

Tabs3 Billing Statements Guide











Tabs3 Billing Statements Guide

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Purpose of Guide

This Statements Guide covers everything you need to know about Tabs3 Billing statements. This guide includes information on preparing, generating, finalizing, and updating statements, and more.

A separate *Billing Methods Guide* includes information on the various client billing methods that are available in Tabs3 Billing. A separate *Statement Formatting Guide* includes information for customizing the look of your Tabs3 Billing statements. Additional guides for separate software features are also available on our website at:

Tabs3.com/support/docs.html

Billing Cycle Overview

Billing in Tabs3 involves several steps. The following provides a general overview of the Tabs3 billing cycle.

Configure the Client

Settings must be defined for the client to determine how they will be billed, and where statements will be sent to.

Add Fees, Costs, and Payments

Data entry in Tabs3 Billing is performed in the Fee Entry, Cost Entry, and Payment Entry windows. Fees and costs can also be entered via PracticeMaster. Timekeepers enter their work over the course of the billing cycle, specifying the date, transaction code, and hours worked for each fee, and the date, transaction code, and units for each cost. Data entry is done on an ongoing basis throughout the billing cycle.

Run Reports and Make Adjustments

Some billing methods require that transactions be adjusted prior to billing, such as flat fee billing and split billing. Other billing types require use of the Write-Up/Write-Down utility. More information on adjustments can be found in the *Billing Methods Guide* as well as in the *Billing Adjustments Guide*. Once you have completed your adjustments, you can generate pre-bills for the adjusted clients as needed for review.

Generate Pre-Bills

Once you are ready to start generating bills, it's time to make sure the data was entered correctly. You can create pre-bills using the Generate Statements utility.

Review Pre-Bills

After you have generated your pre-bills, the Pre-Bill Tracking window allows your timekeepers to review pre-bill information for accuracy. Changes can be made by drilling down to the transactions included, comments can be added to the statement, and the pre-bill can be marked as reviewed. Once all the necessary changes have been made, you can proceed to the next phase.

Generate Final Statements

Once all of your pre-bills have been approved, it's time to run final statements. Finalizing statements begins the process of moving the transactions included on the statement from a status of "work-in-process" to a status of "billed". This is important because payments can only be applied to billed transactions.

Update Statements

Updating statements completes the process of moving transactions from a work-in-process status to a billed status. Once a statement has been updated, you can apply payments to the billed transactions. Additionally, the Update Statements process applies any previously entered unapplied payments.

Distribute Statements

Once your statements have been updated, you can distribute them to their respective clients. Methods of distributing statements can include mailing printed statements, emailing electronic files, or submitting bills electronically via the Tabs3 Taskbill software.

Training Videos

You can view the following training video for more information. Clicking the link will open the training video in your browser. All training videos are also accessible in the Quick Launch by searching for and selecting "Training Videos," and at Tabs3.com/video.

Statement Generation Basics

Client Configuration

The first step to ensuring your clients are billed as desired is configuring the client settings that affect when statements are generated, and whether they are printed or emailed.

Billing Frequency

Billing frequencies are used to define how often a client is billed (monthly, quarterly, etc.). The billing frequency can be used for selecting batches or groups of clients when running statements and reports. The billing frequency is assigned to clients on the **Setup** tab of the Client file. Examples of billing frequencies include "monthly," "quarterly," "annually," "standard," "contingency," "hold," etc.

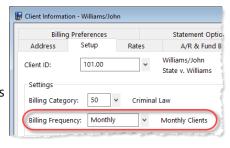


Figure 1, Client File - Billing Frequency

► To change the Billing Frequency

- 1. From the Quick Launch, search for and select "Client Information."
- 2. Select the desired Client ID.
- Click the **Setup** tab.
- 4. Select the desired Billing Frequency.
- 5. Click to save the client.

Release to Bill and Bill on Demand

The **Release To Bill** and **Bill On Demand** check boxes on the **Billing Preferences** tab of the Client file determine whether a statement will be included the next time statements are generated.

Release To Bill

If the **Release To Bill** check box on the **Billing Preferences** tab of the Client Information window is cleared, then the client will not have a statement printed regardless of whether the client has a previous balance or work-in-process. This check box must be selected in order to have a statement printed.

Bill On Demand

if the **Bill On Demand** check box is selected, the **Release To Bill** check box will automatically be cleared when the Update Statements utility is run. This is done to prevent the client from automatically being billed the next time batch statements are printed. Clients with a status of **Bill On Demand** are usually billed by running single statements instead of being billed in a batch.

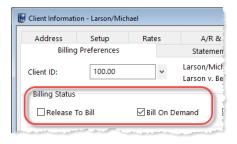


Figure 2, Client File - Billing Status

► To release a client to bill

- 1. From the Quick Launch, search for and select "Client Information."
- 2. Select the desired Client ID.
- 3. Click the **Billing Preference** tab.
- 4. Select the Release to Bill check box.
- 5. Click to save the client.

Statement Delivery Options

Statements can be set up to be printed and mailed, saved as a PDF and emailed, or both.
Statement Delivery
Options are specified on the **Billing Preferences** tab of the Client file in individual Bill To records.
You can double-click a Bill To record in the table to review or edit it.

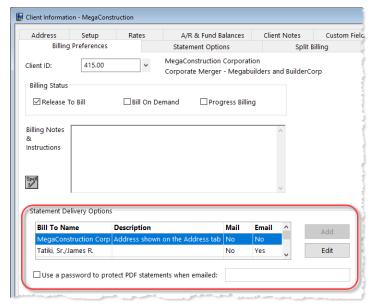


Figure 3, Client File - Billing Preferences tab

Bill To Records

Bill To records consist of information associated with a recipient of a client's mailed or emailed statement. Each Bill To record is associated with a contact (except when associated with a secure client). Bill To records include additional billing information not stored in the Contact file, such as whether a statement will be mailed and/or emailed, which mailing address or email address will be used, whether an Attention line is included, and more.

An additional Bill To record can be added to send statements to a different contact. Each client can have up to two Bill To records.

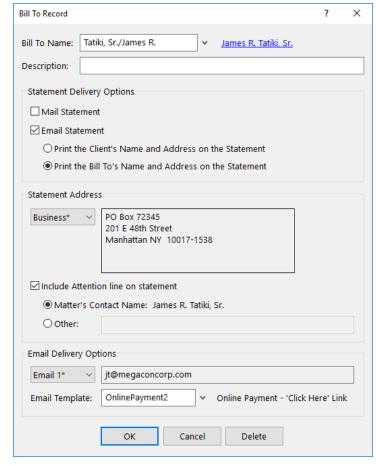


Figure 4, Bill To Record window

► To add a Bill To record

- 1. From the Quick Launch, search for and select "Client Information."
- 2. Select the desired Client ID.
- On the Billing Preferences tab, in the Statement Delivery Options section, click the Add button.
- Select a Bill To Name.
- 5. Enter a **Description** to help identify this Bill To Record.
- 6. Select whether the contact will receive statements by mail, email, or both.

- Select the **Statement Address** and/or Email Delivery Options based on the delivery selection.
- 8. Click **OK** to save the Bill To record.

You can change whether a statement is mailed or emailed at any time.

► To change whether a statement is mailed or emailed

- 1. From the Quick Launch, search for and select "Client Information."
- Select the desired Client ID.
- 3. On the **Billing Preferences** tab, in the **Statement Delivery Options** section, select the desired **Bill To Name**.
- 4. Click the **Edit** button.
- 5. In the **Statement Delivery Options** section, select or clear the desired options.
- 6. Click **OK** to save the Bill To record.

