# Tabs3

**Reliable Software. Trusted Service.**

# Tabs3 Billing Statements Guide

Tabs3 Billing  PracticeMaster  General Ledger  Accounts Payable  Trust Accounting

## Tabs3 Billing Statements Guide

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# *Table of Contents*

# *Purpose of Guide*

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

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

### *Tabs3.com/support/docs.html*

# *Billing Cycle Overview*

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

| | |
|---|---|
| **Configure the Client** | Settings must be defined for the client to determine how they will be billed, and where statements will be sent to. |
| **Add Fees, Costs, and Payments** | Data entry in Tabs3 Billing is performed in the Fee, Cost, and Payment programs. Fees and costs can also be entered via PracticeMaster. Timekeepers enter their work over the course of the billing cycle, specifying the date, transaction code, and hours worked for each fee, and the date, transaction code, and units for each cost. Data entry is done on an ongoing basis throughout the billing cycle. |
| **Run Reports and Make Adjustments** | Some billing methods require that transactions be adjusted prior to billing, such as flat fee billing and split billing. Other billing types require use of the Write-Up/Write-Down program. More information on adjustments can be found in the *Billing Methods Guide* as well as in the *Billing Adjustments Guide*. Once you have completed your adjustments, you can generate pre-bills for the adjusted clients as needed for review. |

| | |
|---|---|
| **Generate Pre-Bills** | Once you are ready to start generating bills, it's time to make sure the data was entered correctly. You can use either Draft Statements or the Detail Work-In-Process Report to provide pre-bill information for your timekeepers to review for accuracy. Additionally, you can use the Pre-Bill Tracking feature in Tabs3 Billing to track which pre-bills have been returned. |
| **Review Pre-Bills** | After you have generated your pre-bills, you can distribute them to the appropriate timekeepers. After the timekeepers return the approved statements, you can make any necessary edits. Once all the necessary changes have been made, you can proceed to the next phase. |
| **Generate Final Statements** | Once all of the information on your pre-bills has been approved, it's time to run final statements. Running final statements begins the process of moving the transactions included on the statement from a status of "work-in-process" to a status of "billed". This is important because payments can only be applied to billed transactions. |
| **Update Statements** | Updating statements completes the process of moving transactions from a work-in-process status to a billed status. Once a statement has been updated, you can apply payments to the billed transactions. Additionally, the Update Statements process applies any previously entered unapplied payments. |
| **Distribute Statements** | Once your statements have been updated, you can distribute them to their respective clients. Methods of distributing statements can include mailing printed statements, emailing electronic files, or submitting bills electronically via the Tabs3 Taskbill software. |

# Training Videos

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

 **Statements Overview Video**

# *Client Configuration*

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

## Billing Frequency

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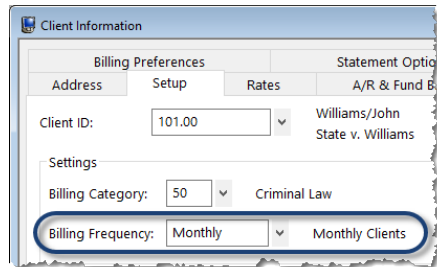


*Figure 1, Client File - Billing Frequency*

▶ **To change the Billing Frequency**

1. From the **File** menu, select **Open** and click **Client**.

2. Select the desired **Client ID**.

3. Click the **Setup** tab.

4. Select the desired **Billing Frequency**.

5. Click  to save the client.

# Release to Bill and Bill on Demand

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

| | |
|---|---|
| **Release To Bill** | If the **Release To Bill** check box on the **Billing Preferences** tab of the Client file is cleared, then the client will not have a statement printed regardless of whether the client has a previous balance or work-in-process. This check box must be selected in order to have a statement printed. |
| **Bill On Demand** | if the **Bill On Demand** check box is selected, the **Release To Bill** check box will automatically be cleared when the Update Statements program is run. This is done to prevent the client from automatically being billed the next time batch statements are printed. Clients with a status of **Bill On Demand** are usually billed by running single statements instead of being billed in a batch. |
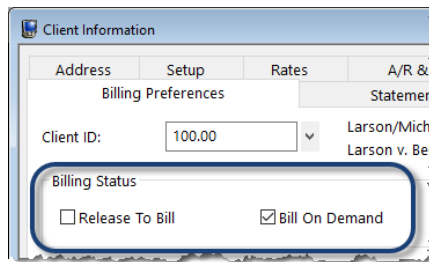


*Figure 2, Client File - **Billing Status***

▶ **To release a client to bill**

1. From the **File** menu, select **Open** and click **Client**.

2. Select the desired **Client ID**.

3. Click the **Billing Preference** tab.

4. Select the **Release to Bill** check box.

5. Click  to save the client.

# Statement Delivery Options

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



*Figure 3, Client File - **Billing Preferences** tab*

# Bill To Records

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

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



*Figure 4, Bill To Record window*

▶ **To add a Bill To record**

1. From the **File** menu, select **Open** and click **Client**.

2. Select the desired **Client ID**.

3. On the **Billing Preferences** tab, in the **Statement Delivery Options** section, click the **Add** button.

4. Select a **Bill To Name**.

5. Enter a **Description** to help identify this Bill To Record.

6. Select whether the contact will receive statements by mail, email, or both.

7. Select the **Statement Address** and/or Email Delivery Options based on the delivery selection.

8. Click **OK** to save the Bill To record.

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

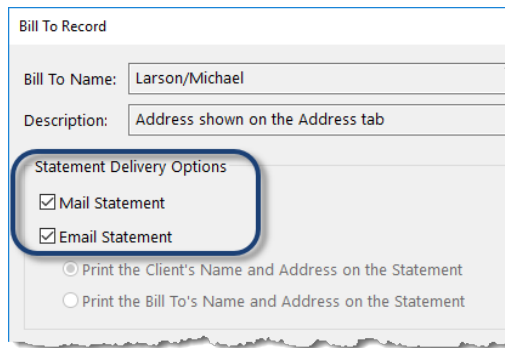▶ **To change whether a statement is mailed or emailed**

1. From the **File** menu, select **Open** and click **Client**.

2. Select the desired **Client ID**.

3. On the **Billing Preferences** tab, in the **Statement Delivery Options** section, select the desired **Bill To Name**.

