

Curo365 - User Manual

Table of Contents

Pre-Requisites	2
Basic Navigation	2
Record Creation	3
Creating a new client	3
Sub Grids and adding related records to a Client	4
Creating a Matter.....	6
Matter Sub Grids.....	7
Searching for records	8
Global Search	8
Quick Search	8
Advanced Find.....	9
Daily Work Dashboard	9
Tasks.....	9
Billing/Costs	10
Approvals	11
Billing and Invoicing Process	13
Submitting and approving billings and costs	14
Process of submitting billings and costs	14
Generating Bills.....	16
Revising a Bill.....	19
Applying a Write-Off to a bill	20
Applying a Credit to a bill	21
Applying a payment to a bill	22
General Accounting Processes.....	24
Disbursing money from a trust account (Payment).....	24
Depositing money into a trust account (Deposit and Deposit Detail)	24

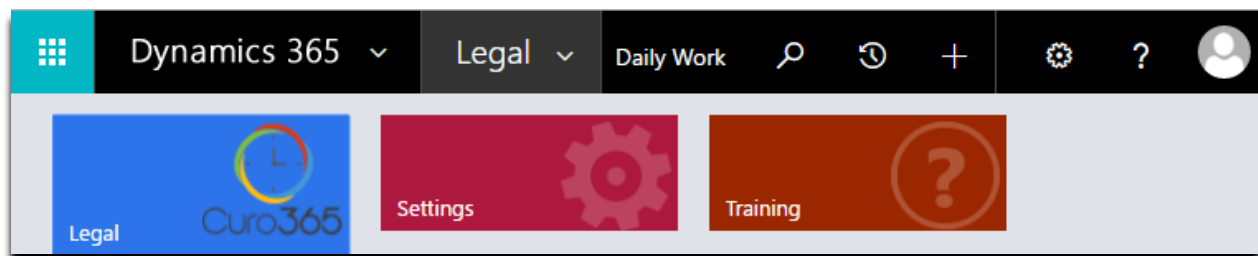
Pre-Requisites

The following solutions are required to be imported into your Dynamics organization prior to importing the Curo365 solution.

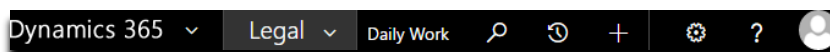
- [Office 365 Groups](#) Version: 2.9.0.2 or Greater
 - Integration solution with Office 365. This allows for appointments, emails, and meetings to be synced according to the Business Centers in your Curo365 environment.
- *PrenticeWorx Auto Naming* * Version: 2018.07.23.0 or Greater
 - Solution to allows for entities to be named according to configured fields
- *PrenticeWorx Email Merge* * Version: 2018.07.30 or Greater
 - Solution to extend the ability for fields to be templated into emails prior to sending the email to the intended recipient

* Solution is including in the Curo365 AppSource package

Basic Navigation



Navigation in Curo365 is broken up into two sections.



The Navigation Bar – The Navigation bar has a menu bar with Current Path/Bread Crumb Navigation which shows you your current location in the system as well as how you go there. It also contains links for Global Search, Recent Items, Quick Create and Advanced Find. There are also links for General User Settings, Help and Profile Settings.



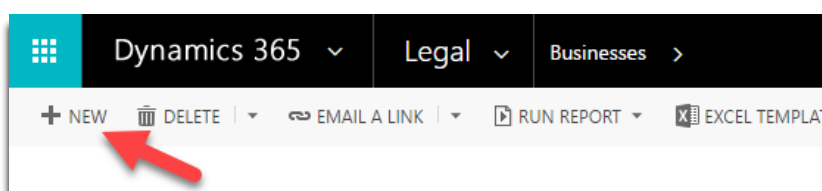
The Site Map – The Site map contains links to access the various records, dashboards and views used to create, edit and view records in the system. It may also have links to Settings and Training depending on your role.

Record Creation

Creating a new client

To create a new client, click on the Quick Create link on the top right of the screen and select either Business or Contact. (Both Businesses or Contacts can be a client in Curo365.)

Alternatively, you can create a Client from the Business or Client landing pages. To navigate to the Business or Contact landing pages click on the “Legal” Bread Crumb on the Navigation bar and select Business or Contact record type. This will take you to a landing page with a list view of those records. In the top left of the page click on the “New” button.



Once you begin to create a new Client, either a Business or Contact, you will be presented with form where you will be required to fill out all fields necessary for record creation. These are always marked by a red asterisk. In the case of a new client, you will be required to enter a “Name” and a “Client Status”.

Name*

Address 1

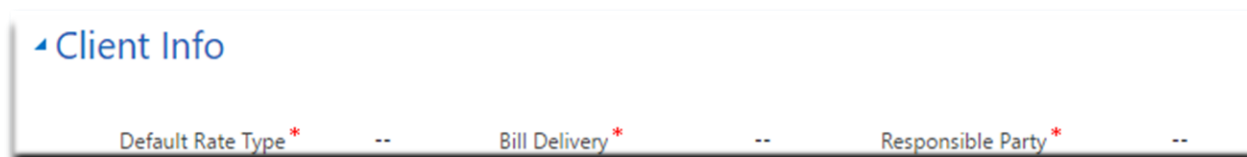
Main Phone

Fax

Client Status*

- **Client Status** – The Client Status field determines if the Client is available to assign to a Matter or add Billings or Cost against.

Once a Client is marked as “Active”, during record creation or on an existing Client additional required fields appear.



- **Default Rate Type** – The Default Rate Type specifies the default rate type that will be used by the Client on Matters and related Billings and Costs.
- **Bill Delivery** – The Bill Delivery specifies which method to use when sending out Bills to the Client.

- **Responsible Party** – The Responsible Party is the contact to who the Bill will be sent. This could be someone not an employee of the Business

At the time of record creation, you are not able to add any related information to the record. For example, you cannot add a related Contact to a Business client until the Business is created and saved. Once it is saved the page view will change and show additional fields and allow the addition/association of related records.

Sub Grids and adding related records to a Client

Additional related records can be added by using the sub grids on the page.

The screenshot displays the 'Test Account' page with several sub-grids. Red arrows indicate the '+' icons used to add new records to each sub-grid:

- Open Tasks: Form** (dropdown): Contains a table with columns: Subject, Assignee, Task Type, Due Date.

Subject	Assignee	Task Type	Due Date
File FoF/DoD	Nick Auton	To Do	2/8/2017 12:00
Test Task	Nick Auton	To Do	2/6/2017 12:00
- Active Phone Calls - Contact For...** (dropdown): Contains a table with columns: Subject, Matter, Call To, Due. It shows 'No Phone Call records found.'
- Contacts**: Contains a table with columns: Full Name, Email. It shows 'Test 2 Contact 2'.
- Matters**: Contains a table with columns: Name. It shows 'TEST matter'.

Sub grids on Client pages

After a Client record is saved you will be able to add other records and information to the record via the sub grids. On the Business and Contact pages there are several sub grids that you can use. Let's review them.

BUSINESS PAGE SUB GRIDS:

- Tasks
- Phone Calls
- Contacts
- Matters
- Bills
- Transactions
- Rate Overrides

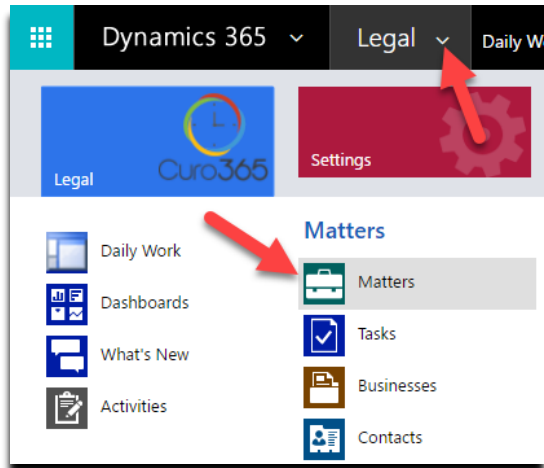
CONTACT PAGE SUB GRIDS:

- Phone Calls
- Tasks
- Client Form Matters
- Bills
- Transactions

Each of these Sub Grids allow you to create new or add existing records to the Client.

