Tabs3
Reliable Software. Trusted Service.

Billing PracticeMaster. Financial

Administrator Guide

Tabs3.com

Tabs3 Software Administrator Guide

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Software Technology, LLC
1621 Cushman Drive
Lincoln, NE 68512
(402) 423-1440
Tabs3.com

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Version 18 (Tuesday, January 2, 2018)

Table of Contents

Introduction **1**
- **Purpose of Guide** 1
  - **Knowledge Base** 1
  - **Additional Resources** 1
- **Customer Service is Important** 1
- **Register the Software** 2

Setting Up the Basics **3**
- **Starting System Configuration** 3
- **Setting Up the Firm** 3
- **Setting Up Access Profiles** 4
- **Setting Up Users** 7
- **Security Overview** 9
- **Setting Up Groups** 11
- **Defining the Format for Clients and Matters** 12
- **Setting Up Printers** 13
- **Customizing Task Folders** 15
  - **Training Videos** 16

Setting Up Tabs3 Billing **17**
- **Tabs3 Billing Customization** 17
- **Startup Files** 19
  - **Timekeeper Level** 19
  - **Timekeeper** 20
  - **Category** 21
  - **Transaction Code (Tcode)** 21
  - **Billing Frequency** 23
  - **Optional Files** 24
- **Clients and Contacts** 24
  - **Training Videos** 25
- **Selecting a Transition Date** 26
- **Entering Accounts Receivable Balances** 26
  - **Method 1: Entering Balances via the Client File** 27

Method 2: Entering Transactions & Running Final Statements 29
Method 3: Custom Conversion 29
Examples for Entering A/R Balances 29
Entering Work-in-Process Balances 31
Billing Rates 31
Training Videos 32
Fee Compensation Rules 33
Training Videos 35
Methods of Billing 35
Training Videos 35
Statements 37
Training Videos 37
Setting Up the Statement Printer 38

Setting Up PracticeMaster 39

Customization 39
Using PracticeMaster without Tabs3 Billing 40
Clients and Contacts 40
Training Videos 41
Contact Categories 42
Training Videos 43
Outlook Synchronization 43
Training Videos 43
Areas of Practice 44
Training Videos 44
Calendars 45
Calendar Codes 45
Groups 45
Calendar Rights 46
Training Videos 49
Convert to Fee Settings 49
Training Videos 50
Document Management 51
Training Videos 51

Setting Up Tabs3 Financial Software **52**
Tabs3 Trust Accounting Software 52
TAS Customization 52
Startup Files 53
Attorney File 53
Bank Account File 54
Firm Payee 55
Trust Accounts and Trust Transactions 56
Trust Account Balances 56
Check Forms 57
Configuring Check Printers 57
Tabs3 Accounts Payable Software 59
APS Customization 59
Bank Account Information 60
Check Forms 61
Configuring Check Printers 61
Tabs3 General Ledger Software 62
Cash Basis Accounting vs. Accrual Accounting 62
General Ledger Clients 63
Journal Names 64
Departments 64
Chart of Accounts 65
A Little Background About Accounts 65
Posting Beginning Balances 68
Determine Starting Date & Posting Date 68
Post Journal Entries for Starting Balances 68

Platinum & Tabs3 Connect **71**
Configuring HotBackup 71
Configuring Tabs3 Connect 71

Configuring Advanced Features **72**
Credit Card Processing 72
Document Management 72
Taskbill 73

Training Videos 73

Administrative Maintenance 75

General Usage Tips 75
Exit the Software Before Turning Off the Computer 75
Active User List 75
Resetting Users 75
Startup Options 76
Month-End/Year-End Procedures 76
Backup Best Practices 76
Integrity Check Programs 77
Tracking Tools 77
Verification Lists 77
Log Files 78
Submit Log Files 78
History Tracking 79
How to Configure History Tracking 79
Viewing the History File 80
When the History File Gets Too Large 80
Miscellaneous Notes 81

Resources 81

Guides & Quick Guides 81
Report Packs 81
Training Videos 82
Knowledge Base 82
Help 83
Technical Support 83
Tabs3 Consultants 83

Index 84

Introduction

Congratulations on choosing Tabs3 software! We are pleased to welcome you to the satisfied and growing family of Tabs3 and PracticeMaster users. Our software is backed by our professional staff, which has extensive experience in accounting, program development, and customer support. Our goal is to provide law firms with the highest level of quality products and service. We are committed to providing our customers with user-proven, reliable software.

Purpose of Guide

This ***Administrator Guide*** is a single comprehensive guide for setting up ***all*** of the software including Tabs3 Billing, PracticeMaster, and the Tabs3 Financial software, which consists of Tabs3 Accounts Payable Software (APS), Tabs3 General Ledger Software (GLS), and Tabs3 Trust Accounting Software (TAS). This guide is written for the person who configures the software and performs routine maintenance, typically the Office Administrator or Billing Manager.

A separate ***Installation Guide*** includes information for installing the software. The ***Installation Guide*** is written for the person who installs the software and is responsible for IT.

Additional guides for separate software features are also available. All guides are available on our Web site at:

Tabs3.com/support/docs.html

Knowledge Base

You may be referred to additional detailed information located in our Knowledge Base on the Internet at:

support.tabs3.com

Additional Resources

A comprehensive list of all resources for Tabs3 software can be found on page 81.

Customer Service is Important

We understand that customer support is an important part of customer satisfaction. When you purchase a Tabs3 software license, you have our assurance of customer service and product support. Product support plays a key role in our customer service philosophy. Our Technical Support staff is

dedicated to helping you get the most from the software by answering technical questions about the product and how it works.

If you have a question or problem concerning the software, we recommend these steps:

1. Check the product documentation including the Help provided with the software. Often, you'll find the answer to a question there.
2. Refer to our Knowledge Base on the Internet. Our Knowledge Base contains extensive information on Error Troubleshooting, Networking & Windows Issues, "How To" Articles and Product-Related Articles. Our Knowledge Base can be launched from the ***Help | Internet Resources | Knowledge Base*** menu options in the software or found at:

   support.Tabs3.com

3. Contact the consultant from whom you purchased the software license. If you can't find the answer in the product documentation, your consultant may be able to assist you.
4. Call our Technical Support Department at (402) 419-2210. Before you make the call, gather all information pertaining to the problem. We will need to know the serial number of the software, which can be found via the ***Help | About*** menus in the software.

Register the Software

The software must be registered in order to receive technical support and maintenance benefits. Registering the software establishes you as the licensed user.

▸ To register the software

- From the **Help** menu, point to **Internet Resources** and select **Register Software**.

...or...

- Go to ***Tabs3.com/register***

Setting Up the Basics

After installing the software, you need to set up your firm, access profiles, and users. Setting up these files is performed using System Configuration.

Starting System Configuration

You can start the System Configuration software using one of the following methods.

Method	Steps
Windows Start menu	From the Windows Start menu, point to ***All Software | Tabs3 & PracticeMaster | System Configuration***.
Windows Desktop	From the Desktop, click the System Configuration shortcut.
Tabs3 or PracticeMaster	From Tabs3 or PracticeMaster, click the icon on the application toolbar.

Setting Up the Firm

The Firm Information program includes the firm's name, address, telephone, and other basic information.

▸ To set up your firm information

1. From System Configuration, click the ***File*** menu, point to ***Open***, and then select ***Firm***.
2. The Firm Information window will be displayed.
3. Enter your firm information.
4. Click to save the information.
5. Close the window.

Note: Firm information can be changed at any time. Refer to the *Changing Firm Information* Help topic for complete details regarding other areas in the software that may also need to be changed.

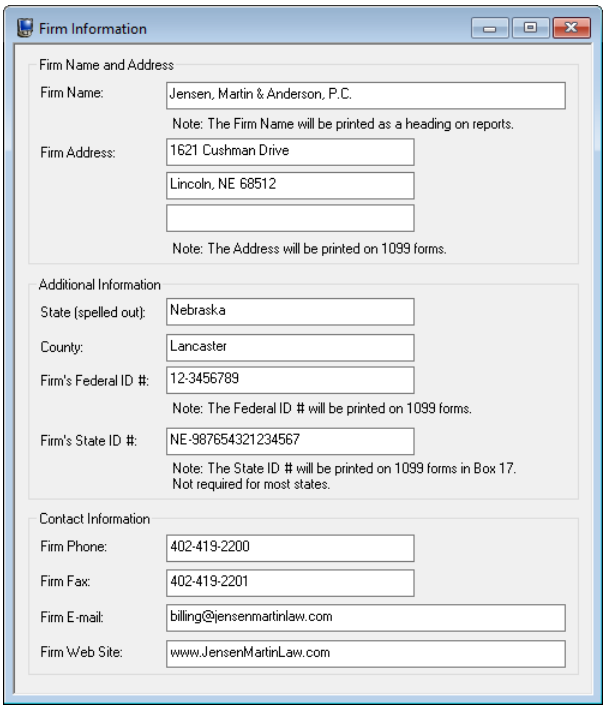


Figure 1, Firm Information window

Setting Up Access Profiles

Access profiles are used to designate which programs and functions are accessible by the users who are associated with the access profile. You can define as many access profiles as you like. Rights for each access profile can be as broad or limited as needed. For example, you may want to have an access profile where users can view calendar information but not have access to billing or accounting information. You may want to have an access profile that limits who has access to the General Ledger software.

When you set up users, you will assign one or more access profiles to each user.

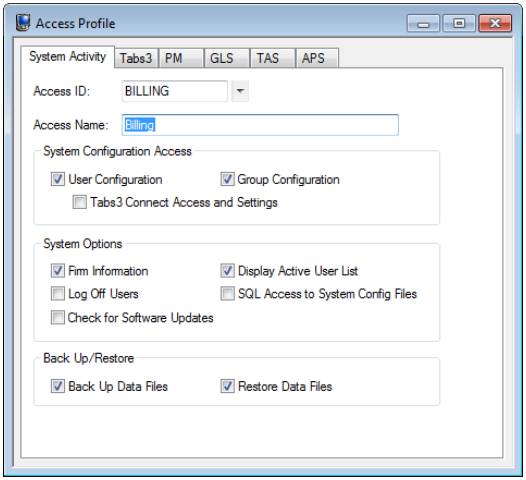


*Figure 2, Access Profiles - **System Activity** tab*

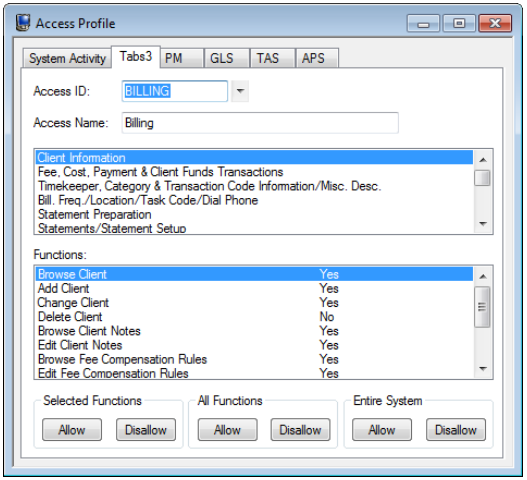


*Figure 3, Access Profiles - **Tabs3** tab*

Manager Access Profile

A predefined Manager access profile is provided with the software. Users who are associated with the manager access profile have all rights to all functions in all software. The Manager access profile cannot be edited or deleted. Additionally, there are certain tasks that can only be performed by managers, such as resetting users, adding or deleting users, editing other users, and more. A complete list of manager exclusive tasks can be found in the *Manager Access Profile* topic in Help.

Best Practice: We recommend limiting the number of users who are given manager rights.

▸ To add an Access Profile

1. From System Configuration, click the ***File*** menu, point to ***Open***, and then select ***Access Profile***.
2. The Access Profile window will be displayed.
    a. In the **Access ID** field, enter a shortcut name using up to 8 characters.
    b. In the **Access Name** field, enter up to 30 characters for the full name.
    c. Under ***System Options***, select which functions, if any, that members of this access profile can access in System Configuration.
    d. Under ***Back Up/Restore***, select which functions, if any, this members of this access profile can access in any of the software.

3. Click the **Tabs3** tab at the top of the window.
    a. The first group of functions, **Client Information** is highlighted. Under ***Functions***, select which functions members of this access profile can access. You can use the **Allow** and **Disallow** buttons at the bottom of the window to easily select multiple rights at the same time.
    b. Select the next group of functions, **Fee, Cost, Payment & Client Funds Transactions**, and set the rights as desired.
    c. Continue with selecting each group of functions and setting the rights as desired.
4. Click each of the tabs at the top of the window and set the rights as desired.
5. Click to save the information.
6. Click if you want to add additional access profiles.

More Info: A complete listing of the detail access rights for all systems can be found in Knowledge Base article **R11652**, "Access Rights" *(**support.Tabs3.com**)*.

Setting Up Users

You will need to set up a user ID for each user who will be using the software *(Figure 4)*.

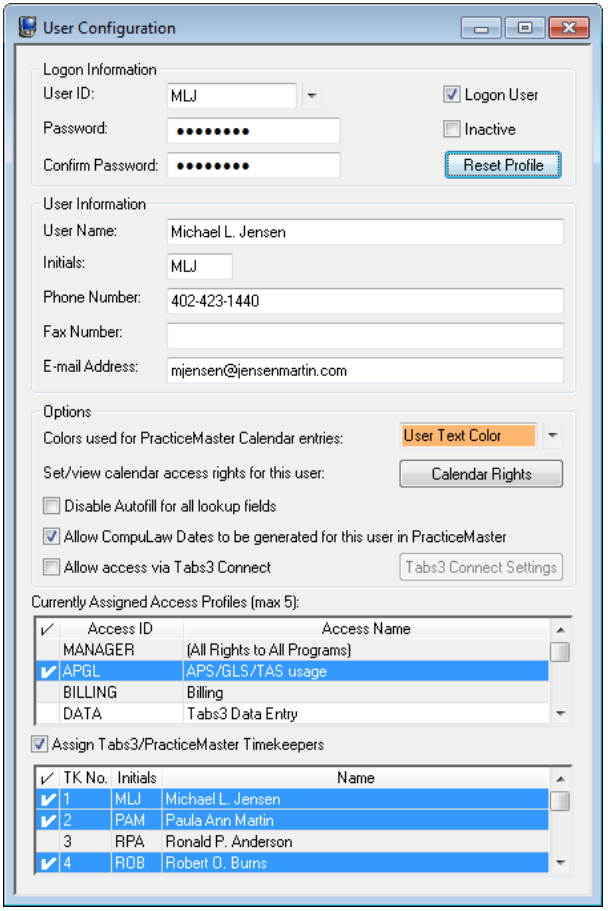


Figure 4, User Configuration window

▸ To add a User ID

1. From System Configuration, click the ***File*** menu, point to ***Open***, and then select ***Users***.
2. Click the button to add a new record.
3. The User Configuration window will be displayed.
    a. In the **User ID** field, enter a unique shortcut name of up to 8 characters. You can use letters, numbers, and the underscore character.
    b. Enter a password in the **Password** and **Confirm Password** fields. Passwords are forced to uppercase letters. Up to 20 characters, numbers, or symbols can be used.

c. Under ***User Information***, enter the remaining user information.
d. Under ***Options***, select the desired options.

> **More Info:** Information regarding Calendar Rights can be found on page 46. Information regarding Tabs3 Connect can be found on page 71.

e. Under ***Currently Assigned Access Profiles***, select which access profile(s) the user will belong to.

> **More Info**: Additional information regarding assigning Tabs3/PracticeMaster Timekeepers can be found on page 7.

4. Click to save the information.
5. Click if you want to add additional users.

> **Note:** Users can change their own User Name, Initials, Password, E-mail Address, Calendar Colors and Calendar Rights if they belong to an access profile that has been assigned access rights to User Configuration. However, only managers can change access profile assignments, timekeeper assignments, or add new users to the user file.

Blank User ID

A predefined User ID is provided with the software. This user is named (BLANK) and is assigned to the manager profile.

> **Best Practice:** Once you have set up another manager user, we recommend marking the (BLANK) User ID inactive in order to preserve system security.

Shared Resources

Set up your shared resources as users for scheduling purposes in the PracticeMaster Calendar. Resources that you may want to set up as users include rooms, projectors, easels, laptops, tablets, company vehicles, etc. For example, set up each conference room as a user. Then, when you need to schedule a meeting in that room, select each attendee and the room to easily find an open timeslot.

Outlook Integration

A separate program for configuring Outlook integration with PracticeMaster for each user is available in ***Maintenance | Integration | Outlook Synchronization***. Additional information can be found in Knowledge Base article **R11400**, Outlook Integration Guide.

Security Overview

Tabs3 software offers multiple layers of security.

Access Profiles

Access profiles are created to assign rights to the various software systems and menu options *(page 4)*.

User ID

User IDs are created for each person who will have access to the software. When defining User IDs, you will also assign one or more access profiles to which they belong.

Password

Passwords are assigned to User IDs.

Secure Clients

Clients can be set up as secure clients, thereby allowing you to specify exactly which User IDs have access to each secure client. Clients who are designated as secure clients cannot be seen by users unless the User ID being used has manager rights or has been assigned access to the secure client. Clients marked as secure are secure in Tabs3 Billing, PracticeMaster, and Tabs3 Trust Accounting Software.

Note: When a client is designated as secure, the client's contact information is stored in the Client file instead of the Contact file. This is because contact information is viewable by all users with browse rights to the Contact file.

Timekeeper

You can set up a User ID so the user has access to a particular timekeeper's transactions but does not have access to other timekeeper's transactions. This is useful in situations where you have an employee who is responsible for a particular timekeeper but you want to restrict the employee from accessing any work performed by other timekeepers in the firm. Tabs3 Billing timekeepers can be assigned to a User ID by selecting the **Assign Tabs3/PracticeMaster Timekeepers** check box in System Configuration.

Calendar Security

Calendar records in PracticeMaster can be designated as public or private. All public calendar entries can be viewed by all users. Users can designate which users will have:

- edit rights to their public calendar records;
- browse rights to their private calendar records; and

- edit rights to their private calendar records.

These rights allow the firm and users to implement sophisticated access rights for their calendar entries. For example, a timekeeper can designate that only his secretary and partner have edit rights for his public calendar records, only his secretary has browse rights to his private calendar records and nobody has edit rights to his private calendar records. PracticeMaster calendar rights are implemented via the **Calendar Rights** button in the User Configuration program of System Configuration.

More Info: Additional information regarding security can be found in the following Knowledge Base articles at **support.Tabs3.com**:

- Knowledge Base article **R11652**, "Access Rights"
- Knowledge Base article **R11459**, "Ethical Walls in Tabs3 Software"

Setting Up Groups

Once users have been defined, you can set up groups. Groups are composed of various users primarily for PracticeMaster calendaring, scheduling, filtering, and eNote purposes.

