



ACCENT CREDIT CONTROL FOR LEGAL

Accent Software Ltd

The most effective route to eliminate bad debt and maintain a healthy cash flow is through good credit control. To achieve this, Accent Software have designed and written a comprehensive scalable tool for legal firms based on our commercial Accent Credit Control System

Accent Software Ltd
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“Manage your debt and improve your cash flow”

“Reduce the risk of bad debts”

“Reduce the effort of chasing outstanding debt”

The [Accent Credit Control](#) system was written originally for internal collection departments of large Corporates and Credit Control Agencies back in 1997. In 2015 Accent released a version specifically for Law Firms facilitating collections not only by client but also by matter number. Reporting was changed to group/segment information by Partner and Fee earners, in addition to by type of client or work. Accent Credit Control now includes systems to manage internal chasing by emailing memos, and automating the emailing of financial reports to set members of staff keeping them up-to-date with the current financial position and queries/disputes raised by clients.

Point of Contact

All correspondence with clients can be recorded by the Credit Controller and a full history is accessible at point of contact. Fees and outstanding balances can be consolidated by client or shown and chased by matter number.

All outstanding fees and associated diary entries are available at point of contact. Statements can be emailed at the touch of a button.

The credit controller may record the state of the fee(s) via user-defined status codes and apply a single diary note to all selected fees, or individually make diary notes on each. Promised payment dates and values can be recorded and follow-up dates entered, driving the worklists.

The screenshot displays the 'Chase Debt on Matter Number XZI-0116-00001' window. The main table lists charges with columns for Tp, Reference, Description, Date, Currency Value, Curr, Balance, St, Promised, +Dy, Noteid, and Last M. Below the table, there are sections for 'Diary Entries' and 'Totals'.

Tp	Reference	Description	Date	Currency Value	Curr	Balance	St	Promised	+Dy	Noteid	Last M
✓ SI	F/41987	Charges relating to matter: XZI-0116-00...	31/10/14	21,022.41	00	21,022.41	04		>150	10021	26/05/15
✓ SI	F/42501	Charges relating to matter: XZI-0116-00...	05/12/14	87,628.20	00	108,650.61	09	26/05/15	>150	10020	26/05/15
SI	F056360	Charges relating to matter: XZI-0116-00...	05/01/15	108,379.12	00	217,029.73	09	12/05/15	>150	10017	24/05/15
✓ SI	F058010	Charges relating to matter: XZI-0116-00...	06/03/15	30,899.74	00	247,923.47	09	26/05/15	>150	10020	26/05/15
SI	F059052	Charges relating to matter: XZI-0116-00...	05/04/15	5,202.24	00	253,125.71	00		>150		

Date	Collector	Diary Entries
26/05/15	master	Promise For Payment
24/05/15	master	Miscellaneous Query Disputing services rendered and are not willing to pay these invoices until a meeting has been arranged to discuss.

Totals		
Currency	Value	No. Trans
00	253,125.71	5

Selected		
Currency	Value	Count
00	118,521.94	2

Triggers defined can produce mail letters or emails, or trigger a series of pre-defined debt chasing actions.

Chase Debt on Matter Number NLL-0067-00012

master | No profile | Accent Legal Services

At Matter Level | Account Details | By Transactions

NLL-0067 LIMITED LIABILITY PARTNERSHIP

Last Status: 00 No Code | Last Action: 06/11/14
 Current Status: 01 Telephone Call Made Msg Left | Followup Date: 06/11/14
 Next Status: | Collector: master

Enter Notes (F1) | Cancel | Search | Contact info (F3) | Campaign | Sales Enquiry | Diary Note On

New Status: 03 | Follow up Date: 11/11/2015 | Promised Date: 2
 Next Status: 06 | Follow up by: sue01 | Promised Val: 0.00
 Contact Name: John Briggs

Total	Current	Unallocated	Period 1	Period 2	Period 3	Period 4
168,618.17	0.00	0.00	0.00	0.00	0.00	0.00

Notes and history can be recorded/viewed at two levels: for one or more fees; and the client account.

Total	Current	Unallocated	Period 1	Period 2	Period 3	Period 4	Period 5	Period 6+
168,618.17	0.00	0.00	0.00	0.00	0.00	0.00	0.00	168,618.17

Date	User	New	Diary Notes	Old	Contact Name	Action	Promised	Prom Value	Left Balance	Unique
6/11/14	master	01	Telephone Call Made Msg Left	00		A		0.00	0.00	1098
5/11/14	master	09	Promise For Payment 2 fees, rest to be approved by a director	06		A	13/11/14	56,266.67	112,351.50	1015
5/11/14	master	06	Statement Sent	06		A		0.00	0.00	1015
5/11/14	master	06	Statement Sent	00		A		0.00	168,618.17	1015

Reporting

Reporting criteria enables segmentation of client debt / queries by Fee earner or Partner.

Multiple configurable codes throughout are user-definable and can be used to segment debt: by rank of client (for example Key Account/Commercial), Risk level, Type of business or work, and by Legal Branch.

