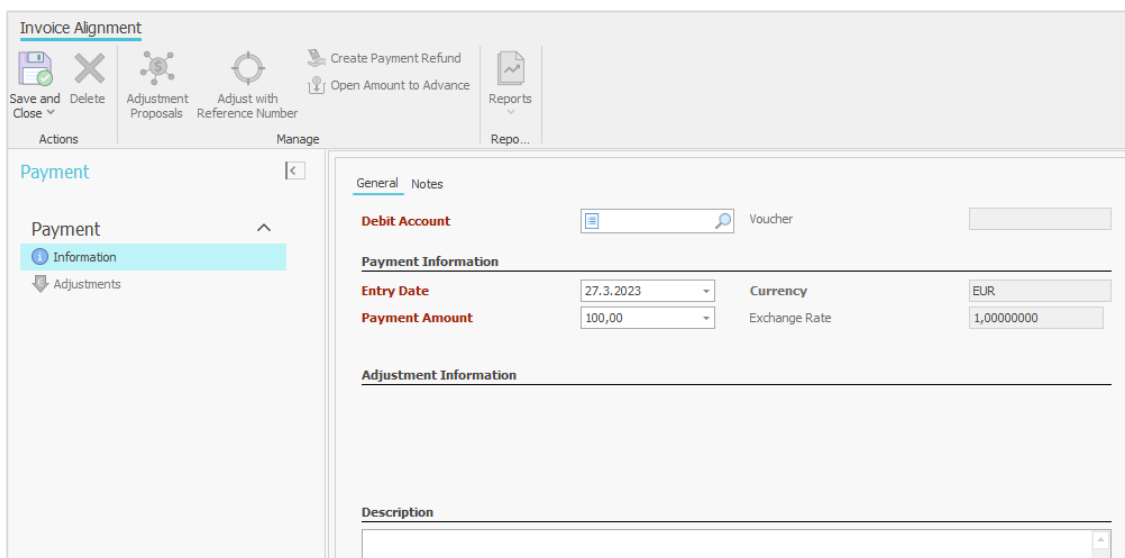
If you want to align the open amount of the invoice, you have the following options:

- Use the Align Invoice function, in which case the open amount is marked as credit loss.
- Create a credit invoice for the open amount.
- If the reason for the open amount is a fee charged by the bank, the missing amount can be posted to e.g. bank fees when registering the adjustment

Invoice alignment

If you register an alignment via the invoice, it will automatically be adjusted to the right invoice.

1. Open the invoice to make an alignment.
2. Click the Align Invoice button on the ribbon.
3. The Invoice Alignment window opens.



4. Choose in the Debit Account field an account for registering credit loss.
5. Select Save and Close.

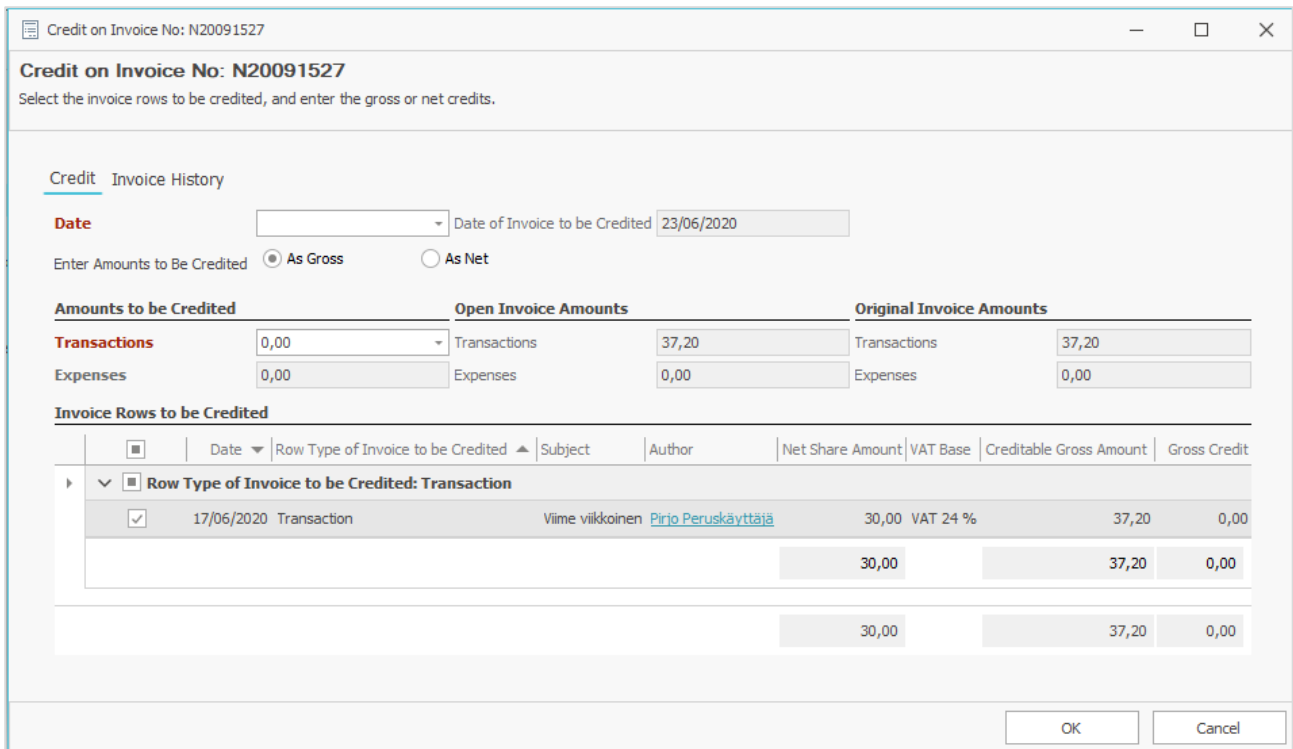
6. The amount is automatically adjusted to the invoice.