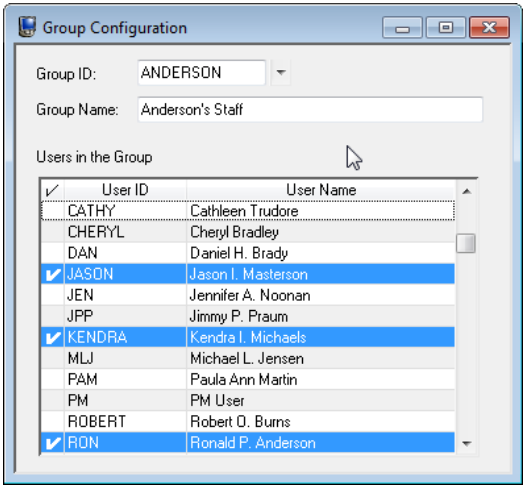


Figure 5, Group Configuration window

▸ To add a group

1. From System Configuration, click the ***File*** menu, point to ***Open***, and then select ***Group***.
2. The Group Configuration window will be displayed.
    a. In the **Group ID** field, enter an 8-character group ID.
    b. In the **Group Name** field, enter the name of the group.
    c. Under *Users in the Group*, click the check mark column for each user who is a member of the group.
3. Click to save the information.
4. Close the window.

> **Tip:** Groups are optional and can be defined later. Think about scheduling purposes when setting up groups. You can also look at the various groups you use for email purposes as a starting point. For example, you may want to define a separate group for each department, a group for all partners, or a group for all staff who work with a particular attorney.

Defining the Format for Clients and Matters

Once you have defined firm information, access profiles, users, and groups, you can configure printers, as discussed on page 13. However, when you start the software to configure the printers, the Customization window will be displayed. You must save the Customization information before you can use the software. Although this guide includes detailed information regarding Customization for each of the software products in later sections, there is one area in Customization that is common to Tabs3 Billing, PracticeMaster, and Trust Accounting (TAS), and that is the configuration of the Client ID. The Client ID represents your client and matter numbering scheme. This section discusses how the Client ID format is defined.

Two fields named **Key Type** and **Decimal Places** are used to determine your client numbering scheme. These fields are typically defined in Tabs3 Customization first. Once defined in Tabs3 Customization, the information is mirrored to PracticeMaster Customization and TAS Customization.

There are three different Key Types: **Numeric**, **Mixed**, or **Alpha**. All Client IDs can have a maximum of 12 characters including an optional decimal point. Typically the client portion of the Client ID is left of the decimal and the matter number is right of the decimal. The 12-character limit for Client IDs includes the portion on the left side of the decimal, the portion on the right side of the decimal, and the decimal itself.

The Decimal Places determines the number of digits for the matter position. Many firms will use 2 or 3 to start with.

Key Type	Description
Numeric	A **Numeric Key Type** allows only numbers in the client and matter portions of the Client ID. 123.45, 20.001, and 5000.110701 are all examples of a Numeric Client ID.
Mixed	A **Mixed Key Type** allows alpha or numeric characters in the client portion of the Client ID but only allows numeric characters in the matter portion of the ID. ABC.01, DE12.004, and Smith.110801 are all examples of a Mixed Key Type.
Alpha	An **Alpha Key Type** allows both alpha and numeric characters in the client and matter portions of the Client ID. ABC.DE and FG12.H34 are examples of an Alpha Key Type.

There are advantages to using a **Numeric Key Type**. When using a **Numeric Key Type**, the primary advantage is that Tabs3 can automatically assign new Client IDs and Matter IDs. When using a **Mixed Key Type**, Tabs3 can automatically assign new Matter IDs, but not new Client IDs.

Best Practice: If you are not sure which **Key Type** to use, we recommend using a **Numeric Key Type.**

You will need to define your **Key Type** and **Decimal Places** before using Tabs3 Billing, PracticeMaster, and Trust Accounting.

Setting Up Printers

Each workstation that uses Tabs3 software can define its own default printer. This printer is used for printing reports.

▸ To define the default report printer

1. From the **File** menu, select **Print Setup**.
2. The Printer Setup window will open.
3. In the **Printer** field, select the desired default printer.

Tip: Click the **Page Setup** and **Advanced Printing Features** to view the different options available.

In addition to the default report printer, each workstation maintains a default Tabs3 Billing final statement printer, a default Tabs3 Billing draft statement printer, a default APS check printer, and a default TAS check printer. These printers are defined when using those features. Additional print options for printing statements and checks are available when accessing the Print Setup program in Tabs3 Billing, APS, and TAS.

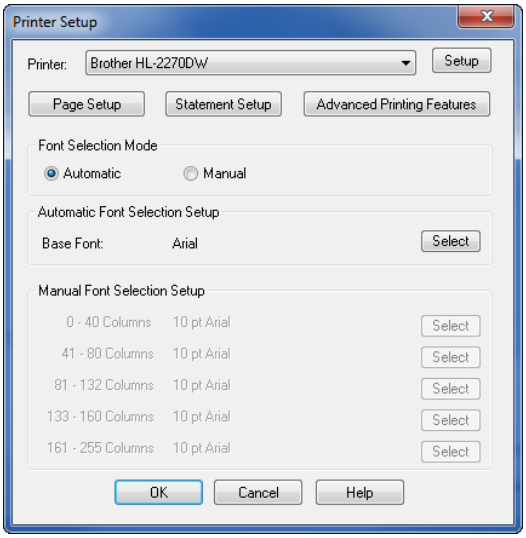


*Figure 6, Printer Setup with **Automatic** Font Selection*

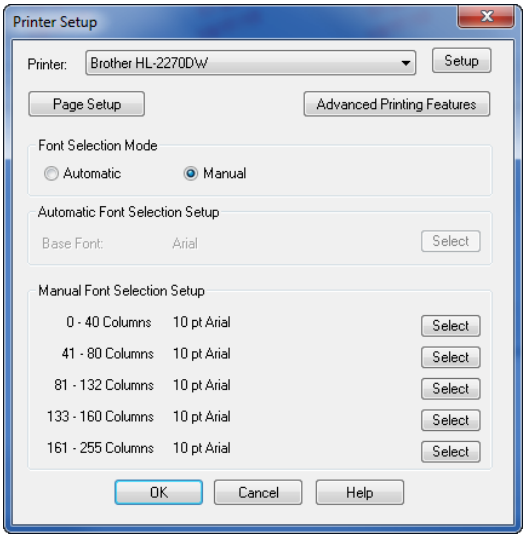


*Figure 7, Printer Setup with **Manual** Font Selection*

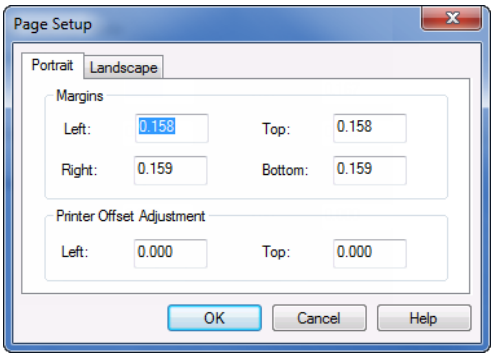


Figure 8, Page Setup

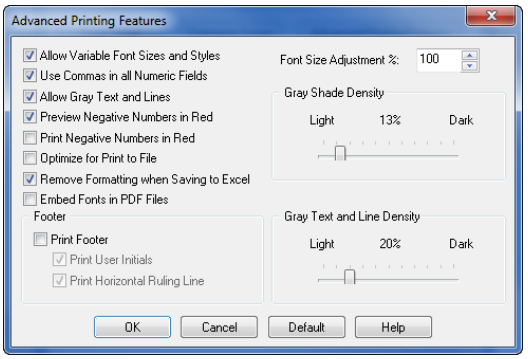


Figure 9, Advanced Printing Features

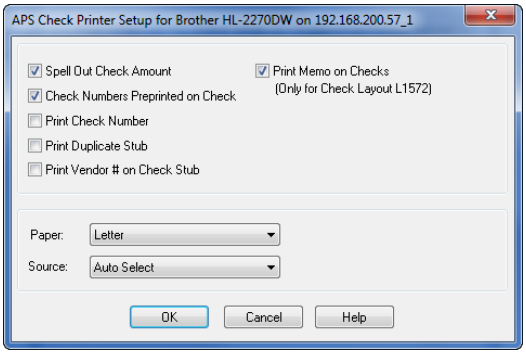


Figure 10, APS Check Printer Setup

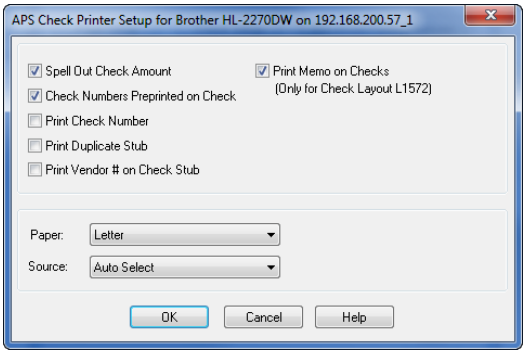


Figure 11, TAS Check Printer Setup

More Info: Complete details regarding print options can be found in Help.

Customizing Task Folders

Task Folders are used to navigate the software. The following figures are examples of the **Main** Task Folders in each Tabs3 Software program.

*Figure 12, Tabs3 **Main** Task Folder*

*Figure 13, PracticeMaster **Main** Task Folder*

*Figure 14, Trust Accounting **Main** Task Folder*

*Figure 15, General Ledger **Main** Task Folder*

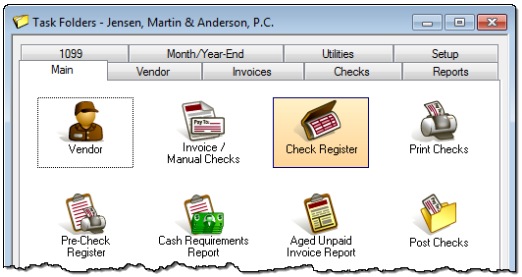


*Figure 16, Accounts Payable **Main** Task Folder*

You can customize the **Main** Task Folder of each product to include the most frequently used programs.

To customize the Main Task Folder

1. From the **Main** Task Folder, click the **Customize** option in the lower right corner.
2. Next, click the icon you want to change.
    a. The **Main** Task Folder Customization window will be opened.
    b. Select the item you want shown in that position.
    c. Click **OK**.
3. Repeat step 2 for any other icons you want to change.
4. When finished customizing the various icon positions, click the **Run** option in the lower right corner.
    - Click **Yes** to confirm you want to save the changes.

Each user can customize their own icons.

Training Videos

You can view the following training videos for more information. Clicking an image will open the associated training video in your browser. All training videos are also accessible in the software via the ***Help | Training Videos*** menu and at **Tabs3.com/t3video**.

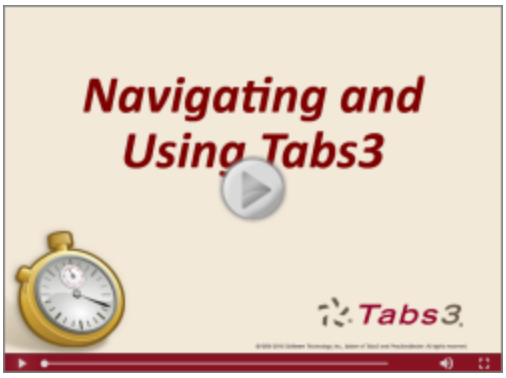


Figure 17, Navigating and Using Tabs3 Video

Figure 18, Navigating and Using PracticeMaster Video

Setting Up Tabs3 Billing

This chapter includes the information you need to start using Tabs3 Billing.

Tabs3 Billing Customization

The first time you start Tabs3 Billing after installing the software, the Customization window will be opened. The Customization window consists of several tabs. There are a few fields that must be set before proceeding. Complete details regarding the fields on each tab can be found in Help.

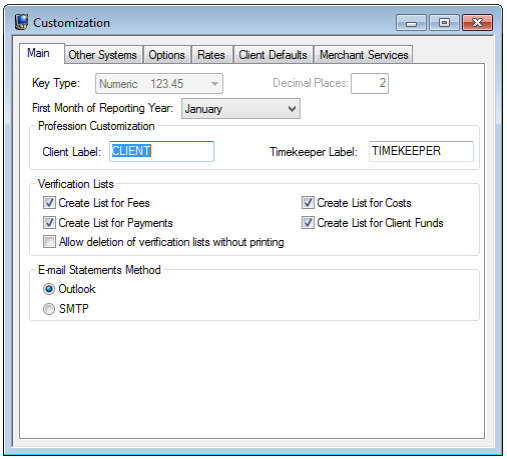


*Figure 19, Tabs3 Customization - **Main** tab*

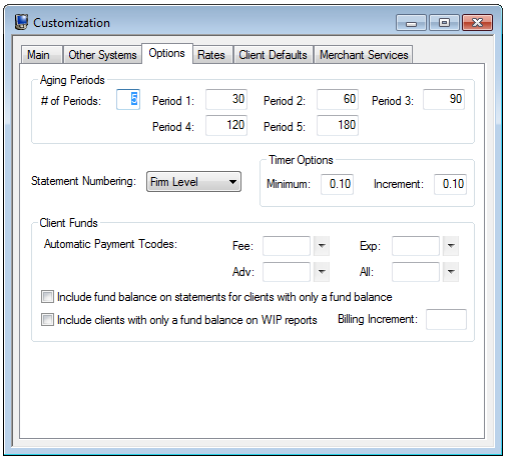


*Figure 20, Tabs3 Customization - **Options** tab*

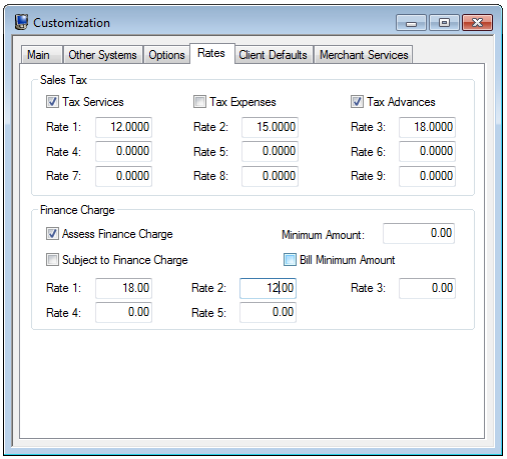


*Figure 21, Tabs3 Customization - **Rates** tab*

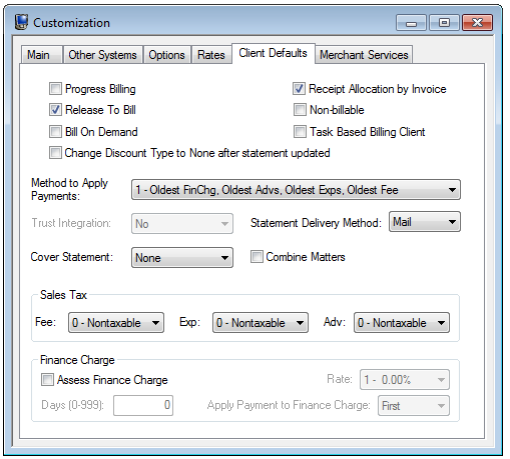


*Figure 22, Tabs3 Customization - **Client Defaults** tab*

Configuring the Tabs3 Customization Window

1. Start Tabs3 Billing. The Customization window will be opened automatically. *(Note: If the Customization window does not open automatically, use the **Utilities | Customization** menu to open the window.)*

2. On the **Main** tab:
   a. Specify the desired **Key Type** and **Decimal Places** as shown in Figure 19 and described on page 12.
   b. Specify the **First Month of Reporting Year** field. Most firms use January, but some firms have a fiscal year that starts with a different month. *(Note: This month is different than the current reporting month.)*
   c. If you will be e-mailing Billing statements, select which **E-mail Statements Method** will be used. The default is Outlook and can be changed later as desired. *(More Info: More information can be found in Help. A detailed comparison can be found in Knowledge Base article **R11409** - Comparing Outlook vs. SMTP for E-mail Statements.)*

3. On the **Options** tab:
   a. Specify whether you want statements numbered at the firm or client level in the **Statement Numbering** field. *(Note: We recommend numbering at the firm level so you can easily search by statement number when entering payments.)*

4. On the **Rates** tab:
   a. If your state requires you to charge sales tax on services, expenses, or advances, select the corresponding check box and enter the tax rate in the **Rate 1** field.
   b. If you would like to charge finance charge on past due balances, select the corresponding check boxes and enter the annual rate in the **Rate 1** field (e.g., enter 12.00 if you charge an annual finance charge of 12% per year).

5. On the **Client Defaults** tab:
   a. Specify the defaults that will be used when adding a new client.
   b. If assessing sales tax, under the *Sales Tax* section, select the default sales tax rate.
   c. If assessing finance charge, select the **Assess Finance Charge** check box, the **Rate**, and the number of **Days** past due before the finance charge will be assessed.

6. Click to save the changes, then close Customization.

Note: If the Customization window was previously saved, the window will not be opened automatically. Once Customization is saved, the **Key Type** and **Decimal Places** fields will be dimmed and must be changed using the **Change Key Type** program.

More Info: Detailed information regarding Sales Tax and Finance Charge can be found in Help.

Startup Files

Before using Tabs3 Billing, you need to set up the following startup files:

- Timekeeper Level
- Timekeeper
- Category
- Transaction Code (Tcode)
- Billing Frequency
- Optional Files

The following includes information on what information is stored in each of the startup files, as well as step-by-step procedures for adding a record.

Note: If Starter Data was included when the software was installed, the above startup files will already have data. You can review the contents of the separate files and edit as desired. At a minimum, you need to enter your timekeeper information.

More Info: Detailed information regarding copying, changing, deleting, or renumbering records can be found in the Help.

TAS Note: If you receive the "TAS is installed and must be configured before continuing" message, you must configure Tabs3 Trust Accounting before continuing. Instructions for configuring TAS can be found on page 52. Once you've configured TAS, return to this section. Make sure the **Key Type** and **Decimal Places** is the same for Tabs3 Billing and Tabs3 Trust Accounting.

Timekeeper Level

Timekeeper levels are used for grouping similar types of timekeepers. You can optionally classify timekeepers by user defined levels for purposes of default billing rates, productivity reports and fee summaries on statements. Examples of timekeeper levels include senior partner, partner, associate, paralegal, law clerk, secretary, staff, etc. Up to 9 timekeeper levels can be defined. Each timekeeper level can have a 20-character description.