Creating a Matter

To create a matter in Curo365 go to the Quick Create icon and select Matter. Alternatively, you can go to the Navigation Bar, click on the “Legal” Bread Crumb to open the Site Map. Once the Site map is open, select Matter. This will take you to the Matter landing page. You can create a new matter from here by selecting “New” in the top left of the screen.



Once you click “New” matter you will be shown a form that only displays the required and recommended fields to create the Matter. (a recommended field is marked by a small blue plus symbol rather than a red asterisk).

MATTER : INFORMATION ▾

New Matter

← New Matter

Name *	--
Client *	--
Matter Type *	--
Invoice Costs? *	Yes
Business Center *	--
Responsible Party *	--
Send Bill To Client? *	Send
Responsible +	--
Rate Type *	--
Billable Type *	--

- **Name**
- **Client** – The Business or Contact related to the Matter
- **Matter Type**
- **Invoice Costs?**
- **Business Center** – The Business Center that the Matter belongs to.
- **Responsible Party** – The contact that will receive invoices for Matter
- **Send Bill to Client?**
- **Responsible** – The attorney that is responsible for the Matter
- **Rate Type**
- **Billable Type**

Matter Sub Grids

The Matter record also has sub grids you can use to add information and relate other records to the Matter.

Sub Grids on the Matter include:

- General
 - o Billings
 - o Costs
 - o Opposing Parties
- Activities
 - o Activities
 - o Deadlines
 - o Notifications
- Billings
 - o Matter – Active Trust Transactions – These include deposits, Trust payments and Retainers, etc.
 - o Bills
 - o Credits
 - o Rates – Rates are brought over to each matter for every resource type that might work on the matter based on the Matter Type. You can also specify an Alternative rate for a Resource Type per matter.

In addition to the standard sub grids listed above there are two specialty grids. One is a Task grid and the other is a Calendar grid.

Task Grid

The task grid allows users to add Tasks and Phone Calls to the matter.

The icons in the top left are:

- Save
- Refresh
- Add Task
- Add Phone Call

Tasks

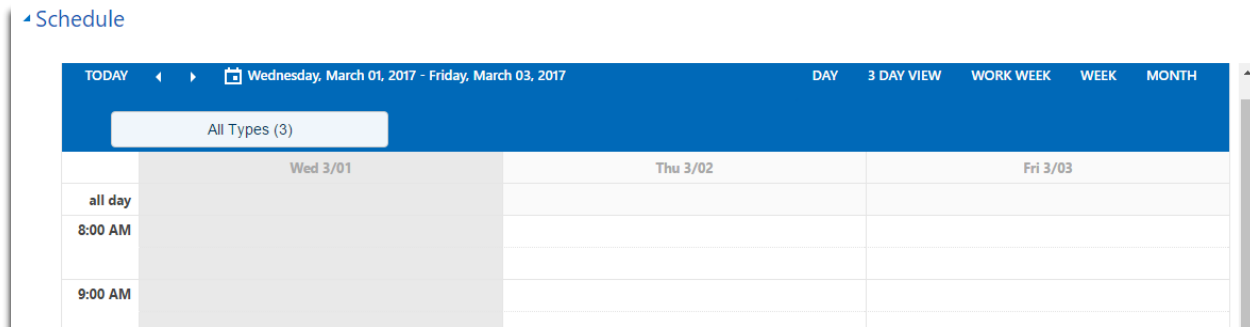
Title	Contact	Description	Assignor	Assignee	Due	Est Hours	Time Spent	Actions
★ ☎			Nick Auton		Select a date	n/a	..	📁 ✖ ✓
★ ☑	n/a		Nick Auton		Select a date	hrs	..	📁 ✖ ✓

0 - 0 of 0

Calendar Grid

The Calendar grid displays tasks related to the Matter.

The calendar view can be changed to display a single day, 3 day view, work week, the full 7 day week or the whole month.



Searching for records

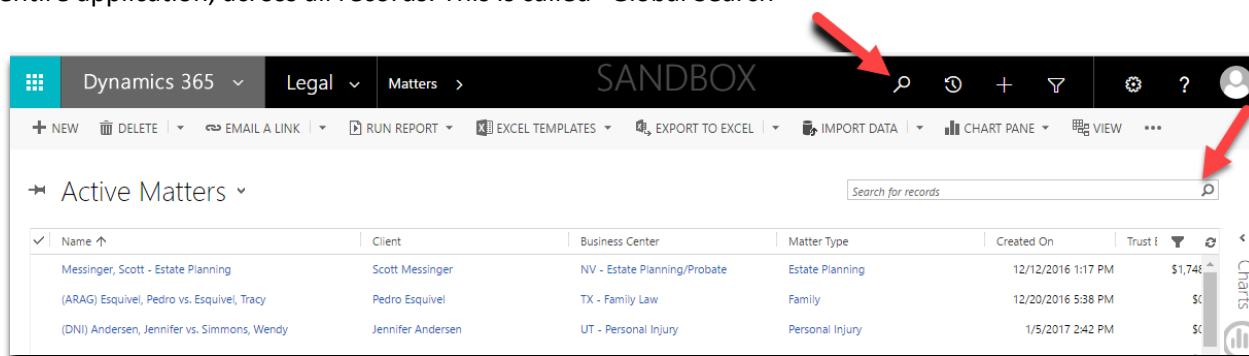
Searching for records in Curo365 is very simple and straight forward.

There are 3 ways to search for records in Curo 365.

1. Global Search
2. Quick Search
3. Advanced Find

Global Search

At the top of the page, in the Navigation bar, you will find a search icon that will allow you to search the entire application, across all records. This is called “Global Search”



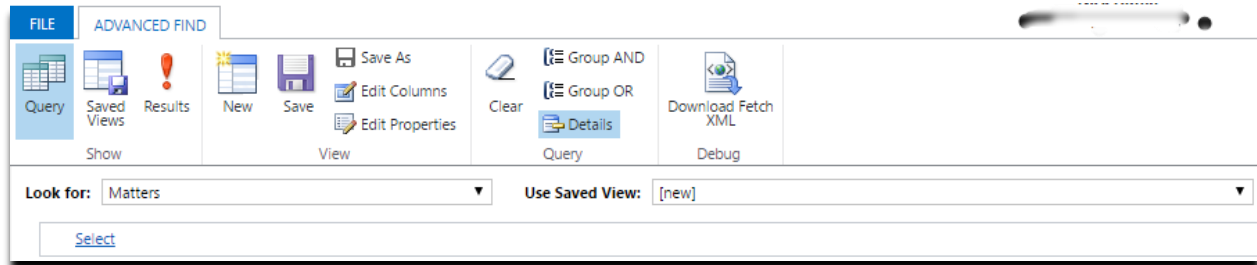
Quick Search

As you can see in the image above, the search icon appears in the Navigation Bar but it also appears within the Matter Landing page as it will on any record landing page. Unlike the Navigation Bar’s “Global Search” where you can search the entire system, the search in the landing page only searches the specific record type that you are looking at. In the case above only Matters will be searched.