- **NOTE!** No credit invoice is created when using the credit loss action.

Creating credit invoices

The open invoice amount can also be credited to the customer as follows:

1. Select Create Credit Invoice on the ribbon.
2. The system opens a credit invoice window.



Credit on Invoice No: N20091527

Credit on Invoice No: N20091527
Select the invoice rows to be credited, and enter the gross or net credits.

Credit Invoice History

Date Date of Invoice to be Credited 23/06/2020

Enter Amounts to Be Credited ☒ As Gross ☐ As Net

Amounts to be Credited		Open Invoice Amounts		Original Invoice Amounts	
Transactions	0,00	Transactions	37,20	Transactions	37,20
Expenses	0,00	Expenses	0,00	Expenses	0,00

Invoice Rows to be Credited

	Date	Row Type of Invoice to be Credited	Subject	Author	Net Share Amount	VAT Base	Creditable Gross Amount	Gross Credit
▼	Row Type of Invoice to be Credited: Transaction							
✓	17/06/2020	Transaction	Viime viikkoinen	Pirjo Peruskäyttaja	30,00	VAT 24 %	37,20	0,00
					30,00		37,20	0,00
					30,00		37,20	0,00

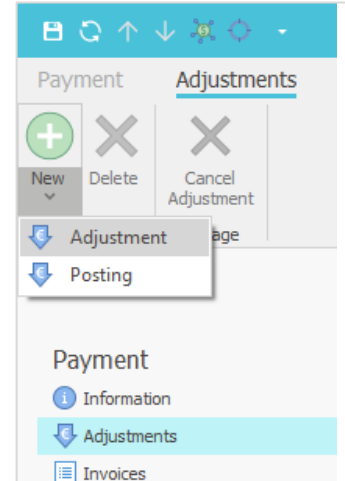
OK Cancel

3. Fill in an Entry Date; the day to be shown as the credit date in the bookkeeping reports.
4. Fill in the amount to be credited in the Transactions and/or Expenses fields.
5. Save by clicking OK.

Payment adjustment deducting banking fees

This situation can occur when a payment is made from abroad, and the bank has deducted its own transfer fees from the payment. In this case, the payment must not be registered by clicking the invoice row, but in the **Financial Management > Payments folder**.

1. In the Financial Management > Invoices, find the original amount of the invoice and the payer.
2. When you've found the invoice information, move to the Financial Management > Payments folder.
3. Add the new payment by selecting New.
4. The payment amount should match the open amount of the invoice (in our example 200,00 €). Save it.
5. Go to the Adjustments folder in the payment window.
6. Click the little arrow under the 'New' button and choose 'Adjustment'.
7. In the adjustment window that opens, find the invoice in question by clicking the magnifying glass.



Invoice

8. Make a search using the Search field, and when you find the invoice, click OK.

Look Up Records

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.

Invoices

In All Fields

Invoices
Search Result
(Entry Date)
(Owner)
(Status)

	Status	Invoice...	Payer	Matter	Matter Re...	Due Date	Payable	Open	Reference...	Cost Center	S...
Open	2022248	Kotilaiset Oy	2022193 - ...	Daniela Ho...	20.3.2023	2,00	2,00	61120222...			
Open	2022247	Kotilaiset Oy	2022193 - ...	Daniela Ho...	20.3.2023	10,00	10,00	61120222...			
Open	2022246	Kotilaiset Oy	2022193 - ...	Daniela Ho...	20.3.2023	657,51	657,51	61120222...			
Open	2022245	Kotilaiset Oy	2022193 - ...	Daniela Ho...	20.3.2023	1 001,92	1 001,92	61120222...			

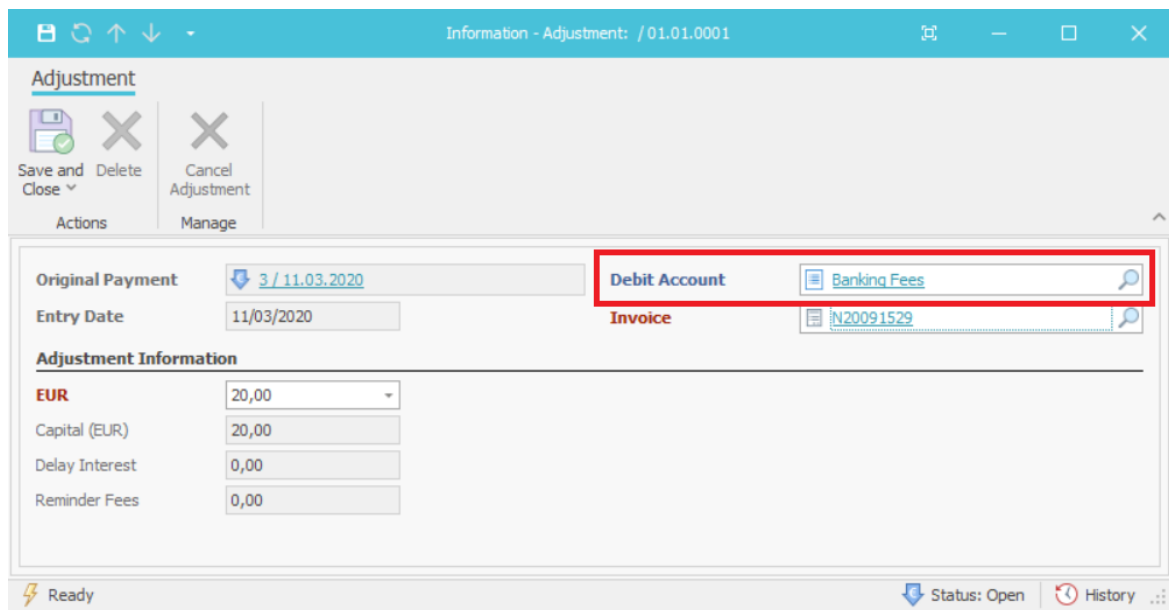
1 671,43
1 671,43

Properties
OK
Cancel
Remove Value

9. In the EUR field, enter the actual payment amount, in this case 180 €. The debit account should be the bookkeeping account of the bank account.