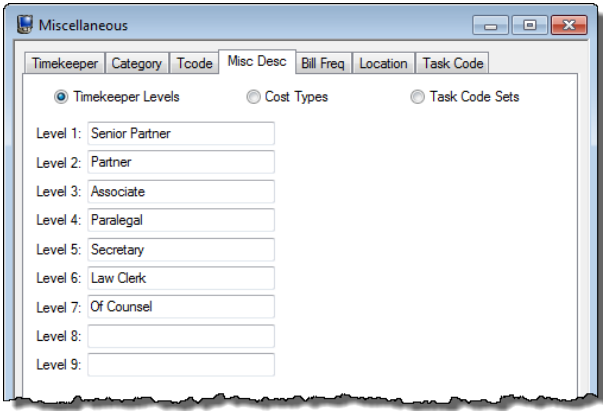


Figure 23, Timekeeper Levels

To add a Timekeeper Level

1. In Tabs3 Billing, from the **File** menu, point to **Open** and select **Miscellaneous**.
2. Click the **Misc Desc** tab.
3. The **Timekeeper Levels** option is selected by default.
4. Enter the desired timekeeper levels.

Timekeeper

Timekeepers are different than users. Users represent anyone who uses the software, or a resource that needs to be scheduled, such as a particular conference room. Tabs3 Billing refers to a timekeeper as any person whose time is entered and/or billed, such as attorneys, accountants, clerks, paralegals, secretaries, etc.

Each timekeeper is assigned a timekeeper number, name, initials, timekeeper level classification, and up to six hourly billing rates. Rate 1 is usually designated as the normal billing rate for most clients. Timekeepers can be marked as inactive, which prevents fees and costs from being entered for them.

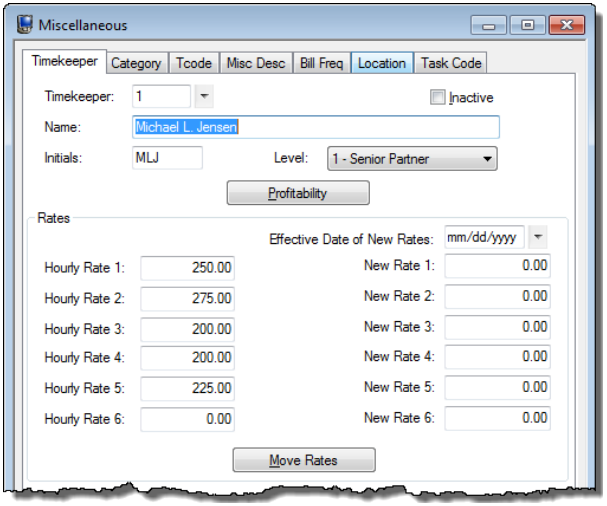


Figure 24, Timekeeper

To add a Timekeeper

1. In Tabs3 Billing, from the **File** menu, point to **Open** and select **Miscellaneous**.
2. By default, the **Timekeeper** tab is selected. Click on the toolbar.
3. You can accept the automatically assigned timekeeper number or specify a different timekeeper number. The automatically assigned timekeeper number defaults to the first available timekeeper number.
4. Enter the remaining information for the timekeeper.
5. Click on the toolbar to save the new timekeeper.

Category

A category is an area of practice. Categories are used to classify fee services into related groups for reporting purposes in Tabs3 Billing. Examples of categories include Personal Injury, Workers' Compensation, Real Estate, Family Law, Pro Bono, Consulting, Individual Tax, Corporate Tax, Audit, etc.

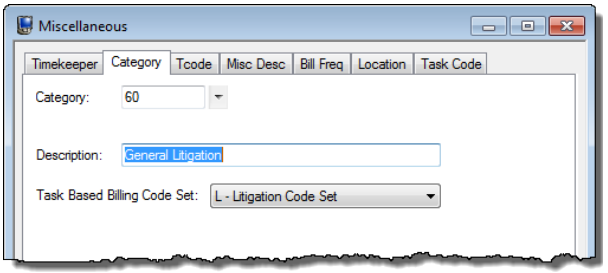


Figure 25, Category

Each category is assigned a number and a description of up to 30 characters.

▸ To add a Category

1. In Tabs3 Billing, from the **File** menu, point to **Open** and select **Miscellaneous**.
2. Click the **Category** tab.
3. Click on the toolbar. You can accept the automatically assigned category number or specify a different category number. The automatically assigned category number defaults to the first available category number.
4. After specifying the category number, enter the description and optional Task Based Billing Code Set for the category.
5. Click on the toolbar to save the new category.

Transaction Code (Tcode)

The term transaction code refers to the types of activities or services performed that relate to fees and costs charged to clients and the resulting payments made by the client. Transaction codes are also referred to as tcodes. Transactions are classified as fees, costs, payments, and client funds transactions.

Up to 999 transaction codes can be defined. Each transaction code is assigned a number, an abbreviation (Alpha Code) and a default description. Up to 1,000 characters are allowed in the default description; however, additional text can be added when fees and costs are entered. Each transaction code is designated as a fee, expense or advance transaction (i.e., the Trans. Type field) and also has a designated Type of 0-9. The Type is used to specify how Tabs3 Billing will treat a transaction. A Type 0 (normal) transaction code will be the most frequently used transaction code type. It represents a normal transaction such as fee, expense and advance charges. Types 1 through 3 designate the transaction as a regular, fee or cost payment, respectively. A Type 4 transaction code is

"description only" and will not allow an amount or number of hours to be entered. Type 5 transactions are miscellaneous transactions that are used for making a fee or cost entry when there is no predefined description that fits your needs or to print the transaction code as a separate item when subtotaling. A Type 6 transaction code is set aside specifically for progress fees.

Examples of fee transactions include office conference, telephone conference, review correspondence, prepare motions, etc.

Tabs3 Billing classifies costs as either advances or expenses. Cost advances are "out of pocket" costs that are incurred by the firm on behalf of the client. Cost advances are often used to reflect "hard" costs or "direct" costs. Examples of cost advances are witness fees, medical costs, filing fees, etc. Client expenses, on the other hand, are costs incurred by the firm without a direct cash outlay. Expenses are considered "soft" costs or "indirect" costs. Examples of client expenses are photocopy expenses, documentation preparation, per diems, etc. In addition to classifying costs as expenses or advances, Tabs3 Billing also gives you the ability to further categorize expenses and advances by Cost Type.

Best Practice: Tabs3 Billing ships with a default set of transaction codes in the starter data. You can use these standard transaction codes until you decide what other transaction codes your firm requires. Alternatively, you can get started by defining just three transaction codes: one Type 0 transaction code for fees; another Type 0 transaction code for expenses; and one Type 1 transaction code for payments.

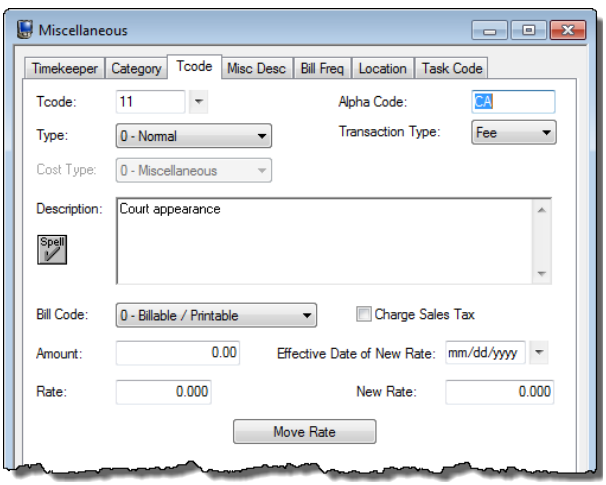


Figure 26, Tcode

To add a Transaction Code

1. In Tabs3 Billing, from the **File** menu, point to **Open** and select **Miscellaneous**.
2. Click the **Tcode** tab.

3. Click on the toolbar. You can accept the automatically assigned tcode number or specify a different tcode number. The automatically assigned tcode number defaults to the first available tcode number.
4. After specifying the tcode number, enter the remaining information for the transaction code.
5. Click on the toolbar to save the new transaction code.

Billing Frequency

Billing frequencies are used by Tabs3 Billing to classify clients for billing purposes. Each billing frequency consists of an 8-character Billing Frequency ID, a single character for reporting purposes, and a description of up to 40 characters. For example, if your firm bills all of its clients on the same day once a month, then you only need to define one billing frequency. You might call it "Monthly", give it a description of "Monthly Billing Clients", and a Report Character of "M". Other billing frequency examples include quarterly billing frequencies, on demand clients, contingency clients, bi-monthly frequencies, etc.

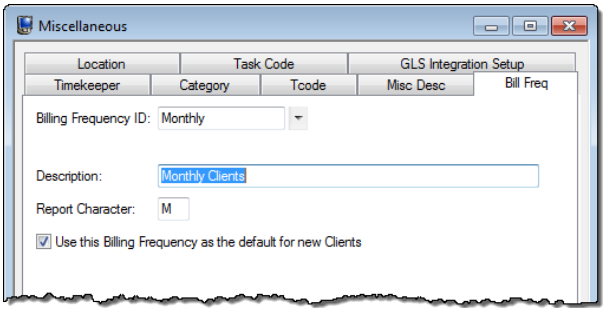


Figure 27, Billing Frequency

▸ To add a Billing Frequency

1. From the Tabs3 Billing Task Folders, click the **Setup** tab.
2. Click the **Billing Frequency Descriptions** icon.
3. Enter the following information on the **Bill Freq** tab:
   a. In the **Billing Frequency ID**, enter up to 8 characters to identify the billing frequency.
   b. In the **Description** field, enter up to 40 characters to describe the billing frequency.
   c. In the **Report Character** field, enter a single character to identify the billing frequency on reports, usually a letter from A to Z.
4. Click on the toolbar to save the billing frequency.

Optional Files

The following table includes a list of optional files that your firm may be interested in defining. Detailed information regarding these files can be found in Help.

Best Practice: Tabs3 Billing ships with a default set of cost types, task code sets, and task codes. You can use this default information until you decide whether your firm will be using these files.

File Name	Task Folder Location	Description
Location	*Setup* | *Location*	Define locations for firms with offices in separate locations. Reports and statements can be generated for clients assigned to specific locations.
Cost Types	*Setup* | *Cost Type*	Define optional cost types for grouping similar types of costs for reporting purposes.
Task Code Sets	*Setup* | *Task Code Sets*	Task code sets are used in conjunction with task based billing. Use this option to modify the name of each set of task codes.
Task Codes	*Setup* | *Task Codes*	Define Phase/Task codes, Activity codes, and Expense code for task based billing purposes.

Clients and Contacts

Once the startup files have been defined, you can enter clients and contacts. Contact records store address, phone and e-mail information. Separate contact records can be maintained for organizations and individuals. When you have a client that is an organization, you can define a contact record for the organization as well as separate contact records for each person associated with the organization. Maintaining separate contact records makes it possible to synchronize all of your contacts and clients in PracticeMaster with Outlook and smartphones.

When you add a client, a contact record is created for the individual or organization. Contact records can be used by other clients and matters.

More Info: Details regarding client and contact functionality can be found in the ***Clients & Contacts Guide*** and in Help.

Secure Client Note: Contact information for secure clients (i.e. address/phone/e-mail) is stored and edited in the Client file, rather than the Contact file. This is because contact records cannot be marked as secure; contact information is viewable by all users with browse rights to the Contact file. Likewise, address information for clients in matter mode is stored and edited in the Client file.

Training Videos

You can view the following training videos for more information. Clicking an image will open the associated training video in your browser. All training videos are also accessible in the software via the ***Help | Training Videos*** menu and at **Tabs3.com/t3video**.

Figure 28, Contact Management Key Concepts Video

Figure 29, Client Overview Video

Figure 30, Working with Addresses Video

Selecting a Transition Date

You will want to choose a transition date when you start using Tabs3 Billing for the first time. The transition date will serve as a point of reference for existing clients' accounts receivable balances and work-in-process balances being transferred to Tabs3 Billing from your previous method of time accounting and billing.

When first starting to use Tabs3 Billing, if desired, you can enter the information for each client excluding accounts receivable information. You can then come back later and enter accounts receivable information, provided this is done *before* running final statements for the client. This strategy has the advantage of allowing you some flexibility in determining the exact transition date for accounts receivable.

Entering Accounts Receivable Balances

There are different methods that can be used to implement beginning accounts receivable balances.

- **Method 1: - Entering Balances via the Client File**
  Accounts receivable figures can be entered in the Client File. Balances are entered on the **A/R & Fund Balances** tab.
- **Method 2: - Entering Transactions and Running Final Statements**
  Accounts receivable figures can be generated by entering fee and cost transactions for the accounts receivable balances, and then running final statements with the transactions and updating those statements.
- **Method 3: - Custom Conversion**
  A custom conversion can be performed. Contact your local consultant or Software Technology for more information.

Aging of accounts receivable is based on the date of each statement.

The following table includes the pros and cons of each method.

Method	Pros	Cons
Method 1: Entering Balances via the Client File	• Fast • Can break out fees, expenses, advances, sales tax, and finance charge	• No aging for balances consisting of multiple statements • No breakdown by Working Timekeeper or Cost Type • Receipts will be allocated to a single designated R/A Timekeeper, Expense Cost Type 0, and Advance Cost Type 0
Method 2: Entering Transactions and Running Final Statements	• Can break out fees, expenses, advances, sales tax, and finance charge • Optionally include breakdown by working timekeeper and/or cost type • Optionally run separate statements for aging purposes • Provides greatest details	• Takes longer • Calculated finance charges may not match original finance charge amount • Sales tax may be calculated differently than originally billed
Method 3: Custom Conversion Customized to your specifications	• Customized to your specifications from any software	• Additional charges • Additional time required

Method 1: Entering Balances via the Client File

Accounts receivable information can be entered on the **A/R & Fund Balances** tab of the client program. When entering initial accounts receivable balances using the Client file, you can use one of the following methods:

- Enter one total amount due in the **Fees Due, Expenses Due** or **Advances Due** field; or
- Enter separate amounts in the **Fees Due**, **Expenses Due** and **Advances Due** fields.

Additionally, amounts can be entered for Finance Charge Due, Fee Sales Tax Due, Expense Sales Tax Due and Advance Sales Tax Due. The **Last Statement Date** can be specified for aging purposes and assessing future finance charges on past due balances. All of the remaining fields (dates and payment information) are optional and are only printed on reports to provide statistics about the client.

Note: When using this method, a client's accounts receivable balance *must* be entered before a final statement is run for the client.

When a new client is added with balance due information on the **A/R and Fund Balances** tab, a client ledger record is automatically created for that client. Likewise, whenever an existing client who has never been billed is changed from a zero balance due to a non-zero balance due, a client ledger record is automatically created for that client.

This client ledger record is a statement record and includes all of the amounts entered on the **A/R & Fund Balances** tab.

- Any fees due entered are attributed to the specified **R/A Timekeeper** on that tab *(if no **R/A Timekeeper** is specified, then the primary timekeeper is used instead)*.
- Any expenses due are attributed to expense cost type 0.
- Any advances due are attributed to advance cost type 0.
- The **Last Statement Date** on the **A/R & Fund Balances** tab is used as the date of this client ledger record. If a **Last Statement Date** is not entered, the **Date Opened** from the **Address** tab of client information is used.

Once a client ledger record has been created for the client (either by adding an accounts receivable balance or by updating a statement), the accounts receivable fields on the **A/R & Fund Balances** tab of client information become read-only and cannot be edited.

If you want to break down the accounts receivable by working timekeeper and cost types, instead of using this method, you will need to enter separate transactions for each timekeeper and cost type using the Fee Entry and Cost Entry program (i.e., Method 2).

If you want to break down the balance that clients owe you into separate statement amounts for aging purposes, instead of using this method, you can do this by final billing and updating transactions on separate statements with corresponding statement dates (i.e., Method 2). However, this is a time consuming task.

In summary, the advantage of entering accounts receivable balances via the Client file is that it is quick. Disadvantages include: 1) Only one aging period is used for the aggregate past due balance; and 2) The fee amount due is automatically applied to the R/A Timekeeper for the client (specified on the **A/R & Fund Balances** tab of the Client file), the expense amount due is automatically applied to Expense Type 0, and the advance amount due is automatically applied to Advance Type 0. Therefore, when payments are allocated, they will automatically be allocated to the R/A Timekeeper, Expense Type 0 and/or Advance Type 0.

Method 2: Entering Transactions & Running Final Statements

As an alternative to entering balance due information on the **A/R & Fund Balances** tab of the Client file, you can enter fee, expense, and advance transactions for past due information, run a final statement with those transactions, and update the final statements. If you want to use this information and retain accurate aging information and billing history, you would have to repeat it for *each* past due statement for *each* client. This method has the disadvantage of taking considerably longer to accomplish. However, it has the advantages of maintaining accurate previous historical information.

If you want to maintain billed and due information for each timekeeper and/or cost type, you must use this method.

Sales Tax Note: If you want sales tax tracked separately, you can configure Tabs3 Billing for sales tax and enter the fee and transactions with amounts that exclude the sales tax. Alternatively, you can include sales tax in the transactions that you enter; however, receipts will not be allocated to sales tax.

Finance Charge Note: Because finance charge is always calculated, we recommend using the following method for entering beginning finance charge balances. Set up a separate finance charge transaction code using an Expense or Advance Cost Type. Enter a separate transaction for the cumulative finance charge amount (or a separate transaction for finance charge for each statement). This method will let you track payment allocations for finance charge under the designated cost type. *(Note: When using this method, do not enable finance charge until after you have completed entering the initial balances. Be aware that once finance charge is enabled, finance charge will be assessed on the past due expense/advance balances. Reports will show payments as allocating towards the designated expense or advance cost type.)*

Method 3: Custom Conversion

Firms who are converting from other software systems may want to investigate the possibility of having a custom conversion performed. For decades, we have successfully transitioned law firms to Tabs3 software by performing custom data conversions. We tailor each conversion because each firm has unique requirements and uses the software differently. If you're interested, contact your local consultant or request more information and a price estimate at **www.Tabs3.com/conversions**.

Examples for Entering A/R Balances

The following illustrates variations on how you might enter initial accounts receivable balances for a client using Method 1 and Method 2.

For example, let's say a client has the following balance due as of the selected transition date.