Account Ref	Partner	Fee Earner	Matter	Account Name	Last Moved	Status	Status Description	Overdue	Total
XZI-0116	ROBH	ROBH	XZI-0116-00001	XZI-0116 LIMITED LIABILITY PART	26/05/15	09	Promise For Payment	253,125.71	253,125.71
DRO-0420	MA	MA	DRO-0420-00048	DRO-0420 LIMITED LIABILITY PART	24/05/15	13	Collection Letter 3	0.00	174,720.90
NLL-0067	EJS	HPI	NLL-0067-00012	NLL-0067 LIMITED LIABILITY PART	06/11/14	01	Telephone Call Made Msg	168,618.17	168,618.17
TZN-0015	JXC	JXC	TZN-0015-00013	TZN-0015 PARTNERS	22/05/15	11	Collection Letter 1	156,981.91	156,981.91
OZX-0025	MA	MA	OZX-0025-00099	OZX-0025 & CO	22/05/15	11	Collection Letter 1	6,388.61	132,204.01
NVW-0031	SR	SR	NVW-0031-00003	NVW-0031 PLC	22/01/16	11	Collection Letter 1	115,880.46	122,055.28
SVM-0121	RAJ	RAJ	SVM-0121-00001	SVM-0121 PARTNERS	22/05/15	11	Collection Letter 1	108,503.59	120,410.02
NXZ-0018	FC	FC	NXZ-0018-00001	NXZ-0018 LTD	06/11/14	01	Telephone Call Made Msg	0.00	117,450.78
IBZ-0024	HASC	HASC	IBZ-0024-00012	IBZ-0024 PARTNERS	22/05/15	11	Collection Letter 1	57,701.64	99,344.36
GSL-0168	WALJ	ECM	GSL-0168-00127	GSL-0168 LIMITED LIABILITY PART	24/05/15	40	Customer Claims Extended	0.00	98,004.03
PZB-0019	JAE	OCF	PZB-0019-00006	PZB-0019 & CO	23/05/15	12	Collection Letter 2	51,825.56	84,898.11
WLI-0021	JXR	LSO	WLI-0021-01023	WLI-0021 LIMITED LIABILITY PART	06/11/14	01	Telephone Call Made Msg	0.00	77,888.00
NZI-0387	MA	MA	NZI-0387-00001	NZI-0387 LTD	26/05/15	19	Letter before Action Letter	73,121.36	73,121.36
ZDX-0001	DJHC	ACC	ZDX-0001-00001	ZDX-0001 LIMITED LIABILITY PART	06/11/14	01	Telephone Call Made Msg	0.00	69,480.59
WZM-0064	KL	KL	WZM-0064-00016	WZM-0064 & CO	06/11/14	01	Telephone Call Made Msg	0.00	68,147.91
DRO-0420	EJS	EJS	DRO-0420-00050	DRO-0420 LIMITED LIABILITY PART	22/05/15	11	Collection Letter 1	4,821.60	61,478.14
YOF-0037	RLI	RLI	YOF-0037-00001	YOF-0037 LTD	24/05/15	19	Letter before Action Letter	61,382.86	61,382.86
HRO-0017	SDG	MIS	HRO-0017-00020	HRO-0017 LIMITED LIABILITY PART	26/05/15	19	Letter before Action Letter	61,109.69	61,109.69
HRO-0017	ACKM	AMK	HRO-0017-00026	HRO-0017 LIMITED LIABILITY PART	22/05/15	11	Collection Letter 1	27,925.08	59,284.11
TVL-0036	EJS	EJS	TVL-0036-00014	TVL-0036 LIMITED LIABILITY PART	22/05/15	11	Collection Letter 1	12,000.00	57,300.00

Account Ref	Matter	Debt Code	Bus Code	Analysis	Account Name	Last
XZI-0116	XZI-0116-00001	KEY	ITC	MEDRIS	XZI-0116 LIMITED LIABILITY PART	26/05/15
DRO-0420	DRO-0420-00048	KEY	SER	LOWRIS	DRO-0420 LIMITED LIABILITY PART	24/05/15
NLL-0067	NLL-0067-00012	COM	ITC	LOWRIS	NLL-0067 LIMITED LIABILITY PART	06/11/14
TZN-0015	TZN-0015-00013	COM	ITC	MEDRIS	TZN-0015 PARTNERS	22/05/15
OZX-0025	OZX-0025-00099	COM	SER	LOWRIS	OZX-0025 & CO	22/05/15
NVW-0031	NVW-0031-00003	KEY	SER	LOWRIS	NVW-0031 PLC	22/01/16
SVM-0121	SVM-0121-00001	KEY	SER	LOWRIS	SVM-0121 PARTNERS	22/05/15

ol Version 6.10

Documents Utilities Maintenance Reports Web Options Help

Tracker Management Debt Report Automatic Movements Digital Ledger

Matter	Account Ref	Fee Earner	Current	Unallocated	Overdue	Period1	Period2	Period3	Peri
XZI-0116-00001	XZI-0116	ROBH	0.00	0.00	253,125.71	5,202.24	30,893.74	0.00	10
DRO-0420-00048	DRO-0420	MA	174,720.90	0.00	0.00	0.00	0.00	0.00	
NLL-0067-00012	NLL-0067	HPI	0.00	0.00	168,618.17	0.00	50,205.17	77,265.00	4
TZN-0015-00013	TZN-0015	JXC	0.00	0.00	156,981.91	0.00	4,288.51	152,693.40	
OZX-0025-00099	OZX-0025	MA	125,815.40	0.00	6,388.61	0.00	0.00	0.00	
NVW-0031-00003	NVW-0031	SR	6,174.82	0.00	115,880.46	20,476.45	0.00	39,960.00	
SVM-0121-00001	SVM-0121	RAJ	11,906.43	0.00	108,503.59	12,026.00	0.00	33,105.77	4
NXZ-0018-00001	NXZ-0018	FC	117,450.78	0.00	0.00	0.00	0.00	0.00	
IBZ-0024-00012	IBZ-0024	HASC	41,642.72	0.00	57,701.64	0.00	900.00	56,801.64	
GSL-0168-00127	GSL-0168	ECM	98,004.03	0.00	0.00	0.00	0.00	0.00	
PZB-0019-00006	PZB-0019	OCE	33,072.55	0.00	51,825.56	0.00	0.00	51,825.56	
WLI-0021-01023	WLI-0021	LSO	77,888.00	0.00	0.00	0.00	0.00	0.00	
NZI-0387-00001	NZI-0387	MA	0.00	0.00	73,121.36	0.00	0.00	0.00	
ZDX-0001-00001	ZDX-0001	ACC	69,480.59	0.00	0.00	0.00	0.00	0.00	
WZM-0064-00016	WZM-0064	KL	68,147.91	0.00	0.00	0.00	0.00	0.00	
DRO-0420-00050	DRO-0420	EJS	56,656.54	0.00	4,821.60	0.00	4,821.60	0.00	
YOF-0037-00001	YOF-0037	RLI	0.00	0.00	61,382.86	0.00	59,959.37	0.00	

Group reporting by state of debt and drill-downs on screens enable partnerships to provide complete aged debt by fee earner, partner and/or by branch/type of work or level of risk. Data can be exported to Microsoft office, or using the MIS module can produce a graphical presentation pack for board meetings.

