

Case File Basics

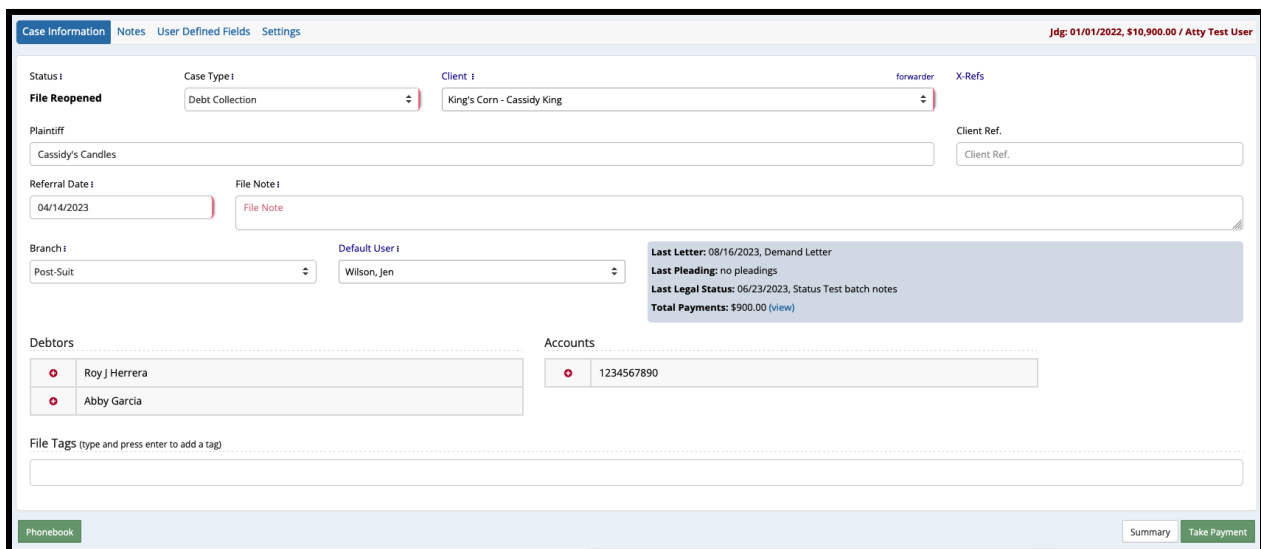
Overview

This document details the various case file screens offered in CMPOnline. The screens shown are all customizable and some may be hidden based on security settings, though this document details all default screens and how they come configured.

Main

The main case file screen is where all basic information is held. This includes Case Type, Client, Plaintiff, and more. You can also view an overview of the debtors and accounts for a file on this screen by expanding the tabs located at the bottom of the page.

Using the tabs at the top of this screen, you may also see an overview of case file notes, and custom UDF's your firm may have set, and settings specific to this case file.

A screenshot of the Case Master main case file screen. The interface is divided into several sections. At the top, there are tabs for "Case Information", "Notes", "User Defined Fields", and "Settings". The "Case Information" tab is active. The main content area includes fields for "Status" (set to "File Reopened"), "Case Type" (set to "Debt Collection"), and "Client" (set to "King's Corn - Cassidy King"). Below these are fields for "Plaintiff" (Cassidy's Candles), "Referral Date" (04/14/2023), and "File Note". There are also fields for "Branch" (Post-Suit) and "Default User" (Wilson, Jen). A summary box on the right displays "Last Letter: 08/16/2023, Demand Letter", "Last Pleading: no pleadings", "Last Legal Status: 06/23/2023, Status Test batch notes", and "Total Payments: \$900.00 (view)". At the bottom, there are sections for "Debtors" (listing Roy J Herrera and Abby Garcia) and "Accounts" (listing 1234567890). A "File Tags" field is at the bottom left, and a "Phonebook" button is at the bottom left. "Summary" and "Take Payment" buttons are at the bottom right. The top right corner shows "Jdg: 01/01/2022, \$10,900.00 / Atty Test User".

