This document contains answers to common questions handled by our support staff, along with some tips and tricks that we have found useful.

Q   Can I show a transfer of funds from checking account to checking account?

A   Yes, accounts payable includes a transfer feature. The system automatically creates both the cash disbursement and cash receipt transactions.

Q   Does the bank reconciliation program allow me to reconcile back to the bank statement with memo fields for adjustments or do I need to make journal entries and then reverse them?

A   Yes, for those firms who use sweep accounts, we can accommodate entries that have been booked in Omega but have not cleared the clearing account.

Q   I need to know how many active matters we have in our system; how can I get this information?

A   Create a quick report using the Matter Expanded Lookup. Your selection field will be Matter Type equals A, then execute the search and you will get a listing of active matters as well as a count; you can additionally filter your search by including other statistics in your selections fields such as Billing Attorney, Type of Client, etc.

Q   I have an attorney who only wants to use 10% of the available advance deposit, how can I accomplish this task?

A   Using the option to relieve the bill individually, complete the following steps:

1.   Change the advance deposit to the amount you wish to use.
2.   Click the Funds tab.
3.   Advance Deposit Combined should show the amount of the advance deposit you input.
4.   Click the cell for funds below the A/D amount and put in the amount of the advance deposit; the remaining due should show as zero.
5.   Click the Fees tab (the one directly to the right).
6.   Use Auto Allocate so the funds remaining are zero.
7.   Click the Basic tab.
8.   Click the Relieve button.

Q How can I delete a bill format?

A The system will not save a bill format that has no modules–so if you want to delete a bill format just go into in and delete all the modules. If the module is being used by the system, it will not be deleted from the system; if a module is being used only by the bill format you are deleting; then the system will give you a prompt that basically says this module is not used by the system; do you want delete it from the system? If you do, click Yes, or if you don't, click No, and then it will still be on the system**.**

After you have deleted all the modules and you try to exit the bill format report writer; you will get a prompt saying the format has no modules and will be deleted.

Q I have opened a new checking account, now I need to get it set up in the program?

A This is a two-step process:

1. Create a general ledger account for the checking account using the E/E Chart of Accounts.

2. Add the account to Firm Checking Account Set-up (the path is Utilities\Firm Maintenance\Firm Checking Account Set-up).

Q What do I check when a time sheet won't apply?

A Do the following:
- ✓ Verify that the Matter Type for all matters on the time sheet is type A (Accounting) or M (Marketing). Time can only be applied to matters of type A or M.
- ✓ Verify that the time sheet dates you are trying to apply fall within the date range of your Firm Control Dates (Firm Maintenance Menu).
- ✓ Verify that the Working Days have been set for the Attorneys for which you are trying to apply timesheets for (Timekeeping Utilities Menu>Set Working Days).
- ✓ Verify that the timekeepers for whom you are trying to apply time sheets are active timekeepers (Attorney Table).
- ✓ Run the Failure to Apply Batches Report (Utilities>System Utilities>Failure to Apply Batches Report). When running the report use the date of the batch. The system has been designed to give you the reason the batch will not apply. (Available in v5.4b.)

Q What are the ramifications of changing a Timekeeper from active to inactive status?

A
- ✓ You will not be able to add new time entries for the timekeeper.
- ✓ You will not be able to edit an unapplied time sheet; however, you may still apply an unapplied time sheet.
- ✓ If your user profile is set to access only active timekeepers, the recently changed timekeepers will not be accessible the next time you log into Omega.

Q How can I prevent timekeepers from entering time into prior months that we have closed?

A

- ✓ The Firm Control Dates allow you to control the time period for which activity can be recorded.
- ✓ The Oldest Allowable Accounting Date and the Future Allowable Accounting Date determine the time period for which you consider open.
- ✓ These two dates are included in the open date range.
- ✓ Time sheets cannot be entered outside of this date range.
- ✓ These dates can be set and confirmed from the Firm Control Dates/Year End on the Firm Maintenance Menu.

Q What happens if a timer is not closed in Time Entry Timer?

A As long as the server is not shutdown in the interim, the entries will not be lost.

Q Our firm is a new user of Omega, and I have a check that was issued prior to our implementing the Omega system. How can I void this check so it shows a credit on the matter?

A Use the Enter/Edit Accounts Payable Invoice option to create and pay a negative invoice for the same value of the check you need to void. Distribute this negative invoice to the same matter(s) to which the original check was charged, and use the same check number to pay the negative invoice.

Q Sometimes when voiding a check, I get a message that indicates the check can't be voided while at other times I can void the check but not delete the invoice. What causes this?

A

- ✓ Verify that the G/L accounts used in the distribution of this check are active accounts. An inactive G/L account will prevent you from voiding the check.
- ✓ If the check is a trust-related check then verify that the matter has not been closed.
- ✓ If the problem is you can void the check but cannot delete the invoice and the invoice is matter related charge; verify that the matter is an active matter (type A). The invoice cannot be deleted if the matter is closed.
- ✓ If the problem is you can void the check but not delete the invoice, and the invoice is matter related charge; verify that the matter does not require task codes. If the matter requires task codes and none are specified for the invoice, the system will not delete the invoice. You can temporarily remove the task code rule from the matter and delete the invoice.
- ✓ If the problem is you can void the check but not delete the invoice, check to see if the invoice is partially paid, the system will not delete a partially paid invoice. You can Use the Enter/Edit Accounts Payable Invoice option to create a negative invoice for the same value as the balance due of the partially paid invoice, distribute this negative invoice general ledger account or to the same matter(s) to which the original invoice was charged, and then use a dummy check number to pay both invoices: the partial paid debit and the corresponding negative invoice.

Q   Does changing the date on a hard work-in-process cost have an impact on the general ledger? If so, what is the impact?

