



Case and Matter Management Best Practices

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Contact and Matter Management

General Concepts:

- Setup Considerations
- Contact Customization
- Matter Customization
- Best Practices

Setup Considerations

Classification Codes

- Managing Contacts and Matters begins with proper use of Codes
- Avoid unnecessary duplication
- Use the first four letters of the word as the code

Setup Considerations

Security

- Find the right balance between security and usability
- You have to restrict access to places where your users can break things
- BUT – Everything you take away lessens what the user can do
- In Time Matters use Security Profiles so that you can easily update security

Contact Customization

Phone Numbers

- Today, people can have many different types of phone numbers but most people do not have more than six
- Don't waste fields trying to capture every possible phone number
- Use fields to track phone numbers in the order that they should be used

Contact Customization

The screenshot shows a 'Contact Form - Change' window with the following fields and values:

- Primary** (selected tab)
- Full Name:** Able Consulting
- ConNo:** 011
- Code:** CLNTClient
- Last:** Able
- First:** Barry
- B.:** Staff
- Staff:** RSB|Robert S. Brown
- Sal:** Main | 612-555-9210 H (highlighted)
- Fax:** 612-555-0418
- Ph 2:** 612-555-9341 C (highlighted)
- MatRef:** Able v. State of Florida
- 05-1236.011** (checkbox)
- Notify** (checkbox)
- Trigger** (checkbox)
- Review** (checkbox)
- Billable** (checkbox)
- Private** (checkbox)
- Status:** A
- Main Mailing Address:**
 - Firm:** Able Consulting
 - Title:** Principal
 - Address:** 1000 Hillside Rd.
 - City | St | Zip:** St. Paul | MN | 55101
 - Ph 3 | Type:** (highlighted)
- Secondary Address:**
 - Firm:**
 - Title:**
 - Address:**
 - City | St | Zip:**
 - Ph 4 | Type:** (highlighted)
- Additional Info:**
 - Ph 5:** (highlighted)
 - Ph 6:** (highlighted)
 - SS #:**
 - Long Sal:**
 - Gender:**
 - Mar St/Spse:**
- Internet | Assistant:**
 - Email:** barryb@lawdemo.com
 - Email 2:**
 - Email 3:**
 - Web Site:**
 - Asst | Pho:** Sally Green
 - Fax | Email:** 612-555-9211
- Links & Referral:**
 - Src | Refr:**
 - User12:**
 - Top Of Mind Info:**

Barry Able is one of the three principals of this firm, he makes all decisions. Send all bills to his attention.

Contact Customization

Multiple Address Blocks

- Use a similar concept for Contact addresses
- Multiple blocks with the most important first

Multiple Email Addresses

- Set aside at least three fields for Email
- Many people have multiple addresses

Contact Customization

Primary \ Secondary \ Additional \ Related \ Notes \ Documents \ Phone \ Email \ Mail \ Web \ Billing \ Timeline \ A/R \ Outline

Full Name Able Consulting ConNo 011 Code CLNTIClient
Last Able First Barry B. Staff RSB/Robert S. Brown
Sal Main 612-555-9210 H Fax 612-555-0418 Ph 2 612-555-9341 C
MatRef Able v. State of Florida 05-1236.011 Notify Trigger Review Billable Private Status A

Main Mailing Address
Firm Able Consulting
Title Principal
Address 1000 Hillside Rd.
City | St | Zip St. Paul MN 55101
Ph 3 | Type

Secondary Address
Firm.
Title.
Address.
City | St | Zip
Ph 4 | Type.

Additional Info
Ph 5
Ph 6
SS #
Long Sal
Gender
Mar St/Spse

Internet | Assistant
Email barryb@lawdemo.com
Email 2
Email 3
Web Site
Asst | Pho Sally Green
Fax | Email 612-555-9211

Links & Referral
Src | Refr
User12

Top Of Mind Info
Barry Able is one of the three principals of this firm, he makes all decisions.
Send all bills to his attention.