Adjustment Information	
EUR	180,00
Capital (EUR)	180,00
Delay Interest	0,00
Reminder Fees	0,00

10. When the change has been made, save and close.
11. Now 180 € of the payment has been adjusted to the customer's invoice. Next, we need to adjust the missing 20 € to banking fees by making a posting.
12. Click the New button again and select Adjustment.
13. The system will automatically suggest the open amount of the invoice in the EUR field. **Change as the Debit account the bookkeeping account to which the open amount should be posted** (e.g., Banking Fees). In the Invoice field, choose the same invoice for which the previous adjustment was made:



14. Now the adjustment can be saved and closed. After the above-mentioned actions have been made, the invoice status is paid, and the invoice disappears from the open invoices list.

In our example, the payment window and its adjustments look as follows:

Adjustment Ty...	Adjustment N...	Entry Date	Debit Account	Credit Account	Adjusted	Posted
Adjustment	1	11/03/2020	Rahatti	N20091529	180,00	0,00
Adjustment	2	11/03/2020	Banking Fees	N20091529	20,00	0,00

11.5 MANAGING OVERPAYMENTS

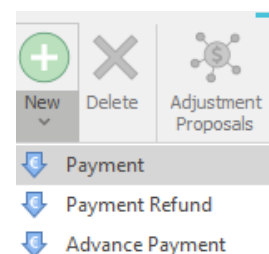
When a payment amount exceeds the open invoice amount, a part of the payment remains unadjusted. The exceeding amount can either be adjusted to a different invoice for the same payer, converted to an advance payment, posted to a separate bookkeeping account or refunded to the customer.

Adjustment to another invoice

If the customer has another open invoice to which you would like to adjust the payment, do as follows:

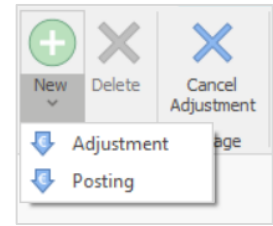
First register the entire payment:

1. Go to the Financial Management > Payments folder.
2. Click New > Payment.
3. Fill in the payment information to the Payment window.
 - **NOTE!** In the Payment Amount field, enter the total amount paid by the customer.
4. Save the payment.



Next, make a payment adjustment to the first invoice:

1. In the payment, go to the Adjustments folder.
2. On the ribbon, select New > Adjustment.
3. In the next window, find the customer's invoice via the magnifying glass in the Invoice field.
4. Select the invoice and click OK.
5. The open amount of the selected invoice is automatically added to the EUR field. If needed, you can manually change the amount before saving.
6. When saved, the amount is adjusted to the invoice.



Now, you can make the next adjustments by selecting New > Adjustment.

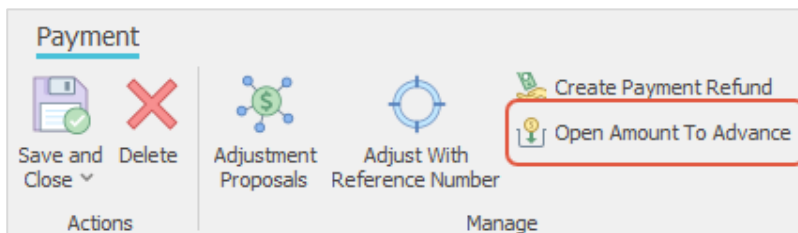
- The EUR field in the adjustment window always shows how much of the payment is still unadjusted.

Adjustment Information	
EUR	3,00
Capital (EUR)	3,00
Delay Interest	0,00
Reminder Fees	0,00

Converting payment to an advance payment

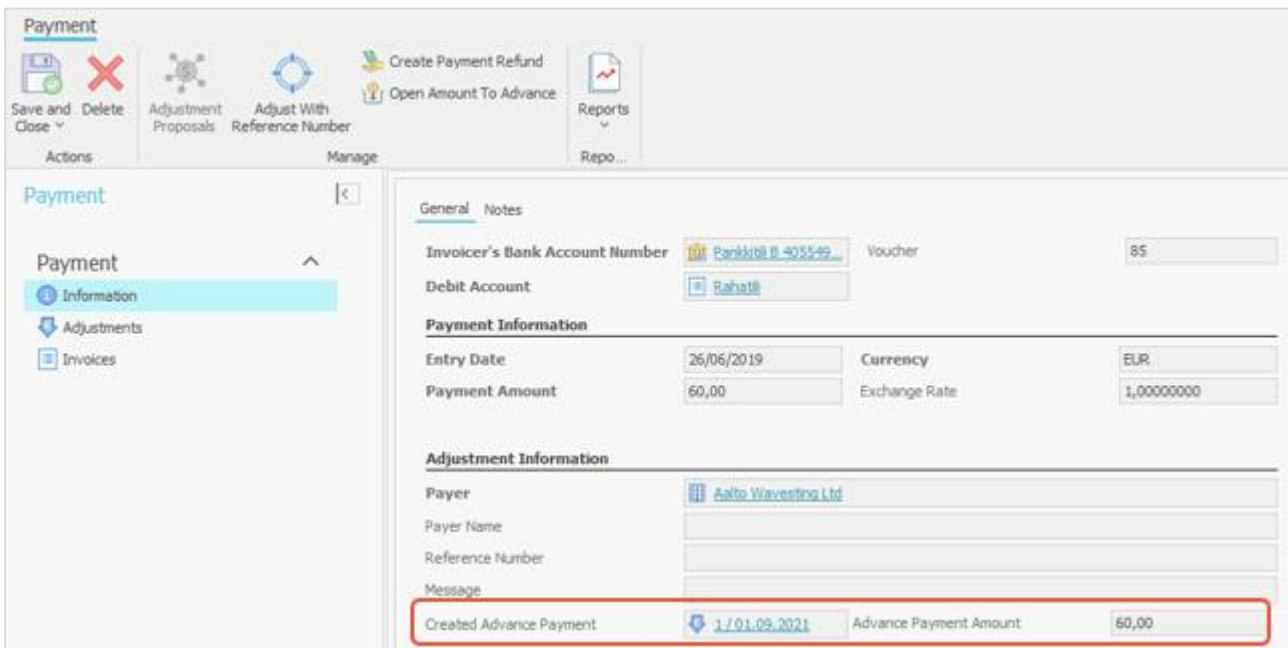
An overpayment can also be converted to an advance payment to ensure that it will be used for the customer's next invoice.

