

Creating a New Client (Part Two of Two)

Overview

Setting up a client in CMPOnline is one of the foundations of creating a case file. Establishing a client is simple but needs to be done correctly in order for all of CMPOnline's features to be available and accurate. This document follows the help document Creating a Client (Part 1 of 2) and details how to edit and customize the settings of a client you created in CMPOnline.

Note: Not all fields and features are detailed in this document. Contact a CMPOnline representative for assistance with any features needed.

Accessing Client Settings

- Navigate to Contacts > Clients.
- Select the client you wish to edit from the grid.
- Click "Edit".
- Click "Settings".

General

In this area you can set general settings that automatically set when adding this client to a case file. Below are a few fields explained. Please reach out to a CMPOnline representative if you have any questions regarding fields not covered.

- **Designation** - The FORWARDER or CLIENT designation for this entry. If the object is marked as a FORWARDER, they cannot be selected as a client on the Case File > Main screen.
- **Forwarder** - Updating this field will also update the Default Client Code for Checks, Invoices, and Remittances to this same value.
- **Code Purpose** - An informational message included on client hover-overs that describes the purpose of this client code (eg. 'for bankruptcy case files only').
- **Case File Warning Message** - A warning message that will appear in a popup when you load a case file assigned to this client.
- **Email Subject Line Template** - The default subject line used when sending an email on case files of this client.

Creating a New Client (Part Two of Two)

Accounting

In this area you can set accounting specific settings that will apply to any case file in which this client is assigned. Please reach out to a CMPOnline representative if you have any questions regarding fields not covered.

- **Pro-Rata Pmt Distribution** - Indicates whether the system should split transactions between the active accounts (or judgments) on the case file during the balance calculation (if there is more than 1 account/judgment), based on the percentage of each account's principal amount or judgment's total amount. This only applies if the account / judgment is not specified on the transaction.
- **Pmt Plan Grace Days** - The number of 'grace' days to allow for before a PPR (Priority Pay Review) review is due on a case file that has a Payment Arrangement setup with an amount not yet paid. This can also be set at the Company level. System Default is 5 days.
- **Pooled/Admin File Number** - The file number of the Pooled 'Administrative' Case File for this client. Only applies for certain remittance formats. Contact CMPOnline support for details.
- **Min. Trust Balance** - The minimum trust balance allowed on the Pooled 'Administrative' Case File for this client. Only applies for certain remittance formats. Contact CMPOnline support for details.

Billing

In this area you can set billing specific settings that will apply to any case file in which this client is assigned. Please reach out to a CMPOnline representative if you have any questions regarding fields not covered.

- **Default Client Code for Invoices** - This field is used while printing invoices to group files together (with different client codes) on the invoice under a single client code / forwarder, and to determine the invoice styling that is used.
- **Hourly Rate** - The default hourly rate amount used on hourly billing transactions if no billing rate is found for the Performed By user in the Bill Rates grid.
- **Suit Fee Rate** - The default amount used on AF:NC billing transactions (attorney fees - non-contingent).

If the billing address for this client is different than the client address, you may add that billing address at the bottom of this page. This would only apply to invoices / bills generated from CMPOnline.

Creating a New Client (Part Two of Two)

Checking

In this area you can set the checking-specific settings that will apply to any case file in which this client is assigned. Please reach out to a CMPOnline representative if you have any questions regarding fields not covered.

- **Default Client Code for Checks** - This field is used when adding Checks (marked with Payee Type = Client) to a case file so that they are cut to a specific client code / forwarder.
- **Days to Hold Checks** - The number of days to hold a transaction (based on the Payment Form), usually a 'Check'. This value overrides the Company level setting with the same name, but does NOT override the value setup within the Payment Form, unless it is blank.
- **Combined Checks** - Determines if the system should combine all of the checking lines into a single Check (with a Combined Check report), or create separate individual Checks for each checking line when printing Checks to this client.

Remittance

In this area you can set remittance-specific settings that will apply to any case file in which this client is assigned. Please reach out to a CMPOnline representative if you have any questions regarding fields not covered.

- **Default Client Code for Remittances** - This field is used during the remittance to group files together (with different client codes) on the remittance report under a single client code / forwarder, and to determine the correct client for client remittance Checks and the remittance report style used.
- **Contingency Rate** - This value is used during the remittance process to calculate the firm's fees. If the Commercial Rates are populated, those values override the Contingency Rate. Note that this value can also be overridden on the Case File-level.
- **Company Name** - Company Name is only used as an override if the remittance company name differs from the normal company name (under Administration > Setup > Company).
- **Subtract Cost to Calc Fees?** - By checking this option, the remittance will first subtract outstanding costs (from the Costs To Remit field on the Case File > Financial > Transactions screen) from the total payments before calculating firm fees, i.e. $(\text{Total Payments} - \text{Costs}) * \text{Rate} = \text{Firm Fees}$.

Creating a New Client (Part Two of Two)

New Case Files

In this area you can set settings that will apply to any case file once opened in which this client is assigned. Please reach out to a CMPOnline representative if you have any questions regarding fields not covered.

- **Automatic Documents** - Check any of these boxes to automatically generate the corresponding document upon opening a new case file with this client assigned.
- **New File Reviews** - Add any reviews in this grid that you wish to automatically generate upon opening a new case file with this client assigned.
- **Auto Billing when Case File is Opened** - Add any billing in this grid that you wish to automatically generate upon opening a new case file with this client assigned.

EDI Codes and Online / Portal

Please reach out to a CMPOnline representative if you have any questions regarding the fields offered within these two tabs.

Questions?

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