Accent Credit Control Version 6.10

File Applications Documents Utilities Maintenance Reports Web Options Help

Debt Analysis Debt History Tracker Management Debt Report Automatic Movements Digital Ledger

Run Debt Report Exc CR Bals By Debt Code 000

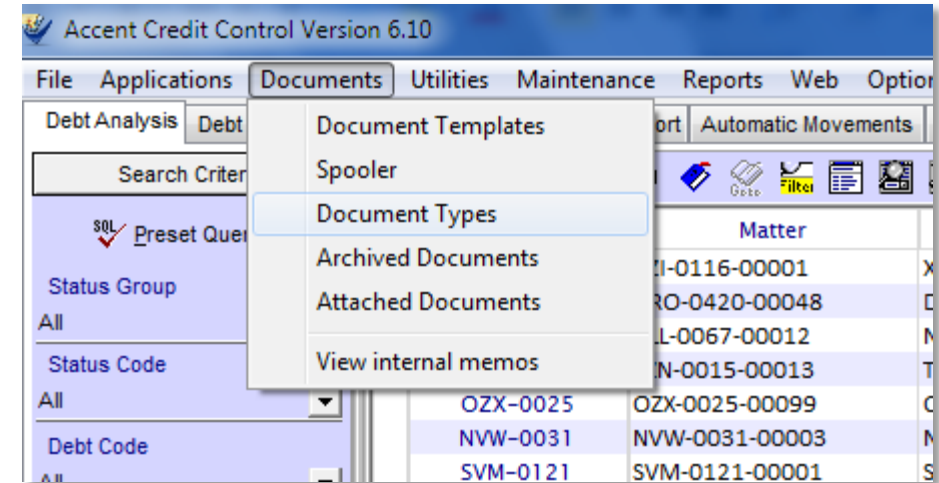
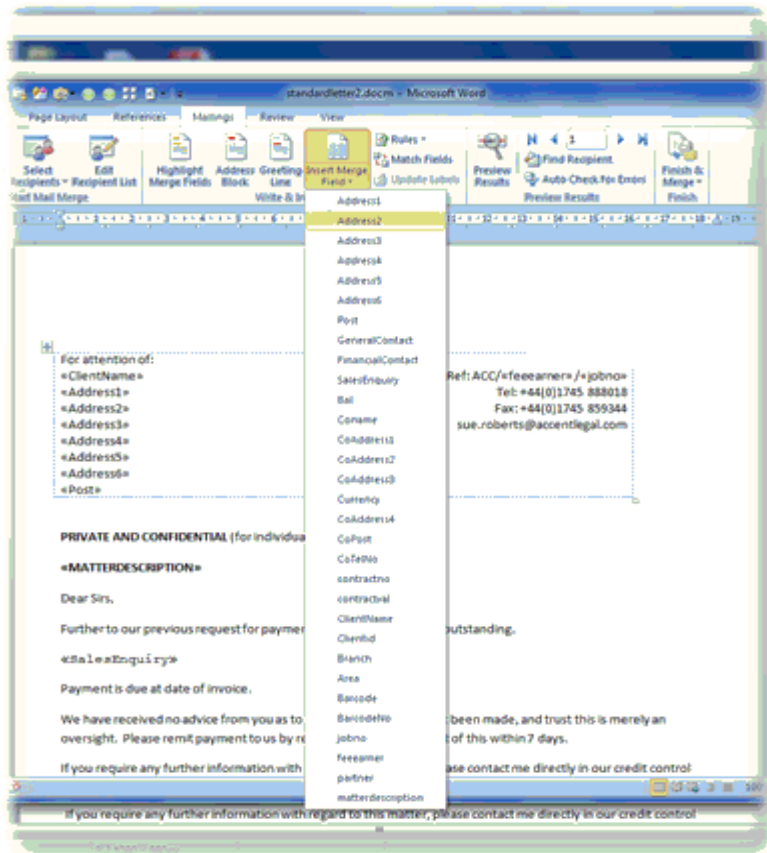
Fee Earner	Partner	STATUS GRP	TOTAL	CURRENT	UNALL	PERIOD1	PERIOD2	PERIOD3
AC	CA	Bad Debt	5,659.20	0.00	0.00	0.00	885.60	0.00
		In Collection	62,630.00	24,660.00	0.00	13,308.60	14,207.40	0.00
		In Query	5,400.00	0.00	0.00	0.00	2,400.00	3,000.00
		Legal	4,014.00	0.00	0.00	0.00	2,853.00	1,161.00
	CA Total		77,703.20	24,660.00	0.00	13,308.60	20,346.00	4,161.00
	HASC	In Collection	856.80	0.00	0.00	0.00	0.00	0.00
		In Query	9,614.00	5,199.00	0.00	4,415.00	0.00	0.00
	HASC Total		10,470.80	5,199.00	0.00	4,415.00	0.00	0.00
	HW	In Collection	50.00	0.00	0.00	0.00	0.00	0.00

Document Management

Extensive document management is incorporated into the system, covering the free-flow design of Word documents by the Credit Controller /

Financial analysts, and triggering production automatically via rules and actions, or produced singularly or in bulk manually.

Design is easy by dropping your data fields provided by Accent Credit Control into Office documents and telling the document manager where this document resides, when it is to be printed/emailed from the system by linking it to actions / states of debt such as letter cycles, final demands, for example, and also even if it is to include all outstanding or all fees.



Using the features of standard desktop applications shortens the time required to develop useful, branded stationery and reduces the dependence on external parties for such tasks.



For attention of:
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Suite 11
Manchester One Building
Portland Street
Manchester
M1

Our Ref: ACC/MA /NZI-0387-00001
Tel: +44(0)1745 888018
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PRIVATE AND CONFIDENTIAL (for individual clients/debtors)

CHARGES RELATING TO MATTER: NZI-0387-00001

Dear David Jones,

Further to our previous request for payment, the following fees are outstanding.

Date	Fee No.	Amount	Date	Fee No.	Amount
29/05/12	11037158	38,058.41	04/09/12	11038779	8,350.10
05/01/13	11040814	10,889.95	06/07/13	11044764	15,822.90

Payment is due at date of invoice.

We have received no advice from you as to why payment has not yet been made, and trust this is merely an oversight. Please remit payment to us by return, so we are in receipt of this within 7 days.

Debt Management

In addition to automated tasks and manual actions via the point of contact screens, bulk actions are easy to do for authorised staff, whether this is to generate debt chase letters, or to apply actions/states to a client or group of clients.

Powerful criteria builder is available to select desired account(s) and then save selection for quick data retrieval. Multi-selection methods are available for client tagging prior to performing desired actions via popup-menu or hotkeys.

