

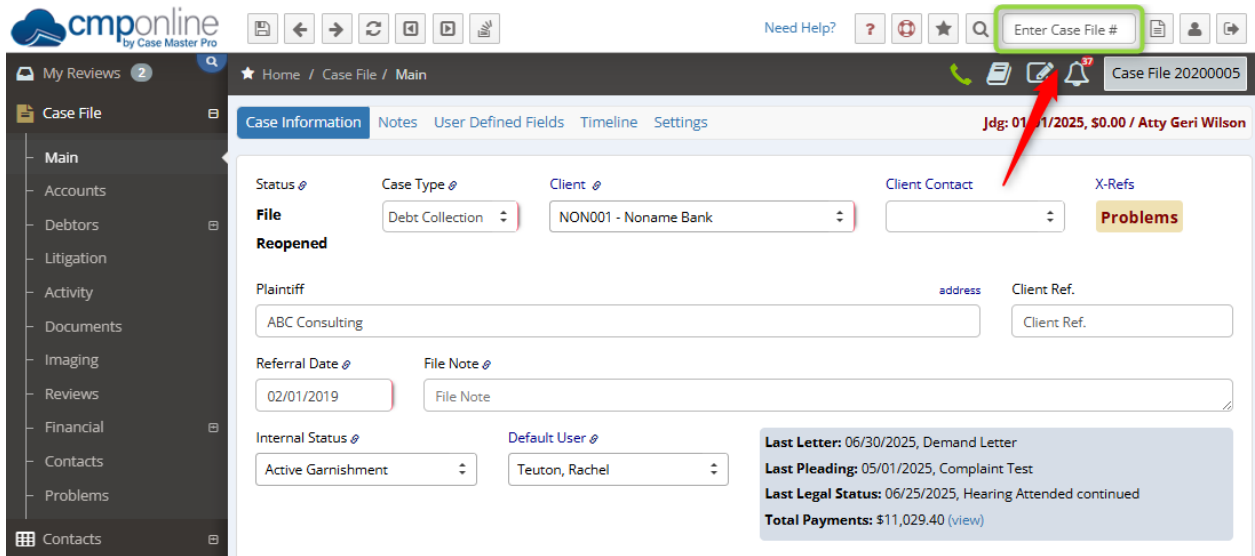
Renumbering or Deleting a Case File

Overview

This guide outlines the steps required to renumber a case file, as well as the steps to permanently delete a Case File within CMPOnline. You are able to renumber the case file as many times as you need. But deleting a Case File is irreversible—once deleted, the file cannot be restored. Be sure you are on the correct file before proceeding.

Access Case File

Navigate to the correct Case File by entering the Case File Number into the box in the top right corner of any screen and press ENTER.



The screenshot shows the CMPOnline interface. In the top right corner, there is a search bar labeled "Enter Case File #". A red arrow points to this search bar. Below the search bar, the interface displays the "Case File" details for "Case File 20200005". The "Status" is "Reopened", "Case Type" is "Debt Collection", and "Client" is "NON001 - Noname Bank". The "Plaintiff" is "ABC Consulting". The "Referral Date" is "02/01/2019". The "Internal Status" is "Active Garnishment" and the "Default User" is "Teuton, Rachel". The "Last Letter" is "06/30/2025, Demand Letter", "Last Pleading" is "05/01/2025, Complaint Test", "Last Legal Status" is "06/25/2025, Hearing Attended continued", and "Total Payments" is "\$11,029.40 (view)".