Advanced Find



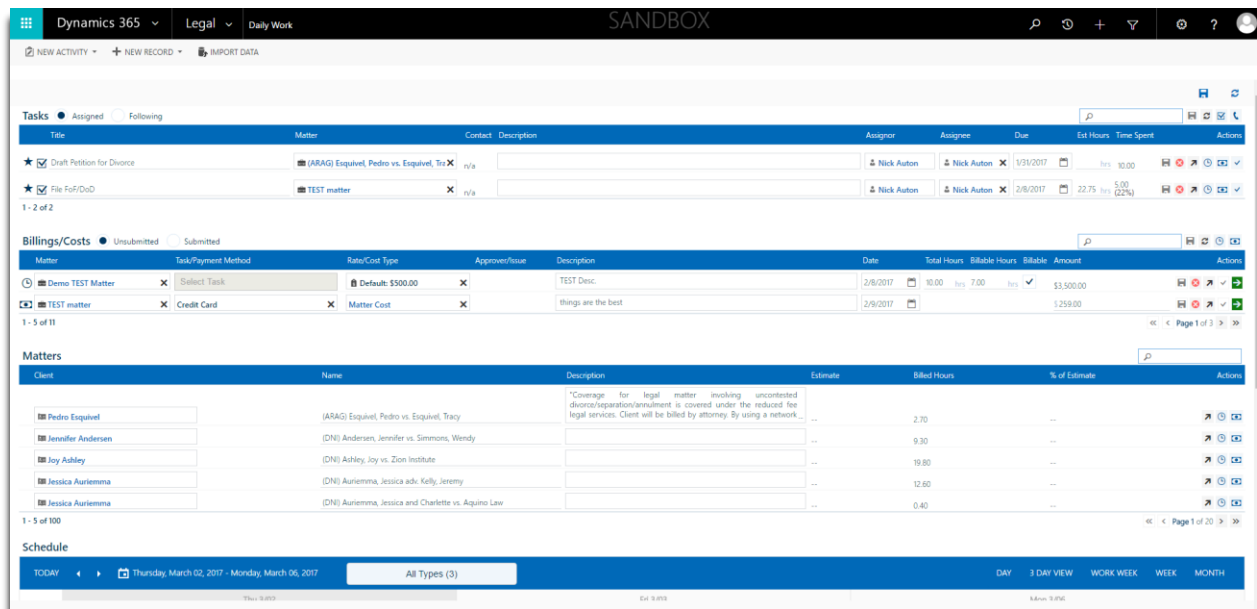
The Advanced Find feature allows users to search the system like the Quick search but it also allows users to add filters, additional columns to their search and save the results.





Daily Work Dashboard

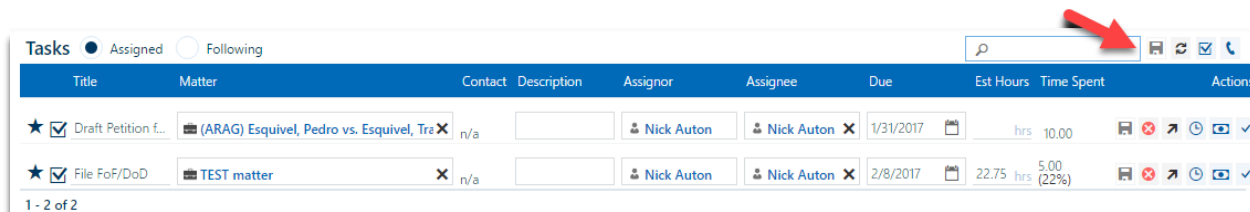
The Daily Work dashboard provides fast and convenient access for Legal users to enter to all the data they need to manage their daily tasks.

Users can view Matters, enter tasks, billings and costs related to a matter as well as submit billings and costs directly from the dashboard.



Tasks

To enter new Task or Phone Call you simply click on the checkbox or phone icons   located at the left of the Task section.



Title	Matter	Contact	Description	Assignor	Assignee	Due	Est Hours	Time Spent	Actions
★ [x] Draft Petition f...	(ARAG) Esquivel, Pedro vs. Esquivel, Tre [x]	n/a		Nick Auton	Nick Auton [x]	1/31/2017	hrs 10.00		[Save] [Remove] [Arrow] [Clock] [Eye] [Check]
★ [x] File FoF/DoD	TEST matter [x]	n/a		Nick Auton	Nick Auton [x]	2/8/2017	22.75 hrs	5.00 (22%)	[Save] [Remove] [Arrow] [Clock] [Eye] [Check]


When you add a new Task or Phone Call from this section of the Daily Work dashboard the user must specify the Matter which the Task or Phone call will be assigned.

On the far right of each Task or Phone Call record there are a few icons displayed.



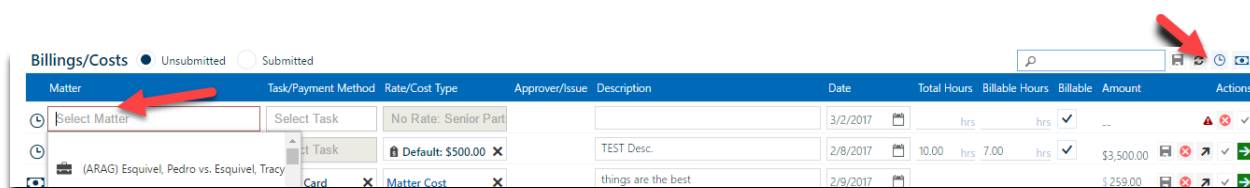
Some may be familiar, like the Save  or the Remove  icons. Others need some explanation. The

Arrow icon  allows you to navigate from the Daily Work Dashboard directly to the record in Curo365.

The Remaining three icons  allow the user to create Billings, Costs and mark the Task or Phone Call as complete. By creating a Billing or a Cost from this spot rather than on the Billing/Cost section covered below you will have the convenience of having the Matter AND the Task auto populate on the newly created Billing or Cost.

Billing/Costs

Billings and Costs are added to the Daily Work dashboard in the same way as Tasks. On the right of the page you click on the icon for either Billings or Costs.



Matter	Task/Payment Method	Rate/Cost Type	Approver/Issue	Description	Date	Total Hours	Billable Hours	Billable	Amount	Actions
[Select Matter]	Select Task	No Rate: Senior Part			3/2/2017	hrs	hrs	✓	..	[Save] [Remove] [Arrow] [Clock] [Eye] [Check]
(ARAG) Esquivel, Pedro vs. Esquivel, Tracy	Task	Default: \$500.00 [x]		TEST Desc.	2/8/2017	10.00	hrs 7.00	hrs ✓	\$3,500.00	[Save] [Remove] [Arrow] [Clock] [Eye] [Check] [Green Arrow]
	Card	Matter Cost [x]		things are the best	2/9/2017				\$259.00	[Save] [Remove] [Arrow] [Clock] [Eye] [Check] [Green Arrow]

One you do a new line will appear and you must select the Matter for which you want to Bill time or enter a Cost.

After the Billing or Cost is crated you have the same actions you can take on the record.

Save, Cancel, Navigate to the record page, and Save and Complete. There is a new icon, a green arrow.



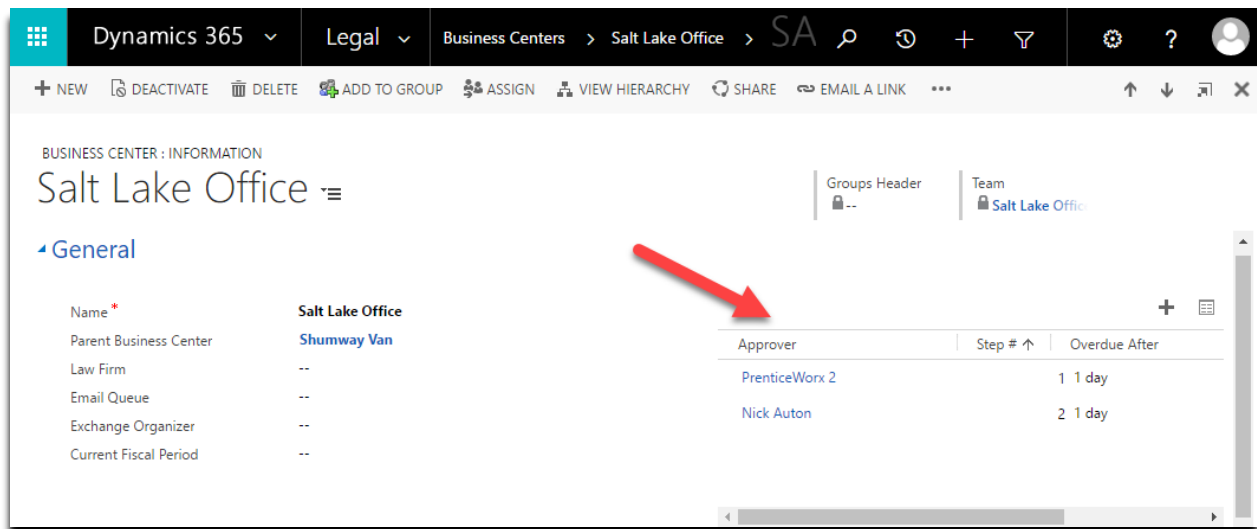
This allows the user to submit the Billing or Cost for approval.