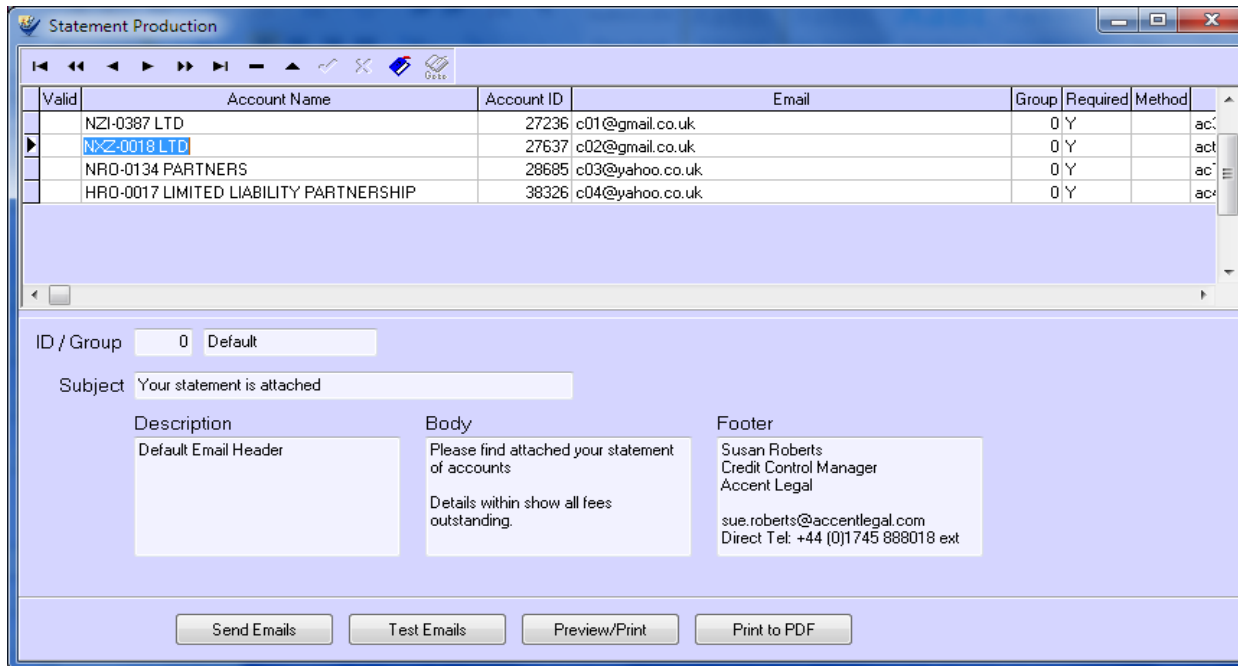
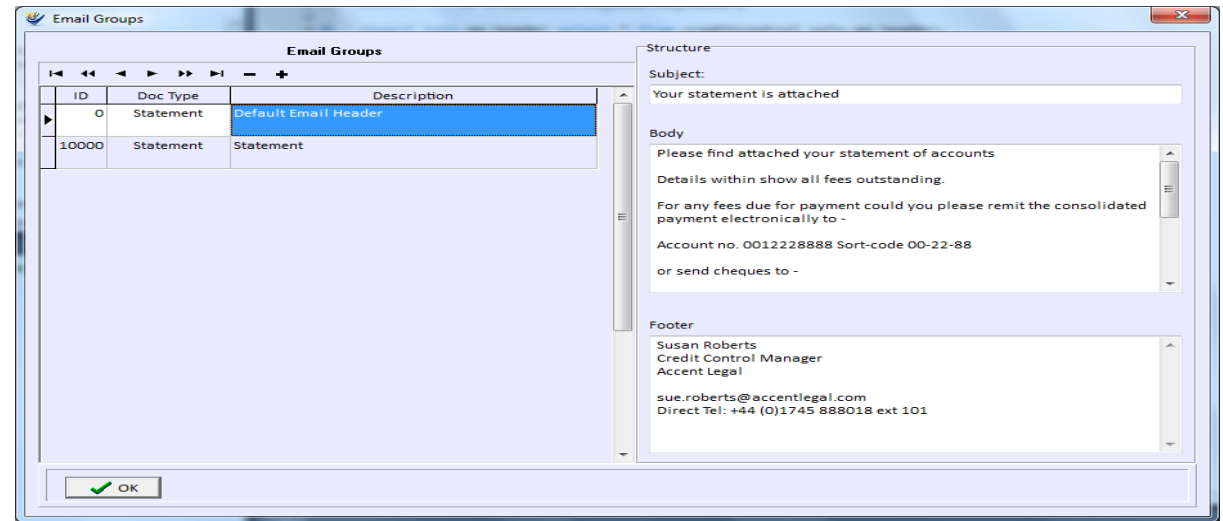
ed	Status	Status Description	Overdue	Total
.5	09	Promise For Payment	253,125.71	253,12
.5	13	Collection Letter 3	0.00	174,72
.4	01	Telephone Call M		168,61
.5	11	Collection Letter		156,98
.5	11	Collection Letter		132,20
.6	11	Collection Letter		122,05
.5	11	Collection Letter		120,41
.4	01	Telephone Call M		117,45
.5	11	Collection Letter		99,34
.5	40	Customer Claims		98,00
.5	12	Collection Letter		84,85
.4	01	Telephone Call M		77,88
.6	12	Collection Letter		73,12
.4	01	Telephone Call M		69,48
.4	01	Telephone Call M		68,14
.5	11	Collection Letter		61,47
.5	19	Letter before Act		61,38
.5	19	Letter before Act		61,10
.5	11	Collection Letter		59,28
.5	11	Collection Letter 1	12,000.00	57,30
.5	11	Collection Letter 1	42,507.90	54,53

- Select All
- Sales Enquiry F8
- Chase Debt F2
- Campaigns ▶
- Change ▶
- Quick Search ▶
- Print Diary Notes
- Word Merge
- Statement Production
- Email ▶
- Add Web Message
- Diary Notes F9
- Create Internal Memo

Emailing statements and documents.

The system can hold multiple 'from' email addresses and email text for different groups of clients can be pre-defined.

Statements generated as PDF attachments can be emailed in bulk based on set criteria.



Letter Cycles

Sophisticated automation of letter cycles produces chase letters for all stages of the debt cycle. The configuration is user-defined and integrates with Microsoft Office and the Document

Manager for fast and easy generation of credit control letters. Letters can be spooled to batch print at appropriate times, or printed/emailed at point of generation.