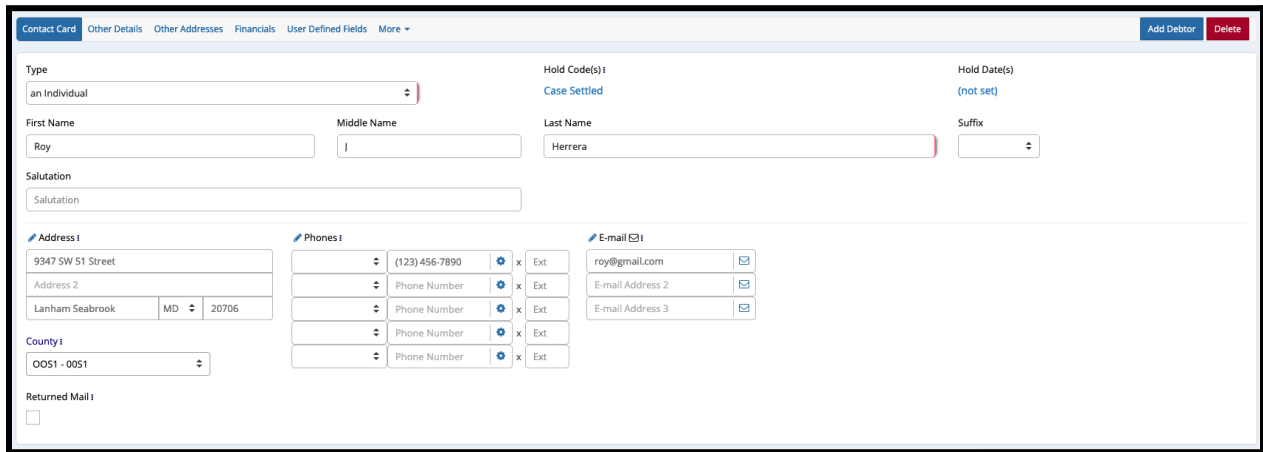
Accounts

The accounts screen is where you will record information specific to the account. You may add multiple accounts if needed to a single case file, which will all be available to select at the top of the screen. All fields on this screen are also customizable based on the Account Type selected. You may navigate to the Administration > Lookups > Account > Account Types screen to configure these if needed.

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Opponents (Debtors)

The opponents screen is where you will add opponent information. This screen may also be labeled as Debtors if a debt collection case type is selected. Similar to the accounts screen, you may add multiple opponents if needed, though all opponent screens will hold information such as their contact information, financial information, and more. Please view our Additional Debtors Screen video for more information.



The screenshot shows the 'Opponents (Debtors)' form with the following data:

- Type:** an individual
- Hold Code(s):** Case Settled
- Hold Date(s):** (not set)
- First Name:** Roy
- Middle Name:** J
- Last Name:** Herrera
- Salutation:** (empty)
- Address 1:** 9347 SW 51 Street, Lanham Seabrook, MD 20706
- County:** 0051 - 0051
- Returned Mail:**
- Phones:** (123) 456-7890, Phone Number, Phone Number, Phone Number, Phone Number
- E-mail:** roy@gmail.com, E-mail Address 2, E-mail Address 3

Litigation

The litigation screen holds information such as suit, judgment, and stipulation fields. This screen may not be able to be populated when opening a case file, though this screen is necessary as the file progresses. Also on this screen, you can navigate to Recording Counties and Motion to Tax fields by using the tabs at the top of the screen.