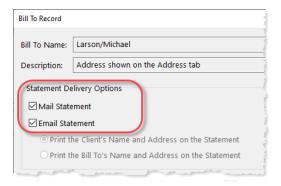


Figure 5, Bill To Record - Statement Delivery Options

More Info: Additional information on Client settings that affect billing and statements can be found in the *Billing Methods Guide* and the *Statement Formatting Guide*.

Integration with Tabs3 Trust Accounting

If you are integrating with Tabs3 Trust Accounting (Trust), trust information can be included on statements. Additionally, Tabs3 Billing and Trust can be configured to generate automatic payments from Trust that are included on statements. For more information including how to configure these features, refer to the *Integration Guide*.

Training Videos

You can view the following training video for more information. Clicking the link will open the training video in your browser. All training videos are also accessible in the Quick Launch by searching for and selecting "Training Videos," and at **Tabs3.com/video**.

Getting Started with Clients

Data Entry

When entering transactions, the **Bill Code** and **Status** fields determine whether the transaction is billed or shown on the statement.

Bill Code

The **Bill Code** indicates whether the transaction is billable or non-billable (i.e., no charge), and the printing status.

The following Bill Codes are available for fee and cost entry:

- Billable/Printable
- Non-Billable/Non-Printable
- Non-Billable/Printable
- Billable/Non-Printable
- Billable/Always Print

Non-printable transactions will not be shown on a statement regardless of whether they are billable or non-billable. Likewise, non-billable transactions will not incur a charge on the statement, regardless of whether they are printable or non-printable. Bill Codes are not available for payments.

The majority of transactions entered are **Billable/Printable**.

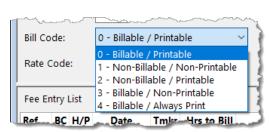


Figure 6, Fee File - Bill Code

Status

The **Status** field determines whether the transaction is eligible to print on a statement. It also indicates whether a transaction has been included on a statement.

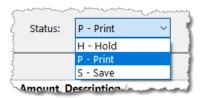


Figure 7, Fee File - Status

Hold	Puts a transaction on hold and prevents the entry
------	---

from being billed until it is changed to a **Print** status. This status is available for Fee, Cost, and

Payment entry.

Allows a transaction to print on a client's statement. **Print**

> New entries automatically default to **Print**. This status is available for Fee, Cost, and Payment entry.

Indicates that the transaction has been included on **Update**

> a pre-bill or final statement. If the transaction is on a pre-bill, the transaction can only be edited when

opening the transaction from the Pre-Bill

Information window. If the transaction is on a final statement, you will not be allowed to edit the transaction until the statement has been reverted to a pre-bill or "unbilled". This status is available for

Fee, Cost, and Payment entry.

Has the same function and print status as **Print** but Save

> the transaction is saved after it has been shown on a final statement and updated. Instead of being deleted after printing on a statement, saved transactions remain in the fee file for repeated billings until they are deleted or changed to **Print**.

This status is available for Fee and Cost entry.

Indicates that the transaction is a saved transaction

that has been included on a pre-bill or final statement. This status is available for Fee and Cost

entry.

Save/Update



Statement Preparation

Before generating statements, perform the following steps.

- 1. Make sure **Release To Bill** is selected for all clients for which a statement should be printed (page 8).
- Make sure all transactions to be included on a statement are set for **Print** and not Hold (page 15).
- Optionally run draft statements or Work-In-Process reports to review work that needs to be included on statements (page 19).
- 4. Optionally use the Reorder Fees utility to change the order in which fees with the same date are displayed on statements (page 18).
- 5. Optionally make adjustments (Write-Up/Down, Flat Fee, Split Fee) (page 17).

Making Adjustments

Depending upon how your clients are set up, you may need to run one or more of the following utilities prior to generating statements:

Write-Up/Write-Down

The Write-Up/Write-Down Fees and Costs utility allows you to write-up or write-down total unbilled fees, costs, or hours for a client for a range of timekeepers, transaction codes, categories, or dates for a client prior to billing. Write-ups/write-downs can be adjusted to a specified amount or by a specified percentage.

Adjust Flat Fee Clients

The Adjust Flat Fee Clients utility allows you to adjust fee transactions in work-in-process to equal the flat amount assigned in the Client file. The Adjust Flat Fee Clients utility only adjusts fee transactions for clients whose Billing Rate Code is "0" (zero). Cost transactions are not adjusted.

Perform Split Billing

The Perform Split Billing utility allows you to split the fee and cost transactions in work-in-process to equal the split fee percentages defined on the Split Billing tab of the Client. This utility will copy the transactions to the split clients and adjust the Hours and Amounts of the specified transactions.

More Info: Additional information on these utilities can be found in Tabs3 Billing Help, the *Billing Methods Guide*, and the *Billing Adjustments Guide*.

Training Videos

You can view the following training videos for more information. Clicking a link will open the associated training video in your browser. All training videos are also accessible in the Quick Launch by searching for and selecting "Training Videos," and at **Tabs3.com/video**.

Flat Fee Billing

Split Billing

Reorder Fees

Menu: Statements | Statement Preparation | Reorder Fees

Home: All Actions | Statement Preparation | Reorder Fees

Quick Launch: Reorder Fees

Depending on the reference number that is assigned when fees are entered, the order in which fees are shown on the statement may not be as desired. For example, if a fee for "Review document" is entered and assigned a reference number of 1, and then the fee for "First draft of document" is entered and assigned a reference number of 2, the statement could show that the document was reviewed before the first draft was created. The Reorder Fees utility allows you to change the order in which fees with the same date are displayed on statements by moving fees up and down within the list.

▶ To reorder fees on a statement

- 1. In the Quick Launch, search for and select "Reorder Fees."
- Select the desired Client ID.

3. Select the transaction you want to move and then click the **Move Up** or **Move Down** button.

Note: Moving fees up or down via the Reorder Fees utility changes the reference number of the fees.

Pre-Bills: Detail WIP Report vs. Draft Statements

Most firms run Pre-Bills one of two ways: printing a Detail Work-In-Process Report (Detail WIP Report), or printing Draft Statements. Both of these options update the Pre-Bill Tracking window (page 29); however, each option offers different features. The Detail Work-In-Process Report provides a list of transactions in a report format that includes additional detailed information for each transaction, whereas draft statements provide a list of transactions in statement format.

Work-In-Process Reports

Home:

Menu: Reports | Work-In-Process | Detail Work-In-Process

| Summary Work-In-Process

| Aged Work-In-Process

All Actions | Statement Preparation | Detail Work-In-Process | Summary Work-In-Process

| Aged Work-In-Process

Quick Launch: Detail Work-In-Process Report

Summary Work-In-Process Report Aged Work-In-Process Report

Work-in-Process reports are valuable tools that show all unbilled fees, costs, and payments. Work-in-Process reports can be run in a detailed or summary format, or to review aged Work-In-Process. Tabs3 Billing includes the following Work-In-Process reports:

Detail Work-In-ProcessThe Detail Work-In-Process Report shows the detail

of all fees, costs, and payments entered for the client. The detailed report can be used to review work-in-process prior to billing. Some firms use Detail Work-In-Process Reports in lieu of running

draft statements.

Summary Work-In-Process The Summary Work-In-Process Report shows the

client's previous balance and totals for any fees, costs, or payments in work-in-process. A current balance is calculated and shown. The client funds balance is shown as well. This report allows for a

quick review of the client's status.

Aged Work-In-Process The Aged Work-In-Process Report shows the age of

all unbilled charges by client.

► To run a Work-In-Process Report

- 1. In the Quick Launch, search for and select the name of the report you want to run (i.e., Detail Work-In-Process, Summary Work-In-Process, or Aged Work-In-Process).
- 2. Select the desired report criteria.
- 3. Click OK.