Statement Date	Statement Amount	Fees Due	Expenses Due
March 31	$500	$400	$100
April 30	$300	$250	$50
Total		**$650**	**$150**

- ***Method 1 Options*** **- Enter Balances via the Client File**
  - If you want the amounts due broken down for fees and expenses, you would enter $650 in **Fees Billed**, $150 in **Expenses Billed** and April 30 for the **Last Statement Date**. If desired, you could specify a single **R/A Timekeeper** for receipt allocation purposes.
  - If you want a simple lump sum for the total amount, you would instead enter $800 in **Fees Billed** and a **Last Statement Date** of April 30.
- ***Method 2 Options*** **- Entering Transactions and Running Final Statements**
  - If you want amounts due broken down by aging period, you would enter four transactions:
    - a fee transaction dated March 31 for $400,
    - a fee transaction dated April 30 for $250,
    - an expense transaction dated March 31 for $100; and
    - an expense transaction dated April 30 for $50.
  - Once all transactions are entered for all statements for all clients, you would run batches of final statements and update the final statements using a process similar to the following. It is important to note that the Update Statements program must be run in between each final statement.
    - Run a final statement dated March 31 using a March 31 cut-off date.
    - Run the Update Statements program for the March 31 statement.
    - Run a final statement dated April 30 using an April 30 cut-off date.
    - Run the Update Statements program for the April 30 statement.
  - If you want amounts due broken down by timekeeper, you would use a process similar to the one above, but instead of a single fee transaction for each statement, you would enter separate fee transactions for each working timekeeper for each statement.

Entering Work-in-Process Balances

If any of your clients have work-in-process as of your transition date, you will need to enter this information using the Fee Entry, Cost Entry and Payment Entry programs.

Tip: Use a date for the work-in-process entries that is prior to your transition date. For example, if you have selected a transition date of April 1, enter the work-in-process transactions using the date that the transaction actually took place or a date of March 31 (as opposed to an April date). This will allow for accurate April figures in the Worked section of the Timekeeper and Category Productivity Reports.

There are three methods of transferring the fees from your previous billing system:

- Make multiple fee entries for each client. This method gives you the most detail for client statements and the most accuracy for productivity reports. It also takes the most time to transfer work-in-process from your previous system; or
- Make one fee entry for each timekeeper for each client that has work-in-process; or
- Set up a timekeeper called "WIP CARRY-OVER". Make one fee entry for each client that has work-in-process. This method has the advantage of being the quickest method of transferring work-in-process balances. However, the disadvantages include the inability to allocate payments and productivity to working timekeepers.

In addition to entering fee work-in-process, you must also enter any expenses and advances that have not been billed. You can do this one of two ways:

- Make individual expense and advance entries for each client. This method gives you the most detail for client statements. It also takes the most time to transfer work-in-process information from your previous system; or
- Set up two transaction codes called "WIP CARRY-OVER," one for expenses and one for advances. Make one cost entry for each client for each transaction code for the total amount of expenses/advances unbilled at the time of starting Tabs3. This method has the advantage of being the quickest method of transferring work-in-process balances. However, one disadvantage is the inability to allocate payments and productivity to cost types.

Billing Rates

Tabs3 Billing is extremely flexible when it comes to defining billing rates. The two most common methods of defining rates are the timekeeper rate and the client rate table.

- You already defined timekeeper billing rates when you set up the timekeeper file *(page 20)*.
- You can define unique billing rates by client for each timekeeper if desired. These rates are defined in a client rate table, which is accessed in the Tabs3 client file via the **Rates** tab.

A complete discussion of the different billing methods and ways to set hourly rates can be found in the ***Billing Methods Guide***.

Training Videos

You can view the following training video for more information. Clicking the image will open the training video in your browser. All training videos are also accessible in the software via the ***Help | Training Videos*** menu and at **Tabs3.com/t3video**.

Figure 31, How Rates Work Video

Fee Compensation Rules

Tabs3 Billing provides the ability to define Fee Compensation Rules that can be used to designate exactly how you want fee receipts allocated. These rules provide the ability to define multiple originating timekeepers, threshold amounts and effective date ranges.

Fee compensation rules are defined for clients via a fee compensation rules table. Fee compensation rules provide the ability to specify a percentage of a client's fee receipts that you want allocated to a specific primary, secondary, or originating timekeeper or to the firm. Each table can include multiple rules. You have the ability to create rules for multiple originating, primary, and secondary timekeepers as well as multiple rules for the same timekeeper. Rules can be based on a percentage of receipts from:

- all working timekeepers
- selected working timekeepers
- all working timekeepers assigned to a specific timekeeper level
- statements within a specified date range
- accumulated receipts within an amount range.

For example, your firm may want to allocate 10% of all fees received to the originating timekeeper. Or you may want the primary timekeeper to receive 3% of all fees received and the firm to receive 1.85% of all fees received. Perhaps you want 25% of all fees received up to the first $1,000 allocated to a specific timekeeper and 2% of all fees received through December 31 allocated to the primary timekeeper. You may want to allocate a specific percentage of all fees received for paralegal billings to the originating timekeeper. The combinations are endless.

You can define custom rules tables for each client. Or, you can define a table and share it with other matters.

▸ To define a fee compensation rules table

1. From the Tabs3 Billing **File** menu, point to **Open** and select **Client**.
2. Click the **Setup** tab.
3. Under *Payment Settings*, click the **Fee Compensation Rules** button.

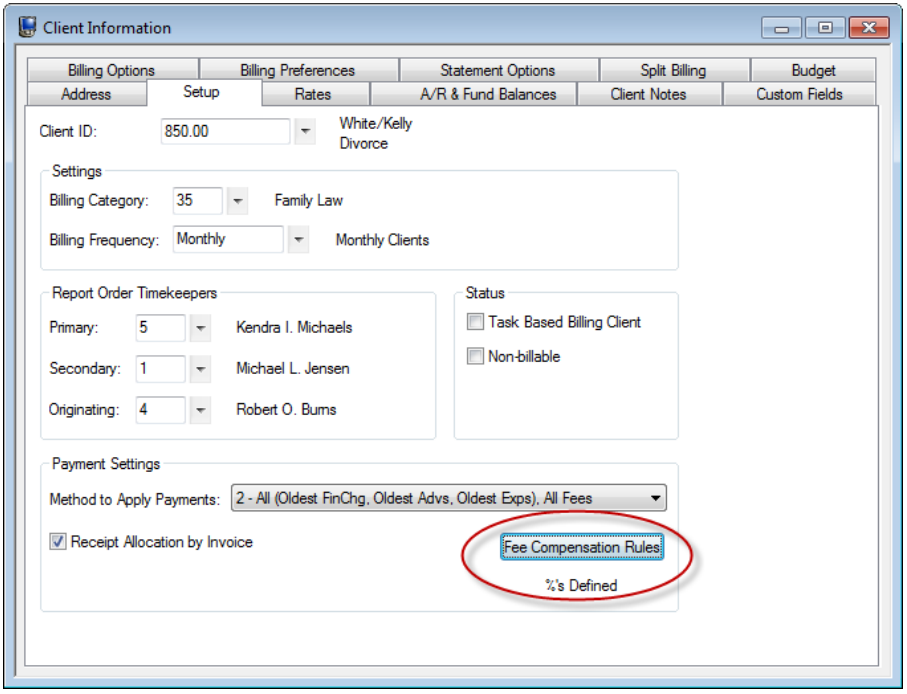


*Figure 32, **Fee Compensation Rules** button*

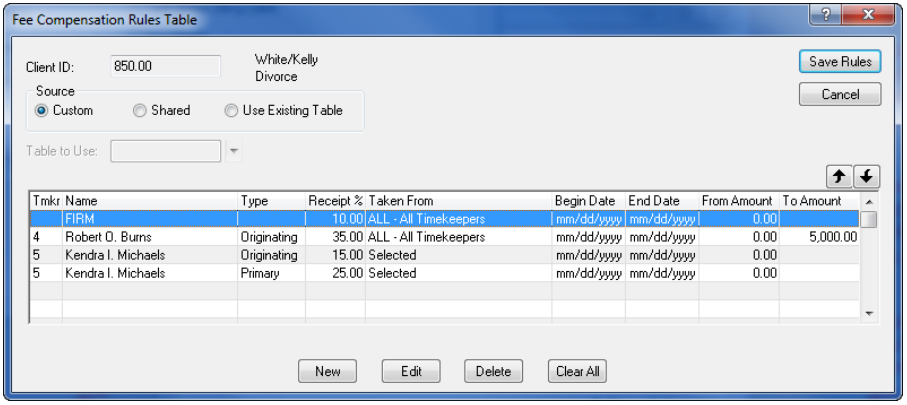


Figure 33, Fee Compensation Rules Table

Tip: If no fee compensation rules are defined, fees will be allocated based on working timekeeper. If you want to define fee compensation rules, define them before entering payments.

More Info: Complete details regarding fee compensation rules can be found in Help.

Training Videos

You can view the following training video for more information. Clicking the image will open the training video in your browser. All training videos are also accessible in the software via the ***Help | Training Videos*** menu and at **Tabs3.com/t3video**.

Figure 34, Receipt Allocation Video
Fee Compensation Rules Segment

Methods of Billing

Tabs3 Billing provides the ability to implement the following different billing methods:

- Hourly Billing
- Contingency Billing
- Flat Fee Billing
- Value Billing
- Progress Billing
- Retainer Billing
- Split Billing
- Task Based Billing
- Threshold Billing

More Info: Complete details regarding each of these billing methods can be found in the ***Billing Methods Guide***and in Help.

Training Videos

You can view the following training videos for more information. Clicking an image will open the associated training video in your browser. All training videos are also accessible in the software via the ***Help | Training Videos*** menu and at **Tabs3.com/t3video**.

Figure 35, Contingency Billing Video

Figure 36, Flat Fee Billing Video

Figure 37, Split Billing Video

Figure 38, Progress Billing Video

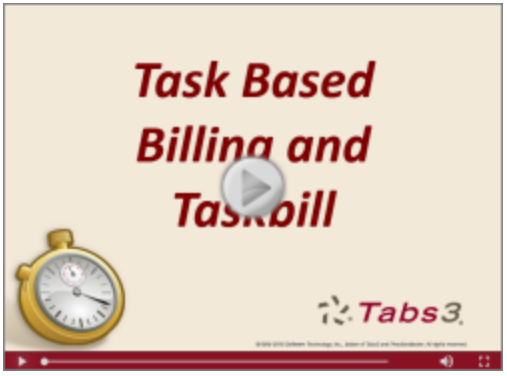


Figure 39, Task Based Billing and Taskbill Video

Statements

Tabs3 Billing lets you customize statements to print the way you want them to look. You can mail or e-mail statements as PDF files to your clients. Generate all of the e-mails and PDFs at once and automatically insert variables such as the last payment date, outstanding balance, and other client information into the e-mail. You can generate statements for any client or group of clients. Use the Pre-Bill Tracking feature to print draft statements and track which ones are still under internal review.

More Info: The ***Statements Guide*** discusses the billing process, how to run statements, how to use Pre-Bill Tracking, and other statement related utility programs in Tabs3 Billing.

More Info: The ***Statement Formatting Guide*** includes detailed information on how to format statements to meet your firm's needs.

Training Videos

You can view the following training video for more information. Clicking the image will open the training video in your browser. All training videos are also accessible in the software via the ***Help | Training Videos*** menu and at **Tabs3.com/t3video**.

Figure 40, Statements Overview Video

Setting Up the Statement Printer

Tabs3 Billing has additional printer configuration options for statement printers.

▸ To define the statement printer options

1. From the **File** menu select **Print Setup**.
2. The Printer Setup window will open.
3. In the **Printer** field, select the desired statement printer.
4. Click the **Statement Setup** button to configure the different statement printing options.

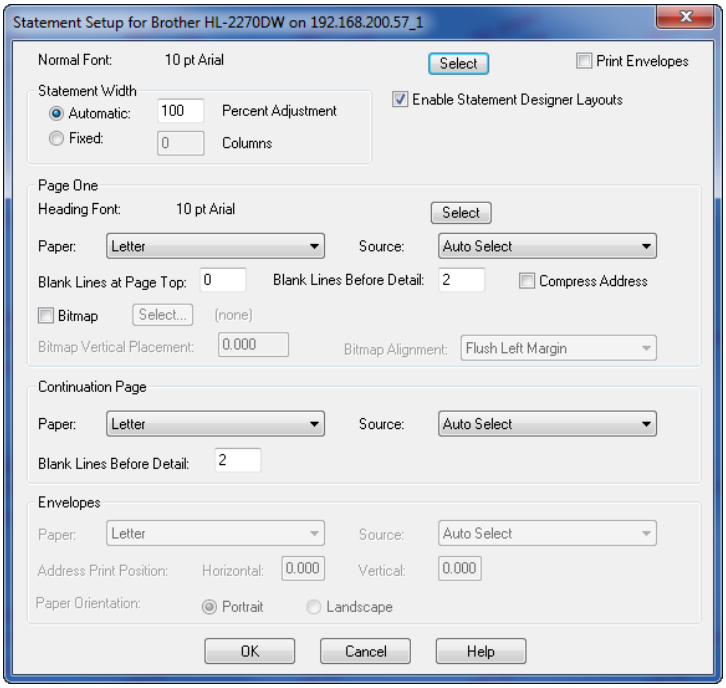


Figure 41, Statement Setup

More Info: Complete details regarding print options can be found in Help.

Setting Up PracticeMaster

Until you are ready to start using individual features in PracticeMaster, there are just a few settings that you will want to implement. Additional detailed information regarding how to customize PracticeMaster for your firm can be found in the ***Customizing PracticeMaster Guide.***

Customization

The first time you start PracticeMaster after installing the software, the Customization window will be opened. The Customization window consists of two tabs - the **Main** tab and the **Documents** tab. You need to define your **Key Type** and **Decimal Places**. If you are using Billing, you need to make sure the **Key Type** and **Decimal Places** match those defined in Tabs3 Billing Customization. Details regarding these fields can be found on page 17 of this guide and in Help.

You can leave the History Tracking options at the default. The options on the Documents tab can be configured when you are ready to use Document Management. Detailed information can be found in the ***Document Management Guide***.

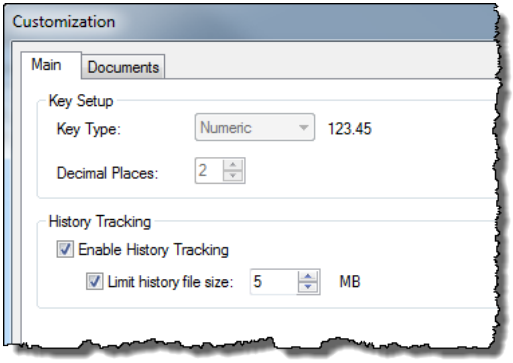


*Figure 42, PracticeMaster Customization - **Main** tab*

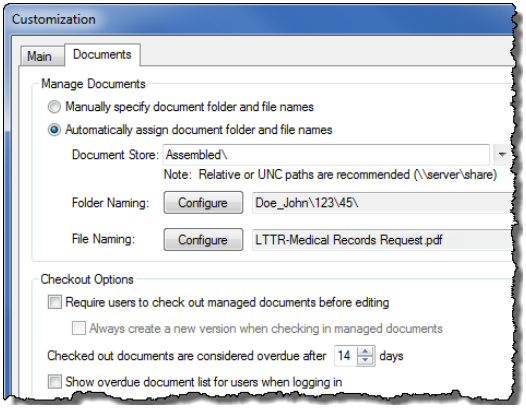


*Figure 43, PracticeMaster Customization - **Documents** tab*

Worldox Note: In order to avoid conflicts, users who manage their documents using World Software Corporation's Worldox® programs should *not* configure PracticeMaster to **Automatically assign document folder and file names**.

Using PracticeMaster without Tabs3 Billing

When using Tabs3 Billing, many settings and data files that are set up in Tabs3 Billing are mirrored over to PracticeMaster. However, if you are using PracticeMaster without Tabs3 Billing, you will need to set up the information shown in the following table. This table includes page number references with details on how to set up the files.

Completed	Data	Information
	Key Type	Page 12
	Timekeepers	Page 20
	Categories	Page 21
	Tcodes	Page 21
	Task Codes	Page 24
	Location	Page 24

Clients and Contacts

Client and contacts entered in Tabs3 Billing are automatically saved in PracticeMaster.

More Info: Details regarding client and contact functionality can be found in the ***Clients and Contacts Guide*** and in Help.

Secure Client Note: Contact information for secure clients (i.e. address/phone/e-mail) is stored and edited in the Client file, rather than the Contact file. This is because contact records cannot be marked as secure; contact information is viewable by all users with browse rights to the Contact file. Likewise, address information for clients in matter mode is stored and edited in the Client file.

Training Videos

You can view the following training videos for more information. Clicking an image will open the associated training video in your browser. All training videos are also accessible in the software via the ***Help | Training Videos*** menu and at **Tabs3.com/pmvideo**.

Figure 44, Contact Management Key Concepts Video

Figure 45, Client Overview Video

Figure 46, Working with Addresses Video

Contact Categories

PracticeMaster allows you to create categories for your contacts, thus making it easy to view contacts by category. By default, PracticeMaster includes the following contact categories:

- Attorney
- Client
- Client Contact
- Court
- Court Reporter
- Judge

You can add contact categories as desired to fit your firm's needs. Examples of other categories include Expert Witness, Investigator, Insurance Adjuster, Doctor, Hospital, Medical Provider, Personal, etc. Up to 20 contact categories can be assigned to each contact. Contact categories are optional. Although you can add contact categories at any time, you may want to add the contact categories now for those categories that you know your firm will use.

▸ To add a Contact Category

1. From the PracticeMaster menu, click **File | Open | Contacts**.
2. Click the **Contact** tab right of the **List** tab.
3. Find the **Contact Category** field and click the button on the right side to open the Contact Categories window.
4. Click New.
5. Enter the desired Contact Category.
6. Click **OK** to save the new Contact Category.

Contact categories can be used to filter which contacts you want to synchronize to Outlook and your smartphone.

Figure 47, Contact Categories window

Training Videos

You can view the following training video for more information. Clicking the image will open the training video in your browser. All training videos are also accessible in the software via the ***Help | Training Videos*** menu and at **Tabs3.com/pmvideo**.

Figure 48, Contact Usage Video

Outlook Synchronization

If desired, you can synchronize your Outlook contacts into PracticeMaster, thus allowing you to easily create clients from the contact records. Step by step procedures to do this can be found in Knowledge Base Article **R11366**, "Configuring PracticeMaster/Microsoft Outlook Calendar & Contact Integration".

Training Videos

You can view the following training video for more information. Clicking the image will open the training video in your browser. All training videos are also accessible in the software via the ***Help | Training Videos*** menu and at **Tabs3.com/pmvideo**.