Approvals

Once a billing or cost has been created and then submitted it will be processed through an approval step process.

By setting up the approval steps, a firm can add approvers to each business center that the billings and costs will need to pass through before they will be added to a bill.

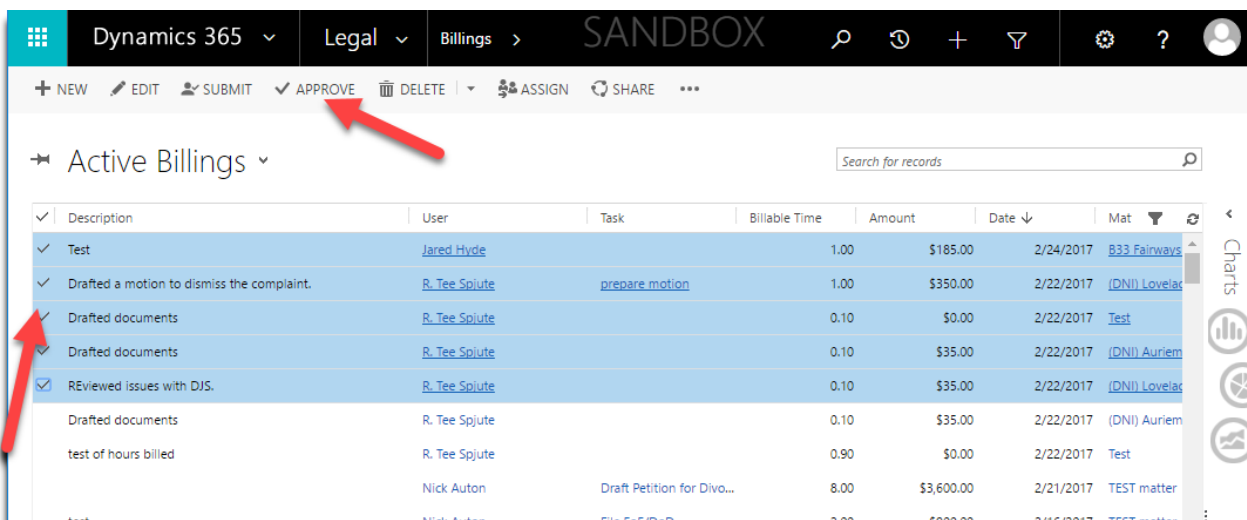
Once a billing or a cost is submitted it is now ready to be reviewed and approved by the first approval step user. After the first user in the approval step approves the billing or cost, it moves to the next person in the approval step.



To find the bills or costs that are waiting for approval, navigate to the “Billings” or “Costs” link and you will see a list of bills or costs in the case of the Costs page.

In the image below we see the Billings page.

If Billings are selected then the “Approval” option appears.



At the top of the page there is a view drop down where you can select filters for the displayed list view. As you can see the dropdown allows you to change between many predefined views. An approver can select the view for “Billings Needing Approval” or “Billings I Need to Approve” to see the Billings ready for approval.

The screenshot shows the Dynamics 365 interface for the 'Legal' department, specifically the 'Billings' entity. The view is set to 'Billings Needing Approval', which is highlighted in the dropdown menu on the left. The main table displays a list of billing records with columns for Description, Rate Type, Hourly Rate, and Bill. A search bar is located at the top right of the table area.

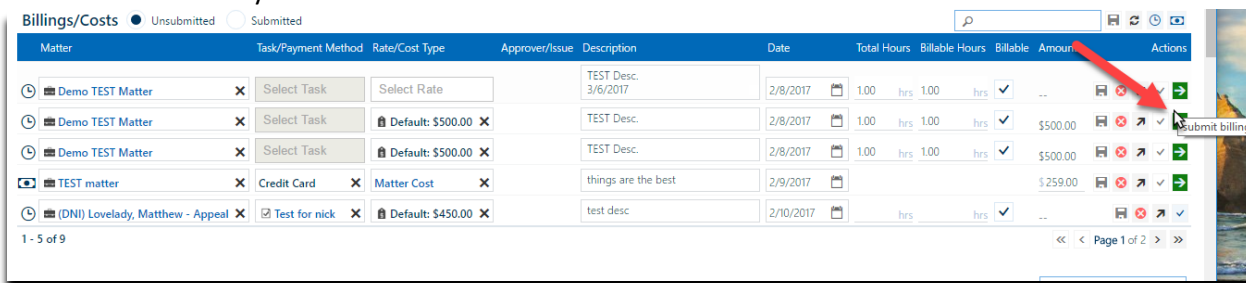
Description	Rate Type	Hourly Rate	Bill		
Corresponded with OH to discuss telephone call with Died...	Default	\$125.00	BILL10548		
Reviewed email from SAM re: transition of matter and revi...	Default	\$0.00	BILL10490		
Reviewed email from SAM re: transition of matter and revi...	Default	\$165.00	BILL10499		
Exchanged several text messages with Ms. Slabbert re: con...	Default	\$165.00	BILL10564		
Received, reviewed scanned, saved to file and e-filed Moti...	Default	\$125.00	BILL10560		
Correspondence with Mr. Decker re: status moving forward...	No Charge	\$0.00	BILL10546		
Review new client file and task JC to send LORs.	Default	\$215.00	BILL10504		
Added Oscar Montalbo to Thunderdome Master List. Coord...	Default	\$135.00	BILL10561		
Patty Main	\$0.00	Added Andrew Peters to Thunderdome Master List. Coord...	No Charge	\$0.00	BILL10524

Each column acts as a sorting function as well. Simply click on the column header that you wish to sort. There is a filter option on this view as well in the far right of the page.

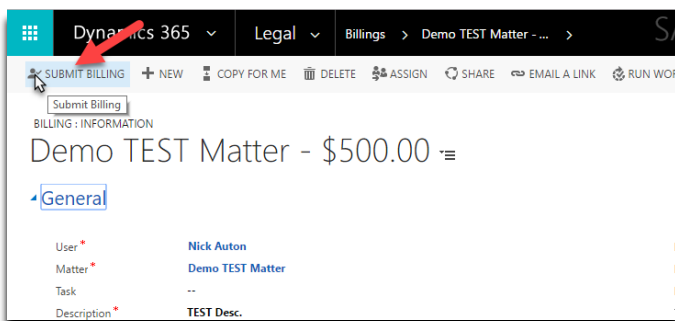
Billing and Invoicing Process

Background: Monthly (usually around the first of each month), the firm will go into 'Invoicing' mode. This is where all costs and billings are going to be linked to a bill that will be sent out to the client. The overall process is this:

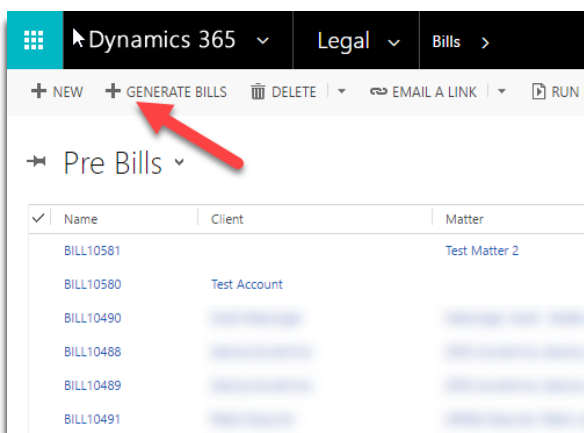
1. Billings and costs are 'submitted for approval'
 - a. From the Daily Work Dashboard



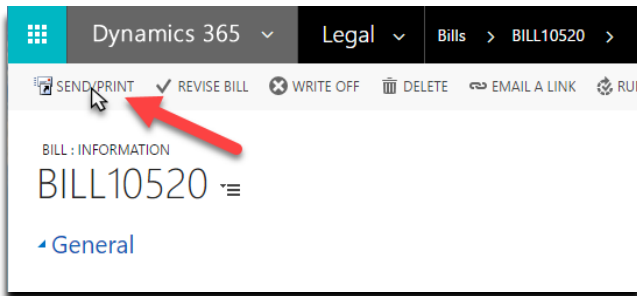
- b. Or from the Billing record.