Renumbering a Case File

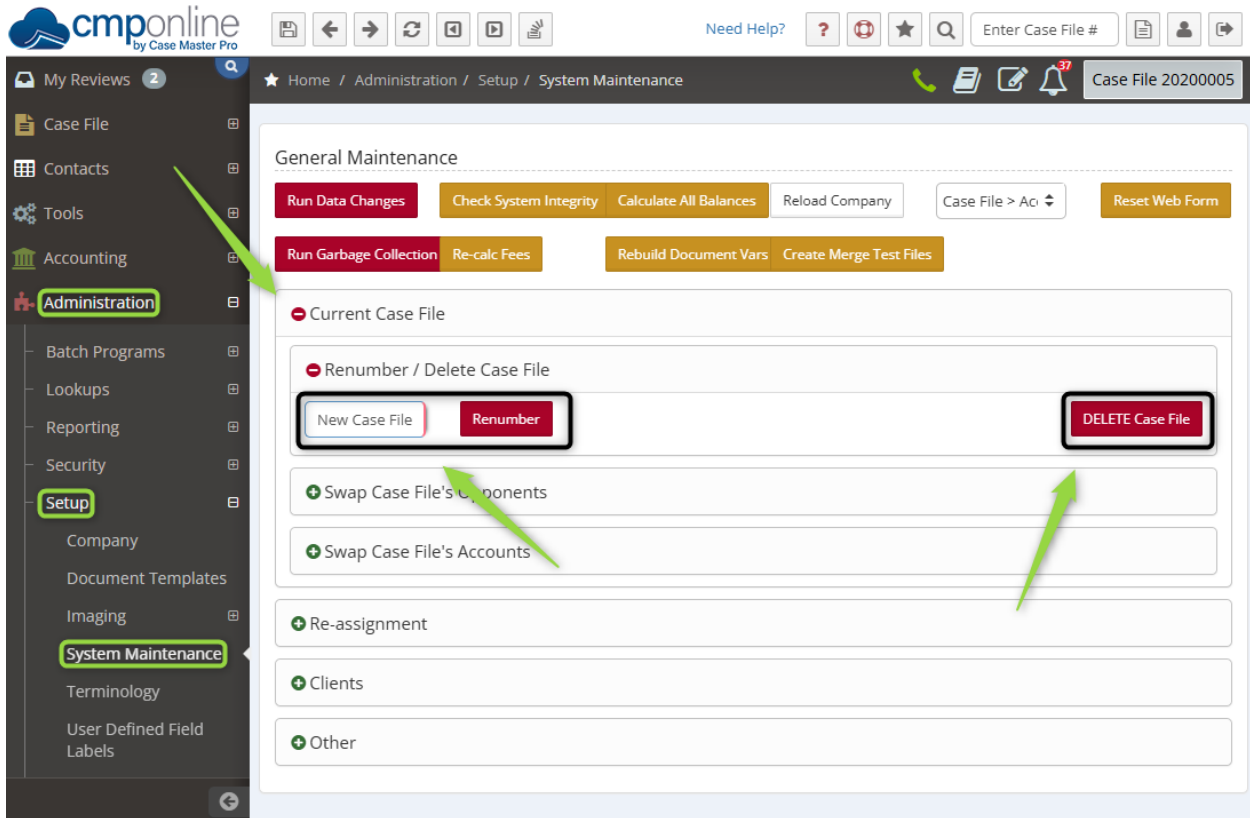
- Navigate to Administration > Setup > System Maintenance and click on the Green Plus symbol next to "Current Case File" to expand
- Expand "Renumber / Delete Case File"
- Enter a new case file number
- Click the Red "Renumber" button and click OK

Note: If the number is already in use, an error message will appear.

Renumbering or Deleting a Case File

Deleting a Case File

- Navigate to Administration > Setup > System Maintenance and click on the Green Plus symbol next to "Current Case File" to expand
- Expand "Renumber / Delete Case File"
- Click the Red "DELETE Case File" and click OK

A screenshot of the CaseMaster Pro software interface. The left sidebar shows a navigation menu with 'Administration' and 'Setup' highlighted. The main content area is titled 'General Maintenance' and contains several buttons: 'Run Data Changes', 'Check System Integrity', 'Calculate All Balances', 'Reload Company', 'Case File > Acc', and 'Reset Web Form'. Below these are 'Run Garbage Collection' and 'Re-calc Fees'. The 'Current Case File' section is expanded, showing a 'Renumber / Delete Case File' sub-section. This sub-section contains three buttons: 'New Case File', 'Renumber', and 'DELETE Case File'. The 'DELETE Case File' button is highlighted with a red box and a green arrow. Another green arrow points to the 'Renumber' button. The interface also shows a search bar at the top right and a 'Need Help?' link.

Questions?

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