The screenshot shows the 'Letter Production - Version 1.0' application window. It has a menu bar with 'Options', 'Setup', 'Excludes', and 'Letters'. Below the menu bar is a toolbar with various icons. The main area is titled 'Letters for letter code :'. It contains a table with columns 'CYCLE', 'CODE', and 'DESCRIPTION'. The table has one row with values '1', '009', and 'Final Demand'. Below the table is a 'FILENAME' field with the value 'Merge Document'. There are several configuration fields: 'NEXT LETTER CODE' with a dropdown menu, 'LBA' with a text input field, 'IN' with a text input field containing '30' and 'DAYS', 'STATUS CODE MOVEMENT IF APPLICABLE' with a dropdown menu containing '10', 'EXCLUDE IF PREVIOUS LETTER WITHIN' with a text input field containing '0' and 'DAYS', 'THIS LETTER RELATES TO DUE DATES FROM' with text input fields containing '90' and '120' and 'DAYS', 'EXCLUDE IF DUE DATE BAL <' with a text input field containing '0' and 'OR >' with a text input field containing '99999999', 'EXCLUDE IF NO MOVEMENT WITHIN' with a text input field containing '0' and 'DAYS', 'CAN THIS BE A FIRST LETTER ?' with a dropdown menu containing 'YES', and 'EXCLUDE IF TOTAL OUTSTANDING <' with a text input field containing '10.00'. At the bottom of the window is a status bar with several fields: 'User master', 'Profile No Profile', 'Computer: GED2000', 'Memory Loaded 70 %', 'DSN AccentFinancial', and 'Accent Letter Production'.

CYCLE	CODE	DESCRIPTION
1	009	Final Demand

FILENAME
Merge Document

NEXT LETTER CODE LBA IN 30 DAYS

STATUS CODE MOVEMENT IF APPLICABLE 10

EXCLUDE IF PREVIOUS LETTER WITHIN 0 DAYS

THIS LETTER RELATES TO DUE DATES FROM 90 TO 120 DAYS

EXCLUDE IF DUE DATE BAL < 0 OR > 99999999

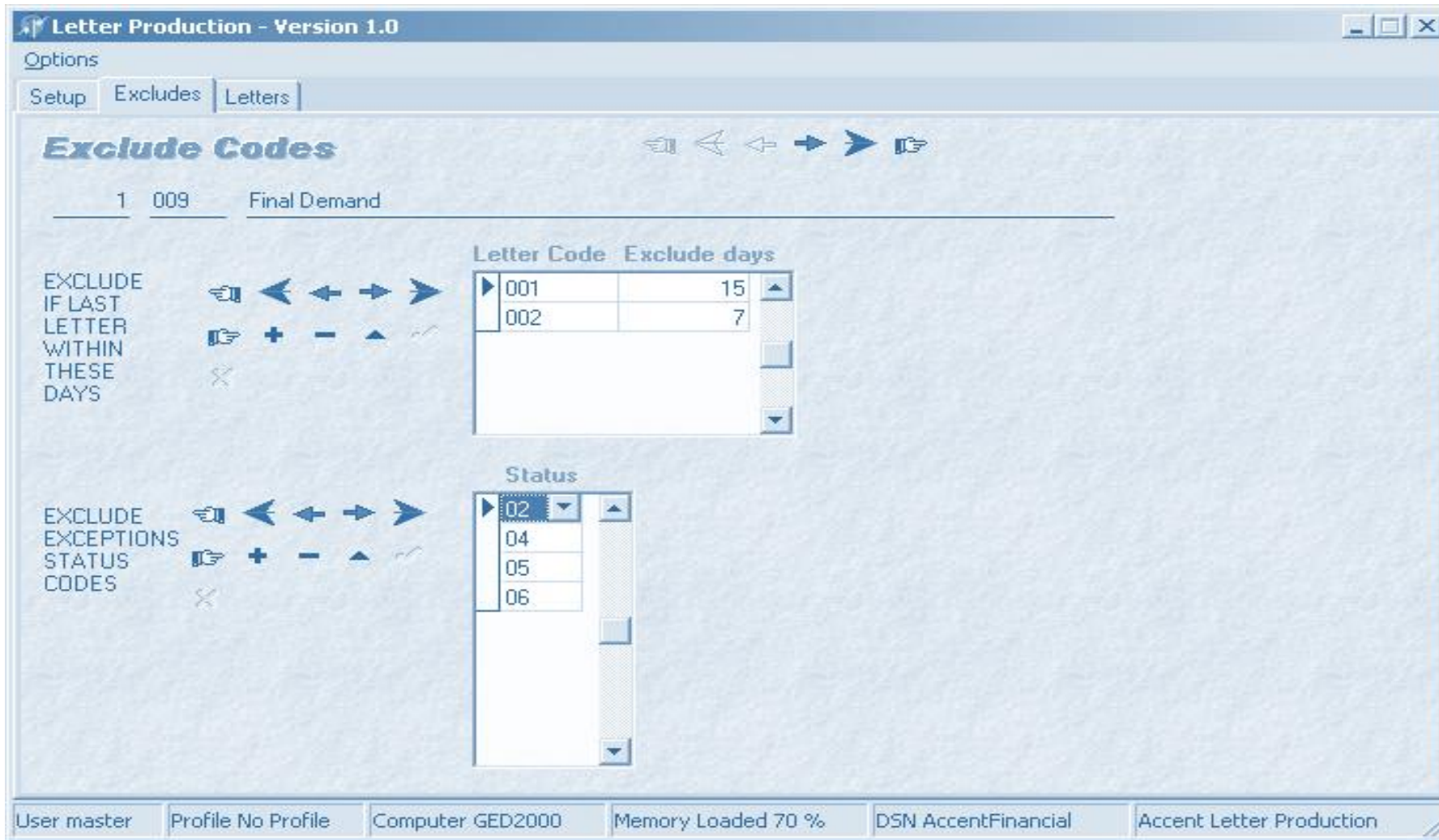
EXCLUDE IF NO MOVEMENT WITHIN 0 DAYS

CAN THIS BE A FIRST LETTER ? YES EXCLUDE IF TOTAL OUTSTANDING < 10.00

User master Profile No Profile Computer: GED2000 Memory Loaded 70 % DSN AccentFinancial Accent Letter Production

Failsafe options can prevent unwanted letters being generated for certain clients or clients in certain states of debt, for example promised payments, gone legal.

Cycles and letters can be different for certain groups of clients such as key accounts, for instance.