4. Click the **Edit** button.

5. In the **Statement Delivery Options** section, select or clear the desired options.

6. Click **OK** to save the Bill To record.



*Figure 5, Bill To Record - **Statement Delivery Options***

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

# Integration with Trust Account Software

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

# Training Videos

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

**▶ Client Overview Video**

# *Data Entry*

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

## Bill Code

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

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

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

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

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

*Figure 6, Fee File - Bill Code*

## Status

The **Status** field determines whether the transaction is eligible to print on a statement. It also indicates whether a transaction has been shown on a final statement but has not yet been updated.

*Figure 7, Fee File - Status*

| | |
|---|---|
| **Hold** | Puts a transaction on hold and prevents the entry from being billed until it is changed to a **Print** status. This status is available for Fee, Cost, and Payment entry. |
| **Print** | Allows a transaction to print on a client's statement. New entries automatically default to **Print**. This status is available for Fee, Cost, and Payment entry. |
| **Update** | Indicates that the transaction has been final billed and is ready to be updated by the Update Statements program. You will not be allowed to edit the **Status** field when **Update** is shown. If you want to change this field, you must first unbill the statement. This status is available for Fee, Cost, and Payment entry. |
| **Save** | Has the same function and print status as **Print** but the transaction is saved after it has been shown on a final statement and updated. Instead of being deleted after printing on a statement, saved transactions remain in the fee file for repeated billings until they are deleted or changed to **Print**. This status is available for Fee and Cost entry. |
| **Save/Update** | Indicates that the transaction is a saved transaction that has been final billed and is ready to be updated by the Update Statements program. You will not be allowed to edit the **Status** field when **Save/Update** is shown. If you want to change this field, you must first unbill the statement. This status is available for Fee and Cost entry. |

The majority of transactions are entered with a status of **Print**.

# *Statement Preparation*

Before generating statements, perform the following steps.

1. Make sure **Release To Bill** is selected for all clients for which a statement should be printed *(page 4)*.

2. Make sure all transactions to be included on a statement are set for **Print** and not **Hold** *(page 9)*.

3. Optionally run draft statements or Work-In-Process reports to review work that needs to be included on statements *(page 12)*.

4. Optionally use the Reorder Fees utility to change the order in which fees with the same date are displayed on statements *(page 12)*.

5. Optionally make adjustments (Write-Up/Down, Flat Fee, Split Fee) *(page 11)*.

# Making Adjustments

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

| | |
|---|---|
| **Write-Up/Write-Down** | The Write-Up/Write-Down Fees and Costs program allows you to write-up or write-down total unbilled fees, costs, or hours for a client for a range of timekeepers, transaction codes, categories, or dates for a client prior to billing. Write-ups/write-downs can be adjusted to a specified amount or by a specified percentage. |
| **Adjust Flat Fee Clients** | The Adjust Flat Fee Clients program allows you to adjust fee transactions in work-in-process to equal the flat amount assigned in the Client file. The Adjust Flat Fee Clients program only adjusts fee transactions for clients whose Billing Rate Code is "0" (zero). Cost transactions are not adjusted. |
| **Perform Split Billing** | The Perform Split Billing program allows you to split the fee and cost transactions in work-in-process to equal the split fee percentages defined on the Split Billing tab of the Client. This program will copy the transactions to the split clients and adjust the Hours and Amounts of the specified transactions. |

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

## Training Videos

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

 **Flat Fee Billing Video**

 **Split Billing Video**

 **Write-Up/Down Fees and Costs Video**

# Reorder Fees

|        |                                                              |
|--------|--------------------------------------------------------------|
| **Menu:** | *Statements | Statement Preparation | Reorder Fees*       |
| **Home:** | *All Actions | Statement Preparation | Reorder Fees*     |

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

▶ **To reorder fees on a statement**

1. From the **Statements** menu, select **Statement Preparation** and then click **Reorder Fees**.
2. Select the desired **Client ID**.
3. Select the transaction you want to move and then click the **Move Up** or **Move Down** button.

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

# Pre-Bills: Detail WIP Report vs. Draft Statements

Most firms run Pre-Bills one of two ways: printing a Detail Work-In-Process Report (Detail WIP Report), or printing Draft Statements. Both of these options update the Pre-Bill Tracking

program *(page 22)*; however, each option offers different features. The Detail Work-In-Process Report provides a list of transactions in a report format that includes additional detailed information for each transaction, whereas draft statements provide a list of transactions in statement format.

# Work-In-Process Reports

**Menu:** *Reports | Work-In-Process | Detail Work-In-Process*
*| Summary Work-In-Process*
*| Aged Work-In-Process*
**Home:** *All Actions | Statement Preparation | Detail Work-In-Process*
*| Summary Work-In-Process*
*| Aged Work-In-Process*

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

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

**Summary Work-In-Process**    The Summary Work-In-Process Report shows the client's previous balance and totals for any fees, costs, or payments in work-in-process. A current balance is calculated and shown. The client funds balance is shown as well. This report allows for a quick review of the client's status.

**Aged Work-In-Process**    The Aged Work-In-Process Report shows the age of all unbilled charges by client.

▶ **To run a Work-In-Process Report**

1. From the **Statements** menu, select **Statement Preparation** and then click the desired Work-In-Process report.

2. Select the desired report criteria.

3. Click **OK**.

# 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**.

**Detail & Summary WIP Reports Video**

# *Generating Statements*

Statements are run using the Generate Statements program.