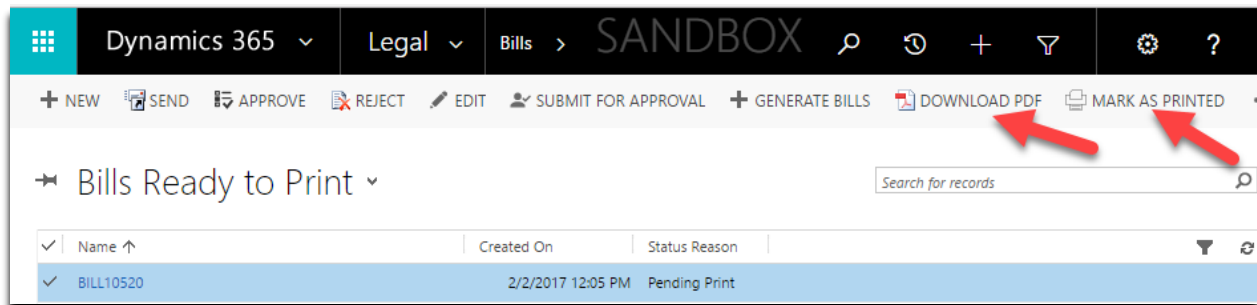
2. An admin runs the 'Generate Bills' process to generate the bills that will ultimately have a pdf generated and sent via email or printed out and mailed to the 'responsible party' on the bill



3. Once all costs and billings attached to a bill are in a 'Ready To Bill' status, an approver may 'Approve' the bill which means that it is ready to send to the client
4. Once a bill or bills have been approved, a billing admin will select a set of bills and press the 'Send/Print' button on the bill grid



5. Any bills that need to be printed will be downloaded via the 'Download PDF' button found on the bills grid
 - a. Once these bills have been printed, the user should select the bills in the grid and press the 'Mark as Printed' button so that the bill will be finalized and removed from the queue.



Submitting and approving billings and costs

Billings and costs *should* be submitted for approval throughout the month. However, this may or not be the case in reality. Either way, only billings and costs that have been submitted for approval will get attached to a bill that will be sent out to the client. Only users who are valid approvers for the business center that a matter is assigned to can 'approve' a billing or cost. Billing admins also have the ability to approve a billing or cost. However, any steps marked as 'Do Not Skip' will still need to be approved by the designated approver in order for the billing or cost to move into an 'Ready to Bill' status.

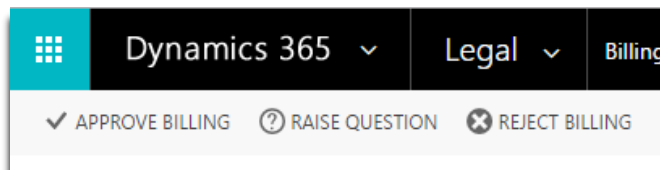
Process of submitting billings and costs

Note: For purposes of this document and process, the same process is true for billings and costs and so only billings will be used in explaining the process.

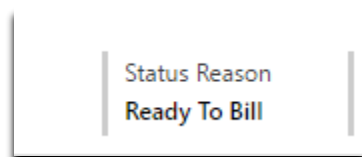
1. Select a bill or group of bills from a grid.
2. Press the 'Submit for Approval' button

Description	User	Task	Billable Time	Amount	Date
test billing	Nick Auton		1.00	\$450.00	3/8/2011
Test			1.00	\$185.00	2/24/2011
Drafted a motion to dismiss the complaint.		prepare motion	1.00	\$350.00	2/22/2011
Drafted documents			0.10	\$0.00	2/22/2011
Drafted documents			0.10	\$35.00	2/22/2011
REviewed issues with DJS.			0.10	\$35.00	2/22/2011
Drafted documents			0.10	\$35.00	2/22/2011
test of hours billed			0.90	\$0.00	2/22/2011
		Draft Petition for Divor--	8.00	\$3,600.00	2/21/2011
test billing 3/06		File FoF/DoD	2.00	\$900.00	2/16/2011
test		File FoF/DoD	2.00	\$900.00	2/16/2011

- a. The billing status will be changed from 'Unsubmitted' to 'Pending Approval'
 - b. Approval actions will be created for the billing based on the approval steps of the business center associated with the matter for the billing
 - c. If no approval steps are required for the billing, then the status will automatically be set to 'Ready to Bill'
3. The billing will now move out of the users billing dashboard area and into the approvers dashboard area where they will need to take action on it
 4. An approver can take the following actions against the billing:

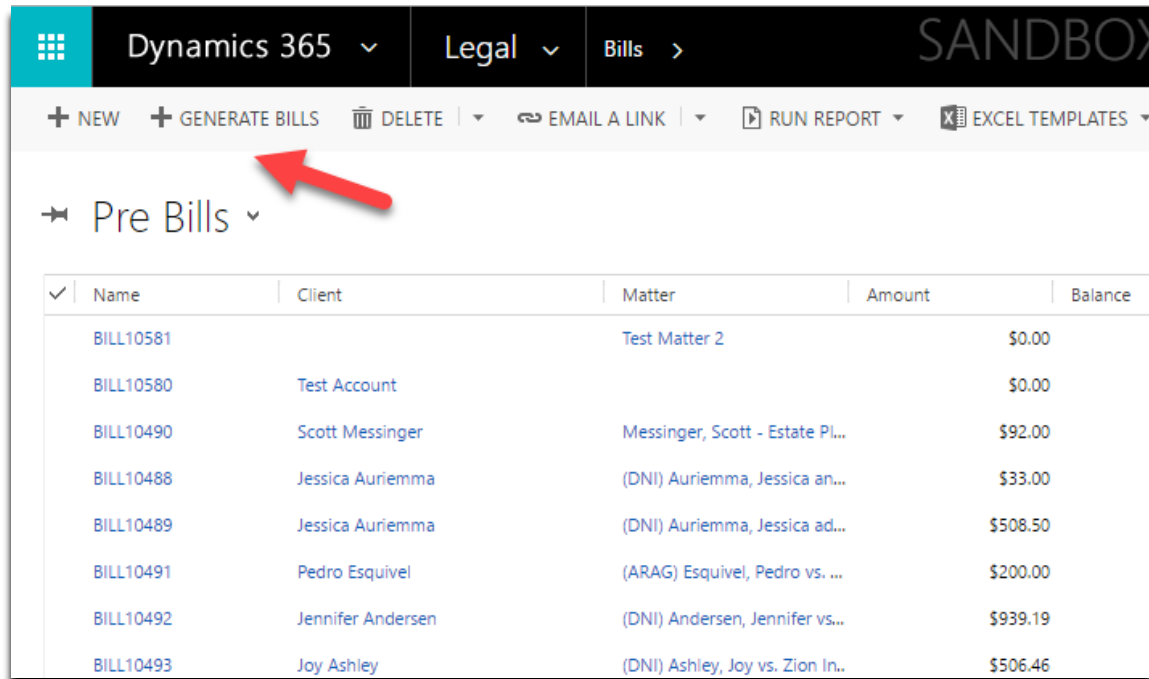


- a. Approve – this will move the billing onto the next approver or in the case where this is the last approver in the process, the billing status will be changed to 'Ready to Bill'
 - b. Raise Question – this allows the approver to ask a question or provide feedback to the submitter of the billing. This changes the status of the billing to 'Question/Fix Needed' and places it back into the submitters queue to respond
 - c. Reject Billing – allows the approver to reject the billing outright and include a reason why. The status of the billing will be changed to 'Rejected/Cancelled'
 - i. Billings in this status can be resubmitted by the submitter if desired.
5. Once the billing has gone through each of the approvers, the billing status will now go to 'Ready to Bill'