A   Modifying the date of a Work-In-Process hard cost from WIP Editing does not have an impact on the general ledger.

Q   Is there a report that will provide a list of matters that we have not billed or have not recorded any activity against within the past year?

A   The report *Inactive Matters by Statistics Type*, located on the Client Matter List Menu under the Reports Menu, provides this type of information. The report provides a list of matters, opened before a user-specified date, which have had no activity since a user specified date. Activity would include any activity that would create history on a matter, such as applying of time or cost to the matter, recording of payments or write-offs, etc. The report may be printed for any statistic type and prints in a layout that is designed to be completed by the recipient as an action form.

Q   Is there a report that will provide a list of matters with split statistics and include the split percentage even if the percentage is equal to 100%?

A   The report *Matter Information and Receivable History*, located on the Client Matter List Menu under the Reports Menu, provides this type of information. This report allows the user to select the matter information they need wish to review. For this report, your selections are: (1) Client Name and Address and (2) Matter Information.

Q   After closing our fiscal year, is the previous year's data still available, or is it purged as part of the closing process?

A   Data is not automatically purged from the system upon closing the year. In fact, after a year is closed it can easily be reopened if necessary by simply printing a trial balance report for the closed period. Printing a trial balance for the first month of the new period will close the prior year.

Q   How can I have the fees on a bill reflect as "No Charge" but still show the detail of the fee items, and include the costs?

A   You may accomplish this using the Generate Individual Bills option. The value of Billed Fees defaults with the work-in-process fee value as of the Bill Through date. To generate this bill with the total fees billed as "No Charge", enter NC in place of the default value. The fee detail will print on the bill as defined by the bill format, with the Total Fees Billed reflected as No Charge. This type of bill must be relieved individually.

Q   On the Account Receivable Ledger in Matter Inquiry, some invoice numbers display in a blue font, while others appear in a black font. What does the color difference mean?

A   Invoice numbers displayed in a blue font identify those invoices that contain a Billed Edit History. To review these edits, select the invoice, right-click to display the context menu and select Billed Edits. Pressing F1 while on this accounts receivable ledger displays the Help topic, which also details the information displayed on the accounts receivable ledger tab.

Q When I am viewing bills in the Stored Bills window, some invoice numbers display in a blue font, while others appear in a black font. What does the color difference mean?

A Invoice numbers displayed in a blue font identify those bills that are entirely unpaid. Paid and partially paid invoices appear in a black font.

Q Can you remind me how to set up my hot keys? I haven't done this for a while.

A The shortcut key is defined in the Menu Designer. You simply log into the Menu Designer program and bring up the menu that you want the shortcut key on; double-click the menu action, double -click the Shortcut Key field and enter a letter that will be the shortcut key, and then click OK. Click OK to exit the Menu Item Properties dialog box. From the File Menu, choose Save, and then exit the program. (Menu Designer is a separate executable and may not be available on all workstations.)

Q Will I encounter any problems if I close the primary matter for my client group?

A No, as long as the primary matter exists for the billing group, it will have no impact on the system if the primary matter has been closed or if the primary matter is no longer set up for client-level billing. However, the system will print a set of drafts for each statistic member it encounters in the client group, if the primary matter is not a member of the group.

Q I have a cash receipt batch that will not apply, can you tell me what I should look for?

A

✓ The most common reason is a cash receipt in the batch that is paying the remainder of a partially paid invoice and the payment is not entirely allocated. This happens because the system correctly applies the payment proportionally to the attorney's vested time rather than dividing the payment by the number of attorneys. So if the entry does not apply, go back into the payment screen, right-click on the fee entry and make sure the entire amount is allocated -- usually it is a penny off. Allocate the payment to the attorneys so that the Amount Paid and the Amount Allocated equal each other and the Amount Unallocated is zero.

✓ If you have any batch that will not apply, run the Failure to Apply Batches Report (Utilities>System Utilities>Failure to Apply Batches Report). When running the report, use the date of the batch. The system has been designed to give you the reason the batch will not apply.

Q How can I restrict user access to General Ledger accounts in General Ledger Review?

A Create a dummy General Ledger Department, such as RES - Restricted. When you set up the department enter a suffix number that you are not currently using. Select the User's Profile (File>Options>User Set-up), select the General Ledger tab, and then select the accounts the user is allowed to access and input the dummy department in the Department field. The accounts will display in the lookup, but when the user tries to access the account, they will get a prompt of "No Access to this Account."

Q What happens when I use the Logoff User option in Utilities?

A The Logoff action is a utility to clear a user who become frozen in the system, logging off an active User removes their login from the SQL table, it does not terminate their Omega session.

Q   I have set a threshold rule on a matter of $5,000.00 for WIP Fees. This matter has not met the threshold, but when I printed by draft using the "All Scheduled Drafts" option, a draft of this matter printed. Why?

A   The matter's threshold information is set up to answer the question "Does this apply to this matter only?" with an 'N'. With that answer and since the matter is not part of a client group, the programs sums the WIP for all matters for the client in determining whether or not the threshold is met.

Q   I want to maintain Personal Contacts is that possible?

A   On the Contacts window, there is a checkbox that allows you to designate a contact as Personal.

- ✓ A Personal Contact can only be viewed or accessed by the user who created it.
- ✓ A checkbox in the Contact Lookup allows the user to view only their Personal Contacts or all contacts along with their Personal Contacts.
- ✓ A Contact designated as personal is not restricted from Conflict searching. If the "personal" contact name is a "hit" for a conflict search, it will appear in the search results. Selecting the name in the search results and choosing the option "Show Data in Omega" does not allow you to review the contact.
- ✓ A Personal Contact is prohibited from being used by the accounting system. Likewise, any contact used by the accounting system cannot be made personal