## Generate Statements Program

**Menu:** *Statements | Generate Statements*
**Home:** *All Actions | Statements | Generate Statements*

The Generate Statements program allows you to print an individual client's statement or a batch of clients' statements in draft or final mode. The Generate Statements program includes a **Client** tab, a **Transactions** tab, an **Options** tab, and a **Sort** tab.



*Figure 8, Generate Statements*
***Client** tab*

*Figure 9, Generate Statements*
***Transactions** tab*

Figure 10, Generate Statements
**Options** tab



Figure 11, Generate Statements
**Sort** tab

**Client** tab

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

**Transactions** tab

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

**Options** tab

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

**Sort** tab

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

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

Some firms will run batches of statements by timekeeper.

▶ **To generate a batch of statements for a specific primary timekeeper**

1. From the **Statements** menu, click **Generate Statements**.
2. From the **Client** tab, select a **Primary Timekeeper** range.
3. From the **Options** tab, select to print a **Draft** or **Final** statement.
4. Select any other desired options.
5. Click **OK**.

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

# Which Clients Will Have Statements Printed?

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

- Generally, clients with a previous balance or work-in-process that is released for billing will have a statement processed.

- You can select to include clients with work-in-process, without work-in-process, or both. If desired, reminder statements can easily be printed that will not include current work-in-process.

- If the **Release To Bill** check box for a client is cleared, then the client will not have a statement printed *regardless* of whether the client has a previous balance or work-in-process. This check box **must** be selected in order to have a statement printed. Keep in mind that if the client's **Bill On Demand** check box is selected, the **Release To Bill** option will automatically be cleared when the Update Statements program is run. This occurs in order to prevent the client from automatically being billed the next time batch statements are printed. Clients with a status of **Bill On Demand** are usually billed by running single statements instead of being billed in a batch. *(Exception: Clients whose **Bill On Demand** check box is selected and **Release To Bill** check box is cleared will have a reminder statement generated.)*

- If desired, you can also specify threshold billing options at the client level or when printing statements so that only clients with work-in-process that exceeds a specified amount will be billed.

- When generating email statements for clients, the statements are output to the Email Statements window when running final statements. However, if a client is configured for both email and mail statements, the statement is printed and sent to the Email Statements window. Draft statements are not sent to the Email Statements window.

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

# Using Report Definitions to Define Batches

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

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

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

| | |
|---|---|
| **Load** | The **Load** button can be used to retrieve a previously saved report definition for statements. The Report Definition List (Figure 12) will be displayed, allowing you to select a report definition. |
| **Save** | The **Save** button can be used to save the specified options as a report definition. The Save Report Definition window will be displayed, allowing you to specify a report definition name and description. |
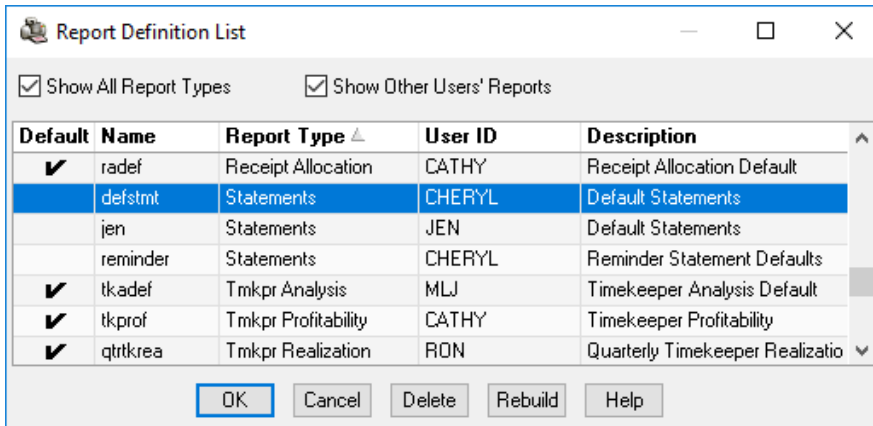


*Figure 12, Report Definition List*

# Draft vs. Final

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

*Figure 13, Generate Statements window*
***Draft vs. Final***

**Draft Statement**

Draft statements do not alter any information in the data files and can be run at any time. Because of this, multiple draft statements for a client can be run at any time during the billing cycle as needed. When draft statements are displayed using the Preview option, you can drill down to individual client, fee, cost, and payment records allowing you to edit data directly from the Preview window. Many firms will select the option **Print Reference Numbers** to make it easy to quickly look up transactions for editing purposes.

**Final Statement**

Final statements can also be run at any time; however, when final statements are run, the **Status** field is changed to U-Update for each transaction included on the statement. This indicates that the entry has been billed and is ready to be updated by the Update Statements program. This "U" can be seen on the Detail Work-In-Process Report, the Transaction File List and in the **Status** field when editing the transactions. You can edit a transaction that has U-Update in the **Status** field, but you should reprocess another final statement that reflects the changes. You cannot delete a transaction that has U-Update in the **Status** field. You must first "unbill" that client and then you will be allowed to delete the transaction.

The changes that are made to the data files by running final statements are not permanent until the Update Statements program is run. This means that you can run final statements multiple times. However, whatever information was shown on the last final statement for the client is the information that is updated by the Update Statements program.

# Reminder Statements

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



*Figure 14, Generate Statements window*
***Reminder Statements***

| | Stmt Date | Stmt # | Billed | Due | |
|---|---|---|---|---|---|
| Previous Balance | | | | | $2,205.75 |
| | 08/26/2018 | 7587 | 75.00 | 75.00 | |
| | 09/25/2018 | 7591 | 131.00 | 131.00 | |
| | 10/26/2018 | 7595 | 1,999.75 | 1,999.75 | |
| | | | | 2,205.75 | |
| Balance Due | | | | | $2,205.75 |

*Figure 15, Example of a **Detail** Reminder Statement*

| | |
|---|---|
| Previous Balance | $2,205.75 |
| Balance Due | $2,205.75 |

*Figure 16, Example of a **Summary** Reminder Statement*

# *Tracking Statements*

The Pre-Bill Tracking program can be used to track statements to see where they are at in the billing process. Pre-Bill Tracking uses records generated by running either Work-In-Process reports, or running Draft statements.