Generating Statements

Statements are run using the Generate Statements window.

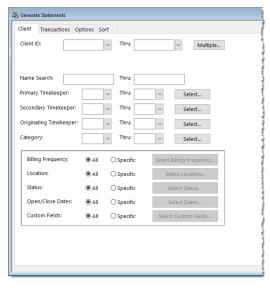
Generate Statements

Menu: Statements | Generate Statements

Home: All Actions | Statements | Generate Statements

Quick Launch: Generate Statements

The Generate Statements utility allows you to generate an individual client's statement or a batch of clients' statements. The Generate Statements window includes a **Client** tab, a **Transactions** tab, an **Options** tab, and a **Sort** tab.



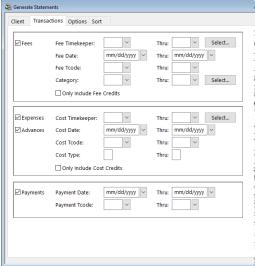


Figure 8, Generate Statements

Client tab

Figure 9, Generate Statements **Transactions** tab

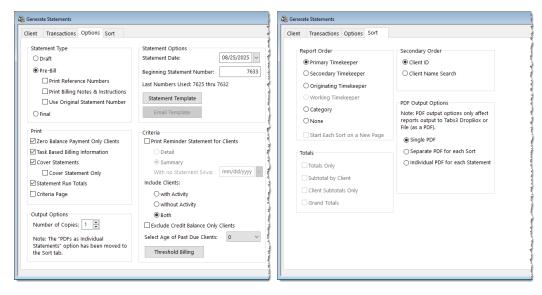


Figure 10, Generate Statements **Options** tab

Figure 11, Generate Statements **Sort** tab

Client tab

The **Client** tab allows you to specify a range of clients, timekeepers, categories, billing frequencies, locations, open dates, and close dates. You can also select clients based on status (i.e., active clients, progress billing clients, billable clients, email and/or mail clients, and task based billing clients).

Transactions tab

The **Transactions** tab allows you to specify the transactions to be included based on transaction type (fees, costs or payments), date, transaction code, working timekeeper, category, and cost type.

Options tab

The Options tab allows you to specify whether to generate draft statements as a report of current transactions to be billed, pre-bills for review and approval, or final statements to send to clients. The statement date and the minimum fee, expense, and advance amounts to be billed can be specified. You can select if you want to print reminder statements or statements for clients with current work. You can include only clients with past due amounts greater than a specified number of days. If you number statements at the firm level, you will be prompted to enter the beginning statement number. If you print draft statements or pre-bills, you can elect to print reference numbers for the individual transactions, and select whether you want billing notes and instructions included. You can select whether you want statements for task based billing clients to include or exclude task based billing information. You can specify the number of copies you want printed, and whether or not you want to include Statement Run Totals and a Criteria Page. You can select to print cover statements only. If desired, you can override individual statement template options or specify a different statement template for a particular batch of statements.

Sort tab

The **Sort** tab allows you to select the order in which the information should appear on reports. If generating PDF files for statements, you can elect to generate individual PDF files for the statement run.

When draft statements or pre-bills are displayed using the Preview option, you can drill down to individual client, fee, cost and payment records allowing you to edit data directly from the Preview window. When final statements are printed or displayed using the Preview option, email statements are sent to the Email Statements window for review.

You can include a variable to print a payment link as a QR code on statements, which allows clients to pay their bill online with a credit card, debit card, or eCheck. See Knowledge Base Article <u>R11905</u>, "Requesting and Importing Tabs3Pay Online Payments and Trust Deposits," for more information.

Some firms will run batches of statements by timekeeper.

► To generate a batch of statements for a specific primary timekeeper

- 1. In the Quick Launch, search for and select "Generate Statements."
- 2. From the **Client** tab, select a **Primary Timekeeper** range.
- From the Options tab, select to print a Draft statement, Pre-Bill, or Final statement.
- 4. Select any other desired options.
- 5. Click OK.

Tip: You can generate batch statements for all timekeepers at the same time and have them sorted by primary timekeeper. To do this, select a **Report Order** of **Primary Timekeeper** on the **Sort** tab.

Which Clients Will Have Statements Printed?

When statements are run, the options selected in the Generate Statements window as well as a client's previous balance, work-in-process, and client information settings determine if a statement will be processed.

- Generally, clients with a previous balance or work-in-process that is released for billing will have a statement processed.
- You can select to include clients with work-in-process, without work-in-process, or both. If desired, reminder statements can easily be printed that will not include current work-in-process.
- If the Release To Bill check box for a client is cleared, then the client will not have a statement printed regardless of whether the client has a previous balance or work-in-process. This check box must be selected in order to have a statement printed. Keep in mind that if the client's Bill On Demand check box is selected, the Release To Bill option will automatically be cleared when Update Statements is run. This occurs in order to prevent the client from automatically being billed the next time batch statements are printed. Clients with a status of Bill On Demand are usually billed by running single statements instead of being billed in a batch. (Exception: Clients whose Bill On Demand check box is selected and Release To Bill check box is cleared will have a reminder statement generated.)

- If desired, you can also specify threshold billing options at the client level or when
 printing statements so that only clients with work-in-process that exceeds a
 specified amount will be billed.
- When generating email statements for clients, the statements are output to the Email Statements window when running final statements. However, if a client is configured for both email and mail statements, the statement is printed and sent to the Email Statements window. Draft statements and pre-bills are not sent to the Email Statements window.

More Info: A checklist of potential reasons why a statement doesn't print can be found in KB Article **R10004**, "My Statement Doesn't Print."

Using Report Definitions to Define Batches

Save

Tabs3 Billing allows you to save all of the parameters specified for statement runs and individual reports as report definitions. This feature saves time when running statements on a regular basis by streamlining the process of selecting the options.

When saving a report definition, Tabs3 Billing also allows you to specify that the report definition should be used as the default for the report. The next time any user selects the report, the options from this report definition will be used by default.

The reports that allow you to create and use report definitions include two buttons in the report window: the **Load** button and the **Save** button.

Load

The Load button can be used to retrieve a previously saved report definition for statements.

The Report Definition List (Figure 12) will be displayed, allowing you to select a report definition.

The **Save** button can be used to save the specified options as a report definition. The Save Report Definition window will be displayed, allowing you to specify a report definition name and description.

- 25 -

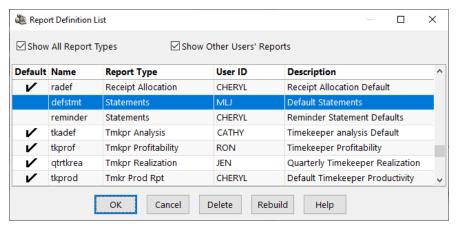


Figure 12, Report Definition List

Draft Statements, Pre-Bills, and Final Statements

One of the most important concepts in Tabs3 Billing is the difference between "draft" statements, "prebills," and "final" statements. When running statements, the **Options** tab is used to specify whether you are running draft statements, pre-bills, or final statements.

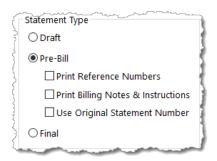


Figure 13, Generate Statements window **Draft vs. Pre-Bill vs. Final**

Draft Statement

Draft statements are one-off reports that show a snapshot of what could be billed. When draft statements are displayed using the Preview option, you can drill down to individual client, fee, cost, and payment records allowing you to edit data directly from the Preview window. Many firms will select the option **Print Reference Numbers** to make it easy to quickly look up transactions for editing purposes.