Matter Customization

Design in “3D” meaning you can look down through your forms and see the same data in the same place on each

If you are customizing Matter forms for multiple practice areas group similar data in the same place on all forms

This helps your users know where to input data on every form

It also helps avoid confusion on lists and Power Views

Matter Customization

The screenshot displays the 'Matter Form - Change' application window. The main form is titled 'Matter Form - Change' and contains the following data:

- MatterRef:** Able v. State of Florida
- Code:** -PI*Pers Inj*
- MatterNo:** 05-1236.011
- Court:** Superior Court
- Staff:** RSB|Robert S. Brown
- Stage:** (empty)
- Last Upd:** 7/17/2008
- Client:** Barry B. Able
- Notify:**
- Trigger:**
- Review:**
- Billable:**
- Private:**
- Status:** Open

Key Contacts:

- Defendant 1: Nigel English
- Attorney 1: Carolyn Meeks
- Defendant 2: Harold Brown
- Attorney 2: (empty)
- Adj & Clm 1: Pamela Norinsky
- Adj & Clm 2: William J. Castrono

Links & Referral:

- Docs Folder: Able\Florida
- Win Folder: c:\demodocs\Able\Florida
- Ref Source: (empty)
- Ref'er I %: 0.0000

Case Details:

- Case #: (empty)
- District: (empty)
- Judge: (empty)
- Clerk: (empty)
- Rm#/Tr Dat: (empty)
- Mediator: (empty)

The interface includes a menu bar (File, Edit, View, Process, Help) and a toolbar with icons for Save & Close, Save, and other actions. A vertical sidebar on the right is labeled 'Matters' and contains a list of related matters.

Matter Customization

Make it Easy on Your Users

- Place important info on the Primary tab
- Save your users from clicking from tab to tab and trying to figure out where everything goes
- Use Contact links rather than address blocks – complete information can be pulled into a Power View

Matter Customization

Matter Form - Change

File Edit View Process Help

Save & Close Save [Navigation Icons] Cancel [Help Icon]

Primary Secondary Additional Custom Related Notes Documents Phone Email Mail Lexis Billing Timeline

MatterRef: **Able v. State of Florida** Code: -PI*Pers Inj*
MatterNo: 07-1255 Court: COOK Staff: RSB,MCC
Stage: Pre-Suit Last Upd: 5/21/2008
Client: Barry B. Able 001 Notify Trigger Review Billable Private Status: Open

Primary Contact
Pri Contact: Laurie P. Sawyer
Firm: [Empty]
Address: 500 Newberry Drive
Address 2: [Empty]
City: Perrine FL 33147
Tel/Fax: 305-555-0792 305-555-2413

Key Contacts
Defendant 1: Therelius Baxter
Attorney 1: Catherine P. Bennett
Defendant 2: [Empty]
Attorney 2: [Empty]
Adj & Clm 1: Esther C. Kahn 07IL-2837366
Adj & Clm 2: [Empty]

QuickFlow System
Common Docs Prep Add Cast Events/TDs Checklists Damages

Key Dates
Dt of Inj: 7/14/2007
1st Cont: 7/25/2007
Def 1 Srvd: [Empty]
Def 2 Srvd: [Empty]
SQL 1 & 2: 7/14/2009

Links & Referral
Docs Folder: Able\Florida
Ref Source: Attorney Referral
Refer | %: Gellman, Richard L. 20.0000

Case Details
Case #: 07 FL1234
District: SIXTEENTH
Judge: Harry Smithson
Clerk: [Empty]
Rm#/Tr Dat: 1234
Mediator: [Empty]

Matter Customization

Matter Form - Change

File Edit View Process Help

Save & Close Save [Icons] Cancel ?