## Batch Numbers

Tabs3 Billing automatically assigns a unique batch number to each run of draft statements and each Detail Work-In-Process Report for use by the Pre-Bill Tracking program. The previous batch number is automatically incremented by "1," regardless of whether a report or statement actually prints. The batch number is shown in the Pre-Bill Tracking window. Specific batch numbers can be included in the Pre-Bill Tracking window. Additionally, pre-bill tracking records can be deleted based on a batch number.

> **More info:** Steps on running a batch of statements can be found on page 17 of this guide.

## Pre-Bill Tracking
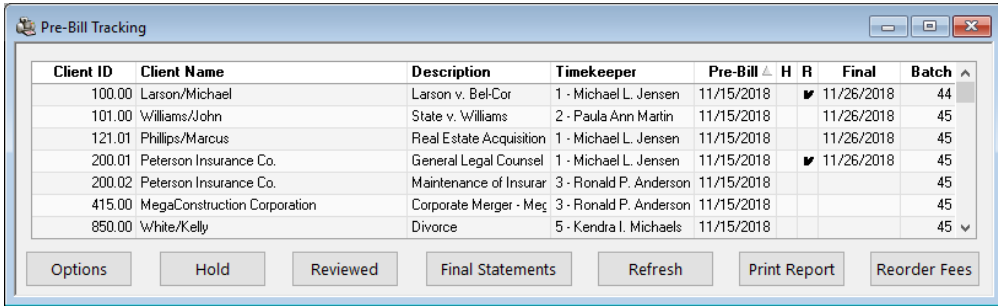
**Menu:** *Statements | Pre-Bill Tracking*
**Home:** *All Actions | Statements | Pre-Bill Tracking*

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

If a pre-bill has been run for the client, the date shown on the most recent pre-bill is included in the "Pre-Bill" column of the Pre-Bill Tracking window. If a final statement has been run for the client, the date shown on the most recent final statement will be shown in the "Final" column. Pre-Bill Tracking records can be marked as "on hold" or "reviewed." Final statements can be printed for selected clients from within the Pre-Bill Tracking window.

A Pre-Bill Tracking Report can be printed showing the pre-bill tracking records that meet specified criteria.
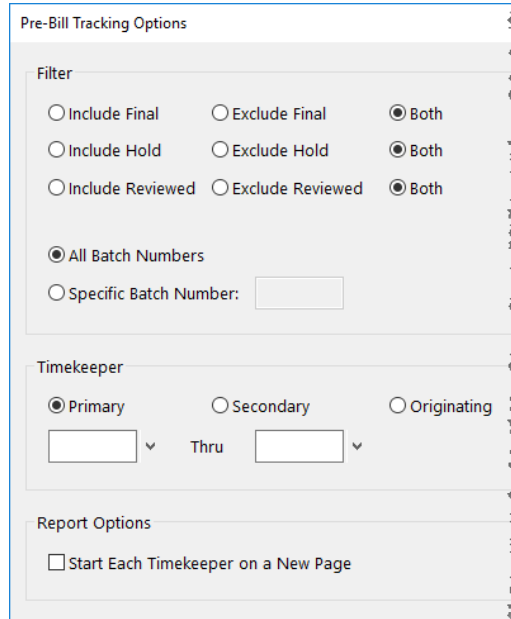
*Figure 17, Pre-Bill Tracking window*

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



*Figure 18, Pre-Bill Tracking Options window*

For example, let's say that Mary prints draft statements for primary timekeeper 1 and gives them to the attorney for approval. As the attorney returns the draft statements to Mary, Mary edits the transactions as needed, and then she marks the statement as reviewed in the Pre-Bill Tracking window. Mary can easily see which draft statements, if any, have not yet been returned and can follow up with the attorney as needed. At any time, Mary can easily run final statement for any or all of the clients with reviewed statements via the Pre-Bill Tracking window by clicking the **Final Statements** button.

# Pre-Bill Tracking Report

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

| Date: 11/26/2018 | | | Pre-Bill Tracking Report<br>Jensen, Martin & Anderson, P.C. | | | | | | Page: 1 |
|---|---|---|---|---|---|---|---|---|---|
| | Client | Name | Description | Pre-Bill | Hold | Reviewed | Final | Batch | Tkpr |
| | 100.00M | Larson/Michael | Larson v. Bel-Cor | 11/15/2018 | | R | 11/26/2018 | 44 | 1 |
| | 101.00M | Williams/John | State v. Williams | 11/15/2018 | | | 11/26/2018 | 45 | 2 |
| | 121.01M | Phillips/Marcus | Real Estate Acquisition | 11/15/2018 | | | 11/26/2018 | 45 | 1 |
| | 200.01M | Peterson Insurance Co. | General Legal Counsel | 11/15/2018 | | R | 11/26/2018 | 45 | 1 |
| | 200.02M | Peterson Insurance Co. | Maintenance of Insurance Policies | 11/15/2018 | | | | 45 | 3 |
| | 415.00M | MegaConstruction Corporation | Corporate Merger - Megabuilders and BuilderCor | 11/15/2018 | | | | 45 | 3 |
| | 850.00M | White/Kelly | Divorce | 11/15/2018 | | | | 45 | 5 |
| | 850.02M | White/Kelly | Medical Care of Brianne | 11/15/2018 | | | | 45 | 2 |
| | 850.01M | White/Kelly | Last Will & Testament | 11/16/2018 | | | | 46 | 5 |