1. In the payment window or payment list, select Open Amount to Advance on the ribbon.



2. Select the temporary account through which you wish to convert the original payment as a posting to a new advance payment.
3. Also provide the registration date for the posting and the advance payment.
4. The system creates an advance invoice to which the advance payment is automatically adjusted.

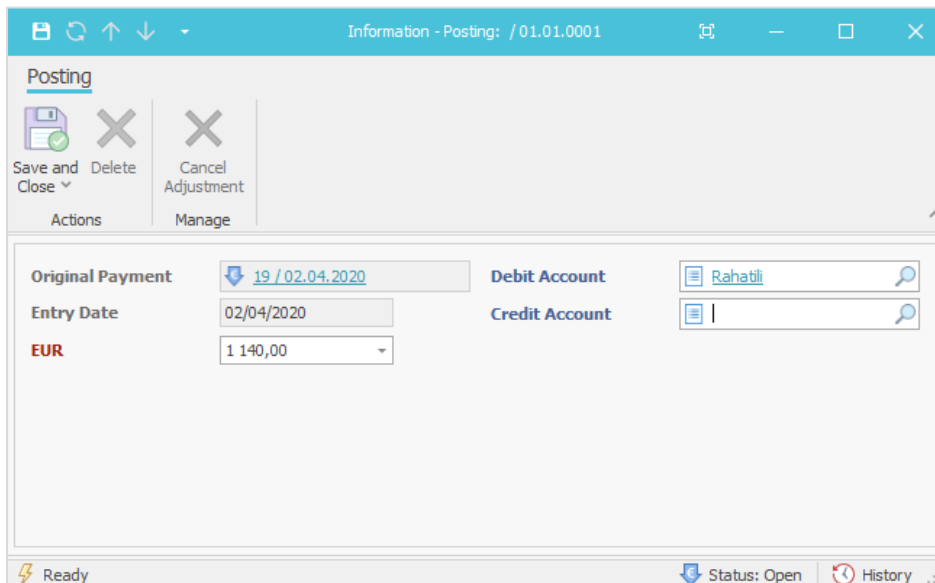
The Advance Payment and the Advance Payment Amount are displayed in the original payment.



Posting to a bookkeeping account

In case the customer does not have other invoices to which the exceeding amount could be adjusted, and the remaining unadjusted sum is too small to be refunded to the customer, you can post it to a bookkeeping account meant for overpayments.

1. Open the Payment window > Adjustments folder.
2. Select New > Posting to open the posting window opens.



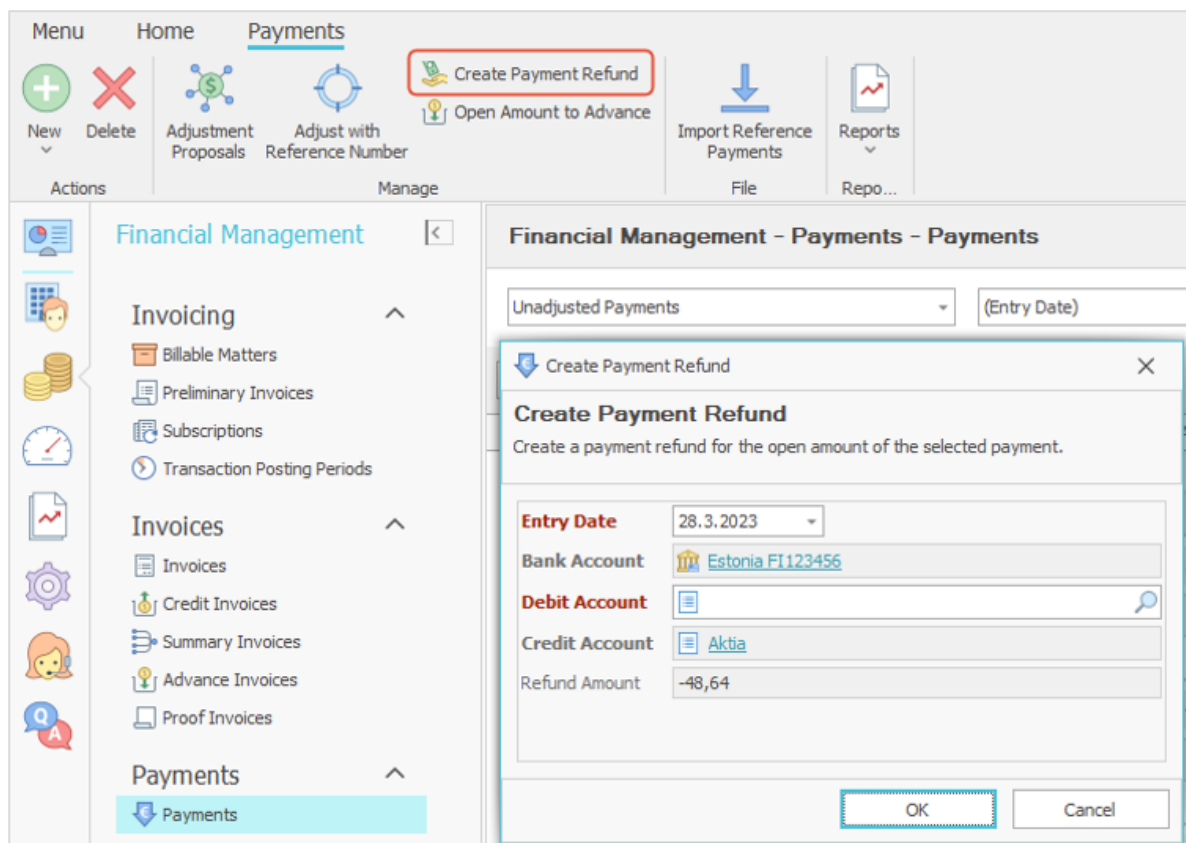
3. Enter the amount to be posted and select a suitable credit account for overpayments.
 - If there is no suitable account, click the magnifying glass and then the 'New' button at the bottom of the window to add a new bookkeeping account.
4. Save the posting.