Generating Bills

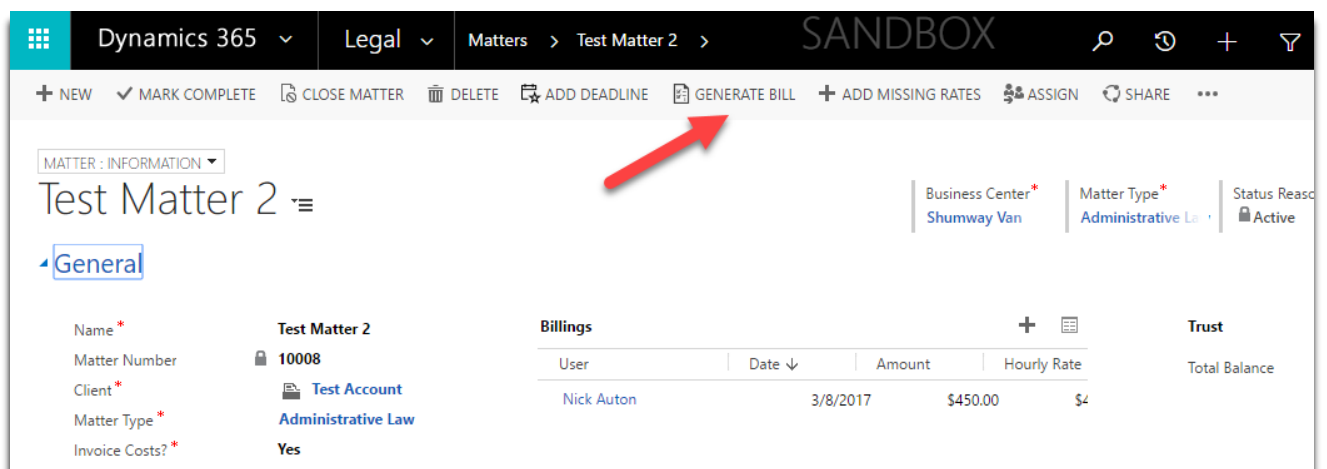
1. A billing admin goes to the bills grid and presses the 'Generate Bills' button



The screenshot shows the Dynamics 365 interface for the 'Legal' department, specifically the 'Bills' section. The top navigation bar includes 'Dynamics 365', 'Legal', and 'Bills'. Below this, there is a toolbar with buttons for '+ NEW', '+ GENERATE BILLS', 'DELETE', 'EMAIL A LINK', 'RUN REPORT', and 'EXCEL TEMPLATES'. The main content area shows a 'Pre Bills' dropdown menu and a table of bills. A red arrow points to the '+ GENERATE BILLS' button.

Name	Client	Matter	Amount	Balance
BILL10581		Test Matter 2		\$0.00
BILL10580	Test Account			\$0.00
BILL10490	Scott Messinger	Messinger, Scott - Estate Pl...		\$92.00
BILL10488	Jessica Auriemma	(DNI) Auriemma, Jessica an...		\$33.00
BILL10489	Jessica Auriemma	(DNI) Auriemma, Jessica ad...		\$508.50
BILL10491	Pedro Esquivel	(ARAG) Esquivel, Pedro vs. ...		\$200.00
BILL10492	Jennifer Andersen	(DNI) Andersen, Jennifer vs...		\$939.19
BILL10493	Joy Ashley	(DNI) Ashley, Joy vs. Zion In..		\$506.46

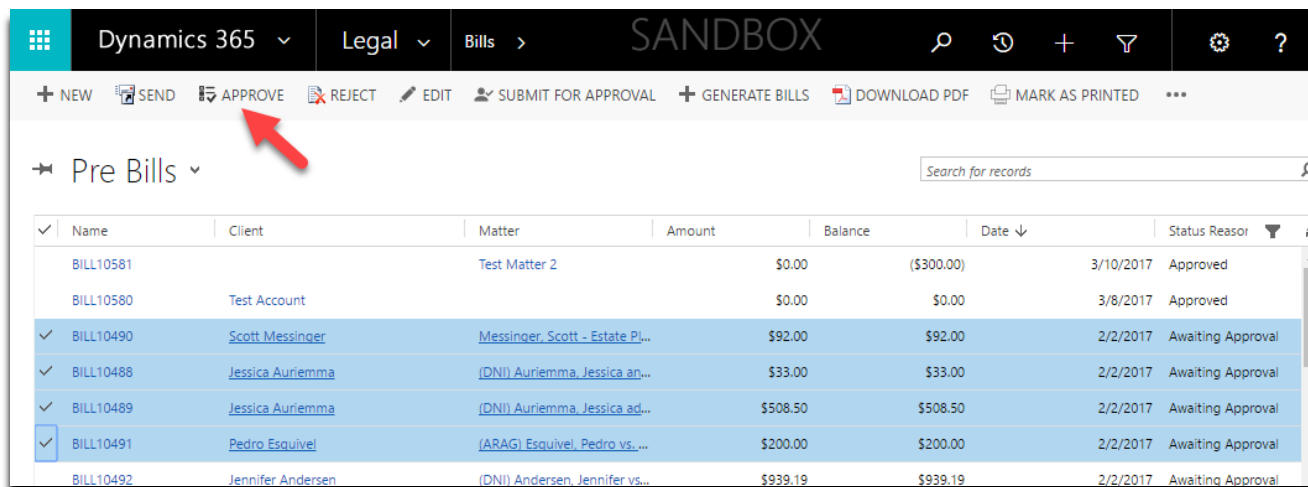
- a. A dialog opens where the person can select a date range of the billings and costs to include in the bills
 - i. Note: currently, the 'Start Date' does not do anything. In the future this may be enhanced to limit the items to include.
- b. One bill is created for each matter that has any billings or costs that have been submitted for approval. If there are not any costs or billings that fit these criteria, then no bill is generated
- c. Note: You can also generate a bill for a single matter if desired by pressing the 'Generate Bill' button on the matter form.



The screenshot shows the Dynamics 365 interface for the 'Legal' department, specifically the 'Matters' section. The top navigation bar includes 'Dynamics 365', 'Legal', and 'Matters > Test Matter 2'. Below this, there is a toolbar with buttons for '+ NEW', 'MARK COMPLETE', 'CLOSE MATTER', 'DELETE', 'ADD DEADLINE', 'GENERATE BILL', 'ADD MISSING RATES', 'ASSIGN', 'SHARE', and '...'. The main content area shows the 'Test Matter 2' form. A red arrow points to the 'GENERATE BILL' button.

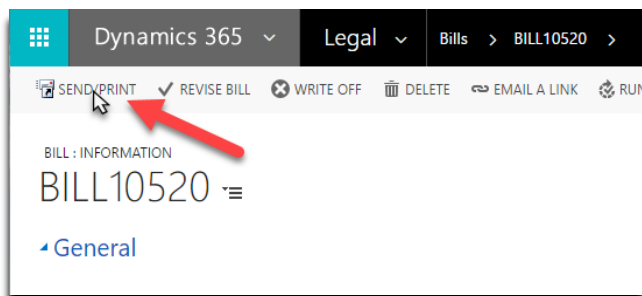
Name	Client	Matter	Amount	Hourly Rate	Balance
Nick Auton		3/8/2017	\$450.00	\$	

- d. Each bill will be created with a status of 'Awaiting Approval'
2. Once all billings and costs for the bill are approved, an approver will select a bill or group of bills and press the 'Approve' button



Name	Client	Matter	Amount	Balance	Date	Status Reason
BILL10581		Test Matter 2	\$0.00	(\$300.00)	3/10/2017	Approved
BILL10580	Test Account		\$0.00	\$0.00	3/8/2017	Approved
BILL10490	Scott Messinger	Messinger, Scott - Estate Pl...	\$92.00	\$92.00	2/2/2017	Awaiting Approval
BILL10488	Jessica Auriemma	(DNI) Auriemma, Jessica an...	\$33.00	\$33.00	2/2/2017	Awaiting Approval
BILL10489	Jessica Auriemma	(DNI) Auriemma, Jessica ad...	\$508.50	\$508.50	2/2/2017	Awaiting Approval
BILL10491	Pedro Esquivel	(ARAG) Esquivel, Pedro vs...	\$200.00	\$200.00	2/2/2017	Awaiting Approval
BILL10492	Jennifer Andersen	(DNI) Andersen, Jennifer vs...	\$939.19	\$939.19	2/2/2017	Awaiting Approval

- a. A valid approver is someone with the 'Legal Billing Admin' role assigned, or the 'Responsible' person on the matter (who is usually going to be the attorney overseeing the matter).
3. Once a bill has been approved, a billing admin will select a bill or group of bills and press the 'Send/Print' button in the bill grid.