Primary \ Secondary \ Additional \ Related \ Notes \ Documents \ Phone \ Email \ Mail \ Lexis \ Billing \ Timeline \ AR \ Outline \

MatterRef **Gordon v. Miami Marine** Code -LITLitigation

MatterNo 06-3637.048 Venue Superior Court Staff RSB|Robert S. Brown

Stage Update Dt 4/11/2008

Client Julien R. Kellogg 048 Notify Trigger Review Billable Private Status Open

General Notes

Matters - Secondary

Matter Customization

The screenshot shows a software window titled "Matter Form - Change". The window has a menu bar with "File", "Edit", "View", "Process", and "Help". Below the menu bar is a toolbar with icons for "Save & Close", "Save", "Home", "Print", "Calendar", "Mail", "Print", "Print", "Cancel", and a help icon. The main area of the window is divided into several sections:

- Navigation Tabs:** Primary, Secondary, Additional, Related, Notes, Documents, Phone, Email, Mail, Lexis, Billing, Timeline, AR, Outline.
- Form Fields:**
 - MatterRef: Gordon v. Miami Marine (highlighted)
 - Code: -LITLitigation
 - MatterNo: 06-3637.048
 - Venue: Superior Court
 - Staff: RSB|Robert S. Brown
 - Stage: (empty)
 - Update Dt: 4/11/2008
 - Client: Julien R. Kellogg
 - 048
 - Notify:
 - Trigger:
 - Review:
 - Billable:
 - Private:
 - Status: Open
- Closure Info:**
 - Close Date: (empty)
 - Imaged?: (empty)
 - Conclusion: (empty)
 - Who Won?: (empty)
 - Destroy: (empty)
 - Loc | Bin: (empty)

A vertical sidebar on the right side of the window is labeled "Matters - Additional".

Best Practices

Use Your Data – in Power Views

- Power Views are the place to view data
- Use Power Views rather than opening records and searching for data
- Many Feature Packages contain unique and useful Power Views or create your own – a little skill with web page design and HTML is all you need

Best Practices

Able v. State of Florida (07-1255)
Code: -PI
Staff: RSB,MCC

Client: Barry B. Able
Primary Contact: Barry B. Able 612-555-9210

Search Print

Key Contacts

Code	Name	Main	Email
	State of Florida		
CLNT	Barry B. Able	612-555-9210	barryb@lawdemo.com
ATTY	Catherine P. Bennett	305-555-1702	cpb@ipassoc.com
JUD	Warren C. Freilick	561-555-0691	wcf@whiteside.gov
REFE	Richard L. Gellman	954-555-8954	
ADJU	Esther C. Kahn	578-555-5678	

Case Info

Dt of Inj	7/14/2007	Case #	07 FL1234
1st Cont	7/25/2007	District	SIXTEENTH
Def 1 Srvd	9/01/2007	Judge	Warren C. Freilick
Def 2 Srvd	9/09/2007	Clerk	
SOL 1 & 2	7/14/2009		
	7/14/2009		

Damages Totals
Expand Collapse

	Amount	Lien Amt
Totals for Medical Specials	\$9,011.00	\$500.00
Totals for Property Damages	\$250.00	\$100.00
Total Lost Wages	\$22,222.00	
TOTAL ALL DAMAGES	\$31,483.00	\$600.00

Incident Details

Our client was injured in a kayaking accident on the Kissimee River at the FDOA locks due to extreme flooding caused by lock damage and sustained multiple leg and head injuries.

Best Practices

Use your Data – in Documents

Formattable Clipboards, Merge Templates and HotDocs Extensions all allow you to assemble documents from your data

Find creative uses for clipboards

Address/Contact Information Block

Comma delimited file to be opened in Excel, Access or other program

Best Practices

Use your Data – for Marketing

- Contact records are one of the best marketing tools you have at your disposal.
- Create a field that holds every possible method regarding how a Contact heard of you
- Create a second field that links to a specific referring individual

Best Practices

Links & Referral

Src | Ref'r

Top Of Mind Info



Referral Sources.txt - Note...