Making a payment refund

A third option for overpayment processing is to return the excess to the customer. Depending on the situation, you can create a payment refund for the payment or for the invoice.

If you have registered the whole payment into the software, and a part of the payment cannot be adjusted to any invoice nor converted into an advance payment, do the following:

1. Go to the Financial Management area > Payments folder.
2. Select the “Unadjusted Payments” view and select the payment you want to create a refund for.
3. Select the Create Payment Refund function on the ribbon, fill in the entry date and debit account for the refund and select OK to save.



The unadjusted amount of the payment will be posted, and the payment will no longer be listed in the Unadjusted Payments view. Note that entries made in the software do not move money, so you need to make the actual payment refund via your bank.

If the invoice has already been paid and a partial or full credit invoice created for it, you cannot create a payment refund to the payment, since it has been totally adjusted. But since the open amount for the credited invoice will be negative, you can create a payment refund on the invoice. Make the payment refund as follows:

1. Open the invoice you want to create the payment refund for.
2. Select the Create Payment Refund function on the ribbon.
3. Fill in the credit account and entry date for the refund. If for some reason you don't want to refund the whole negative amount you can change the refund amount.
4. Select save and close. The payment refund corrects the open amount of the invoice to zero, and the payment refund entry is displayed in the Payment List report.

11.6 MATCHING OF PAYMENTS

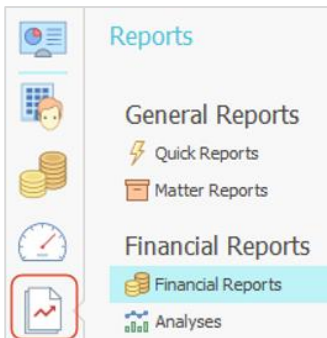
You can check the entire payment situation in the Financial Management > Payments folder.

...	Voucher Type	Voucher	Payer	Payment Amount	Debit Account	Adjusted	Posted	Bank Account
Entry Date: 6.3.2023								
Payment	5	Kotilaiset Oy		1 408,95	Advance Account	0,00	0,00	Advance pa...
Payment	6	Kotilaiset Oy		2,00	Säästöpankki	2,00	0,00	SäästöPankk...
Advance Payment	8	Kotilaiset Oy		200,00	Säästöpankki	200,00	0,00	SäästöPankk...
Advance Payment	9	Kotilaiset Oy		1 800,00	Säästöpankki	1 800,00	0,00	SäästöPankk...
				3 410,95		2 002,00	0,00	
Entry Date: 7.3.2023								
Advance Payment	10	AB Crimes Against ...		1 240,00	Säästöpankki	1 240,00	0,00	SäästöPankk...
				1 240,00		1 240,00	0,00	
Entry Date: 14.3.2023								
Advance Refund	2	AB Crimes Against ...		-500,00		-500,00	0,00	
Advance Refund	3	Förskotts AB		-2 000,00		-2 000,00	0,00	

The **All Payments** view enables you to define a desired timeframe (e.g. the previous three months) and see a list of all the payments that have an entry date within the chosen timeframe.

- The view also shows you all advance payments, advance refunds, invoice alignments and payment refunds.
- By picking a type in the Voucher Type field, you can see only the rows of the chosen type.

Unadjusted Payments view enables viewing all the payments from the chosen timeframe that have not yet been adjusted or posted.



The Payment List report shows you to which invoices the payments received within the accounting period have been adjusted.

In addition to these 'normal' adjustments, the Payment List also covers the advance payments, advance refunds, postings, and payment refunds made during the accounting period.

The Payment List can be found in the Reports area > Financial Reports.

12 ASSETS

12.1 CUSTOMER FUNDS

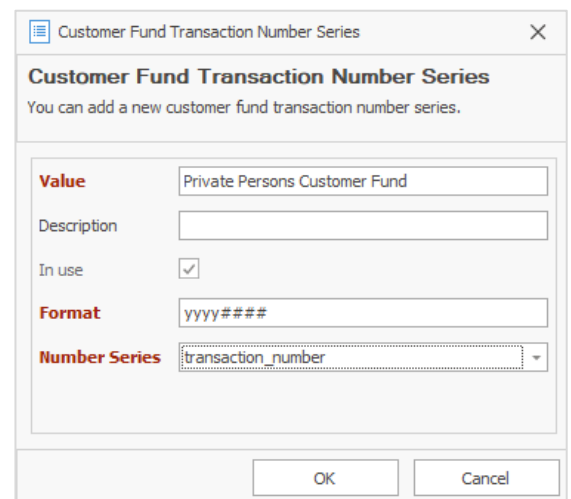
The Financial Management area offers the Customer Fund Transactions folder where you can manage customer funds or other property that is in your company's possession but not part of its own capital. To use this, your company must have bank accounts outside of your own bookkeeping, that are not used for paying the company's own invoices or receiving assets that belong to the company itself.