*Figure 19, Example of a Pre-Bill Tracking Report*

# 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**.

**Pre-Bill Tracking Video**

# *Finalizing Statements*

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

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

## Pre-Update Statements Report

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

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

| Date: 11/26/2018 | | | Tabs3 Pre-Update Statements Report | | | | | | | Page: 1 |
| | | | Jensen, Martin & Anderson, P.C. | | | | | | | |
| Stmt # | Client | Name/Work Description | Date | Prev Bal | Fees | Expenses | Advances | Fin Chg | Payments | Bal Due |
| 7615 | 100.00 | Larson/Michael Larson v. Bel-Cor | 11/26/2018 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 MLJ |
| 7618 | 101.00 | Williams/John State v. Williams | 11/26/2018 | 2,994.40 | 1,062.50 | 0.00 | 0.00 | 0.00 | 0.00 | 4,056.90 PAM |
| 7616 | 121.01 | Phillips/Marcus Real Estate Acquisition | 11/26/2018 | 5,748.85 | 2,337.50 | 0.00 | 0.00 | 0.00 | -5,000.00 | 3,086.35 MLJ |
| 7617 | 200.01 | Peterson Insurance Co. General Legal Counsel | 11/26/2018 | 2,725.35 | 5,600.00 | 12.00 | 0.00 | 0.00 | 0.00 | 8,337.35 MLJ |
| **Total** | | | | 11,468.60 | 9,000.00 | 12.00 | 0.00 | 0.00 | -5,000.00 | 15,480.60 |

*Figure 20, An example of the Pre-Update Statements Report*

▶ **To run a Pre-Update Statements Report**

1. From the **Statements** menu, click **Pre-Update Statements Report**.

2. From the **Client** tab, enter the desired **Client ID** range.

3. Click **OK**.

# Update Statements Program

**Menu:**  *Statements | Update Statements*
**Home:**  *All Actions | Statements | Update Statements*

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

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

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



*Figure 21, Update Statements window*

▶ **To update statements**

1. From the **Statements** menu, click **Update Statements**.

2. Enter a **Client ID** range, or leave it blank to include all clients.

3. Optionally specify a **Timekeeper** range for which statements are to be updated.

4. Click **OK**.

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

# Undo Updated Statements

**Menu:** *Statements | Undo Updated Statement | Undo Single Updated Statement*
*| Undo Multiple Updated Statements*
**Home:** *Statements | Undo Single Updated Statement*

When a statement is updated, it is finalized and many changes occur to the data files. The Undo Updated Statements programs reverse these changes by restoring client data to its pre-update status and unbilling the final statements that were run (i.e., the **Status** field for transactions on the statements is changed back to "Print"). Updated statements for a specific client must be undone in the reverse order they were updated.

## Undo Single Updated Statement

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



*Figure 22, Undo Single Updated Statement window*

▶ **To undo a single updated statement**

1. From the *Statements* menu, point to *Undo Updated Statement* and select *Undo Single Updated Statement*.

2. Enter the desired **Client ID**. The most recent **Statement Number** is automatically selected.

3. Click **OK**.

# Undo Multiple Updated Statements

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



*Figure 23, Undo Multiple Updated Statements window*

▶ **To undo multiple updated statements**

1. From the *Statements* menu, point to *Undo Updated Statement* and select *Undo Multiple Updated Statements*.

2. Enter the **Statement Date** of the statements you want to be undone.

3. Enter any other desired criteria.

4. Click **OK**.

# Unbill Final Statements

    **Menu:** *Statements | Unbill Final Statements*
    **Home:** *Statements | Unbill Final Statements*

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

When a final statement is run, Tabs3 Billing "tags" the transactions as "ready to be updated." Unbilling effectively "untags" the transactions so they remain in work-in-process and do not get updated. The field that is tagged is the **Status** field. When transactions are entered, they are typically entered with a "**P - Print**" status. When a final statement is run, the transaction is changed to "**U - Update**" indicating the transaction is ready to be updated. Unbilling the final statement changes the status of all transaction that were on the final statement from "**U - Update**" back to "**P - Print**" thereby canceling the final statement.

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

# *Emailing Statements*

When statements are generated, statements for clients who are configured to receive mail statements will be sent to the printer, whereas statements for clients who are configured to receive email statements will be sent to the Email Statements window. Statement delivery options are configured in the **Statement Delivery Options** of the Client file *(page 3)*. Once email messages and statements have been reviewed and updated, they can be automatically sent from the Email Statements window.

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

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

> **Note:** You can include a variable for a ProPay payment link in your email message, which allows clients to pay their bill online with a credit card, debit card, or eCheck. See Knowledge Base Article **R11767**, "Using the Tabs3 Payment Link," for more information.

# Email Statements Window

> **Menu:** *Statements | Email Statements*
> **Home:** *All Actions | Statements | Email Statements*

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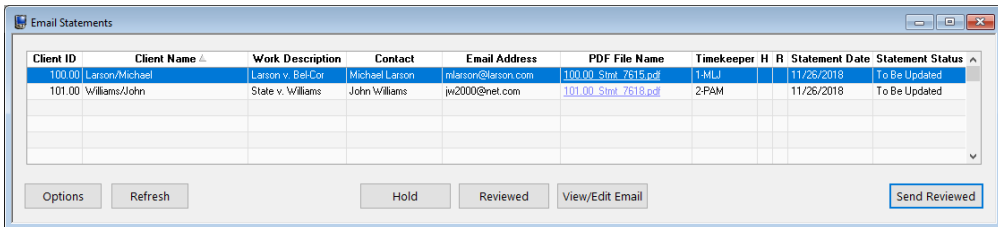