Pre-Bills

Pre-bills create tracking records, and are designed to be reviewed and approved prior to sending to a client. Tabs3 Billing gives you the option of printing transaction reference numbers on draft statements and pre-bills for easy editing purposes. When viewing the Pre-Bills Information window, you can drill down to individual fee, cost, payment, and client funds transactions, allowing you to edit data directly from the pre-bill. Pre-bills can be rerun, reviewed, and approved, then used to generate a final statement in the Pre-Bill Tracking window. Generating a pre-bill is optional.

Final Statement

Final statements represent a statement that is ready to be provided to a client. Transactions included on a final statement are protected. You cannot change or delete a transaction that is included on a final statement. You must first "unbill" that client and then you will be allowed to modify the transaction.

The billable totals included in final statements are not permanent until the Update Statements utility is run. This means that you can run final statements multiple times. However, whatever information was shown on the *last final statement* for the client is the information that is updated by the Update Statements utility.

Reminder Statements

Reminder statements can be sent to clients to encourage timely payment of past work. Reminder statements are generated by selecting the **Reminder Statement** check box on the **Options** tab of the Generate Statements window. You can select whether you want to use a detail or summary format. A summary reminder statement includes the client's previous balance and any unprocessed payments, but does not include current fees and costs. A detail reminder statement includes this same information as well as a history showing amounts billed and due for each outstanding statement.



Figure 14, Generate Statements window

Reminder Statements

Previous Balance					\$2,205.7
	Stmt Date	Stmt #	Billed	Due	
	05/31/2024	7587	75.00	75.00	
	06/30/2024	7591	131.00	131.00	
	07/31/2024	7595	1,999.75	1,999.75	
				2,205.75	
Balance Due					\$2,205.7

Figure 15, Example of a Detail Reminder Statement



Figure 16, Example of a Summary Reminder Statement

Tracking Statements

The Pre-Bill Tracking feature facilitates tracking the status of individual clients' pre-bills and final statements. Use of the Pre-Bill Tracking feature is optional.

Pre-bills can be generated when running Generate Statements with a Statement Type of **Pre-Bill**. When selected, Tabs3 Billing creates a pre-bill for each client included in the

batch of statements. These pre-bills can be previewed as needed within Tabs3 Billing, marked as reviewed, and a final statement that matches the pre-bill can be generated.

Additionally, pre-bill tracking records can be created when running the Detail Work-in-Process Reports. When **Update Pre-Bill Tracking** is selected, Tabs3 Billing creates a tracking record for each client included on the report. his tracking record allows the report to be marked as reviewed and used to generate final statements.

Each client can have only one pre-bill tracking record. If multiple pre-bills or final statements are run for the client, the pre-bill tracking record will reflect the date and batch number of the most recent pre-bill or final statement.

Batch Numbers

Tabs3 Billing automatically assigns a unique batch number to each run of pre-bills (via Generate Statements or Detail Work-In-Process Reports) for use in Pre-Bill Tracking. The previous batch number is automatically incremented by "1," regardless of whether a report or statement actually prints. The batch number is shown in the Pre-Bill Tracking window. The Pre-Bill Tracking window and Pre-Bill Tracking Report can be filtered to specific batch numbers. Additionally, pre-bills can be deleted based on a batch number.

More info: Steps on running a batch of statements can be found on page 24 of this quide.

Pre-Bill Tracking

Menu: Statements | Pre-Bill Tracking

Home: All Actions | Statements | Pre-Bill Tracking

Quick Launch: Pre-Bill Tracking

The Pre-Bill Tracking window is used to review, modify, or delete pre-bills that have been created by running pre-bills or final statements. This window makes it easy for the billing clerk to track the status of individual client's pre-bills and final statements. Records can be easily sorted for a specific Primary, Secondary, or Originating timekeeper or a range of timekeepers.

If a pre-bill has been run for the client, the date shown on the most recent pre-bill is included in the "Pre-Bill" column of the Pre-Bill Tracking window. Click the date hyperlink in the "Pre-Bill" column to open the associated pre-bill in the Statement Information

window. If a final statement has been run for the client, the date shown on the most recent final statement will be shown in the "Final" column. Click the date hyperlink in the "Final" column to open the associated final statement in the Statement Information window. Pre-Bill Tracking records can be marked as "on hold" or "reviewed." Final statements can be printed for all pre-bills marked as reviewed and not on hold by clicking the **Final Statements** button.

A Pre-Bill Tracking Report can be printed showing the pre-bill tracking records that meet specified criteria.



Figure 17, Pre-Bill Tracking window

Clicking the **Options** button in the Pre-Bill Tracking window (Figure 17) displays a Pre-Bill Tracking Options window (Figure 18) that lets you specify exactly which pre-bills and final statements to include in the window and on the Pre-Bill Tracking Report. Options include the ability to select the statements on hold, statements outstanding (not reviewed), a specific batch number, and which timekeepers to display.

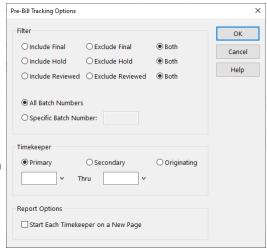


Figure 18, Pre-Bill Tracking Options window

For example, let's say that Mary prints draft statements for primary timekeeper 1 and gives them to the attorney for approval. As the attorney returns the draft statements to Mary, Mary edits the transactions as needed, and then she marks the statement as

reviewed in the Pre-Bill Tracking window. Mary can easily see which draft statements, if any, have not yet been returned and can follow up with the attorney as needed. At any time, Mary can easily run final statement for any or all of the clients with reviewed statements via the Pre-Bill Tracking window by clicking the **Final Statements** button.

Additional information about creating and using pre-bills can be found in Knowledge Base Article **R11972**, "All About Pre-Bills."

Pre-Bill Tracking Report

The Pre-Bill Tracking Report is accessed from within the Pre-Bill Tracking window and includes the pre-bill tracking records that are displayed at the time the report is run. The report can be sorted by Client ID, Client Name, Description, Timekeeper, Pre-Bill Date, Hold Status, Reviewed Status, Final Date, or Batch by clicking the column header in the Pre-Bill Tracking window. Clicking the **Options** button (Figure 18) in the Pre-Bill tracking window allows you to select to print each timekeeper on a new page if desired.

Date: 08/25/2025 Pre-Bill Tracking Report Jensen, Martin & Anderson, P.C.									
Client	Name	Description	Pre-Bill	Hold	Reviewed	Final	Batch	Tkp	
100.00M	Larson/Michael	Larson v. Bel-Cor	08/25/2025		R	08/25/2025	44		
101.00M	Williams/John	State v. Williams	08/25/2025			08/25/2025	45		
121.01M	Phillips/Marcus	Real Estate Acquisition	08/25/2025			08/25/2025	45		
200.01M	Peterson Insurance Co.	General Legal Counsel	08/25/2025		R	08/25/2025	45		
200.02M	Peterson Insurance Co.	Maintenance of Insurance Policies	08/25/2025				45		
415.00M	MegaConstruction Corporation	Corporate Merger - Megabuilders and BuilderCor	08/25/2025				45		
850.00M	White/Kelly	Divorce	08/25/2025				45	:	
850.02M	White/Kelly	Medical Care of Brianne	08/25/2025				45		
850.01M	White/Kelly	Last Will & Testament	08/25/2025				46		

Figure 19, Example of a Pre-Bill Tracking Report

Statement Information

The Pre-Bill Information window is accessed by clicking the hyperlink in the "Pre-Bill" column of the Pre-Bill Tracking window, or by clicking on the Pre-Bill status hyperlink in the Fee, Cost, Payment, or Client Funds Entry windows. The Final Statement Information window is accessed by clicking the hyperlink in the "Final" column of the Pre-Bill Tracking window, or by clicking on the Final status hyperlink in the Fee, Cost, Payment, or Client Funds Entry windows. The Statement Information window is accessed by clicking on a statement in the Matter Manager or Statement Manager windows.