- Word of Mouth
- Attorney Referral
- Existing Client
- Employee Referral
- website
- Martindale
- Family Member
- Court Appointed
- Seminar
- Professional organization
- Community organization
- Yellow Pages
- Mailing List
- Direct Mail
- Magazine Ad
- TV Ad
- Cable Ad

Contacts

Search Contacts Filter All Records Power View Summary View

All \ RSB - Contacts \ Clients in Miami \ Prospects - Active \

Last	First	Firm	Staff
<input type="checkbox"/> Able	Barry	Able Consulting	Robert
<input type="checkbox"/> Abraham	Diane	Davis and Woodbridge	Robert
<input type="checkbox"/> Abrams	Saul		Robert
<input type="checkbox"/> Alexander Hotel		Alexander Hotel	Partner
<input type="checkbox"/> Allen	Wayne		Robert
<input type="checkbox"/> Alright	William		Robert
<input type="checkbox"/> Arthur	Betty		David
<input type="checkbox"/> Augustino	Gino	Martin, Jones, Sawyer, et al.	Albert
<input type="checkbox"/> Baird	Jeremy	Baird Investigations	All Sta
<input type="checkbox"/> Baxter	Therelius	Fuquay-Varina Contractors	Albert
<input type="checkbox"/> Bennett	Catherine	Davis and Woodbridge	Victor
<input type="checkbox"/> Bennett	Catherine	Davis and Woodbridge	Victor
<input type="checkbox"/> Beyer	John		Robert
<input type="checkbox"/> Boland	Theodore		Robert

Best Practices

Use your Data – for Marketing

- Create fields for newsletters and holiday card lists
- Use Yes/No dropdown fields which can be left blank when you don't yet know whether the Contact will be included
- Checkboxes limit your choices to checked or not checked

Best Practices

Newsletters, Etc.

KPM News	Yes	...
TM News	Yes	...

Area_118



	A	B	C
1	First	Last	Email
2	Barry	Able	barry@able.com
3	Robert	Brown	robert@brown.com
4	Marilyn	Campos	marilyn@campos.com
5	Jeff	Krause	Jeff@krausepm.com
6			
7			



MailChimp

dashboard | campaigns | lists | reports | account | logout

Dashboard show me

Create Campaign | my drafts | new list

Best Practices

Use your Data – in Reports

- Setup a Quick Tab with a pre-set search, sort, and list layout
- Send it to Excel for an instant report
- Want to pull data from several tables?
- Use Crystal Reports to create custom reports that show any data you want – especially helpful for Billing Matters

Best Practices

Matters											
Search Matters Filter Ad Hoc Search Power View Trust Synopsis (OL)											
All Balances & Funds Business Criminal Domestic Estate Planning Guardianship Litigation RSB - Matters Pers Inj Prob/Trust Admin Real Estate WC WC Def											
MatterRef	MatterNo	Staff	Client	Balance	Fund1 Balance	Current	31 Days	61 Days	91 Days	121 Days	
<input type="checkbox"/> Able v. State of Florida	05-1236.0...	RSB	Barry B. Able	382.00	1,000.00	0.00	0.00	0.00	0.00	0.00	0.00
<input type="checkbox"/> Arthur Patent	06-4878.0...	RSB	Betty Arthur	0.00	550.00	0.00	0.00	0.00	0.00	0.00	0.00
<input type="checkbox"/> Baxter v. A. Jenkins Engine...	06-7458.0...	RSB	Therelius Baxter	10.00	409.00	0.00	0.00	0.00	0.00	0.00	0.00
<input type="checkbox"/> Brubaker Bankruptcy	05-1113.0...	RSB	Bruce Brubaker	0.00	750.00	0.00	0.00	0.00	0.00	0.00	0.00
<input type="checkbox"/> Chelsea v. City of Hialeah	05-1252.0...	RSB	City of Hialeah	200.00	100.00	0.00	0.00	0.00	0.00	0.00	0.00
<input type="checkbox"/> City of WPB v. Hopkins	06-1342.0...	RSB	Eugene Hopkins	1,010.19	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<input type="checkbox"/> Fleury v. Fleury	05-1251.0...	RSB	Linda Fleury	1,112.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<input type="checkbox"/> Florida v. Sanders	06-1231.0...	RSB	Gloria Sanders	779.43	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<input type="checkbox"/> Goodrich Estate	05-1593.0...	RSB	Sarah Goodrich	4,182.39	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<input type="checkbox"/> Gordon v. Hammersmith	06-1276.0...	RSB	Larry D. Gordon	1,400.60	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<input type="checkbox"/> Hellerman v. Hellerman	05-1718.0...	RSB	Deborah Hellerman	109.54	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<input type="checkbox"/> Lee v. All County Insurance	05-1249.0...	RSB	Connie Lee	341.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<input type="checkbox"/> MicroTech v. MegaTech	06-4432.0...	RSB	Frederick A Sherman	1,244.71	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<input type="checkbox"/> Molina v. United Builders	05-1423.0...	RSB	Rafael S. Molina	773.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<input type="checkbox"/> NY State v. Theodore Bola...	06-1123.0...	RSB	Theodore Boland	1,120.18	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<input type="checkbox"/> Plummer Assault	05-2897.0...	RSB	Adrian Plummer	1,523.84	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<input type="checkbox"/> Reed v. Automated Machine	05-3876.0...	RSB	Leonard Reed	506.24	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<input type="checkbox"/> Smith v. Smith	05-1256.0...	RSB	Roger Smith	223.51	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<input type="checkbox"/> Watson v. MegaTech	06-2224.0...	RSB	Frederick A. Sherman	110.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<input type="checkbox"/> Wruble Matter	06-1786.0...	RSB	Sophia Wruble	330.14	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Best Practices