Number series for customer fund transactions / vouchers

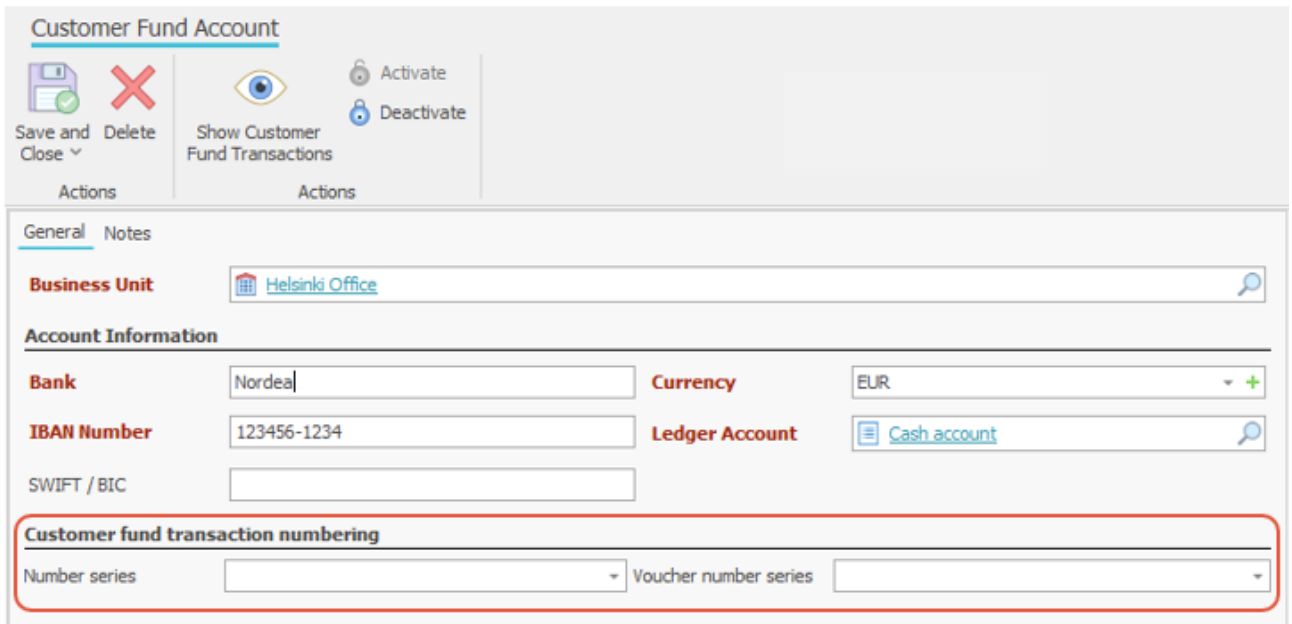
The legislation requires separate customer fund accounts for managing bankruptcies and customer funds of private persons. The system enables creating separate number series for transactions and vouchers of these accounts.

You can take a customer fund account into use as follows:

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



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



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

The new number series is now ready for use. They are saved to new customer fund transactions when selecting the customer fund account. After saving the customer fund transaction it is no longer possible to change its customer fund account.

Managing customer fund transactions

Separating assets that belong to different customers is easiest if there are several bank accounts in use, although the same asset account (bank account) can still be used to handle the financial transactions of several principals. To keep track of the assets belonging to different principals it is advisable to use some type of simpler, separate bookkeeping of each principal's transactions.

A customer's funds can also be seen in the Customer Funds folder of the customer or matter window.

Add a new customer fund transaction as follows:

1. Go to the Customer Funds folder and flick 'New' on the ribbon.

Customer Fund Transaction

Save and Close Use as Template Delete

Actions

General Notes

Customer Fund Account [Search Icon]

Transaction Number [Field] Voucher Number [Field]

Transaction Information

Customer [Search Icon]

Matter [Search Icon]

Text [Field]

Booking Information

Bank Transfer Date [Field] **Saving Date** [Field]

Amount [Field] **Settled Transaction** [Search Icon]

☒ Deposit ☐ Withdrawal

- Choose the customer fund account (i.e. bank account) to which the fund is registered.
- Choose the customer whose transaction you are registering, and a matter if the transaction relates to a specific one.
- Fill into the Text field a description of the customer fund.
- Enter a Saving Date (the date that the transaction is registered in the system) and a Bank Transfer Date (the date when the money reached your asset account).
- Add the sum of the deposit or withdrawal in the Amount field.
- The customer fund transaction is automatically listed as a Deposit. If the transaction is a Withdrawal, change the type under Booking Information.
- Save.

A saved customer fund transaction gets its own transaction and voucher numbers. A customer fund transaction cannot be deleted, but you can settle it by making a counter-registration. Attach the original registration in the Settled Transaction field.

Customer Fund Transaction

Save and Close Delete Reports

Actions Repo...

General Notes

Customer Fund Account [Search Icon] 551306-573456

Transaction Number 38 Voucher Number 42

Transaction Information

Customer [Search Icon] Almost Eight Ltd

Assignment [Search Icon]

Text Partial payment, opponent X

Booking Information

Bank Transfer Date 30/08/2021 **Saving Date** 30/08/2021

Amount 800,00 **Settled Transaction** [Search Icon] 36 - Partial payment for damages b...

☐ Deposit ☒ Withdrawal

Using customer fund transactions as a template

To speed up creation of new customer fund transactions, you can select one of the existing customer fund transactions and the Use as Template button on the ribbon.

The function opens a window for a new customer fund transaction and copies to it the customer fund account, customer, matter, and text. If required, this information can be edited before saving the new customer fund transaction.

Customer Funds Reporting

Check the status of the different customer fund accounts as follows:

1. Go to the Customer Fund Transactions folder.
2. Select the blue account number link in the Customer Fund Account column.