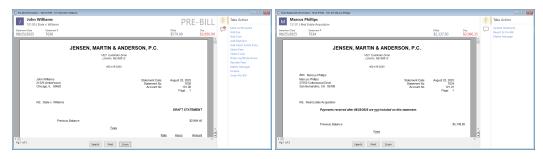


Figure 20, Example of the Pre-Bill Information window, showing the Take Actions pane

Figure 21, Example of the Final Statement Information window, showing the Take Actions pane

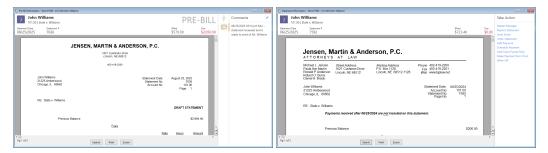


Figure 22, Example of the Pre-Bill Information window, showing the Comments pane

Figure 23, Example of the Statement Information window

At the top of the window, the summary section displays information about the client, matter, and pre-bill or statement shown. A preview of the selected pre-bill is shown, allowing easy access to the detail of what was included.

The Take Action pane allows you to quickly perform common actions for the current prebill or statement. The Comments pane in the Pre-Bill Information or Final Statement Information window allows you to view comments about the pre-bill or final statement, which is useful during the review process. The icon for the Comments pane is empty when no comments exist, contains dots when comments exist, and displays a badge indicator if comments exist that you have not seen. This helps determine if comments need to be checked during the review process.

During the review process, changes can be made to the transactions included on a prebill by drilling down to the entry window (e.g., click a fee to open the Fee Entry window for that transaction). Alternatively, in the Take Action pane, click **Select Fees** or **Select Costs** to display unbilled fee or cost transactions. You can include or exclude transactions from the pre-bill or use the **Edit** button to open the transaction in the entry window for that transaction.

Finalizing Statements

The processing of final statements is a two-step process. The first step consists of running a final statement; the second step consists of updating the final statement by running the Update Statements utility.

Once a final statement has been generated, you are ready for a final review. You can optionally use the Pre-Update Statements Report to review which clients will be updated. After reviewing which clients' statements will be updated, running the Update Statements utility is a key step in the billing process. The Update Statements utility archives all transactions that were on the statement, which means that payments are allocated appropriately, accounts receivable is up to date, and transactions cannot be billed on another statement.

Pre-Update Statements Report

Menu: Statements | Pre-Update Statements Report

Home: All Actions | Statements | Pre-Update Statements Report

Quick Launch: Pre-Update Statements Report

The Pre-Update Statements Report is used to print a report showing the amounts that have been processed on final statements that are ready to be updated by the Update Statements utility. The report shows amounts for previous balance, fees, expenses, advances, finance charge, payments, and balance due. The statement number and statement date shown on the final statement are included for each client.

ate: 08/26/2024	,			re-Update State en, Martin & Ande						Page:
Stmt#	Client	Name/Work Description	Date	Prev Bal	Fees	Expenses	Advances	Fin Chg	Payments	Bal Due
7615	100.00	Larson/Michael Larson v. Bel-Cor	07/31/2024	0.00	0.00	0.00	0.00	0.00	0.00	0.00 MLJ
7618	101.00	Williams/John State v. Williams	07/31/2024	2,994.40	1,062.50	0.00	0.00	0.00	0.00	4,056.90 PAM
7616	121.01	Phillips/Marcus Real Estate Acquisition	07/31/2024	5,748.85	2,337.50	0.00	0.00	0.00	-5,000.00	3,086.35 MLJ
7617	200.01	Peterson Insurance Co. General Legal Counsel	07/31/2024	2,725.35	5,600.00	12.00	0.00	0.00	0.00	8,337.35 MLJ
Total				11,468.60	9,000.00	12.00	0.00	0.00	-5,000.00	15,480.60

Figure 24, An example of the Pre-Update Statements Report

► To run a Pre-Update Statements Report

- 1. In the Quick Launch, search for and select "Pre-Update Statements Report."
- 2. From the **Client** tab, enter the desired **Client ID** range.
- 3. Click OK.

Update Statements

Menu: Statements | Update Statements

Home: All Actions | Statements |
Quick Launch: Update Statements

When Update Statements is run, all fee, cost, payment, and client funds transactions that have been billed on final statements will be updated. You can update one client, a range of clients, or all clients. You can update clients for a specific primary, secondary, or originating timekeeper or a range of timekeepers. This utility represents an important "turning point" in the billing cycle. Final statements can be rerun as many times as required until the statement is as desired. However, once the Update Statements utility is run, it essentially finalizes the information that was included on the client's last final statement. These transactions are archived and are removed from work-in-process.

Additionally, the information on the client's last final statement is updated to accounts receivable and various other productivity figures. Email statements can be emailed via the Email Statements window once the attached final statements are updated.

Unallocated payments are allocated for those clients being billed who previously had no due amounts.

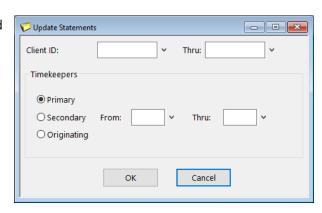


Figure 25, Update Statements window

► To update statements

- 1. In the Quick Launch, search for and select "Update Statements."
- 2. Enter a **Client ID** range, or leave it blank to include all clients.
- 3. Optionally specify a **Timekeeper** range for which statements are to be updated.
- Click **OK**.

Tip: It is important to note that you must run the Update Statements utility before running the productivity and accounts receivable reports. The Update Statements utility updates all billed fees, costs, payments, and retainers (regardless of the Statement Date) to accounts receivable and the client ledger file as well as the current month's timekeeper, category, and transaction code productivity figures. If productivity or accounts receivable reports are printed before updating, the reports will not reflect the information from statements printed since the last time the Update Statements utility was run.

Undo Updated Statements

Menu: Statements | Undo Updated Statement | Undo Single Updated Statement

| Undo Multiple Updated Statements

Home: Statements | Undo Single Updated Statement

Quick Launch: Undo Single Updated Statement

Undo Multiple Updated Statements

When a statement is updated, it is archived and many changes occur to the data files. The Undo Updated Statements utilities reverse these changes by restoring client data to its pre-update status and unbilling the final statements that were run. Updated statements for a specific client must be undone in the reverse order they were updated.

Undo Single Updated Statement

The Undo Single Updated Statement utility can be used to undo a single statement for a single client.

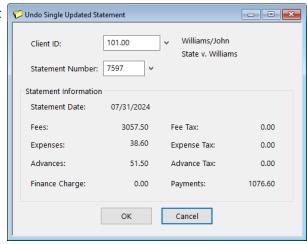


Figure 26, Undo Single Updated Statement window

► To undo a single updated statement

- 1. In the Quick Launch, search for and select Undo Single Updated Statement.
- Enter the desired Client ID. The most recent Statement Number is automatically selected.
- 3. Click OK.

Undo Multiple Updated Statements

Undo Multiple Updated Statements utility can be used to undo statements for multiple clients with the same statement date.