Quarterly Payments for Non-Taxable Services		8/4/2008	
	<u>Pmt Date</u>	<u>PaymentAmt</u>	
<u>ANSWER</u>			
	5/12/08	50.00	
	4/2/08	301.42	
	5/1/08	28.00	
	5/7/08	12.17	
	5/26/08	25.33	
	6/27/08	4.27	
	4/8/08	96.07	
	4/12/08	70.00	
	6/23/08	100.00	
	5/28/08	61.06	
	5/7/08	28.00	
	6/14/08	70.00	
	5/3/08	60.00	
	4/17/08	75.00	
<u>ANSWER</u>		<u>981.32</u>	
<u>DATA</u>			
	5/8/08	100.00	
<u>DATA</u>		<u>100.00</u>	
<u>TRAINING</u>			
	5/8/08	87.50	
	5/7/08	131.75	
	4/23/08	148.25	
	5/28/08	353.28	
	5/13/08	280.00	
	4/12/08	140.00	
	6/23/08	100.00	
	4/2/08	322.95	
	4/18/08	37.50	
<u>TRAINING</u>		<u>1601.23</u>	
<u>Grand Total:</u>		<u>2682.55</u>	

Quarterly Sales Taxes Collected			
	<u>Invoice #</u>	<u>Tax On</u>	<u>Tax Paid</u>
<u>CERTIFICATE</u>			
	5/1/2008	716 Fees	\$ 0.00
	6/4/2008	748 Fees	\$ 0.00
		<u>CERTIFICATE</u>	<u>\$ 0.00</u>
<u>WI BROWN</u>			
	4/1/2008	685 Fees	\$ 5.00
	5/1/2008	726 Fees	\$ 80.33
	4/1/2008	684 Fees	\$ 13.13
	5/1/2008	722 Fees	\$ 25.70
	6/4/2008	737 Fees	\$ 22.85
		<u>WI BROWN</u>	<u>\$ 147.01</u>
<u>WI COLUMBIA</u>			
	4/1/2008	694 Fees	\$ 0.00

Best Practices

Form Tabs

Form Tabs allow you to display specific sub lists of records

Form Tabs are very helpful when trying to manage sub-lists of records

Examples include ToDos, Assets, Damages, Players, Documents, etc.

Best Practices

The screenshot displays the 'Project Form - Change' window. The 'ToDo' tab is highlighted with a red box. The window contains a menu bar (File, Edit, View, Process, Help), a toolbar with icons for Save & Close, Save, and Cancel, and a navigation bar with tabs for Primary, **ToDo**, Related, Notes, Documents, Phone, Email, Lexis, Billing, Timeline, Outline, and AR. Below the navigation bar, there are input fields for MatterRef (KPM Marketing), MatterNo (KPM.Marketing), Open Date (6/10/2007), Client (KPM), and other project details. A 'GoTo' field is set to 8/04/2008. The main area shows a table of tasks delegated to JSK.