- a. Note: Any bills where the matter's 'Send bill to Client?' field is set to 'Send' or 'Send only' when there is a balance' will actually be queued for emailing or printing
- b. This kicks off a process in the background since it can take a minute or two to generate the pdf for each bill.
- c. Any bills where the associated clients 'Bill Delivery' is set to 'Email' or 'Email and Print' will receive an email with the pdf attached. The email will be sent from the 'Email Queue' of the business center associated with the matter.
- d. Any bills where the associated clients 'Bill Delivery' is set to 'Mail' or 'Email and Print' will be placed into a status of 'Pending Print' so that they can be printed by a billing admin
4. Bills that need to be printed will be in a status of 'Pending Print'. You can easily view all of these by selecting the 'Bills Ready to Print' view in the bills grid. A billing admin can then select a bill

or group of bills and press the 'Download PDF' button which will generate a zip file that contains a pdf for each bill that is selected.

The screenshot shows the Dynamics 365 Legal Bills interface. The top navigation bar includes 'Dynamics 365', 'Legal', and 'Bills'. The main toolbar contains buttons for '+ NEW', 'SEND', 'APPROVE', 'REJECT', 'EDIT', 'SUBMIT FOR APPROVAL', '+ GENERATE BILLS', 'DOWNLOAD PDF', and 'MARK AS PRINTED'. The 'DOWNLOAD PDF' button is highlighted with a red arrow. The left sidebar shows 'System Views' with 'Bills Ready To Print' selected. The main table displays a single bill with the following data:

Matter	Amount	Balance	Date	Status Reason
(FF) Karssen, Arno - Immigr...	\$2,500.00	\$0.00	2/2/2017	Pending Print

- a. You can then extract the bills to a folder and print them individually or as a group
5. Once the bills have been printed, a billing admin needs to select the bills in 'Pending Print' status and press the button 'Mark As Printed'

The screenshot shows the Dynamics 365 Legal Bills interface. The top navigation bar includes 'Dynamics 365', 'Legal', and 'Bills'. The main toolbar contains buttons for '+ NEW', 'SEND', 'APPROVE', 'REJECT', 'EDIT', 'SUBMIT FOR APPROVAL', '+ GENERATE BILLS', 'DOWNLOAD PDF', and 'MARK AS PRINTED'. The 'MARK AS PRINTED' button is highlighted with a red arrow. The left sidebar shows 'System Views' with 'Bills Ready To Print' selected. The main table displays a single bill with the following data:

Name	Client	Matter	Amount	Balance	Date	Status Reason
BILL10520	Arno Karssen	(FF) Karssen, Arno - Immigr...	\$2,500.00	\$0.00	2/2/2017	Pending Print

- a. This finalizes the bill and sets the status to 'Printed'
- b. Each billing and costs is updated with a status of 'Billed'

Revising a Bill

From time to time it will be necessary to revise a bill that has been sent to the customer.

1. If the revision is necessary due to needing to remove a billing or cost, then open up the item and press the 'Remove From Bill' button.
 - a. This changes the status of the item to 'Rejected/Cancelled'
 - b. Only items that are in a status of 'Billed' will have this button available

The screenshot shows the Dynamics 365 interface for a bill item. The top navigation bar includes 'Dynamics 365', 'Legal', and 'Billings'. The main header shows 'SANI' and various utility icons. Below the header, there is a toolbar with buttons: REMOVE FROM BILL, NEW, DELETE, ASSIGN, SHARE, EMAIL A LINK, RUN WORKFLOW, and START DIALOG. A red arrow points to the 'REMOVE FROM BILL' button. The main content area shows 'BILLING : INFORMATION' with a status of 'Billed' and an owner. A yellow warning banner states: 'This billing has been invoiced and should not be changed or deleted'. Below this is the 'General' section with fields for User, Matter, Task, Description, Date, Rate Type, Hourly Rate, Total Time, Billable Time, Amount, and Bill. A red arrow points to the 'Bill' field, which contains 'BILL10520'.

2. If you just want to revise the bill in general, then open the bill and press the 'Revise' button
3. Revising a bill opens the bill back up and changes the status to 'Awaiting Approval'. It also increments the 'Revision' number of the bill. If this is the first time being revised, then the 1st revision number will be '1'.

The screenshot shows the Dynamics 365 interface for a bill item. The top navigation bar includes 'Dynamics 365', 'Legal', and 'Bills > BILL10520'. The main header shows 'SANDBOX' and various utility icons. Below the header, there is a toolbar with buttons: SEND/PRINT, REVISE BILL, WRITE OFF, DELETE, EMAIL A LINK, RUN WORKFLOW, START DIALOG, and WORD TEMPLATES. A red arrow points to the 'REVISE BILL' button. The main content area shows 'BILL : INFORMATION' with a status of 'Pending Print' and a balance of '\$0.00'. Below this is the 'General' section with fields for Matter, Responsible Party, Date, Due Date, Revision, and Period End Date. A red arrow points to the 'Revision' field, which contains '1'. To the right of the 'General' section is a 'Billings' table and a 'Totals' section.

Amount	Hourly Ra...	Billable Tl...	Total Time	Status Reas
\$0.00	\$0.00	0.30	0.30	Billed
\$0.00	\$0.00	0.80	0.80	Billed
\$0.00	\$0.00	1.20	1.20	Billed
\$0.00	\$0.00	0.20	0.20	Billed
\$0.00	\$0.00	0.10	0.10	Billed
\$0.00	\$0.00	0.10	0.10	Billed

Totals

Amount	\$2,500.00
Discount	
Discount Type	None
Discount Percentage	0.00
Discount Amount	\$0.00
Discount Description	--

- Once the bill has been changed appropriately, the approval process explained previously will need to be followed to send the revised bill to the client. The PDF of the bill will now have the same number with the revision appended to it, ie: 10000-1

Applying a Write-Off to a bill

- Open the bill
- Press the 'Write Off' button

BILL : INFORMATION
BILL10520

Status Reason: Pending Print | Balance: \$0.00

General

Matter* [Redacted]
 Responsible Party* [Redacted]
 Date* 2/2/2017
 Due Date* 3/4/2017
 Revision 1
 Period End Date* 1/31/2017

Billings						Totals
Amount	Hourly Ra...	Billable Ti...	Total Time	Status Reas		Amount
\$0.00	\$0.00	0.30	0.30	Billed		\$2,500.00
\$0.00	\$0.00	0.80	0.80	Billed		
\$0.00	\$0.00	1.20	1.20	Billed		
\$0.00	\$0.00	0.20	0.20	Billed		
\$0.00	\$0.00	0.10	0.10	Billed		
\$0.00	\$0.00	0.10	0.10	Billed		

Discount

Discount Type: None
 Discount Percentage: 0.00
 Discount Amount: \$0.00
 Discount Description: --

- Specify the amount and date

Write Off

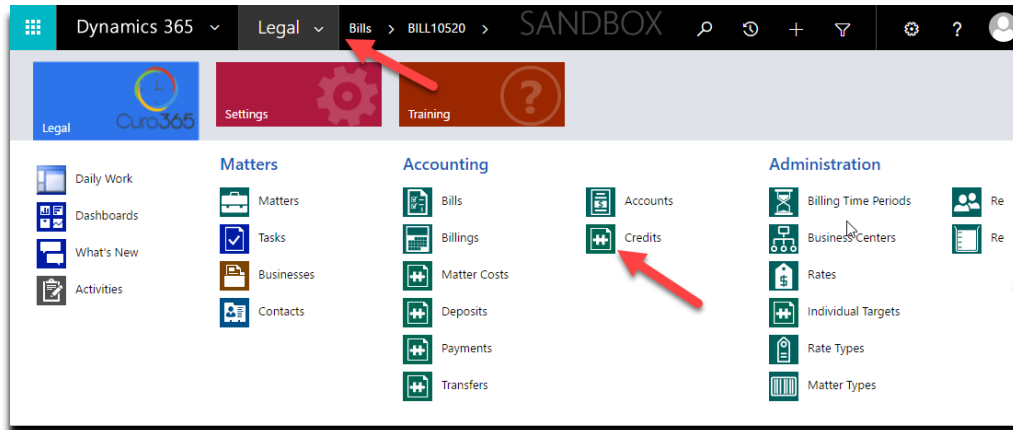
Bill* BILL10520 | Amount* \$ [] | Description --
 Date* 3/7/2017