Financial Management - Assets - Customer Fund Transacti									
Search for records In All Fields									
Drag a column header here to group by that column									
	Transaction Nu...	Voucher Nu...	Saving Date	Amount	Text	Customer Fund ...	Customer		
▶ E4	36	40	29/08/2021	800,00	Partial payment.	551306-573456	Almost Eight Ltd		
E4	35	39	14/02/2021	-1 000,00	Give back	555555-777777	Full Ten Ltd.		

3. In the window that opens you can check the basic account information.
4. Go to the Customer Fund Transactions folder to see the transactions registered on this account. Or select Show Customer Fund Transactions on the ribbon.

You can also follow up on the customer fund accounts using a report. In the Financial Reports folder of the Reports area, you can find the reports “Customer Funds – Accounts and Transactions”, and “Open Customer Funds” for that purpose.

The easiest way to check the status of a specific customer’s fund transactions is to open the customer window and to go to the Customer Fund Transactions folder. The list can be exported to Excel and sent to the customer if required.

12.2 MOVABLE PROPERTY

The Assets also includes a folder for managing movable property that a customer has deposited with your company for safekeeping. Movable property can be e.g., wills, pawn or patent documents or artwork. In the system you can keep track of the information regarding these objects and where they are kept.

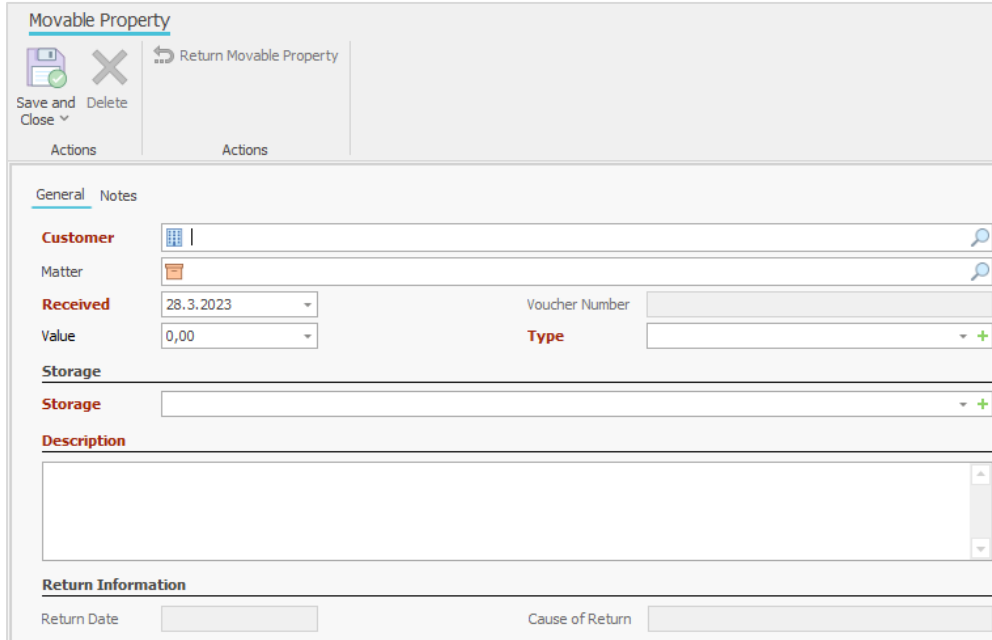
To use this functionality, a power user must create lists of storage places, movable property types and causes for return. These lists are managed in the settings > Common Settings > Movable Property Storages / Movable Property Types / Movable Property Causes of Return.

In case a customer has several matters, movable property can be attached to a specific matter only.

A new movable property item is registered as follows:

1. Go to the Movable Property folder and click New on the ribbon.
2. Fill in the following information:
 - Select the customer (and matter) that the movable property belongs to.

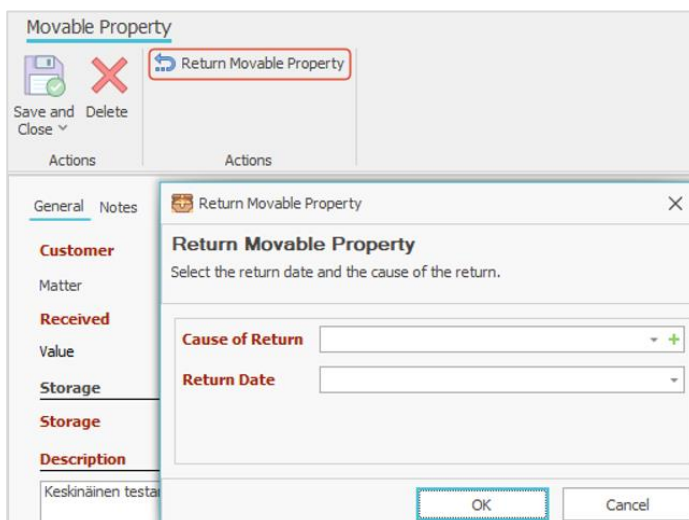
- The date when your company received the item.
- Select the type of item and, if needed, fill in the value of the item.
- The place where the item is physically stored.
- A description of the item.



3. Save.

A saved movable property item gets its own voucher number. When you return a movable property to the customer, mark it as returned in the system as follows:

1. Go to the Movable Property folder, select the movable property row and then the Return Movable Property function in the ribbon.
2. In the window that opens, choose a cause for return and the return date.



3. Save and close. The return date and cause of return will be saved into the movable property's information.

INTEGRATIONS TO BOOKKEEPING SYSTEMS

13.1 BASIC INTEGRATION FUNCTIONALITY

The two-way bookkeeping integrations eliminate the need to transfer information manually from CSI Lawyer to bookkeeping systems and vice versa. Usually, the integration is set to transfer data once a day, so that for example invoices are sent from CSI before transferred to the bookkeeping.