Date	Priority	Done	Staff	Code	MatterRef	Description
8/04/2008	Mon 1	N	JSK	MARK	KPM Marketing	Outline for WSFS Conference 1 Due 8/15
8/04/2008	Mon 1	N	JSK	MARK	KPM Marketing	Outline for WSFS Conference 2 Due 8/15
8/04/2008	Mon 1	N	JSK	MARK	KPM Marketing	Outline for WSFS Conference 3 Due 8/15
8/04/2008	Mon	N	JSK	MARK	KPM Website	Training Outlines on Website
8/04/2008	Mon	N	JSK	DWD,FOLL	KPM Prospects	Follow up with Zick
8/04/2008	Mon	N	JSK	MARK	KPM Marketing	Case Studies for Web Site
8/04/2008	Mon	N	JSK	DWD	KPM Admin	Change 1031 bill from 3/4 to Bruce

Best Practices

Version 9 finally gives us the ability to create custom records for any purpose

One very good use is to use UDRs to define relationships between Contacts and Matters

This type of record is called an Player, Actor or Cast record

Best Practices

Player, Actor or Cast Records

- Allow you to define the specific relationship of a Contact to a Matter
- Each Contact may be linked to many Matters
- Track specific information about a Contact's relationship to a Matter such as an expert's opinion, lien amount, etc.

Version 9 User-Definable Records

The screenshot displays the 'Cast Form - Change' application window. The window title is 'Cast Form - Change' and it includes a menu bar with 'File', 'Edit', 'View', 'Process', and 'Help'. The toolbar contains icons for 'Save & Close', 'Save', navigation arrows, a clock, a bell, a calendar, a printer, a document, and 'Cancel'. Below the toolbar are tabs for 'Primary', 'Related', and 'Notes'. The form is divided into several sections:

- Date:** 5/22/2008, Thu, Time: 3:05pm, Code: .SOC|Social Workr
- Description:** Social Worker Jane Austin, Staff: RSB|Robert S Brown
- Regarding:** Smith, Rachel Dissolution, 06-099
- Reminders:** Follow, Done, Notify, Trigger, Review, Private, Status: []
- Physical Address:**
 - Name: Jane Austin
 - Agency: Child Protective Services
 - Address: 123 4th Street, Room 205
 - City: Chicago, IL, 60000
 - Tel/Fax: []
- Treatment/Testimony:**
 - Who's Side: []
 - Interest: []
 - Report: Yes, 5/05/2008
 - Depo: No
- Records Info:** []

A vertical blue bar on the right side of the window is labeled 'Cast'.

Version 9 User-Definable Records

The screenshot shows a software window titled "Practice Spec Form - Change". The window has a menu bar with "File", "Edit", "View", "Process", and "Help". Below the menu bar is a toolbar with icons for "Save & Close", "Save", "Print", "Cancel", and a help icon. The main area of the window is divided into several sections:

- Primary / Related / Notes**: A tabbed interface with "Primary" selected.
- Date**: 4/11/2008, Fri, Time: 12:24pm, Code: \$ASS\Asset
- Description**: 200 Shares ABC Corp, Staff: [empty]
- Regarding**: Goodrich Estate, 05-1593.019, Sarah Goodrich, 019
- Reminders**: [empty], Follow, Done, Notify, Trigger, Review, Private, Status: [empty]
- Asset Info**: Asset Type: Brokerage Account, Location: [empty], Address: [empty], City: [empty], Tel/Fax: [empty]
- Important Info**: Acquired: 1/01/2001, Cost Basis: \$5,000.00, Est Value: \$12,000.00, Sell Date: [empty], Sell Price: [empty]
- Notes**: A large empty text area for notes.

A vertical blue bar on the right side of the window is labeled "Practice Specific".

Presenter Contact Information

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