*Figure 24, Email Statements window*

| | |
|---|---|
| **Options** | The **Options** button can be used to display the Email Statements Options window (Figure 25), which allows you to limit the records shown in the Email Statements window based on **Client ID** or **Primary Timekeeper**. This window also allows you to display only email statements within a specific **Statement Date** range. |
| **Refresh** | The **Refresh** button or F5 can be used to update the information shown in the Email Statements window. Any clients that no longer meet the email statements options will be removed. New final statements that have been run for clients will replace the original PDF statements, except when statements have been updated or are open at the time of the refresh. |
| **Hold** | The **Hold** button can be used to mark the selected records as "on hold." Check marks will be placed in the **H (Hold)** column and the **R (Reviewed)** column. If the record was already on hold, the check marks will be removed from the **H (Hold)** and **R (Reviewed)** columns. |
| **Reviewed** | The **Reviewed** button can be used to mark the selected records as "reviewed." A check mark will be placed in the **R (Reviewed)** column. If the record was already marked as reviewed, the check mark will be removed from the **R (Reviewed)** column. |
| **View/Edit Email** | The **View/Edit Email** button can be used to open the Email Preview window (Figure 26) to review and edit the email as well as view the attachment(s) that will be sent to the client. The body of the email is determined by the Email Template assigned to the client. The Email Preview window can also be used to send the email, or mark the email as "on hold" or "reviewed." |
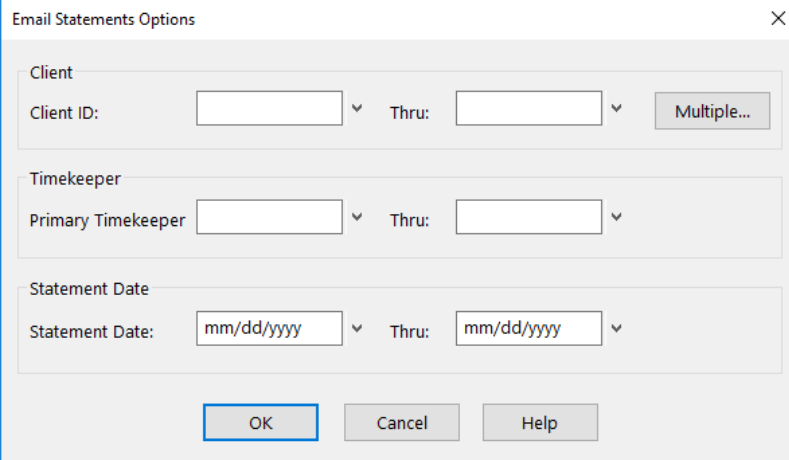
> **More Info:** Additional information on creating Email Templates can be found in Tabs3 Billing Help and the *Statement Formatting Guide*.

**Send Reviewed**

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

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



*Figure 25, Email Statements Options window*
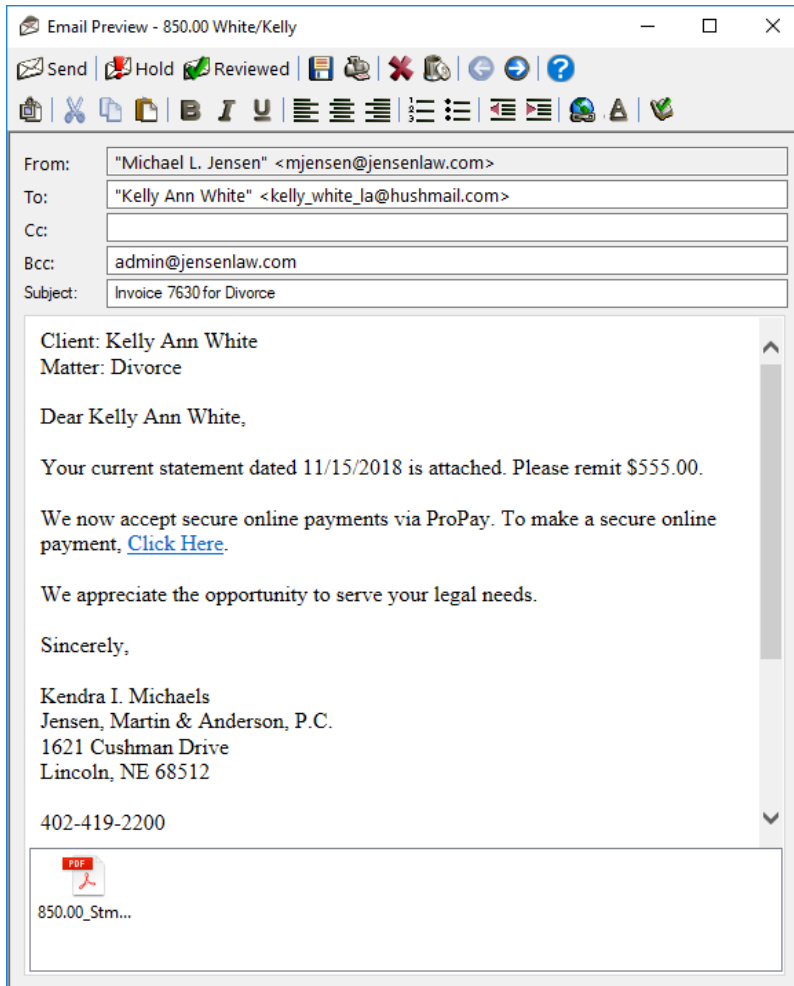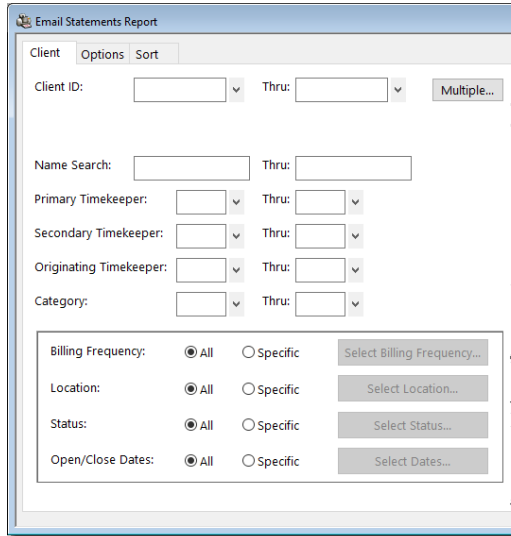
*Figure 26, Email Preview window*