Figure 49, Outlook Calendar and Contact Integration Video

Areas of Practice

Although you can start using Tabs3 and PracticeMaster out of the box, when you are ready to start using PracticeMaster for managing your matters, you will want to take the time to customize the files to meet your firm's needs.

You can set up separate Areas of Practice for the various types of law practiced. Each Area of Practice has separate files for tracking unique information. For example, you might have a Family Law area of practice, a Business Law area of practice and a Criminal Law area of Practice.

- The **Family Law** area of practice might have separate files for Assets, Debts, Spouse Information, Income, Expenses, Children, etc.
- A **Business Law** area of practice might have separate files for Board of Directors, shareholders, Financial Institutions, Signatories, etc.
- A **Criminal Law** area of practice might have files for Witnesses, Prior Convictions, Bonds, Plea Bargains, etc.

One of the easiest ways to get started with creating your firm's areas of practice is to gather all documents and intake forms related to that area of practice. Once gathered, highlight all of the areas that are unique to the matter. Use this information to build or modify the files in your area of practice.

More Info: Details regarding how to set up Areas of Practice can be found in the ***Customizing PracticeMaster Guide*** and in Help.

Training Videos

You can view the following training video for more information. Clicking the image will open the training video in your browser. All training videos are also accessible in the software via the ***Help | Training Videos*** menu and at **Tabs3.com/pmvideo**.

Figure 50, Working with Areas of Practice Video

Calendars

The PracticeMaster Calendar is one area that most firms begin using right away in PracticeMaster. You will want to set up calendar codes, calendar groups, and calendar rights.

Calendar Codes

Just like Outlook, PracticeMaster categorizes calendar entries as Events (i.e., appointments) or Tasks. You can also further categorize calendar records by calendar code.

PracticeMaster starter data includes default calendar codes. We recommend you review the current calendar codes and add calendar codes that your firm requires.

To view calendar codes

1. From the **Setup** Task Folder, click **Calendar Codes**.
2. The **List** tab includes a list of Calendar Codes.

To print a list of calendar codes

1. From the **Reports** Task Folder, click **Report Writer**.
2. Highlight the **Cal_Code** report Name in the Report Writer window.
3. Click **Print.**

To add a calendar code

1. From the **Setup** Task Folder, click **Calendar Codes**.
2. Click the button.
3. In the New Lookup Record window, specify a key value in the New Key field. The key value is an up to 8-character label for the calendar code.
4. Click **OK**.
5. In the Calendar Code window, specify the settings for the Calendar Code.
6. Click the button and close the Calendar Code window.

Groups

To use the calendar efficiently, you will want to make use of groups for calendaring and scheduling purposes.

Smaller firms with just 1 or 2 users may not use groups. However, groups are particularly useful for firms with multiple employees. For example, perhaps one particular attorney always works with one particular paralegal and one particular secretary. You may want to set up a group with these 3 users for ease in scheduling. Perhaps you may want a group for all attorneys, a group for all paralegals, a

group for all clerical employees. You will want to assign a person in the firm responsibility for maintaining the various groups as new employees are hired.

To print a list of groups

- From System Configuration, click the ***Reports*** menu, and select ***Group List***.

To add a group

- Refer to the steps on page 11 of this guide for how to add a group.

Calendar Rights

If your firm is okay with all users seeing all calendar records on the PracticeMaster calendar, you do not need to set up calendar rights. However, many firms want more control over who sees which calendar records. Calendar records are considered public or private. Calendar records are public unless the **Private** check box for the calendar record is selected.

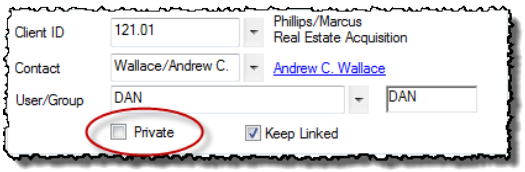


*Figure 51, **Private** check box in Calendar record*

Calendar rights are defined at two different levels. First of all, you can define which users can view the calendar. Users who have this right can view all public calendar entries for all users. This particular right is defined in the access profile.

To create an access profile

- Refer to the steps on page 4 of this guide for how to add an access profile.

To verify the Calendar Display access right in an Access Profile

1. From System Configuration, click the ***File*** menu, point to ***Open***, and then select ***Access Profile***.
2. The Access Profile window will be displayed.
    a. In the groups of functions under the **Access Name** field, select **Calendar**.
    b. In the list of **Functions**, the first item listed is **Calendar Display**.

c. Click **Allow** if you want to allow access to view the calendar. Otherwise click **Disallow** if you do not want members of this access profile to have the rights to display the calendar.

d. Click the button and close the Access Profile window.

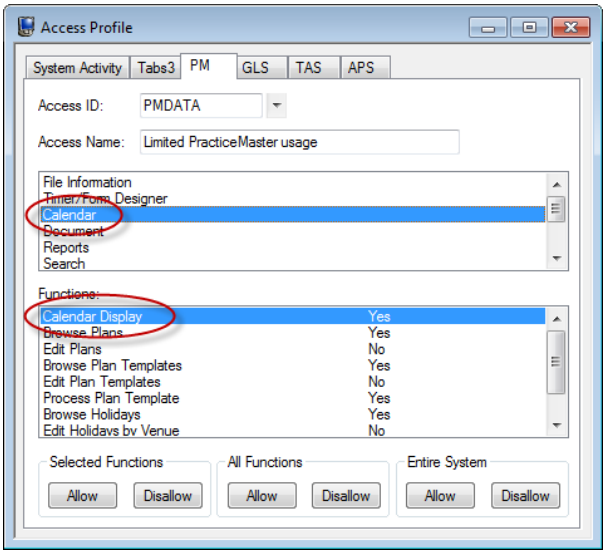


Figure 52, Calendar Display right in Access Profile

The second level of defining user rights is defined in the User ID record. Calendar rights can be defined for each Logon user that is not a manager. Managers have all rights to all calendar records. For each user, you can specify which users have rights to edit public calendar entries.

▸ To create a User ID

- Refer to the steps on page 7 of this guide for how to create User IDs.

▸ To edit Calendar Rights for a User ID

1. From System Configuration, click the ***File*** menu, point to ***Open***, and then select ***Users***.
2. Click the button next to the **User ID** and select the user whose rights you want to define.
3. Click the **Calendar Rights** button
4. On the **Rights to this Calendar** tab:
   a. Select the **Allow all users to edit public calendar** if it is okay for all users to edit public calendar entries. Alternatively, if you want to pick and choose which users can edit this user's public entries, clear the **Allow all users to edit public calendar** check

box.

b. Select which users you want to have **Edit Public**, **Browse Private**, and **Edit Private** calendar rights.

5. Click the **Rights to Other Calendars** tab:
   a. If you are a manager, you can select which users this user will have **Edit Public**, **Browse Private**, and **Edit Private** rights for.
6. Click **OK** to close the Calendar Access Rights window.
7. Click to save the changes made to the user.

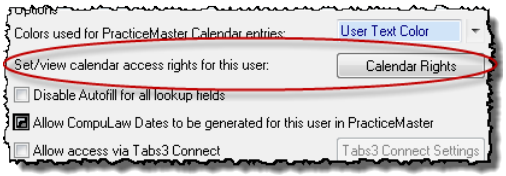


*Figure 53, **Calendar Rights** button in User record*

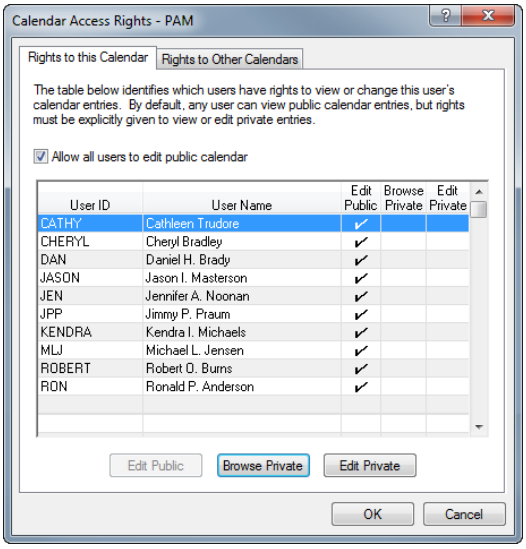


*Figure 54, Calendar Access Rights **Rights to this Calendar** tab*

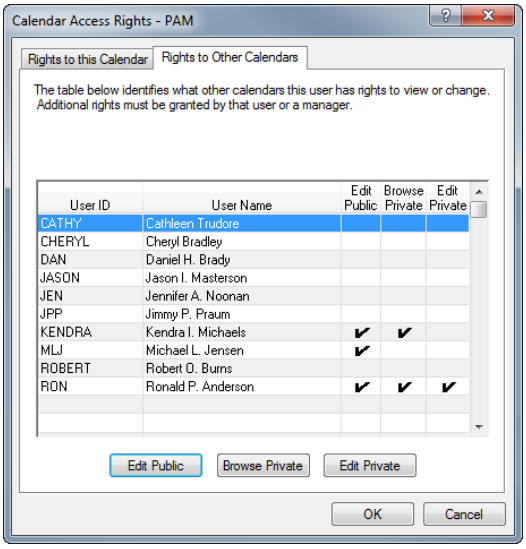


*Figure 55, Calendar Access Rights **Rights to Other Calendars** tab*

Training Videos

You can view the following training videos for more information. Clicking an image will open the associated training video in your browser. All training videos are also accessible in the software via the ***Help | Training Videos*** menu and at **Tabs3.com/pmvideo**.

Figure 56, Calendar Overview Video

Figure 57, Alarms Overview Video

Convert to Fee Settings

PracticeMaster makes it easy to convert various items into billable fee records. These fee records are automatically mirrored over to Tabs3 Billing for billing purposes. You can convert calendar records, document management records, and journal records to fees, including e-mail, notes, phone, research, and timer records.

▸ To convert a record to a Fee

- Right-click the record and select **Convert to Fee**.

You can define the default settings that are used when users convert records to fees. Settings are saved for each user and must be defined at the user's workstation.

▸ To define default Convert to Fee Settings

1. From the **Maintenance** menu in PracticeMaster, point to **Preferences** and select **Convert to Fee Settings**.
2. Define the default settings for the record type as follows:
   a. Click the corresponding tab for the desired record type (e.g., Calendar).
   b. Define the settings for that record type.
   c. Repeat steps a and b for each record type.

3. Click **OK** and close the window.
4. Repeat the above procedures for each user.

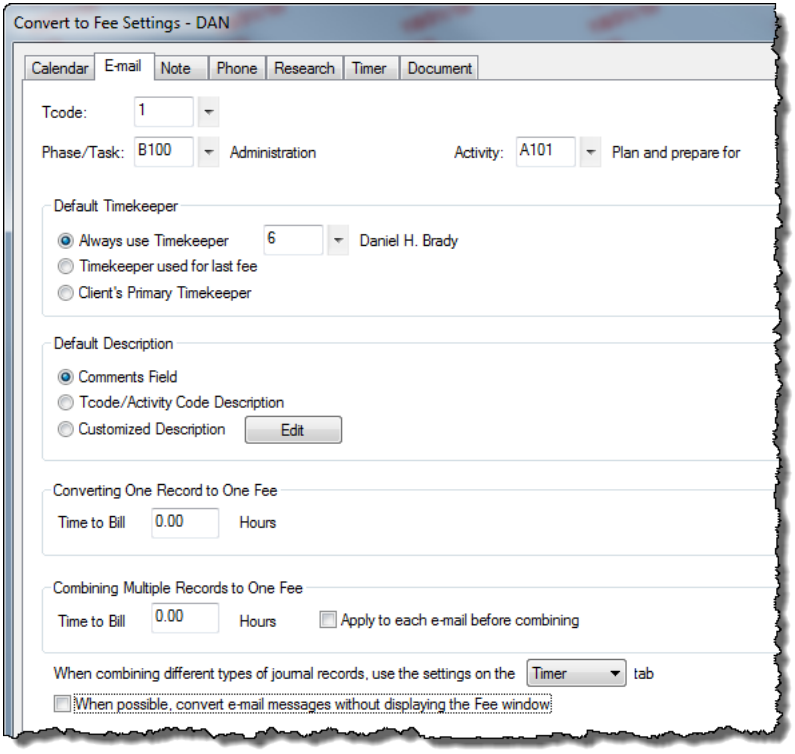


Figure 58, Convert to Fee Settings window

Training Videos

You can view the following training video for more information. Clicking the image will open the training video in your browser. All training videos are also accessible in the software via the ***Help | Training Videos*** menu and at **Tabs3.com/pmvideo**.

Figure 59, Converting Records to Billable Fees Video

Document Management

When you are ready to start using Document Management, we recommend reading the ***Document Management Guide***.

Training Videos

You can view the following training videos for more information. Clicking an image will open the associated training video in your browser. All training videos are also accessible in the software via the ***Help | Training Videos*** menu and at **Tabs3.com/pmvideo**.

Figure 60,
Getting Started with Document Management Video

Figure 61, Document Management Video

More Info: Knowledge Base article **R11572** includes the table of contents of the ***Document Management Guide*** and links to other document management resources.

Setting Up Tabs3 Financial Software

Tabs3 Financial software consists of the following software:

- Tabs3 Trust Accounting Software (TAS)
- Tabs3 Accounts Payable Software (APS)
- Tabs3 General Ledger Software (GLS)

The following includes information on configuring these systems and how to transfer starting balances.

More Info: Details on the data entry programs that are used on a daily basis can be found in the ***Trust Accounting Guide***, ***Accounts Payable Guide***, and the ***General Ledger Guide***. Additional information regarding how the software integrates with other Tabs3 software can be found in the ***Integration Guide***.

Tabs3 Trust Accounting Software

Tabs3 Trust Accounting Software (TAS) is designed to help your firm keep track of the trust accounts your firm manages.

TAS Customization

The first time you start Tabs3 Trust Accounting after installing the software, the Customization window will be opened. The Customization window consists of two tabs. There are a few fields that must be set before proceeding. Complete details regarding the fields on each tab can be found in Help.

▸ Configuring the TAS Customization Window

1. Start Tabs3 Trust Accounting Software. The Customization window will be opened automatically. *(Note: If the Customization window does not open automatically, use the* ***Utilities | Customization*** *menu to open the window.)*

2. On the **Main** tab:
   a. Specify the desired **Key Type** and **Decimal Places**. The values in these fields are used to define the format of the trust account and client ID. These values ***must*** match those specified in Tabs3 Customization and PracticeMaster Customization.

      Note: Details regarding the **Key Type** and **Decimal Places** can be found on page 12.

3. Click to save the changes, then close Customization.

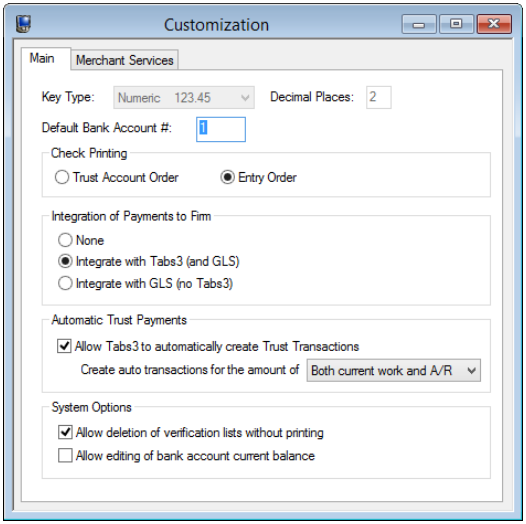


*Figure 62, TAS Customization - **Main** tab*

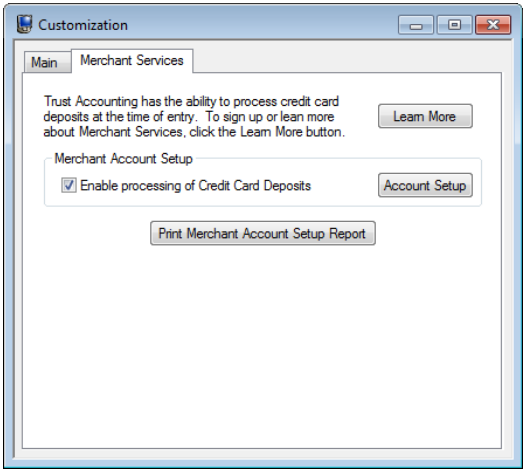


*Figure 63, TAS Customization- **Merchant Services** tab*

Startup Files

Before using Tabs3 Trust Accounting, you need to set up the following startup information:

- Attorney
- Bank Account
- Firm Payee

The following includes information on what information is stored in each of the startup files, as well as step-by-step procedures for adding a record.

Attorney File

Attorneys are used in Trust Accounting to designate which attorney is responsible for the Trust Account. Each attorney is assigned a number, name, and initials.

The attorney file in TAS is shared with the timekeeper file in Tabs3 Billing. When integrating with Tabs3 Billing, attorney information must be added, changed, and deleted using Tabs3 Billing. However, if you are not integrating with Tabs3 Billing, you will need to add attorneys in TAS.

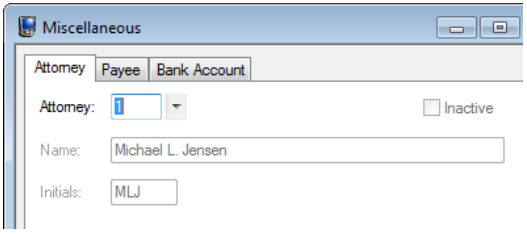


Figure 64, TAS Attorney File

To add an Attorney

1. From the TAS Task Folders, click the **Setup** tab, and then click the **Attorneys** icon.
2. By default, the Attorney tab is selected. Click .
3. Specify the attorney number you want to use.
4. Enter the remaining information for the attorney.
5. Click to save the new attorney.

Bank Account File

You will need to define a bank account where trust account funds are deposited.

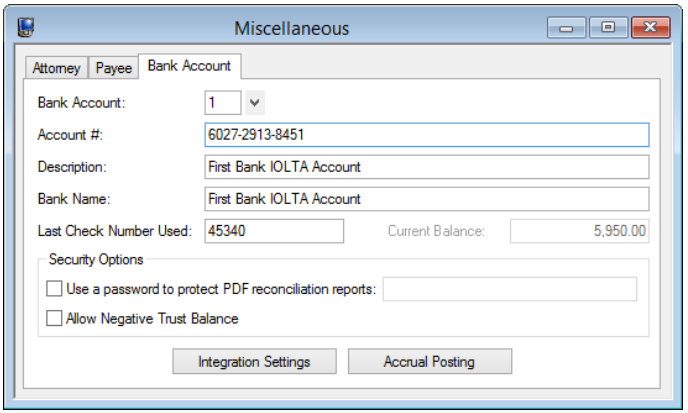


Figure 65, TAS Bank Account

To add a Bank Account

1. From the TAS Task Folders, click the **Setup** tab, and then click the **Bank Accounts** icon.
2. In the **Bank Account** field, select 1.
    a. Enter the **Account #** for the bank account.
    b. Enter a **Description** for the bank account.
    c. Enter the **Bank Name**.
    d. Specify the **Last Check Number Used** for this bank account. TAS will increment this field by 1 when you enter a check that has already been printed or TAS prints the next check.
    e. Optionally select the desired **Security Options**.
    f. If integrating with Tabs3 Billing, click the **Integration Settings** button.
        a. Under the *Tabs3 Transaction Codes for Payments* section, specify the Tabs3 Billing payment transaction code you want used when funds are transferred

to a client's account.

b. Click **OK**.