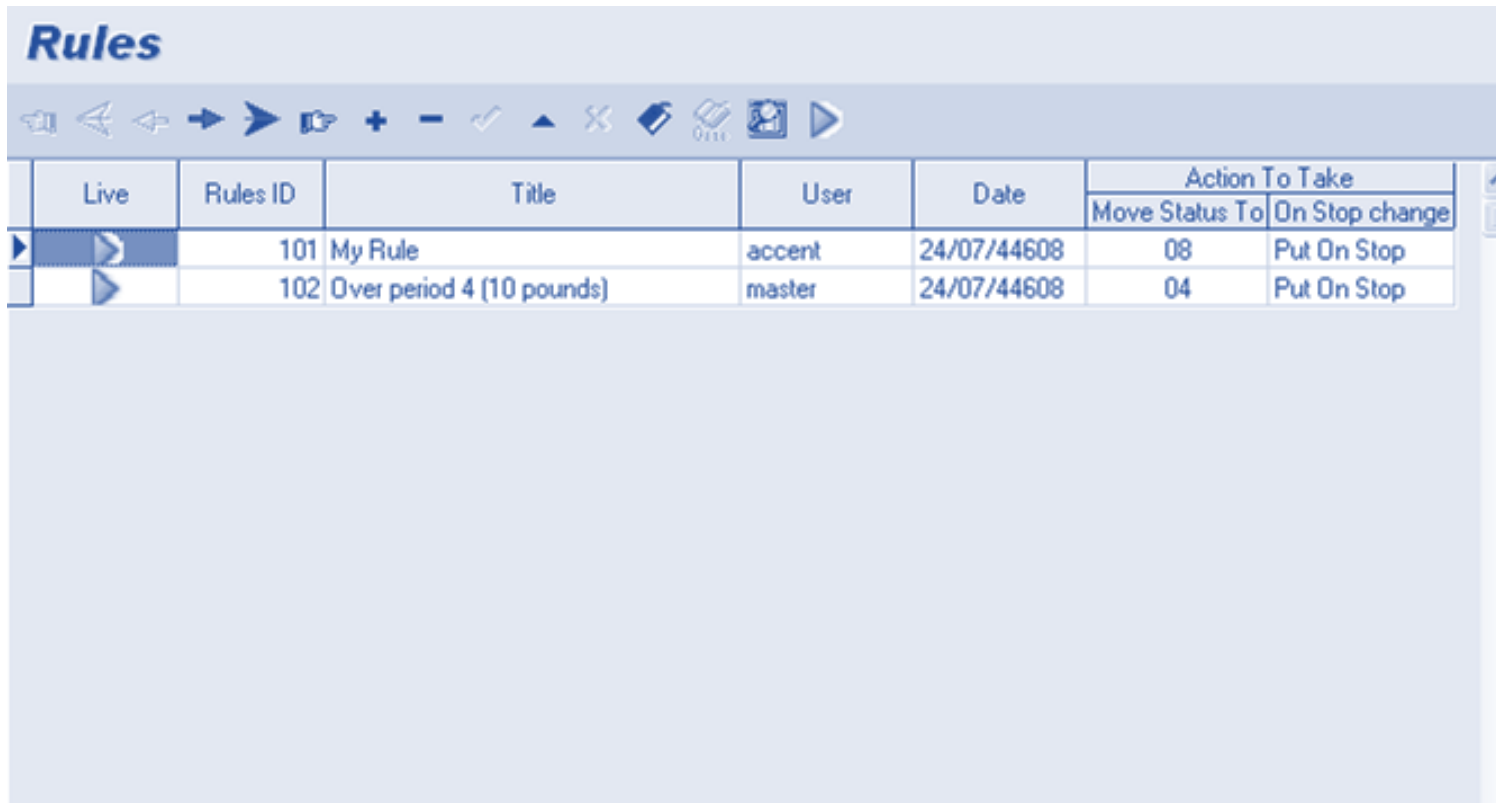


Rule-based Management

Status Movements can be manually actioned by the credit controller, or configured as automatic.

Managers can define rules by using the advanced search filter and linking actions to client

accounts who meet this criterion.



The screenshot shows a software interface titled "Rules". At the top, there is a toolbar with various icons for navigation and actions. Below the toolbar is a table with the following columns: "Live", "Rules ID", "Title", "User", "Date", and "Action To Take". The "Action To Take" column is further divided into "Move Status To" and "On Stop change". Two rules are listed in the table.

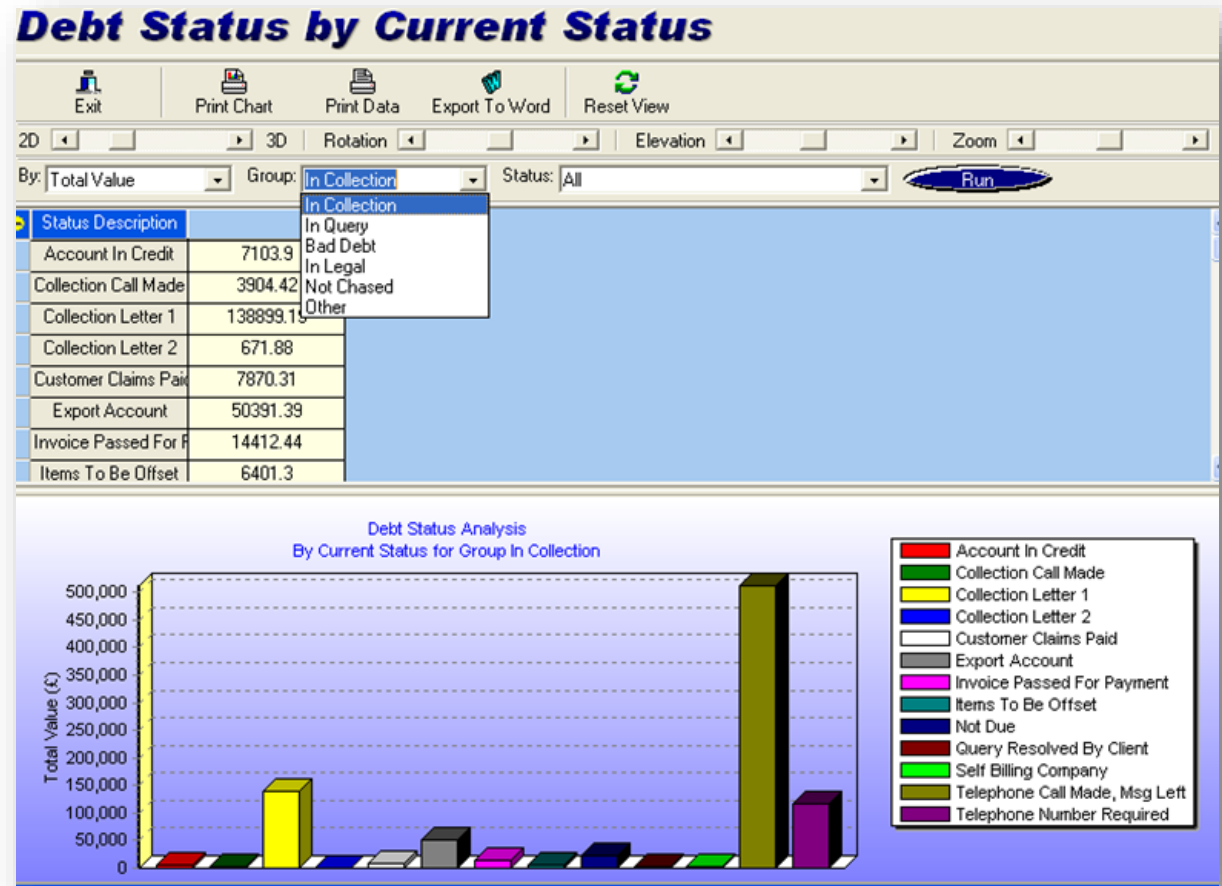
Live	Rules ID	Title	User	Date	Action To Take	
					Move Status To	On Stop change
<input checked="" type="checkbox"/>	101	My Rule	accent	24/07/44608	08	Put On Stop
<input type="checkbox"/>	102	Over period 4 (10 pounds)	master	24/07/44608	04	Put On Stop