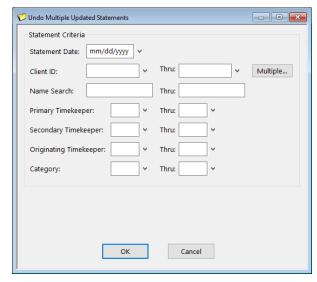


Figure 27, Undo Multiple Updated Statements window

► To undo multiple updated statements

- 1. In the Quick Launch, search for and select "Undo Multiple Updated Statements."
- 2. Enter the **Statement Date** of the statements you want to be undone.
- 3. Enter any other desired criteria.
- 4. Click OK.

Tip: Undoing an updated statement returns all transactions to work-in-process. If changes to an updated statement are needed, the statement must be created again.

Unbill Final Statements

Menu: Statements | Unbill Final Statements

Home: Statements | Unbill Final Statements

Quick Launch: Unbill Final Statements

The Unbill Final Statements utility allows you to reverse a final bill if it has not yet been updated. This feature is useful when a client is unintentionally billed or you decide not to bill a client.

When a final statement is run, Tabs3 Billing marks the transactions as "ready to be updated." Unbilling effectively clears the transactions so they remain in work-in-process and do not get updated.

Unbilling statements must be done prior to running the Update Statements utility. If a final statement has already been updated, then you must use the Undo Updated Statement utility to reverse the update process.

Tip: Unbilling a final statement returns all transactions to work-in-process. To make changes to a statement, open the Final Statement Information window and in the Take Action pane, click **Revert to Pre-Bill**. This retains the pre-bill, allowing you to make edits. When complete, use the **Finalize** action to turn the pre-bill into a final statement again.

Emailing Statements

When statements are generated, statements for clients who are configured to receive mail statements will be sent to the printer, whereas statements for clients who are configured to receive email statements will be sent to the Email Statements window. Statement delivery options are configured in the **Statement Delivery Options** of the Client file (page 8). Once email messages and statements have been reviewed and updated, they can be automatically sent from the Email Statements window.

The ability to email statements from Tabs3 Billing requires either Microsoft Outlook or an SMTP server and is designated on the **Main** tab of Tabs3 Billing Customization. If you select Outlook, no further setup is required. If you select SMTP, you must configure the SMTP server in System Configuration using the Outgoing Email Configuration window (Settings | Outgoing Email Configuration).

More Info: For additional information on emailing statements, see Tabs3 Billing Help or Knowledge Base Article **R11338**, "Emailing Tabs3 Billing Statements."

You can include variables for a payment and/or trust deposit link in your email message, which allows clients to pay their bill or deposit funds into their trust account online with a credit card, debit card, or eCheck. See Knowledge Base Article R11905, "Requesting and Importing Tabs3Pay Online Payments and Trust Deposits," for more information.

Email Statements Window

Menu: Statements | Email Statements

Home: All Actions | Statements | Email Statements

Quick Launch: Email Statements

Use the Email Statements window to manage email statements; you can preview the email message that accompanies the statement and edit the To, Cc, Bcc, Subject, and Body fields, review the PDF statement, mark the statement as reviewed or on hold, and send the statement from this window.

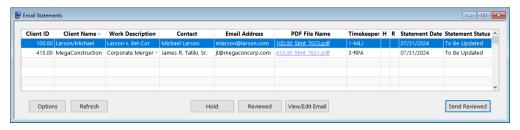


Figure 28, Email Statements window

Options

The **Options** button can be used to display the Email Statements Options window (Figure 29), which allows you to limit the records shown in the Email Statements window based on **Client ID** or **Primary Timekeeper**. This window also allows you to display only email statements within a specific **Statement Date** range.

Refresh

The **Refresh** button or F5 can be used to update the information shown in the Email Statements window. Any clients that no longer meet the email statements options will be removed. New final statements that have been run for clients will replace the original PDF statements, except when statements have been updated or are open at the time of the refresh.

Hold

The **Hold** button can be used to mark the selected records as "on hold." Check marks will be placed in the **H** (**Hold**) column and the **R** (**Reviewed**) column. If the record was already on hold, the check marks will be removed from the **H** (**Hold**) and **R** (**Reviewed**) columns.

Reviewed

The **Reviewed** button can be used to mark the selected records as "reviewed." A check mark will be placed in the **R (Reviewed)** column. If the record was already marked as reviewed, the check mark will be removed from the **R (Reviewed)** column.

View/Edit Email

The **View/Edit Email** button can be used to open the Email Preview window (Figure 30) to review and edit the email as well as view the attachment(s) that will be sent to the client. The body of the email is determined by the Email Template assigned to the client. The Email Preview window can also be used to send the email, or mark the email as "on hold" or "reviewed."

More Info: Additional information on creating Email Templates can be found in Tabs3 Billing Help and the **Statement Formatting Guide**.

Send Reviewed

The **Send Reviewed** button sends all email statements that have a check mark in the **R** (**Reviewed**) column of the Email Statements window. Only statements that have been updated can be sent. Therefore, if any statements in the Email Statements window have been reviewed, but not updated, you will be prompted to update statements before the email statements are sent.

Any statements that have a check mark in the **H** (**Hold**) column along with a check mark in the **R** (**Reviewed**) column will not be sent until the hold status is removed.

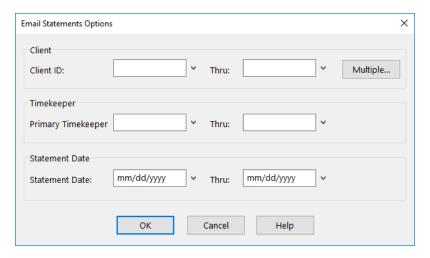


Figure 29, Email Statements Options window

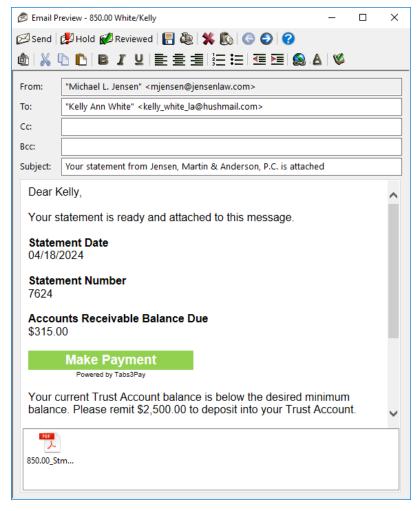


Figure 30, Email Preview window

Email Statements Report

Menu: Statements | Email Statements Report

Home: All Actions | Statements | Email Statements Report

Quick Launch: Email Statements Report

The Email Statements Report shows all email statements that are successfully sent to clients who are set up to receive email statements. For each email that meets the selected criteria, the client, email date, recipient information, file name, statement date, and User ID of the sender are included in the report, as shown in Figure 34.

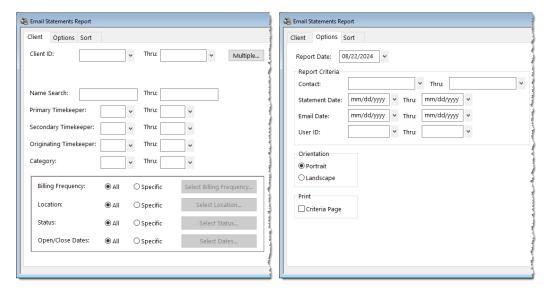


Figure 31, Email Statements Report

Client tab

Figure 32, Email Statements Report

Options tab

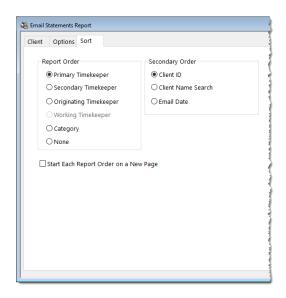


Figure 33, Email Statements Report **Sort** tab

Client tab The Client tab allows you to specify a range of

clients, timekeepers, categories, billing frequencies, locations, open dates, and close dates. You can also select clients based on status (i.e., active clients, progress billing clients, billable clients, email and/or

mail clients, and task based billing clients).