The bookkeeping integration works as follows:

- The matter information (number and subject) is transferred from CSI Lawyer to the bookkeeping system as a dimension.
- The invoices created in CSI Lawyer are transferred to the bookkeeping system, including the basic information of the invoice payers (name, business ID, home country, address, VAT number).
 - Credit invoices are always transferred and, if needed, the advance invoices can be transferred as well. Also cancelled advance invoices are transferred.
- Expenses registered into the bookkeeping system are transferred to CSI Lawyer.
- Payments registered into the bookkeeping system are transferred to CSI Lawyer and adjusted to invoices.

The standard bookkeeping integrations Fortnox, Netvisor, and Procountor now handle credit losses by transferring them to CSI Lawyer as payments with the voucher type “Invoice Alignment”. Earlier credit losses were transferred as normal payments and registered on the incorrect debit account in CSI Lawyer, causing errors in the Payment report.

Financial Management - Payments - Payments							
Search for records				In All Fields			
All Payments	(Entry Date)	(Voucher Type)					
Entry Date							
Voucher Type	Voucher	Payer	Payment Amount	Debit Account	Adjusted	Posted	Bank Account
Entry Date: 21/01/2021							
Invoice Alignment	1	Laki Oy	3.10		3.10	0.00	

This change does not concern the Fennoa integration due to Fennoa’s technical restrictions.

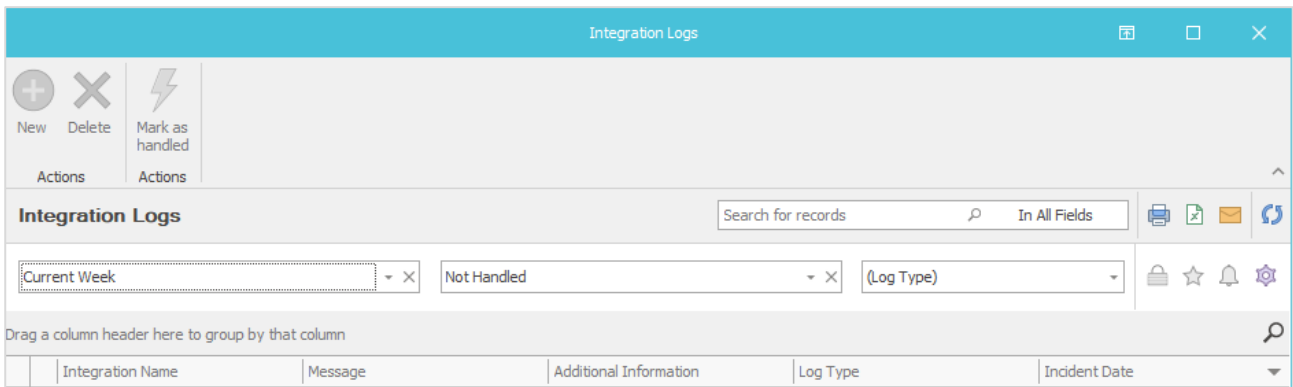
13.2 MOST COMMON QUESTIONS/PROBLEMS

The most common questions regarding the bookkeeping integrations are related to some information not being transferred. Below you find a few reasons for invoices or payments not being transferred by the integration and solutions to these issues.

The bookkeeping integration logs all warnings and errors into CSI Lawyer. The integration logs are visible for power users in the Settings area > Software Management > Plugins > Integration Logs folder.

In the folder, you can see a list of all integration events. By default, the view is filtered to show current week events that haven’t been handled, yet. “Not Handled” means warnings or errors that haven’t been marked as handled.

In the Log Type filter, you can also choose a certain type of log you want to see, for example warnings or errors.



If there is an error found in the integration log, it means that some information hasn't been transferred. The log usually tells you where the problem is, and once it has been fixed the information will be transferred during the next run of the integration.

Problems in transferring invoices

A transferred invoice has got the status “unsent” in the bookkeeping software.

This is because it had the status “open” in CSI Lawyer when the integration was run. To change the status in the bookkeeping, print/send it manually there. To be sure that this doesn't happen again, send out invoices during the same day they've been created.

An invoice hasn't been transferred to the bookkeeping system.

Usually this happens because the invoice has missing or incorrect information. Check the following information:

- The payer's address (the one found in the invoice window) and home country
- The payer's VAT number
- Possible special characters in the matter subject, invoice rows, and free text field
- Whether the bookkeeping period is open in the bookkeeping system (as it should)

When the information has been corrected the invoice will be transferred the next time the integration runs.

Problems in transferring payments

The payment hasn't been automatically adjusted to the invoice in the bookkeeping system.

Usually this is because the payer has paid the invoice using the reference number on the invoice which has been sent to an insurance company (starting with 91-) or the reference number of a proof invoice (starting with 70-). Manually adjust the payment to the normal invoice in the bookkeeping system, and it will be transferred to CSI Lawyer the next time the integration runs.

Depending on the bookkeeping system, you may need to adjust the payments manually also in case the payer has paid without a reference number or has paid too much or too little.

Please note that if a payment hasn't been adjusted to an invoice in the bookkeeping software within 7 days of the invoice's entry date, it will not be transferred to CSI. In this case you need to create the payment manually and adjust it to the invoice in CSI Lawyer.

Common questions

Why can't I adjust advance to an invoice in CSI Lawyer afterwards?

If the invoice is already sent to bookkeeping, advance adjustment to the invoice is no longer possible and there is no work around.

Why isn't the payment refund transferred into the bookkeeping system?

The bookkeeping integration doesn't transfer payments from CSI Lawyer into the bookkeeping system. Therefore, payment refunds need to be made manually in both CSI Lawyer and the bookkeeping system. Another way to handle these is to create credit invoices instead of payment refunds. This way no manual work is required (except for making a payment to the customer).

Why isn't the summary invoice transferred to the bookkeeping system?

Since summary invoices are basically just cover pages that summarize information of all the individual invoices, it isn't transferred to the bookkeeping. Only the individual invoices are transferred, and the payment needs to be adjusted to them in the bookkeeping system.