Save Cancel

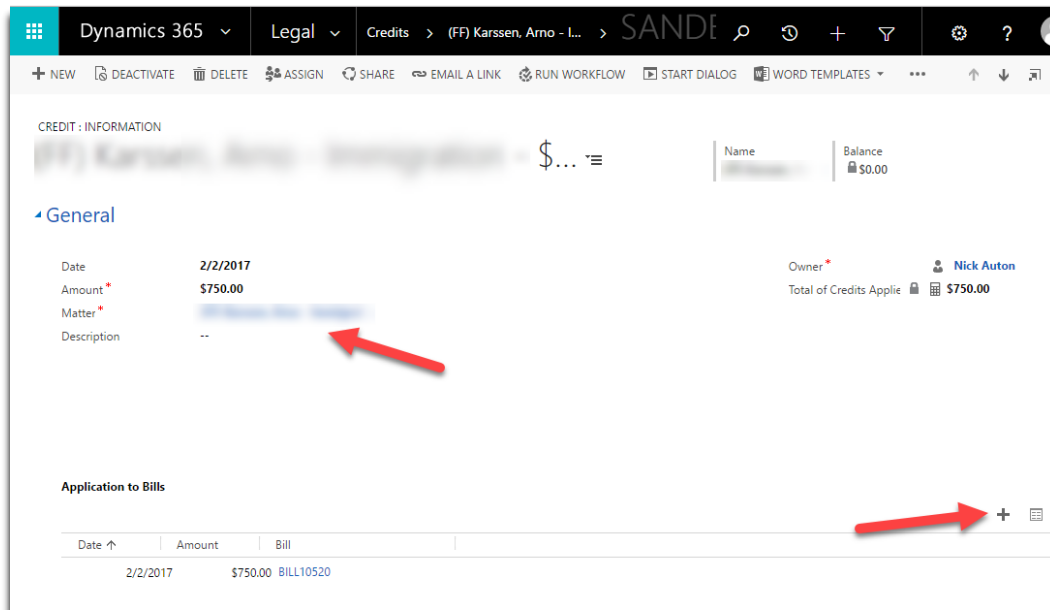
- Save the record
 - The 'Total Write-offs' of the bill will change and the balance due on the bill will be reduced by the write-off amount.

Applying a Credit to a bill

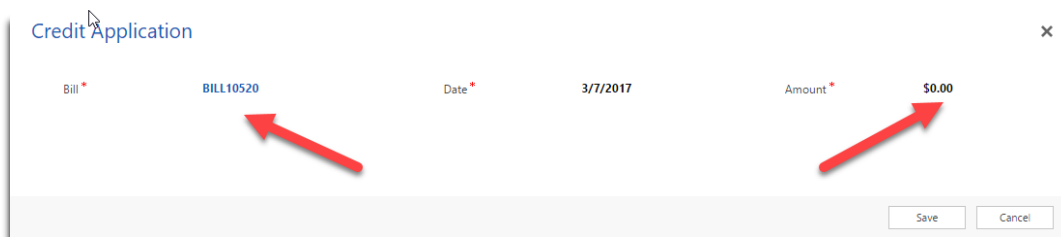
1. Find or create a credit with the 'Client' in question



2. Open the credit and create a new 'Credit Application' by pressing the '+' button of the sub grid



3. Specify the amount and bill to apply the credit to
 - a. The 'Total Credits' of the bill will change and the balance due on the bill will be reduced by the credit amount.



Applying a payment to a bill

Payment of a bill requires receiving money from the client. This is deposited into a bank account and then applied to a bill

1. Create a new 'Deposit' record and specify all the details of the money received
2. Save the deposit

Dynamics 365 | Legal | Deposits > New Deposit | SANDBOX

DEPOSIT : INFORMATION

New Deposit

Please make sure that the deposit details amount equals the deposit amount.

General

From * **Test Account**

Date * **3/8/2017**

Amount * **\$500.00**

Bank Account * **Trust**

Deposit Method * **Check**

Check Number * **1234**

Reference Number --

Description **Payment from client**

Details

Deposit Detail Type	Account	Amount ↓	Matter	Bill	Description
To enable this content, create the record.					

After the deposit record is saved the Deposit Details second will become available to add new detail records.

3. Create a new 'Deposit Detail' record by pressing the '+' button of the sub grid

DEPOSIT : INFORMATION

Test Account

Please make sure that the deposit details amount equals the deposit amount.

General

From * **Test Account**

Date * **3/8/2017**

Amount * **\$500.00**

Bank Account * **Trust**

Deposit Method * **Check**

Check Number * **1234**

Reference Number --

Description **Payment from client**

Details

Deposit Detail Type	Account	Amount ↓	Matter	Bill	Description
No Deposit Detail records found.					

4. Specify the 'Type' as a bill payment
 - a. This makes the 'Bill' field visible and required
5. Specify the amount and bill that you would like to pay

Deposit Detail

Type* **Invoice Payment**

Date* **3/9/2017**

Amount* **\$500.00**

Account* **Accounts Receivable**

Description --

Bill* **BILL10581**

Matter **Test Matter 2**

Save Cancel

6. Save the deposit detail
7. The 'Total Payments' of the bill will change and the balance due on the bill will be reduced by the amount of the deposit detail

DEPOSIT : INFORMATION

Test Account

Name: Test Account | Date*: 3/8/2017 | Amount*: \$500.00

General

From* **Test Account**

Date* **3/8/2017**

Amount* **\$500.00**

Bank Account* **Trust**

Deposit Method* **Check**

Check Number* **1234**

Reference Number --

Description **Payment from client**

Details

Deposit Detail Type	Account	Amount ↓	Matter	Bill
Invoice Payment	Accounts Receivable	\$300.00	Test Matter 2	BILL10581
Invoice Payment	Accounts Receivable	\$200.00	Test Matter 2	BILL10581

General Accounting Processes

Disbursing money from a trust account (Payment)

Creating a 'Payment' record is the way to disburse money out of a trust account (or any bank account)

1. Navigate to the 'Payments' area
2. Press the 'New' button to open the payment form
3. Fill in the details and select a 'Type' which would be appropriate for disbursing money from a trust account
4. Specify the remaining details and press the 'Save' button
5. The balance of the matter trust account will be reduced by the amount of the payment

The screenshot shows the Dynamics 365 interface for creating a new payment. The 'Type' is 'Trust Disbursement'. The 'Matter' dropdown is open, showing 'Test Matter 2' with a value of '\$200.00' and 'Test Account'. A red arrow points to the dropdown menu. The 'Matter Details' section shows 'Total Trust Balance' as '\$200.00', 'Owner Balance' as '\$0.00', and 'Trust Balance' as '\$200.00'. The 'Bank Account' and 'Payment Account' fields are also visible.

Depositing money into a trust account (Deposit and Deposit Detail)

(see the section above "Applying Payment to a Bill for screenshots and additional detail)

1. Navigate to the 'Deposits' area
2. Press the 'New' button to open the deposit form
3. Fill in the details of the money received
4. Press the 'Save' button
5. Create a new 'Deposit Detail' by pressing the '+' button of the sub grid.
6. Fill in the details and select a 'Type' which is appropriate for depositing money into a trust account
7. Specify the matter and any remaining details and press the 'Save' button
8. The balance of the matter trust account will increase by the amount of the deposit detail
9. Continue creating more deposit detail records until the total of the deposit detail records equals the amount of the deposit