3. Click to save the new bank account.
4. Add any other bank accounts as needed.

Once your bank accounts have been defined, you can add trust accounts and specify which bank account to use for depositing the trust funds.

Firm Payee

When integrating with Tabs3 Billing, you must set up a payee named "FIRM". This payee will be used for any funds that are paid from a trust account to your firm.

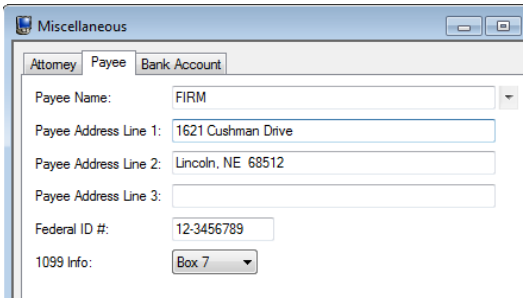


Figure 66, TAS - Payee of FIRM

To add the Firm Payee

1. From the TAS Task Folders, click the **Setup** tab, and then click the **Payees** icon.
2. In the **Payee** field, enter **FIRM**.
   a. Verify your firm's address. TAS will automatically retrieve the firm address that was entered in the Firm Information program in System Configuration for the Payee Address Lines.
   b. Verify your firm's **Federal ID #**.
   c. In the **1099 Info** field, specify the box number you want used for the 1099 form generated to your firm as a payee.
   d. Click to save the payee.

When entering checks or EFTs (electronic funds transfers), you can enter FIRM in the Payee field. When FIRM is used, Tabs3 General Ledger journal entries and Tabs3 Billing payment transactions will be posted at the time the check or EFT is entered. However, if the check number is "0", then the GLS journal entries and Tabs3 Billing payment transactions will be created and posted when the check is printed.

Trust Accounts and Trust Transactions

Typical daily use of Trust Accounting Software generally consists of adding trust accounts and trust transactions.

Trust Accounts	A unique Trust ID is assigned to each individual trust account. Trust IDs use the same client ID as Tabs3 Billing clients and matters. Each trust account is assigned a bank account number.
Trust Transactions	Trust transactions consist of checks, deposits, and EFTs (electronic funds transfers). When first starting to use Trust Accounting Software, you will need to enter the starting balances for each of your trust accounts as discussed in the following "Trust Account Balances" section. Before you can enter balances, you will need to set up your trust accounts.

More Info: Detailed information on the Trust Account and Trust Transactions programs can be found in the ***Trust Accounting Guide*** and in Help.

Trust Account Balances

Trust Accounting Software stores a balance for each trust account and a balance for each bank account. These balances are automatically updated whenever a deposit, check, or EFT transaction is entered.

When first starting to use Tabs3 Trust Accounting, trust account balances can be transferred by entering an initial deposit. Use the Trust Accounts program to set up a trust account. Then, use the Trust Transactions program to enter a deposit for the beginning balance. This deposit can represent the ***original deposit*** used to open the trust account, or it can represent the trust account's ***current balance***.

Initial Deposit Method	Description
Original Deposit	If you elect to enter the amount of the original deposit used to open the trust account, you must also enter trust transactions for all subsequent activity. This method gives you the most detail but also requires the most time for data entry.
Current Balance	If you elect to enter the current balance as the initial deposit instead of all history, you can enter the historical activity at a later time. If and when you decide to enter the historical activity, either delete the deposit transaction used to post the initial balance or enter a negative deposit for the same amount.

Bank Account Reconciliation Note: Keep in mind the Bank Account Reconciliation program when deciding how much history to enter. For example, let's say it is May 15 and you are just starting to use Trust Accounting Software. You've decided you do not want to enter all of the historical activity for all trust accounts at this time. However, you would like to start using the Bank Account Reconciliation program for the month of May. The bank account has been reconciled with the April bank statement. Therefore, instead of entering a deposit for the trust account's May 15 balance, enter a deposit for the April 30th balance (i.e., the closing balance from the April 30th bank statement). Then, enter trust transactions for all transactions that haven't cleared as of the April 30th balance.

Check Forms

Tabs3 Trust Accounting checks can be printed on check forms from Nelco. Laser check forms or continuous form checks can be ordered from Nelco via their Web site at:

NelcoSolutions.com/Tabs3

A brochure and order form for checks is included with the software.

More Info: Additional information and frequently asked questions regarding Nelco check forms can be found in Knowledge Base Article **R10978**, "Ordering Tabs3 APS & TAS Checks and Forms from Nelco" *(**support.Tabs3.com**)*.

Configuring Check Printers

Checks are configured at the printer level via the **Check Setup** button in the Print Setup window.

▸ To define the default TAS check printer

1. From the **File** menu in TAS, select **Print Setup**.
2. The Printer Setup window will open.
    a. In the **Printer** field, select the desired default printer.
    b. Click **Check Setup**.
        1. Select the desired options for the check printer setup.
        2. Click **OK**.
3. Click **OK** to save the printer.

More Info: Additional information regarding printers can be found on page 13 of this guide. Detailed information regarding each option can be found in Help.

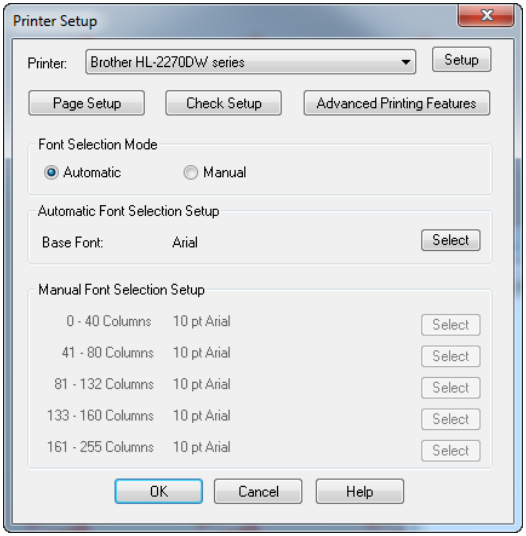


Figure 67, TAS Printer Setup

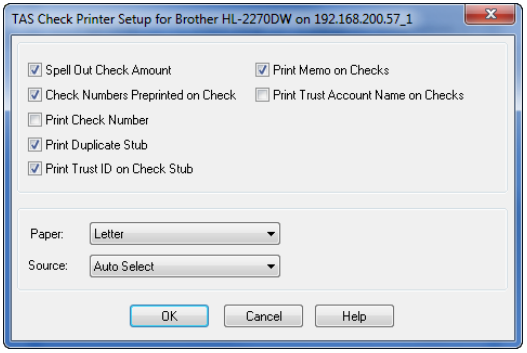


Figure 68, TAS Check Setup

Tabs3 Accounts Payable Software

Tabs3 Accounts Payable Software (APS) makes bill paying easier. Invoices and manual checks entered in APS can easily be charged to Tabs3 Billing clients and you can specify which General Ledger accounts to post to.

APS Customization

The first time you start Tabs3 Accounts Payable after installing the software, the Customization window will be opened. The Customization window consists of three tabs. There are a few fields that must be set before proceeding. Complete details regarding the fields on each tab can be found in Help.

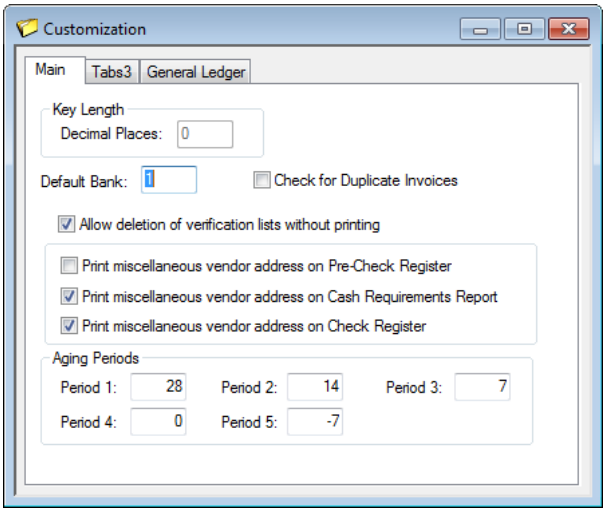


Figure 69, APS Customization window

Configuring the APS Customization Window

1. Start Tabs3 Accounts Payable Software. The Customization window will be opened automatically. *(Note: If the Customization window does not open automatically, use the **Utilities** | **Customization** menu to open the window.)*

2. On the **Main** tab:
   a. Specify the desired number of **Decimal Places** you want used for the vendor numbering format. If you do not want to use Decimal Places in your Vendor ID, leave the value at 0.

      Note: Details regarding the **Decimal Places** can be found in the Help.

   b. Change the Default Bank to 1. We will define the bank account after saving Customization.

3. If you are integrating with Tabs3 Billing, click the **Tabs3** tab, select the **Integrate with Tabs3** option and any other desired options.

4. If you are integrating with General Ledger, click the General Ledger tab, select the **Integrate with GLS** option and any other desired options.
5. Click to save the changes, then close Customization.

Bank Account Information

Before using Tabs3 Accounts Payable, you need to set up your bank account.

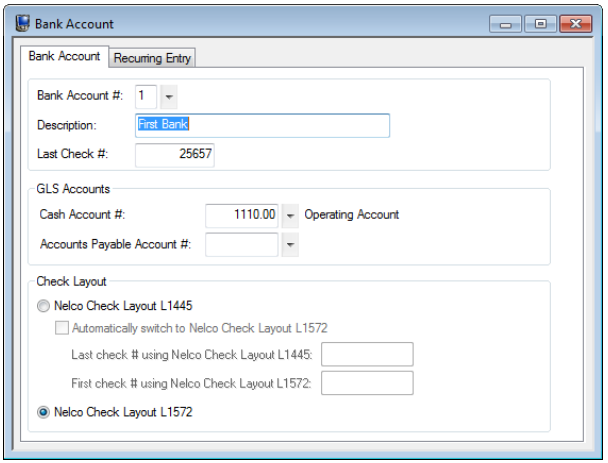


Figure 70, APS Bank Account

▸ To add a Bank Account

1. From the APS Task Folders, click the **Setup** tab, and then click the **Bank Accounts** icon.
2. In the **Bank Account #** field, select 1.
   a. Enter a **Description** for the bank account.
   b. Specify the **Last Check #** used for this bank account. APS will increment this field by 1 when you enter a manual check or when APS prints the next check.
   c. If integrating with GLS, specify the **Cash Account #** for the bank account. Optionally specify the **Accounts Payable Account #**.
   d. Specify which Nelco check layout will be used.
3. Click to save the new bank account.
4. Add any other bank accounts as needed.

Once your bank accounts have been defined, you can add vendors and invoices.

More Info: Detailed information on the Vendor and Invoices programs can be found in the ***Accounts Payable Guide*** and in Help.

Check Forms

Tabs3 Accounts Payable checks can be printed on check forms from Nelco. Laser check forms or continuous form checks can be ordered from Nelco via their Web site at:

NelcoSolutions.com/Tabs3

A brochure and order form for checks is included with the software.

More Info: Additional information and frequently asked questions regarding Nelco check forms can be found in Knowledge Base Article **R10978**, "Ordering Tabs3 APS & TAS Checks and Forms from Nelco" (***support.Tabs3.com***).

Configuring Check Printers

Checks are configured at the printer level via the **Check Setup** button in the Print Setup window.

▸ To define the default APS check printer

1. From the **File** menu in APS, select **Print Setup**.
2. The Printer Setup window will open.
    a. In the **Printer** field, select the desired default printer.
    b. Click **Check Setup**.
        1. Select the desired options for the check printer setup.
        2. Click **OK**.
3. Click **OK** to save the printer.

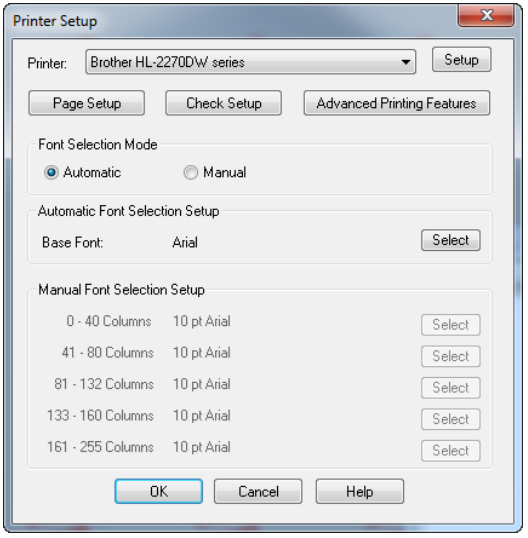


Figure 71, APS Printer Setup

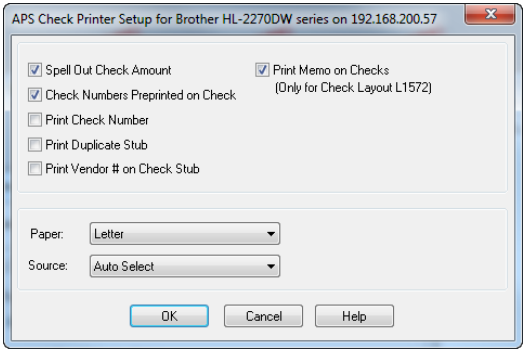


Figure 72, APS Check Printer Setup

More Info: Additional information regarding printers can be found on page 38 of this guide. Detailed information regarding each option can be found in Help.

Tabs3 General Ledger Software

Tabs3 General Ledger Software (GLS) is a comprehensive general ledger system for any type of business and is based on a double-entry accounting system.

Cash Basis Accounting vs. Accrual Accounting

The majority of GLS users are on a cash basis of accounting. However, many users are on a modified accrual basis of accounting or an accrual basis of accounting. Our accounting software can be successfully used by any firm—no matter which type of accounting method you use. Accrual posting features are available as described in the following.

Accrual Posting of Tabs3 Accounts Receivable Figures **Accrual Posting of Tabs3 Work-in-Process Figures** **Accrual Posting of Tabs3 Client Funds Balances**
The Tabs3 Billing Software can be configured so that GLS journal entries can be posted based on balances from Tabs3 accounts receivable, work-in-process and client funds. Journal entries can be firm wide or by primary timekeeper and can be broken down by fees, expenses, advances, and finance charge. The software can be configured so GLS financial statements can be run with or without accrual account balances.
Accrual Posting of TAS Bank Account Balances
The Trust Accounting Software (TAS) can be configured so that GLS journal entries can be posted based on TAS bank account balances. The software can be configured so GLS financial statements can be run with or without the TAS bank account balances.
Accrual Posting of APS Accounts Payable Figures
The Accounts Payable Software (APS) includes a feature that allows you to post GLS journal entries on a cash basis of accounting or an accrual basis of accounting. You have the option of posting GLS journal entries from APS after checks have been printed and posted or before the checks have been printed. If you post GLS journal entries on a cash basis of accounting, an optional feature is included that allows you to post unpaid invoices, run GLS financial statements, and then unpost unpaid invoices. This feature gives you the advantage of being on a cash basis of accounting but still having the ability to print financial statements that include your accounts payable figures.

More Info: Details can be found in Help in the **Post Tabs3/TAS Accrual Balances** program.

General Ledger Clients

In GLS, a client is a business entity for which books are kept. GLS allows up to 999 sets of data to be configured, which enables the firm to keep separate books for multiple entities on the same computer. If you are keeping financial information for only one entity, then only one GLS client needs to be set up.

Note: Integration with Tabs3 Billing, Accounts Payable, and Trust Accounting can only occur with GLS Client 1.

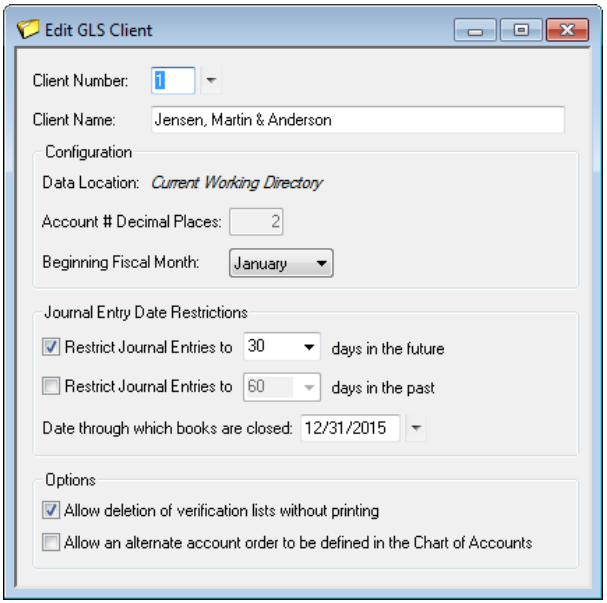


Figure 73, Edit GLS Client window

Adding GLS Client 1

1. Start Tabs3 General Ledger Software. The GLS Client window will be opened automatically. *(Note: If the GLS Client window does not open automatically, use the **Utilities | Edit GLS Client** menu to open the window.)*

2. Enter 1 in the **Client Number** field.
   a. Enter the firm's name in the **Client Name** field.
   b. Leave the **Data Location** field blank.
   c. In the **Account # Decimal Places**, specify the number of decimal places you want used for your account numbers.
   d. Specify your **Beginning Fiscal Month**.
   e. Change any other options as desired.

3. Click to save the GLS Client.

Journal Names

Journal entries are recorded in a specific journal. You can use one or more journals to classify journal entries. At least one journal must be defined. Firms who use one journal typically define that journal name as the General journal and then use the Reference field in the journal entry for classifying their journal entries. Examples of journals include Cash Receipts, Cash Disbursements, Miscellaneous.