Rules will trigger the associated actions when the criterion are met.

MIS – Management Information system.

The MIS module provides a graphic breakdown of the current debt.

Data analysis can be presented on a wide range of debt information providing a quick easy view of the debt portfolio.



Internal Memos

Many queries raised by clients, if unresolved, affect the cash-flow. For many of these the credit controller needs to refer to colleagues/other departments and pass on the relevant information. To facilitate generating these memos seamlessly and email to the correct member the Internal Memos module is available. Creating a memo is easy and information is auto-populated.

1. Delivery properties for the internal memo

- Memo ID – generated when the memo is saved
- To - Name of member of staff generating the memo chosen from a drop-down list.
- Matter number relating to the memo - auto-populated.

2. Client details for selected account -auto-populated.

The screenshot shows the 'Internal Memo' application window. It is divided into three main panels. The top-left panel, labeled 'Internal Memo', contains fields for 'Memo ID: 0', 'From: master', 'To:' (a dropdown menu), and 'Regarding: ADE/0012/00009'. Below these is a 'Priority' section with radio buttons for 'Low', 'High' (selected), 'Medium', and 'Urgent'. The top-right panel, labeled 'Customer Information', displays 'Account Ref: ADE/0012', 'Name: Adelais Properties Limited', 'Telephone No.', 'Contact:', 'Email:', and 'Matter: ADE/0012/00009'. The bottom panel, labeled 'Include', features a large text area for 'Query notes for memo' and a list of checkboxes on the right: 'Status code / description', 'Outstanding balance', 'Open items', and 'Last 10 diary notes'. At the bottom of the window are four buttons: 'Save', 'Print', 'Email Memo', and 'Cancel'.

3. Internal memo text and other inclusions :-

- o Editable memo text
- o Memo fields (auto-populated) can include :-
 - Status code and Description
 - Outstanding balance
 - List of open items – fees outstanding
 - List of the last ten diary notes

The memo generates clear and informative information embedding live and pertinent account information.