# Email Statements Report

**Menu:** *Statements | Email Statements Report*
**Home:** *All Actions | Statements | Email Statements Report*

The Email Statements Report shows all email statements that are successfully sent to clients who are set up to receive email statements. For each email that meets the selected criteria, the client, email date, recipient information, file name, statement date, and User ID of the sender are included in the report, as shown in Figure 30.

*Figure 27, Email Statements Report*
**Client** *tab*
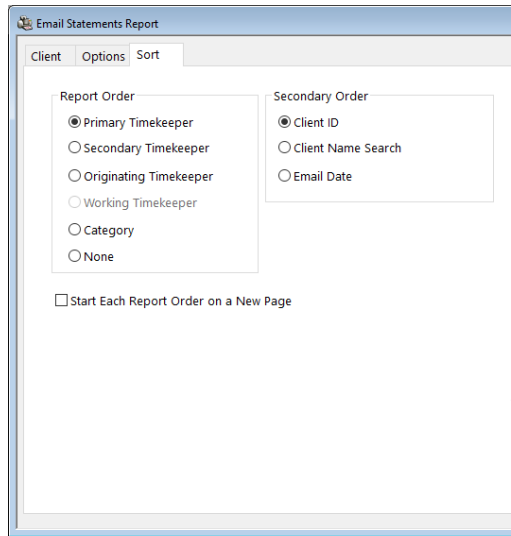


*Figure 28, Email Statements Report*
**Options** *tab*



*Figure 29, Email Statements Report*
**Sort** *tab*

| | |
|---|---|
| **Client** tab | The **Client** tab allows you to specify a range of clients, timekeepers, categories, billing frequencies, locations, open dates, and close dates. You can also select clients based on status (i.e., active clients, progress billing clients, billable clients, email and/or mail clients, and task based billing clients). |
| **Options** tab | The **Options** tab allows you to specify a range of contacts, statement dates, email dates, or user IDs. |
| **Sort** tab | The **Sort** tab allows you to select the order in which the information should appear on reports. |

Date: 11/26/2018         **Tabs3 Email Statements Report**         Page: 1
Jensen, Martin & Anderson, P.C.

| Email Date | Contact | Email Address | PDF File Name | Stmt Date | User ID |
|---|---|---|---|---|---|
| 100.00 Larson/Michael | | | | | |
| RE: Larson v. Bel-Cor | | | | | |
| 11/16/2018 | Michael Larson | mlarson@larson.com | 100.00_Stmt_7619.pdf | 11/15/2018 | RON |
| 101.00 Williams/John | | | | | |
| RE: State v. Williams | | | | | |
| 11/16/2018 | John Williams | jw2000@net.com | 101.00_Stmt_7622.pdf | 11/15/2018 | RON |
| 415.00 MegaConstruction Corporation | | | | | |
| RE: Corporate Merger - Megabuilders and BuilderCorp | | | | | |
| 11/16/2018 | James R. Tatiki, Sr. | jt@megaconcorp.com | 415.00_Stmt_7624.pdf | 11/15/2018 | RON |
| 850.00 White/Kelly | | | | | |
| RE: Divorce | | | | | |
| 11/16/2018 | Kelly Ann White | kelly_white_la@hushmail.com | 850.00_Stmt_7625.pdf | 11/15/2018 | RON |
| 11/16/2018 | Kelly Ann White | kelly@homeoffice.net | 850.00_Stmt_7625_Dup.pdf | 11/15/2018 | RON |
| 850.02 White/Kelly | | | | | |
| RE: Medical Care of Brianne | | | | | |
| 11/16/2018 | Kelly Ann White | kelly@homeoffice.net | 850.02_Stmt_7623.pdf | 11/15/2018 | RON |

*Figure 30, Example of the Email Statements Report*

# 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**.

**▶ Emailing Statements Video**

# *Reprinting Statement Information*

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

## Reprint Updated Statement

**Menu:** *Statements | Reprint Updated Statements | Reprint Single Updated Statement*
*| Reprint Multiple Updated Statement*
**Home:** *All Actions | Statements | Reprint Single Updated Statement*

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

## Reprint Single Updated Statement

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



*Figure 31, Reprint Single Updated Statement window*

▶ **To reprint a single updated statement**

1. From the **Statements** menu, point to **Reprint Updated Statements** and select **Reprint Single Updated Statements**.

2. Enter the **Client ID** for which you want to reprint a statement.

3. Select the **Statement Number** of the statement to reprint.

4. Click **OK**.

# Reprint Multiple Updated Statements

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



*Figure 32, Reprint Multiple Updated Statements window*

▶ **To reprint multiple updated statements**

1. From the **Statements** menu, point to **Reprint Updated Statements** and select **Reprint Multiple Updated Statements**.

2. In the **Statement Criteria** section, enter the desired criteria.

3. In the **Reprint Options** selection, optionally select to generate **PDFS as Individual Statements**.

4. Click **OK**.

# Client Ledger Report

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

The Client Ledger Report shows the amount of payments, fees, expenses, advances, finance charge, fee sales tax, expense sales tax, advance sales tax, and balance due for each statement. Payment

activity (including payment reversals), write offs, and balance due information are also included. Detailed billed information that shows amounts billed by timekeeper and Cost Type can optionally be included on the detail reports. A report showing only write offs can be generated.