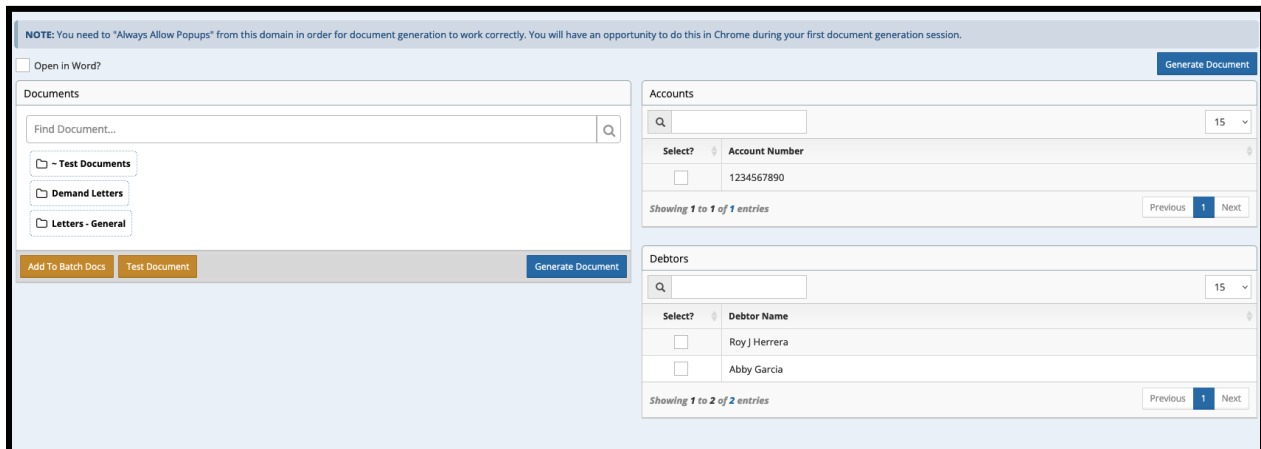
Activity

The activity screen is where you will find all actions made on a file. The actions, or activities, shown in the grid are customizable based on which checkboxes are selected at the top of the screen. You may also add new notes on this screen by clicking Add New at the bottom of the grid. View our Adding Activity Codes video for more information.

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Documents

The documents screen is where you can generate any documents needed for a file. This screen works by selecting the document you wish to generate, selecting the account and debtor you wish to generate the document for, and clicking Generate. Please view our Document Generation Basics video for more information.

A screenshot of the CaseMaster web application's "Documents" screen. At the top, a blue note states: "NOTE: You need to 'Always Allow Popups' from this domain in order for document generation to work correctly. You will have an opportunity to do this in Chrome during your first document generation session." Below the note, there is a "Generate Document" button. The main area is divided into two columns. The left column, titled "Documents", contains a search bar labeled "Find Document...", a list of document types with checkboxes: "Test Documents", "Demand Letters", and "Letters - General", and buttons for "Add To Batch Docs", "Test Document", and "Generate Document". The right column is split into two sections: "Accounts" and "Debtors". The "Accounts" section has a search bar, a dropdown menu set to "15", a table with one row showing "1234567890" and a checkbox, and pagination controls "Showing 1 to 1 of 1 entries". The "Debtors" section has a search bar, a dropdown menu set to "15", a table with two rows showing "Roy J Herrera" and "Abby Garcia" with checkboxes, and pagination controls "Showing 1 to 2 of 2 entries".

Imaging

The imaging screen is where all images related to the case file are located. You can save a variety of files on this screen, including .PDF, .docx, .xlsx, .PNG, .JPEG, .MP3, and more. When documents and reports in CMPOne are imaged, this is where you may find them. Please view our Imaging video for more information.

Reviews

The reviews screen can be thought of as a task list or a reminders screen. This screen allows you to set reviews for specific actions such as Call Debtor or Close File After Remit, which also shows up in each user's Review List, allowing for a more streamlined case file management process.

Financial

The financials screens consists of 4 different screens: Balance, Billing, Checks, and Transactions. The balance screen is the most basic overview of the financial information on a file. The billing and checks screen allow you to enter billing and checks directly from the case file without needing access to the accounting area. Lastly, the transaction screen shows a breakdown of all transactions on a file in detail.

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Problems

The problems screen is used most often when opening a case file. This screen allows you to check for problems that may occur in the case file, such as fields that may be missing, as well as conflict checks, such as if two debtors in the application have the same SSN.

Questions?

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