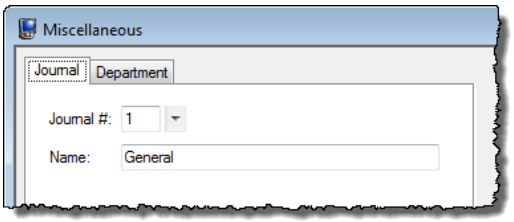


Figure 74, GLS Journal Name

To define a journal

1. From the GLS Task Folders, click the **Setup** tab and then click the **Journal Name** icon.
2. Enter the **Journal #**.
3. Enter the **Journal Name**.
4. Click to save the journal.

Departments

Departments are used to classify divisions within a business organization. You can use departments to refer to profit centers or locations. The use of departments is optional and allows financial statements to be printed for individual and combined divisions. One of the most common uses of departments in GLS is to create separate departments for each partner in the firm so that financial statements can be printed for each individual partner.

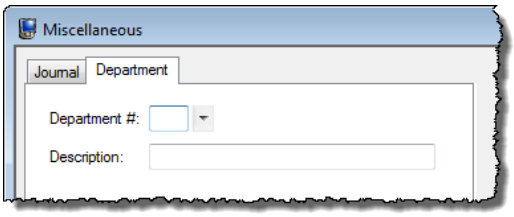


Figure 75, GLS Department Name

To define a department

1. From the GLS Task Folders, click the **Setup** tab and then click the **Department** icon.
2. Enter the **Department #**.
3. Enter the **Description**.
4. Click to save the department.

Chart of Accounts

The Chart of Accounts is the "heart" of the GLS system. Because every firm's chart of accounts is unique, GLS provides the ability to create your own customized chart of accounts. You can use the chart of accounts that comes with the software, modify it to fit your current account structure, or build your own chart of accounts from scratch. To save time, we recommend using the chart of accounts that comes with the software and modifying it as needed.

When the software was installed, an option to install starter data was provided. If the person who installed the software elected to include starter data, you can print out the chart of accounts and use the printed copy as a basis for determining which accounts can be deleted.

▸ To print a chart of accounts

1. From the GLS Task Folders, click the **Chart of Accounts** tab and then select the **Chart of Accounts List** icon.
2. On the **Options** tab, under *Print Type*, select **Detail**. A detail list will include the accounts that journal entries can be posted to.
3. Click **OK**. Use the printed list to mark which accounts can be deleted.

▸ To delete an account

1. From the GLS Task Folders, click the **Chart of Accounts** tab and then select the **Chart of Accounts** icon.
2. Highlight the account you want to delete.
3. Click .

A Little Background About Accounts

The **Print Type** and **Account Type** fields are the most important fields to understand.

Print Type	There are 4 different **Print Types**:

Detail	**Detail** accounts are the accounts that journal entries are posted to. Detail accounts are indented in the Chart of Accounts window.
Heading	**Heading** accounts are used to determine the beginning of a group of detail accounts and can optionally print on the Balance Sheet or Income Statements. Heading accounts are automatically paired with a Total account and are shown as bold in the Chart of Account window.
Total	**Total** accounts are used to determine the end of a group of detail accounts and can optionally print a total line on the Balance Sheet or Income Statement. Total accounts are automatically paired with a Heading account and are shown as bold in the Chart of Accounts window.
Comment	Comment accounts are used to print additional information on the Balance Sheet or Income Statement.

Account Type	There are 7 different Account Types.

Asset	**Asset** accounts appear on the Balance Sheet and typically have debit balances.
Liability	**Liability** accounts appear on the Balance Sheet and typically have credit balances.
Income	**Income** accounts appear on the Income Statement and typically have credit balances.
Expense	**Expense** accounts appear on the Income Statement and typically have debit balances.
Bank Account	**Bank Accounts** are a type of asset account that can be reconciled.
Credit Card	**Credit Card** accounts are a type of liability account that can be reconciled.
Retained Earnings	There can be only one **Retained Earnings** account. The Retained Earnings account balance is calculated as Assets minus Liabilities, plus or minus any journal entries posted to the account.

Figure 76 shows the Chart of Accounts window. You can drag and drop accounts to their desired position.

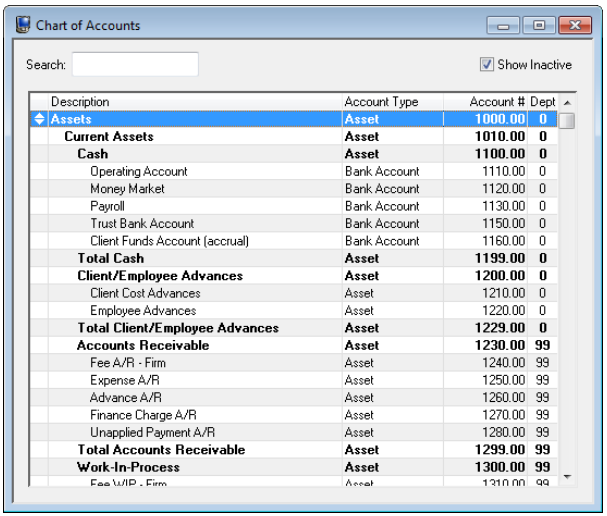


Figure 76, GLS Chart of Accounts window

Double-clicking an account opens the Account Setup window. The Account Setup window has two tabs, the **Account** tab and the **Report Options** tab as shown in Figure 77 and Figure 78.

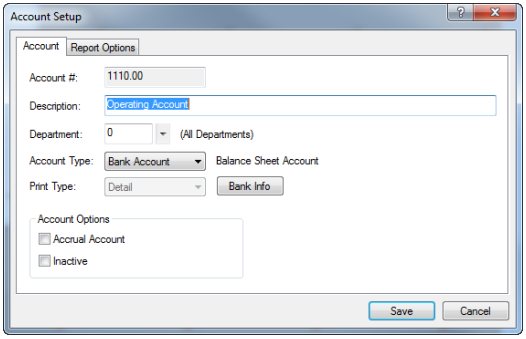


*Figure 77, **Account** tab of GLS Account Setup*

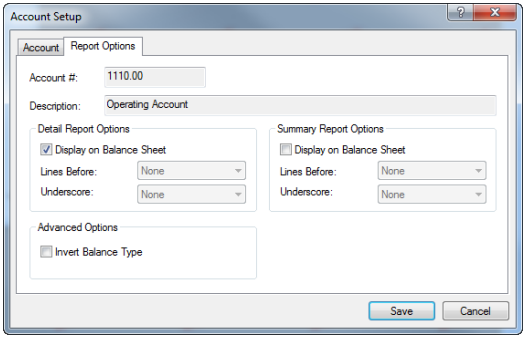


*Figure 78, **Report Options** tab of GLS Account Setup*

▸ To add a new account

1. From the GLS Task Folders, click the **Chart of Accounts** tab and then select the **Chart of Accounts** icon.
2. In the Chart of Accounts window, highlight the account above the account you want to add.
3. Click .
4. Specify the account number you want to use and click **OK**.
5. The Account Setup window will be displayed.
    a. Enter the account **Description**.
    b. Specify the **Account Type**.

c. Specify the **Print Type**.
    i. If the **Print Type** is a **Bank Account** or **Credit Card**, click the **Bank Info** or **Card Info** button to enter bank or credit card information.
d. Specify any other settings.

6. Click **Save**.

Posting Beginning Balances

Beginning balances are transferred to General Ledger by posting journal entries. Before you can post journal entries, your chart of accounts must be defined.

Determine Starting Date & Posting Date

Before posting beginning balances, you will need to determine your starting date, which is the first day of the month that you want to begin using GLS. Then, when posting journal entries for beginning balances, you will use the day ***prior*** to the starting date.

Examples
• If your starting date is April 1, then you will use a March 31 posting date. • If your starting date is October 1, then you will use a September 30 posting date. • If your starting date is January 1, 2016, then you will use a December 31, 2015 posting date.

Post Journal Entries for Starting Balances

Once you have determined your starting date, you can post starting balances as follows.

- You will post a single transaction that includes a journal entry for ***each account***.
- All journal entries ***must*** use the same date. Use the day prior to your starting date for your posting date.
- Your accounts ***must*** be in balance before you can save the transaction.

Asset & Liability Accounts	Use the account's closing balance as of the posting date. • For example, if you want to begin using GLS in May 2016, use April 30, 2016 for your posting date and the account's closing balance as of April 30, 2016. **Bank Account Note:** When posting starting balances for bank accounts, use the closing balance for the account from your previous bookkeeping system, rather than the balance provided by your banking institution. Using the account balance provided by your bank will result in an incorrect account balance if there are any outstanding transactions (e.g., uncleared checks or deposits). **Outstanding Checks and Deposits Note:** Before performing your first reconciliation, you must enter journal entries for any outstanding checks and deposits. You can do this now or later. Use the same account number for both the debit and credit entry. Step by step instructions for entering outstanding transactions and performing the initial reconciliation can be found in Knowledge Base article **R11661**, "GLS Reconciliation Troubleshooting" *(**support.Tabs3.com**)*.
Income & Expense Accounts	Use the account's cumulative YTD balance as of the posting date. • For example, if you want to begin using GLS in May 2016, use April 30, 2016 for your posting date and the account's cumulative YTD balance as of April 30, 2016.
Retained Earnings Account	Your retained earnings account may or may not require a journal entry. • If your retained earnings account started the year with a zero balance, your debits and credits will be in balance and no journal entry to the retained earnings account is required. • If your retained earnings account balance is carried over from the previous year, you will need to post a journal entry for the account balance as of the beginning of the year. Use the same posting date as the other journal entries. After making this journal entry, your debits and credits should be in balance.

More Info: Detailed information regarding the Journal Entries program can be found in the ***General Ledger Guide*** or in Help by pressing F1.

Once you have entered balances for all accounts in the transaction, save the transaction. You can verify your balances by printing a Balance Sheet and Income Statement using the month of your starting date for the Calendar Month to Print.

Platinum & Tabs3 Connect

If you are using Platinum software, you will need to configure HotBackup and Tabs3 Connect. The ***Installation Guide*** includes a great introduction to Platinum software and the various configuration screens used.

Configuring HotBackup

Once the Platinum software has been installed, you can enable HotBackup, set up the HotBackup schedule, and configure the e-mail messages you want sent when a HotBackup successfully completes or does not complete. Detailed information on HotBackup can be found in the ***Installation Guide*** and the ***Platinum Server Guide***. Additionally, you can find detailed field level information in System Configuration Help for the various windows. Knowledge Base article **R11193**, HotBackup Overview, also includes detailed information regarding HotBackup.

Configuring Tabs3 Connect

Once Tabs3 Connect has been configured, you can designate which users can use Tabs3 Connect. Detailed information on configuring Tabs3 Connect and enabling users can be found in the ***Installation Guide*** and System Configuration Help. Knowledge Base article **R11480**, All About Tabs3 Connect, includes comprehensive information about Tabs3 Connect.

Configuring Advanced Features

Credit Card Processing

Tabs3 Billing and Tabs3 Trust Accounting allows credit card processing for payment transactions, client funds deposit transactions, and trust account deposit transactions at the time of entry. Tabs3 credit card processing uses merchant accounts from TSYS^{SM} Merchant Solutions (formerly First National Merchant Solutions®). TSYS^{SM} Merchant Solutions is a top 10 payment processor with more than 50 years of experience providing first-rate service and solutions to businesses across the nation.

Configuring merchant accounts is done in Tabs3 Billing Customization and TAS Customization via the **Merchant Services** tab as shown in the following figures.

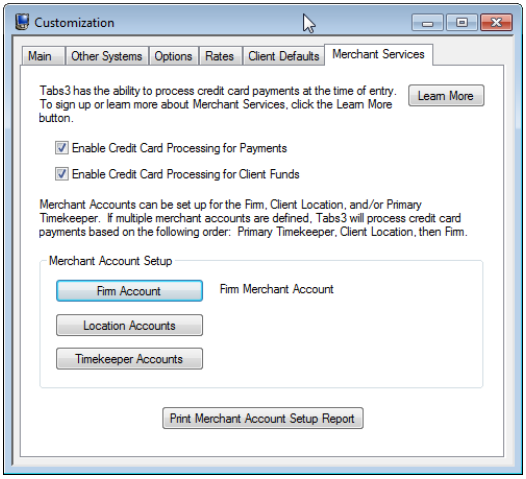


*Figure 79, **Merchant Services** tab in Tabs3 Billing Customization*

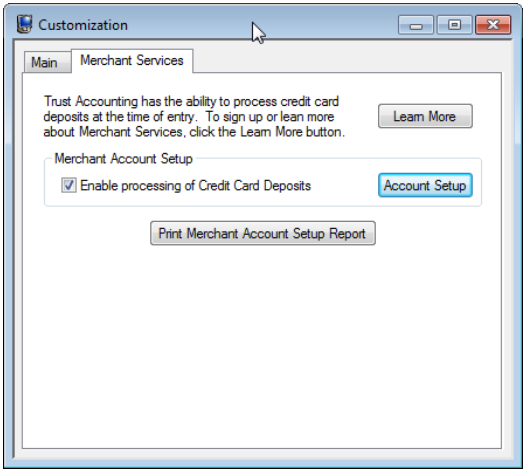


*Figure 80, **Merchant Services** tab in TAS Customization*

More Info: Complete details regarding Credit Card Processing can be found in the ***Tabs3 Credit Card Processing Guide***.

Document Management

PracticeMaster includes enhanced Document Management features that help your firm track all types of documents. You can create a convention for document names and locations, and then let PracticeMaster automatically name and file your documents. You can create your own document types for use in classifying, naming and storing documents in a manner that meets your firm's needs. Check Out and Check In features let you check out documents to prevent others from editing them

while you are working on them. You can also create versions of documents, which enhances your ability to track changes during the editing and review process. Instantly save and update managed documents from Word, Adobe, Outlook, Excel, PowerPoint, WordPerfect, and Outlook e-mail attachments. A powerful import feature lets you import entire groups of documents at one time directly from Windows Explorer and organize them in PracticeMaster.

More Info: Complete information regarding Document Management in PracticeMaster can be found in the ***Document Management Guide***. Appendix A of this guide includes a Getting Started Checklist.

Taskbill

Many larger corporations, particularly insurance companies, commonly require law firms to submit their invoices in an electronic format that conforms to a specific format as required by an electronic billing service. These formats have very specific and unique requirements regarding how the information must be submitted. Tabs3 Taskbill software was designed to meet these specific requirements and currently supports over 100 different formats. Knowledge Base article **R10435**, Tabs3 Taskbill Product Information, includes information regarding the formats that Taskbill supports.

Many company's formats require task based billing. Enabling task based billing for a client allows you to enter phase and activity/expense codes when inputting fees and costs. These codes are based on the Universal Task-Based Management system (or UTBMS).

More Info: Additional information regarding task based billing can be found in the ***Billing Methods Guide***.

More Info: Additional information regarding how to install and configure Taskbill can be found in the **Knowledge Base** and in the Help provided with Taskbill.

Training Videos

You can view the following training video for more information. Clicking the image will open the training video in your browser. All training videos are also accessible in the software via the ***Help | Training Videos*** menu and at **Tabs3.com/t3video**.

Figure 81, Task Based Billing and Taskbill Video

Administrative Maintenance

The following section of this guide includes best practices regarding general usage.

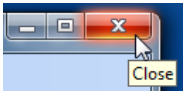
General Usage Tips

Use the following tips to keep the software running at its best.

Exit the Software Before Turning Off the Computer

It is important that all users exit the software properly before turning off the computer. You can use any of the following methods to exit the software.

- From the **File** menu, click **Exit**
- Click the **Close** button on the title bar



Active User List

The Active User List ***(View | Active User List)*** shows which users are in the software. Managers can select the **All Systems** check box to optionally view all users in all of the software. Additionally, managers have the right to reset individual users.

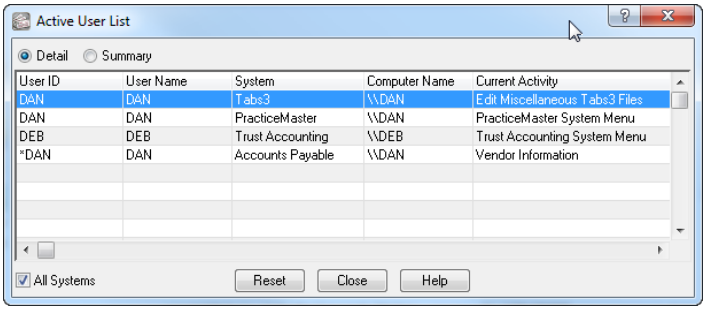


Figure 82, Active User List window

Resetting Users

When a user exits the software properly, the Active User List is updated. If a users does not exit the software properly, the user must be reset. For example, if a user's computer is accidentally unplugged while the software is open, that user must be reset. That same user can reset himself, or a manager can reset him. However, non-manager users cannot reset other users.

Although it is necessary in certain circumstances to have to reset users, it should be the exception as opposed to the rule. Users that are in the software should never be reset. Resetting users that are in the software can cause data loss, data corruption, and fatal errors. If it becomes necessary to reset a user, contact the user and ask them to log out. If the user is unavailable, go to the user's computer and close the program(s) yourself.

You can see which users have been reset by viewing the reset log file ***(View | Log Files | Reset Log)***.

More Info: Knowledge Base article **R10789**, Resetting Users, includes detailed information regarding resetting users and how to reduce the frequency of resets.

Startup Options

The Tabs3 software includes various startup options that can be used when starting the software. We recommend familiarizing yourself with the various options available.

One startup option that most firms like to implement is the ability to bypass the User ID in the Logon window. You can modify the desktop shortcuts to include the User ID so that the user does not have to type in their User ID every time they start the software.

More Info: The Help for each Tabs3 product includes detailed information regarding startup options.

Month-End/Year-End Procedures

There are several tasks that must be performed at month-end and year-end for the Tabs3 Billing, General Ledger, Accounts Payable, and Trust Accounting software. Checklists with these monthly tasks can be found in the Help and also in our Knowledge Base in the following articles.

R10429	Year-End Overviews for Tabs3 Software Products
R11693	Tabs3 Billing Year-End Overview
R11600	General Ledger Software Year-End Overview
R11278	Accounts Payable Software Year-End Overview
R10433	Trust Accounting Software Year-End Overview

Backup Best Practices

Tabs3 software includes a built-in backup feature. In addition to using the built-in backup, it is important that you implement another backup method. A thorough discussion of the backup options can be found in Knowledge Base article **R11213** - Backup Strategy.

Integrity Check Programs

Tabs3 software includes built-in utility programs that check the integrity of the data. We recommend that these programs be run on a monthly basis and also prior to all backups. In addition, these programs should be run if a hardware failure occurs while using the software (i.e., power failure, power surge, etc.).