Options tab The Options tab allows you to specify a range of

contacts, statement dates, email dates, or user IDs.

The **Sort** tab allows you to select the order in which the information should appear on reports.

		PDF File Name 100.00_Stmt_7619.pdf		User ID
ael Larson ı	mlarson@larson.com	100.00_Stmt_7619.pdf	07/31/2024	RON
ael Larson ı	mlarson@larson.com	100.00_Stmt_7619.pdf	07/31/2024	RON
Williams j	iw2000@net.com	101.00_Stmt_7622.pdf	07/31/2024	RON
orporation				
		415.00_Stmt_7624.pdf	07/31/2024	RON
		850.00_Stmt_7625.pdf 850.00_Stmt_7625_Dup.pdf	07/31/2024 07/31/2024	RON RON
				RON
	orporation abuilders and BuilderCorp s R. Tatiki, Sr. Ann White Ann White	orporation abuilders and BuilderCorp s R. Tatiki, Sr. jt@megaconcorp.com Ann White kelly_white_la@hushmail.com Ann White kelly@homeoffice.net	orporation abuilders and BuilderCorp s R. Tatiki, Sr. jt@megaconcorp.com 415.00_Stmt_7624.pdf Ann White kelly_white_la@hushmail.com 850.00_Stmt_7625.pdf Ann White kelly@homeoffice.net 850.00_Stmt_7625_Dup.pdf	orporation abuilders and BuilderCorp s R. Tatiki, Sr. jt@megaconcorp.com 415.00_Stmt_7624.pdf 07/31/2024 Ann White kelly_white_la@hushmail.com 850.00_Stmt_7625.pdf 07/31/2024 Ann White kelly@homeoffice.net 850.00_Stmt_7625_Dup.pdf 07/31/2024

Figure 34, Example of the Email Statements Report

Training Videos

Sort tab

You can view the following training video for more information. Clicking the link will open the training video in your browser. All training videos are also accessible in the Quick Launch by searching for and selecting "Training Videos," and at **Tabs3.com/video**.



Reprinting Statement Information

There are several methods for reprinting information that was included on a statement, depending on the type of information you want. In this section, we will cover the Reprint Updated Statements utility, the Client Ledger Report, and the Transaction File List.

Reprint Updated Statement

Menu: Statements | Reprint Updated Statements | Reprint Single Updated Statement

Statements | Reprint Updated Statements | Reprint Multiple Updated Statements

Home: All Actions | Statements | Reprint Single Updated Statement

Quick Reprint Single Updated Statement

Launch: Reprint Multiple Updated Statements

The Reprint Single Updated Statement and Reprint Multiple Updated Statements windows allow you to reprint a statements that has been updated. This enables you to easily reproduce previously billed statements from any period.

Reprint Single Updated Statement

The Reprint Single Updated Statement window allows you to reprint statements one at a time.

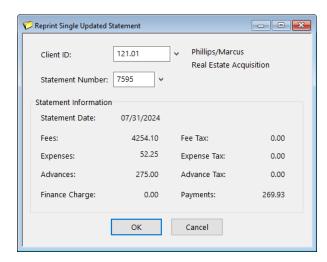


Figure 35, Reprint Single Updated Statement window

► To reprint a single updated statement

- 1. In the Quick Launch, search for and select "Reprint Single Updated Statement."
- 2. Enter the **Client ID** for which you want to reprint a statement.
- 3. Select the **Statement Number** of the statement to reprint.
- 4. Click OK.

Reprint Multiple Updated Statements

The Reprint Multiple Updated Statements window allows you to reprint multiple statements at one time.

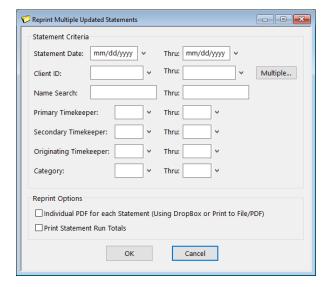


Figure 36, Reprint Multiple Updated Statements window

► To reprint multiple updated statements

- 1. In the Quick Launch, search for and select "Reprint Multiple Updated Statements."
- 2. In the Statement Criteria section, enter the desired criteria.
- 3. In the **Reprint Options** selection, optionally select to generate an **Individual PDF** for each **Statement**.
- 4. Click OK.

Client Ledger Report

Menu: Reports | Client Reports | Client Ledger Report

Home: All Actions | Reports | Management Reports | Client Ledger Report

Quick Launch: Client Ledger Report

The Client Ledger Report shows the amount of payments, fees, expenses, advances, finance charge, fee sales tax, expense sales tax, advance sales tax, and balance due for each statement. Payment activity (including payment reversals), write offs, and balance due information are also included. Detailed billed information that shows amounts billed by timekeeper and Cost Type can optionally be included on the detail reports. A report showing only write offs can be generated.

The following tabs are available in the Client Ledger Report:

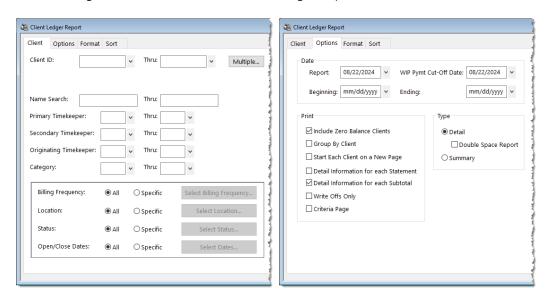
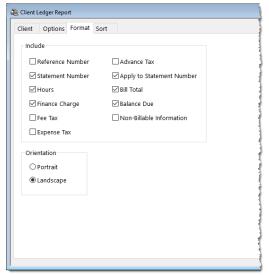


Figure 37, Client Ledger Report

Client tab

Figure 38, Client Ledger Report **Options** tab



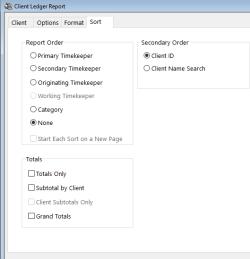


Figure 39, Client Ledger Report

Format tab

Figure 40, Client Ledger Report **Sort** tab

Client tab

The **Client** tab allows you to specify a range of clients, timekeepers, categories, billing frequencies, locations, open dates, and close dates. You can also select clients based on status (i.e., active clients, progress billing clients, billable clients, email and/or mail clients, and task based billing clients).

Options tab

The **Options** tab includes parameters that enable you to print a detail or summary report as well as specify what type of information is included on the report (e.g., include zero balance clients, detail information for each statement, write offs only, etc.).

Format tab

The **Format** tab allows you to optionally include information such as reference numbers, hours, bill total, and balance due as well as specify whether the report will print portrait or landscape.

Sort tab

The **Sort** tab allows you to select the order in which the information should appear on reports.

► To run a Client Ledger Report

- 1. In the Quick Launch, search for and select "Client Ledger Report."
- On the Client tab, select the desired Client ID or range of clients.
- 3. On the **Options**, **Format**, and **Sort** tab, select any other desired options.
- 4. Click OK.

Transaction File List

Menu: Reports | Transaction Reports | Transaction File List

Home: All Actions | Reports | Transaction Reports | Transaction File List

Quick Launch: Transaction File List

The Transaction File List is one of our most flexible reports and can be used to determine which fees, costs, and payments have been final billed and updated based on various options. The Transaction File List is a means of sorting and listing fee, cost, and payment transactions stored in Tabs3 Billing. This report can be used as an alternative to reprinting individual statements, as it can be configured to print all final billed and updated transactions subtotaled in Statement Date order.