The following tabs are available in the Client Ledger Report:



*Figure 33, Client Ledger Report*
**Client** *tab*



*Figure 34, Client Ledger Report*
**Options** *tab*



*Figure 35, Client Ledger Report*
**Format** *tab*



*Figure 36, Client Ledger Report*
**Sort** *tab*

| | |
|---|---|
| **Client** tab | The **Client** tab allows you to specify a range of clients, timekeepers, categories, billing frequencies, locations, open dates, and close dates. You can also select clients based on status (i.e., active clients, progress billing clients, billable clients, email and/or mail clients, and task based billing clients). |
| **Options** tab | The **Options** tab includes parameters that enable you to print a detail or summary report as well as specify what type of information is included on the report (e.g., include zero balance clients, detail information for each statement, write offs only, etc.). |
| **Format** tab | The **Format** tab allows you to optionally include information such as reference numbers, hours, bill total, and balance due as well as specify whether the report will print portrait or landscape. |
| **Sort** tab | The **Sort** tab allows you to select the order in which the information should appear on reports. |

▶ **To run a Client Ledger Report**

1. From the **Reports** menu, select **Client Reports**, and then click **Client Ledger Report**.
2. On the **Client** tab, select the desired **Client ID** or range of clients.
3. On the **Options**, **Format**, and **Sort** tab, select any other desired options.
4. Click **OK**.

# Training Videos

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

**▶** **Client Ledger Report Video**

# Transaction File List

> **Menu:** *Reports | Transaction Reports | Transaction File List*
> **Home:** *All Actions | Reports | Transaction Reports | Transaction File List*

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

The following tabs are available in the Transaction File List:



*Figure 37, Transaction File List*
**Client** *tab*



*Figure 38, Transaction File List*
**Transactions** *tab*



*Figure 39, Transaction File List*
**Options** *tab*



*Figure 40, Transaction File List*
**Format** *tab*
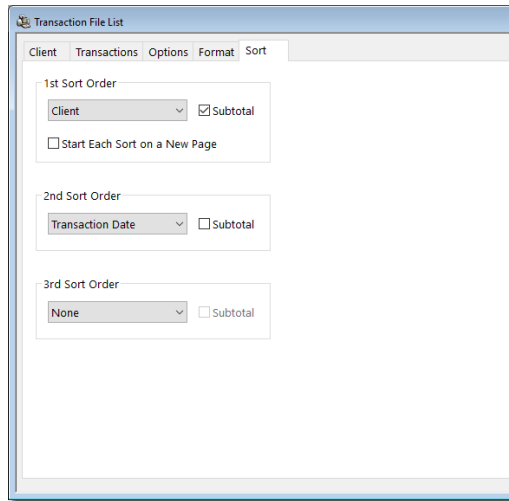
*Figure 41, Transaction File List*
***Sort** tab*

| | |
|---|---|
| **Client** tab | The **Client** tab allows you to specify a range of clients, timekeepers, categories, billing frequencies, locations, open dates, and close dates. You can also select clients based on status (i.e., active clients, progress billing clients, billable clients, email and/or mail clients, and task based billing clients). |
| **Transactions** tab | The **Transactions** tab allows you to specify the transactions to be included based on transaction type (fees, costs, or payments), date, transaction code, working timekeeper, category, and cost type. |
| **Options** tab | The **Options** tab includes parameters that enable you to print a detail or summary report as well as specify the type of transactions you want to include on the report. |

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

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

**Sort** tab

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

▶ **To run a Transaction File List for statements**

1. From the **Reports** menu, select **Transaction Reports**, and then click **Transaction File List**.

2. On the **Client** tab, select the desired **Client ID** or range of clients.

3. On the **Transactions** tab, leave everything blank.

4. On the **Options** tab, in the **Transaction** section, clear the **Work-In-Process** check box and select the **Archived** check box.

5. In the **Date Selection** section, select **Statement**.

6. On the **Format** tab, select the **Statement Date** check box.

7. On the **Sort** tab, in the **1st Sort Order** section, select **Client** and select the **Subtotal** check box,

8. In the **2nd Sort Order** section, select **Statement Date** and select the **Subtotal** check box.

9. Click **OK** to print the report.

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



Figure 42, Example of a Transaction File List

# Training Videos

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

**Transaction File List Video**

# *Conclusion*

## Resources

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

## Guides and Sample Statements

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

- **Statement Formatting Guide** - This guide provides the information on the tools to give your statements the look you want.

- **Billing Methods Guide** - This guide provides information on the various methods of billing clients that are available in Tabs3 Billing. It includes information on basic billing concepts that are important to individuals who enter client information in Tabs3 Billing.

- **Tabs3 Billing Sample Reports** - Over 20 pages of sample statements, and the formatting options that were used to create the statements, can be found in the Tabs3 Billing Sample Reports.

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

### *Tabs3.com/support/docs.html*

## Knowledge Base

Our Knowledge Base can be accessed 24 hours a day, 7 days a week. You can also access our Knowledge Base while in the software by selecting *Help | Internet Resources | Knowledge Base*.

- **R11582** - "Statements Information Resources", is a comprehensive list of KB Articles containing more information about Tabs3 Billing statements.

- **R11338** - Emailing Tabs3 Statements

All Knowledge Base Articles are available on our Web site at:

### *support.Tabs3.com*

# Training Videos

Tabs3 includes numerous training videos to help you learn the software. Training video libraries can be accessed via the software from the **Help | *Training Videos*** menu option.

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

**Statements Overview Video**

**Client Overview Video**

**Write-Up/Down Fees and Costs Video**

**Flat Fee Billing Video**

**Split Billing Video**

**Detail & Summary WIP Reports Video**

**Pre-Bill Tracking Video**

**Emailing Statements Video**

**Client Ledger Report Video**

**Transaction File List Video**

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