Program	Menu
Tabs3 Billing	*Utilities* | *Data File Integrity Check*
	Utilities | *Archive Integrity Check*
PracticeMaster	*Utilities* | *Data File Integrity Check*
Trust Accounting	*Utilities* | *Data File Integrity Check*
Accounts Payable	*Utilities* | *Data File Integrity Check*
General Ledger	*Utilities* | *Data File Integrity Check*

After the Data File Integrity Check completes, verify that there are zero errors. If errors are encountered, run the Error Report and resolve the errors before continuing to use the software.

More Info: Knowledge Base article **R11653**, Data File Integrity Check Errors, includes detailed information on how to resolve any data file integrity check errors that may occur. Likewise, Knowledge Base article **R10771**, Archive File Integrity Check Errors, includes detailed information on how to resolve any archive file integrity check errors that may occur.

Tracking Tools

Tabs3 software includes various tools to help you track software activity.

Verification Lists

Verification lists are lists of activity that has occurred.

Each user can run a list of all transactions that have been entered. For example, the Tabs3 Billing Fee Verification file includes a list of all fee transactions that have been added, changed and deleted. Users can review their own verification lists or they can submit them to an administrator for review purposes.

More Info: Examples of the various verification lists are available in the Sample Reports.

More Info: Knowledge Base article **R10793**, All About Verification Lists, includes detailed information regarding the various verification lists in Tabs3 software.

Log Files

Log files track multiple activities in the Tabs3 software. Multiple log files are available for each program. They can be very useful in tracking down the cause of errors and determining when changes were made.

The following log files are maintained in the software for troubleshooting purposes and can be accessed via the **View** menu by pointing to the **Log Files** menu option.

Error Log *(All Programs)*	The Error Log tracks any fatal errors that occur in the software.
Reset Log *(All Programs)*	The Reset Log tracks information regarding when users are reset using the Active User List program.
Support Log *(All Programs)*	The Support Log tracks various activities performed in the software.
Outlook Sync Billing Changes Log *(Tabs3 Billing)*	The Outlook Sync Billing Changes Log tracks changes to Bill To contacts made by the Outlook Synchronization process in PracticeMaster.
Outlook Sync Log *(PracticeMaster)*	The Outlook Sync Log tracks information on the changes made during the Outlook Synchronization process.
Outlook Search Log *(PracticeMaster)*	The Outlook Search Log stores any errors that occur while PracticeMaster updates e-mail records in Outlook.
Tabs3 Connect Log *(System Configuration)*	The Tabs3 Connect Log is a detailed log file used for reviewing chronological Tabs3 Connect activity and troubleshooting connection issues.
Tabs3 Connect Access Log *(System Configuration)*	The Tabs3 Connect Access Log tracks user access to Tabs3 Connect and records occurrences of log ins, log outs, lock outs, and downloads of documents and e-mail attachments.

Submit Log Files

Menu: ***Help | Internet Resources | Submit Log Files***

The Submit Log Files program *(Figure 83)* is used to provide log file information to Technical Support for troubleshooting purposes via the Internet. Before the requested log files can be submitted, you will be required to enter an **Incident ID**, which will be provided by the Technical Support Representative with whom you are speaking.

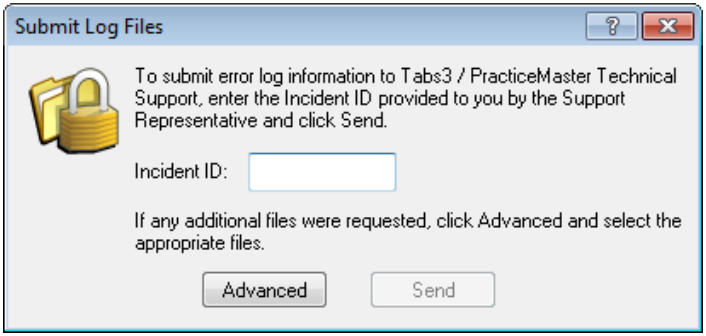


Figure 83, Submit Log Files window

Incident ID — The **Incident ID** will be provided by the Support Representative that you are speaking with on the phone. The **Incident ID** will be a 4-character code. Until this field is filled in, the **Send** button will remain unavailable.

The **Advanced** button opens the Advanced File Selection window, which allows you to select additional log files to be submitted to Technical Support.

The **Send** button will submit all files that were selected in the Advanced File Selection window, but only becomes available after the Incident ID has been entered.

History Tracking

History Tracking is an optional feature in PracticeMaster that can be used to track all additions and changes to specific fields in a file. History Tracking does not track deletions.

By default, History Tracking is not enabled. When History Tracking is enabled, additional activity is performed by PracticeMaster. PracticeMaster performs additional writing to the hard disk every time a record is added or changed for any file that has a field configured to track history. Therefore, we recommend enabling History Tracking for only those fields that require it.

How to Configure History Tracking

History tracking is configured at two levels—the system level and for each individual field.

▸ To configure History Tracking at the System Level

1. From PracticeMaster Task Folders, click the **Maintenance** tab, then click the **Customization** icon.
2. Select the **Use History Tracking** check box.

3. If you want to limit the size of the History Tracking file, select **Limit history file size** and specify the maximum size (in megabytes) that you want to allow the History Tracking file to reach.
4. Click **OK** to save the Customization settings.

▸ To configure History Tracking for an Individual Field

1. From PracticeMaster Task Folders, click the **Maintenance** tab, then click the **File Maintenance** icon.
2. Click the + next to **System Files** or **Areas of Practice** to display the corresponding list(s) of files.
3. Once you have selected the desired file, right-click the file and choose **Edit Field Definitions**.
   ...or...
   Alternatively, double-click the file and select the **Field** tab.
4. The File Definition window will be displayed. Highlight the field you want to change in the **Field IDs** list.
5. Select the **Track History** check box.
6. Click **Done** to save the change.

Note: The ***Help | About PracticeMaster*** window indicates whether History Tracking is enabled, the user defined maximum History File size, and the combined size of the current History Files.

Viewing the History File

Viewing the History File is accomplished via the Editor window.

▸ To view the History File

1. From the **File** menu, point to **Open** and select the file whose history you want to view.
2. From the **List** tab, highlight the desired record.
3. Right-click the highlighted record, point to **Action** and then select **Display History**.
4. If changes have been made, the View Record History window will be displayed allowing you to browse through the changes. Otherwise, a message will displayed indicating history tracking cannot be displayed.

When the History File Gets Too Large

The history for all configured fields is maintained in a single set of files named CMAUDIT.DAT and CMAUDIT.IDX. Depending on which fields are using History Tracking, these files have the potential of becoming extremely large. Because of this, you have the ability to specify a maximum History File

Size. Once the files have reached their size limit, any data written to the History Tracking File will begin replacing the oldest data to make room for the new data.

When the size of the CMAUDIT.DAT file is within 10% of the specified maximum size, a message will be displayed when PracticeMaster is started. This message indicates that the maximum history tracking file size will soon be reached. You can either increase the maximum file size or leave it at its current size. If you leave the file at its current size, the message will be displayed again the next time PracticeMaster is started. If you select the **Do not show again** check box, the message will not be displayed again for you *(unless the user profile is reset or you run the **Reset Optional Messages** program)*.

Miscellaneous Notes

History tracking is available for all files whose file structure can be modified. However, history tracking is not available for the following files:

- Timekeeper File
- Category File
- Tcode File
- Task Code File
- User File
- Text Macro File
- Location File
- eNote File
- Secure Client File

Resources

There are many resources available to help you learn and use the software.

Guides & Quick Guides

There are multiple guides installed with the software. Select ***Help*** **|** ***Documentation*** for a list of all available resources. The guides can also be accessed via our Web site at:

Tabs3.com/support/docs.html

Report Packs

Report packs are available for all software. These report packs includes examples of each report in the software and include detailed information regarding each item on the report. Select ***Help*** **|**

Documentation for a list of all available resources. The sample reports can also be accessed via our Web site at:

Tabs3.com/support/docs.html

Training Videos

Training videos are multimedia resources that walk you through Tabs3 Billing and PracticeMaster features. Select ***Help | Training Videos*** to access the training video libraries. The training videos can also be accessed via our Web site at **Tabs3.com/videos**.

Figure 84, Training Videos

Knowledge Base

The Knowledge Base includes information regarding Tabs3 software products and is provided for end-users, consultants, and other third parties who work with Tabs3 software. It contains extensive information on Error Troubleshooting, Networking & Windows Issues, "How To" articles "and" product-related articles. The Knowledge Base requires Internet access. Select ***Help | Internet Resources | Knowledge Base*** to access the Knowledge Base. The Knowledge Base can also be accessed at:

support.Tabs3.com

Help

Help is installed with the software and is easily accessed by pressing F1, by clicking the button, or by selecting the ***Help | Help Topics*** menu option. Help includes detailed information regarding specific programs. Clicking the button opens Help for the window you are currently using. Many times, reading the appropriate Help topic may be the fastest way to find your answer.

Technical Support

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

Reliable software. Trusted service.

Technical support is provided at no charge with a maintenance plan 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 Technical Support staff at (402) 419-2210.

Tabs3 Consultants

Tabs3 software products are available through a national network of over 250 consultants. Those consultants are small independent firms that specialize in the sales, installation, training and support of billing, financial, and practice management software for law firms. By having consultants service all 50 states, you can work directly with a local person familiar with Tabs3 software, who can provide personalized on-site installation, training, and support services. Visit our Web site for a consultant near you or contact our Sales staff at (402) 419-2200.

Tabs3.com/resellers/resellers.html

Thank you for choosing Tabs3 software. We look forward to serving your practice management and billing needs with reliable software and trusted service for many years to come. Let us know how we can help you get started with Tabs3 and PracticeMaster.

Index

A

Access Profiles 4
adding 5
detailed information 6
Manager profile definition 5
Accounts Payable Guide 60
Accounts Payable Software
adding a bank account 60
bank account window 60
bank accounts 60
check forms 61
check printers 61
customization 59
customization window 59
Accounts Receivable Balances 26
Accrual Accounting
in GLS 62
Active User List 75
Adding
access profiles 5
accounts to GLS chart of accounts 67
APS bank accounts 60
attorneys in TAS 54
billing frequencies 23
calendar codes 45
categories 21
contact categories 42
firm payee in TAS 55
GLS client 1 63
GLS departments 64
GLS journals 64
groups 11, 46
timekeeper levels 20
timekeepers 20
transaction codes 22
users 7
Administrative Maintenance 75
Administrator Guide 1
Advanced Features
configuring 72
Alpha Key Type 12
APS
See Accounts Payable Software
Archive Integrity Check 77
Area of Practice 44
training video 44
Attorney File in TAS 53
adding attorneys 54

B

Backup Strategy 76
Backups
best practices 76
Bank Account File in APS 60
Billing Frequencies 23
adding 23
Billing Methods 35
training videos 36
Billing Methods Guide 32, 35, 73
Billing Rates 31
defining 31
training video 32
Blank User ID 8

C

Calendar 45
calendar rights 46
security 9
training videos 49
Calendar Codes 45
adding 45
printing 45
viewing 45
Calendar Rights 46
access right in Access Profiles 46
editing users' calendar rights 47
Cash Basis Accounts 62
Categories 21
adding 21

definition 21
Changing
calendar rights 47
Chart of Accounts 65
Account Setup window 67
account types 66
adding accounts 67
asset account definition 66
bank account account definition 66
comment account definition 66
credit card account definition 66
deleting an account 65
detail account definition 66
expense account definition 66
heading account definition 66
income account definition 66
liability account definition 66
print types 66
printing 65
retained earnings account definition 66
total account definition 66
window 66
Checks (APS) 61
Checks (TAS) 57
Client
GLS Clients 63
in Tabs3 24
Client ID Formats 12
advantage of Numeric Key Type 12
Clients and Contacts
in PracticeMaster 40
in Tabs3 24
PracticeMaster training videos 41
Tabs3 training videos 25
Clients and Contacts Guide 24
Command Line Options 76
Configuring
APS customization window 59
APS/TAS check printers 61
Convert to Fee settings 49
field level history tracking 80
history tracking 79
system level history tracking 79
Configuring Advanced Features 72
Consultants 83
Contact Categories 42
adding 42
Contact Usage
training video 43
Contacts
contact categories in PracticeMaster 42
definition 24
in Tabs3 24
Contingency Billing 35
Convert to Fee 49
converting records to fees 49
defining settings 49
training video 50
Cost Types 24
Credit Card Processing 72
Credit Card Processing Guide 72
Customer Service 1
Knowledge Base 2
Support 2
Customization
Tabs3 Billing 17
Customizing PracticeMaster Guide 39

D

Data File Integrity Check 77
Decimal Places 12
Default Printer 13
Deleting
account in GLS chart of accounts 65
Departments 64
Direct Costs 22
Document Management 72
getting started 51
training video 51
Document Management Guide 73

E

Entering Accounts Receivable Balances 26
available methods 26
converting from other products 29
Entering Work-in-Process Balances 31
costs 31

fees 31
Exiting the Software 75

F

Fee Compensation Rules 33
adding a rules table 33
example of rules table 34
in Client file 34
Fees
converting records to fees 49
Financial Software 52
Firm Information
example 4
Firm Setup 3
Flat Fee Billing 35
Fonts 13

G

General Ledger Software 62
account print types 66
account types 66
cash basis accounting vs. accrual accounting 62
chart of accounts 65
department window 64
departments 64
GLS Clients 63
Journal Names 64
Journal window 64
posting beginning balances 68
General Usage Tips 75
GLS
See General Ledger Software
GLS Clients 63
adding GLS Client 1 63
definition 63
Edit GLS Client window 63
integration with Tabs3/TAS/APS 63
Groups 45
adding 11, 46
definition 11
examples 45
printing a group list 46
Guides 81

H

Hard Costs 22
Help 83
History File 80
file size 80
viewing 80
History Tracking 79
configuration 79
field level configuration 80
History File 80
purpose 79
system level configuration 79
HotBackup 71
Hourly Billing 35

I

Importing
documents 73
Indirect Costs 22
Installation Guide 1, 71
Integrity Check Programs 77
Introduction 1

J

Journal 64

K

Key Type 12
Alpha definition 12

Decimal Places definition 12
Mixed definition 12
Numeric definition 12
Knowledge Base 1-2, 82

L

Locations 24
Log Files 78
Submit Log Files 78

M

Manager 5
Margins 14
Matter Formats 12
Matter ID
See Client ID Formats
Methods of Billing 35
Mixed Key Type 12
Month-End Procedures 76
Month/Year-End Procedures 76

N

Nelco 61
Numeric Key Type 12

O

Optional Files 24
Outlook
synchronization with PracticeMaster 43

P

Passwords 9
Platinum Server Guide 71
Platinum Software 71
PracticeMaster
areas of practice 44
clients and contacts 40
Customization window 39
Outlook synchronization 43
setting up 39
using without Tabs3 Billing 40
Printers
defining the default report printer 13
setup 13
statement printer setup 38
Printing
calendar codes 45
GLS chart of accounts 65
group list 46
Progress Billing 35

Q

Quick Guides 81

R

Rates for Billing 31
Receipt Allocation
training video 35
Report Packs 81
Resellers and Consultants 83
Resetting Users 75
Resources 81
Guides 81
Help 83
Knowledge Base 82
Quick Guides 81
Report Packs 81

resellers and consultants 83
Technical Support 83
Retainer Billing 35
Rights
calendar rights 46

S

Secure Clients 24
definition 9
Security
access profiles 9
assigned timekeepers 9
calendar records 9
overview 10
passwords 9
secure clients 9
User IDs 9
Security Overview 9
Selecting a Transition Date
in Tabs3 26
Setting Up
access profiles 4
client defaults 18
Client ID format 12
customizing Task Folders 15
finance charge 18
firm information 3
groups 11
Manager access profile 5
Matter format 12
PracticeMaster 39
printers 13
sales tax 18
security overview 9
Tabs3 Billing 17
Tabs3 Financial Software 52
TAS Customization 52
users 7
Setting Up the Basics 3
Setup
basic setup 3
posting GLS beginning balances 68
statement printer 38
Shared Resources 8
Soft Costs 22
Software Installation 1
Software Registration 2
Software Setup 1
Access Profiles 4
firm information 3
printers 13
starting System Configuration 3
Split Billing 35
Starting System Configuration 3
Startup Files
Billing Frequencies 23
Categories 21
Cost Types 24
Locations 24
Optional Files 24
Tabs3 Billing 19
Task Code Sets 24
Task Codes 24
Timekeeper Levels 19
Timekeepers 20
Transaction Codes 21
Startup Options 76
Statement Formatting Guide 37
Statements 37
setting up the statement printer 38
training video 37
Statements Guide 37
Support 2, 83
System Configuration
starting 3

T

Tabs3
custom conversions from other products 29
defining billing rates 31
entering accounts receivable balances .. 26
entering work-in-process balances 31
fee compensation rules 33
selecting a transition date 26
Tabs3 Billing
Customization tab 17
initial setup 17
setting up 17

startup files 19
Tabs3 Connect 71
Tabs3 Customization Window
configuring 18
Tabs3 Financial Software 52
TAS
See Trust Accounting Software
Task Based Billing 35
Task Code Sets 24
Task Codes 24
Task Folders
customizing 15
definition 15
Taskbill 73
purpose 73
training video 74
Tcodes
See Transaction Codes
Technical Support 2, 83
Threshold Billing 35
Timekeeper Levels 19
adding 20
definition 19
Timekeepers 20
adding 20
definition 20
security 9
vs. users 20
Tips
general usage 75
Tracking Tools 77
History Tracking 79
log files 78
verification lists 77
Training Videos 82
Transaction Codes 21
adding 22
Transition Date 26
Trust Account Balances 56
Trust Accounting Guide 56
Trust Accounting Software
accounts 56
adding bank accounts 54
Attorney file 53
balances 56
bank account file 54
checks 57
customization 52
firm payee 55
startup files 53
transactions 56
Trust Accounts 56
definition 56
Trust Transactions 56
definition 56

U

User Configuration Window
example 8
Users
adding 7
assigned timekeepers 9
Blank User ID 8
Outlook integration 8
passwords 9
resetting 75
setting up 7
shared resources 8
User Configuration window example 8
User ID definition 9

V

Value Billing 35
Verification Lists 77
examples 77
Videos 81-82
area of practice 44
billing methods 36
billing rates 32
calendar 49
contact usage in PracticeMaster 43
converting records to fees 50
document management 51
PracticeMaster clients and contacts 41
receipt allocation 35
statements 37
Tabs3 clients and contacts 25

Taskbill 74
Viewing
calendar codes 45

W

Work-in-Process Balances 31

Y

Year-End Procedures 76