The following tabs are available in the Transaction File List:

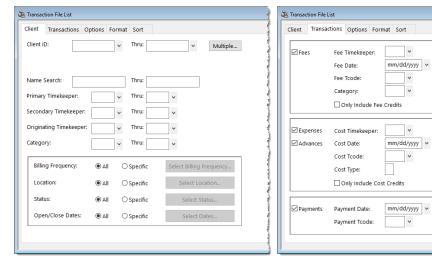


Figure 41, Transaction File List

Client tab

Figure 42, Transaction File List **Transactions** tab

Thru:

Thru:

Thru:

Thru:

Thru:

Thru: mm/dd/yyyy v

Thru: mm/dd/yyyy v

Thru: mm/dd/yyyy v

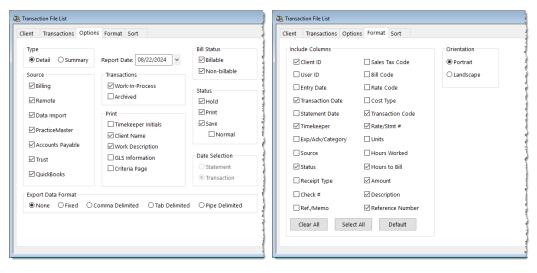


Figure 43, Transaction File List **Options** tab

Figure 44, Transaction File List

Format tab



Figure 45, Transaction File List **Sort** tab

Client tab

The **Client** tab allows you to specify a range of clients, timekeepers, categories, billing frequencies, locations, open dates, and close dates. You can also select clients based on status (i.e., active clients, progress billing clients, billable clients, email and/or mail clients, and task based billing clients).

Transactions tab

The **Transactions** tab allows you to specify the transactions to be included based on transaction type (fees, costs, or payments), date, transaction code, working timekeeper, category, and cost type.

Options tab

The **Options** tab includes parameters that enable you to print a detail or summary report as well as specify the type of transactions you want to include on the report.

Tip: Be sure to select the **Archived** check box. Selecting this option includes transactions on the report that have been final billed and updated.

Format tab

The **Format** tab allows you to specify which columns you want to include and if you want to print the report in portrait or landscape orientation. All columns are optional, but at least one column must be selected.

Sort tab

The **Sort** tab allows you to select the order in which the information should appear on reports.

► To run a Transaction File List for statements

- 1. In the Quick Launch, search for and select "Transaction File List."
- 2. On the **Client** tab, select the desired **Client ID** or range of clients.
- 3. On the **Transactions** tab, leave everything blank.
- 4. On the **Options** tab, in the **Transaction** section, clear the **Work-In-Process** check box and select the **Archived** check box.
- 5. In the **Date Selection** section, select **Statement**.
- 6. On the **Format** tab, select the **Statement Date** check box.

- 7. On the **Sort** tab, in the **1st Sort Order** section, select **Client** and select the **Subtotal** check box,
- 8. In the **2nd Sort Order** section, select **Statement Date** and select the **Subtotal** check box.
- 9. Click **OK** to print the report.

This is just one of the many ways to run the Transaction File List.

Date: 08/26/2024					action File List & Anderson, P.C.		Page: '
Client	Trans Date	Tmkr P	Tcode/ Task Code	Stmt # Rate	Hours to Bill	Amount	
Client ID 101.00 Williams/ 101.00	John 05/23/2024	1 A	19	250.00	0.30	75.00	Initial Client Meeting
Subtotal for S	Statement Date 0	5/31/2024		Billable	0.00	0.00	
				Non-billable Total	0.30	75.00 75.00	
101.00	06/10/2024	1 A		250.00	2.50		Prepared for conference with client.
101.00	06/14/2024	2 A				5.75	Long distance telephone charges.
101.00	06/17/2024	1 A					Photocopy charges.
101.00	06/17/2024	2 A					Long distance telephone charges.
101.00	06/17/2024	2 A					Postage.
101.00	06/18/2024	1 A					Long distance telephone charges.
101.00	06/20/2024	1 A		250.00	0.25		Telephone conference with client.
101.00	06/24/2024	1 A	253			2.50	Postage.
Subtotal for S	Statement Date 0	6/30/2024		Billable	2.75	723.40	
101.00	07/18/2024	3 A	255			1.25	Facsimile costs.
101.00	07/22/2024	1 A	9	250.00	3.00		Review and analyze case status.
101.00	07/22/2024	1 A		250.00	0.50		Legal Research.
101.00	07/22/2024	1 A		250.00	1.50		Legal research.
101.00	07/22/2024	Α					Payment
101.00	07/22/2024	2 A					Photocopy charges.
101.00	07/22/2024	3 A					Photocopy charges.
101.00	07/22/2024	3 A					Courier fee (325) Professional Messenger Services
101.00	07/24/2024	2 A	106			4.00	Online legal research (300) Thomson Reuters Payment Center
Subtotal for 9	Statement Date 0	7/31/2024		Billable	5.00	1.340.10	
Subtotal for C	ALCOHOLIC DATE O	7,0 1,2024		Payments	0.00	1,076.60	
Total for Client ID 101.00				Billable	7.75	2,063.50	Williams/John
				Non-billable	0.30	75.00	State v. Williams
				Total	8.05	2,138.50	
				Payments		1,076.60	
				GRANI	TOTALS		
				Billable	7.75	2,063.50	
				Non-billable	0.30	75.00	
				Total	8.05	2,138.50	
				Payments		1.076.60	

Figure 46, Example of a Transaction File List

Conclusion

Resources

Additional information on the features discussed in this guide can be found in the Tabs3 Billing Help. Simply press F1 from anywhere within the software to load the Help information for that particular topic.

Guides

Additional guides and resources for separate software features are also available, including the following:

- Statement Formatting Guide This guide provides the information on the tools to give your statements the look you want. Over 20 pages of sample statements, and the formatting options that were used to create the statements, can be found in the appendix.
- Billing Methods Guide This guide provides information on the various methods
 of billing clients that are available in Tabs3 Billing. It includes information on basic
 billing concepts that are important to individuals who enter client information
 in Tabs3 Billing.

All guides and sample report packs are available on our website at:

Tabs3.com/support/docs.html

Knowledge Base

Our Knowledge Base can be accessed 24 hours a day, 7 days a week. You can access the Knowledge Base in the Quick Launch by searching for and selecting "Knowledge Base."

- <u>R11582</u>, "Statements Information Resources" This is a comprehensive list of KB Articles containing more information about Tabs3 Billing statements.
- R11338 Emailing Tabs3 Billing Statements

All Knowledge Base Articles are available on our website at:

support.Tabs3.com

Training Videos

Tabs3 Software includes numerous training videos to help you learn the software. In the Quick Launch, search for and select "Training Videos" to access the training video libraries.

The following training videos contain information on generating statements. Clicking a link will open the associated training video in your browser.

- Statement Generation Basics
- Getting Started with Clients
- Flat Fee Billing
- Split Billing
- **Email Statements Overview**

Tabs3 Support

Tabs3 Software provides some of the best support in the industry. Service to our customers is extremely important to us—so much so that our motto is:

Reliable software. Trusted service.

Support is provided at no charge with an active subscription and is available from 8:00 a.m. to 5:00 p.m. Central Time, Monday through Friday. If you have any questions, please feel free to call our Support staff at (402) 419-2210.

Email support is also available for all firms with an active subscription. Our support team responds to emails during office hours. Our goal is to respond to your question within one business day. Please keep in mind that time-sensitive and complex issues are better handled over the phone. To request email support, visit Tabs3.com/support.

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