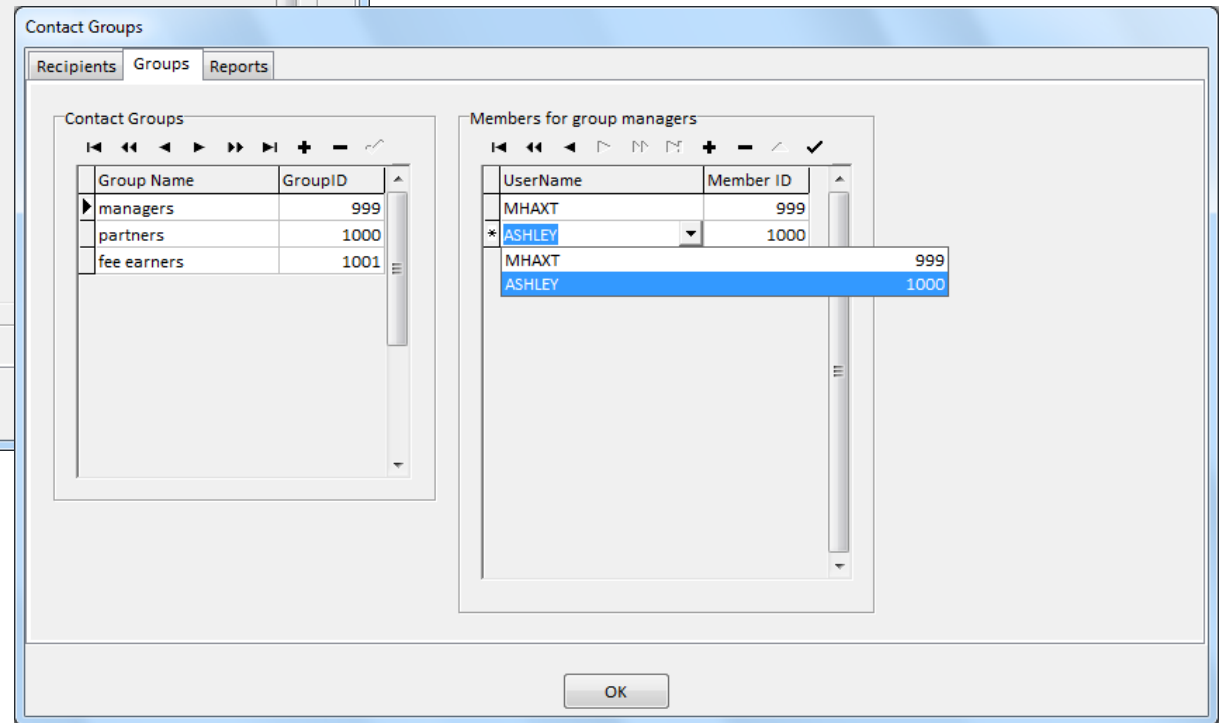
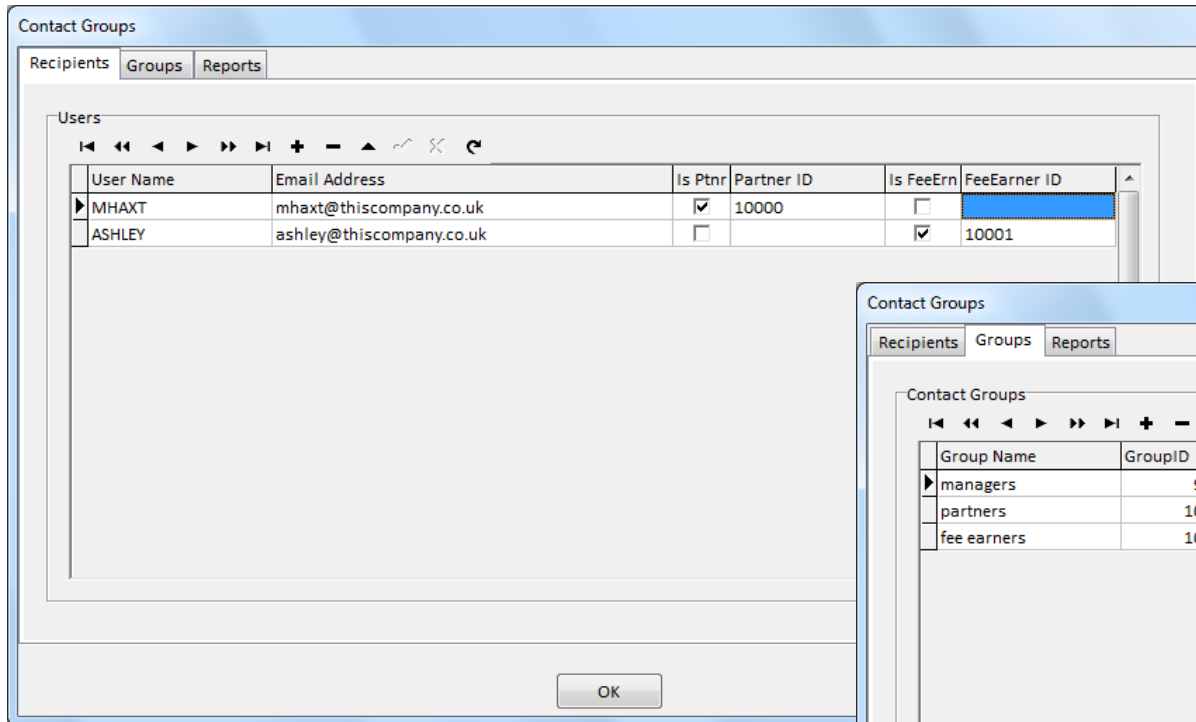
Internal memos remain active until closed and the Credit Controller can view the unresolved internal queries, and if desired, send reminders. By removing the traditional paper-chase speeds up the process of resolving issues and improves cash flow.

Internal Memo		Reference: 1001
For attention of: ken rowlands		From: master
Priority: High		Date: 2015-11-25
Regarding: Frieda Hiscock		
Matter Number: ZEE/0001/00001		
Account status: 07 - Statement Sent		
Outstanding balance: 17,611.92		
<hr/>		
There is a query on the payment history for this account. Can you confirm that the following data is correct		
Diary Notes		
22/11/15 09:36:00 master - Statement Sent		
Open Items		
30/10/15 17401.20 - 11086879		
02/11/15 210.72 - 11087181		

Automated Report Generation

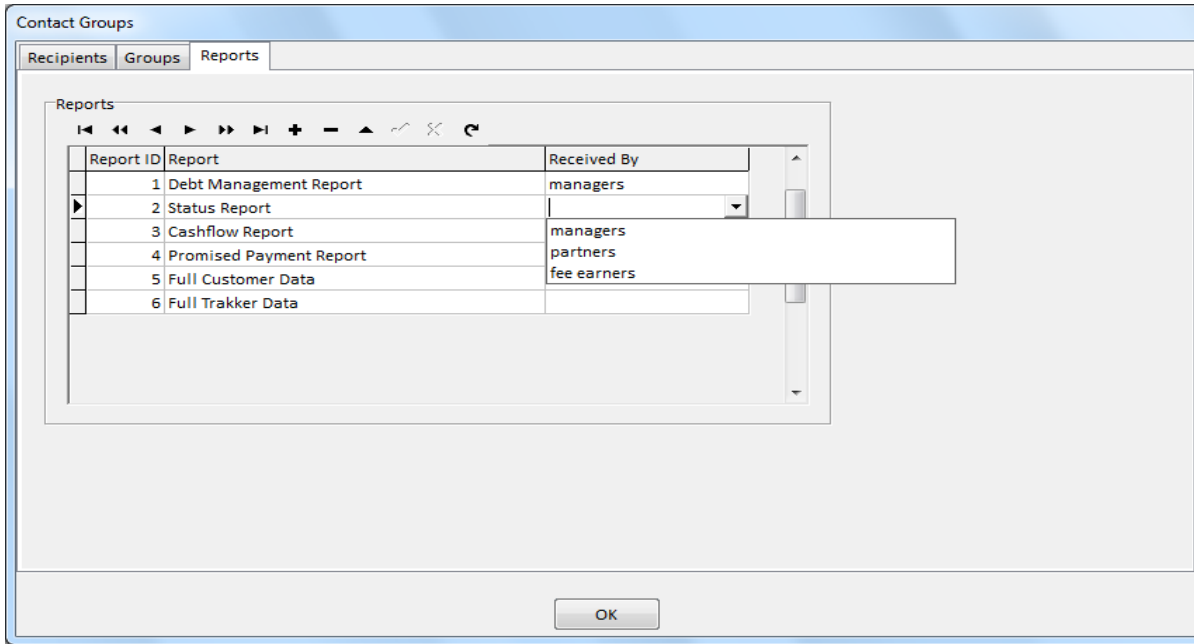
A separate standalone application can automatically generate and email financial reports to specific personnel along with appropriate documents for attachment.

Add report recipients from list of registered application users, adding a target email URL and partner or fee earner status.



Define contact groups and assign group members

Members can be in multiple groups



Assign recipient groups against report type in preparation for automated report generation

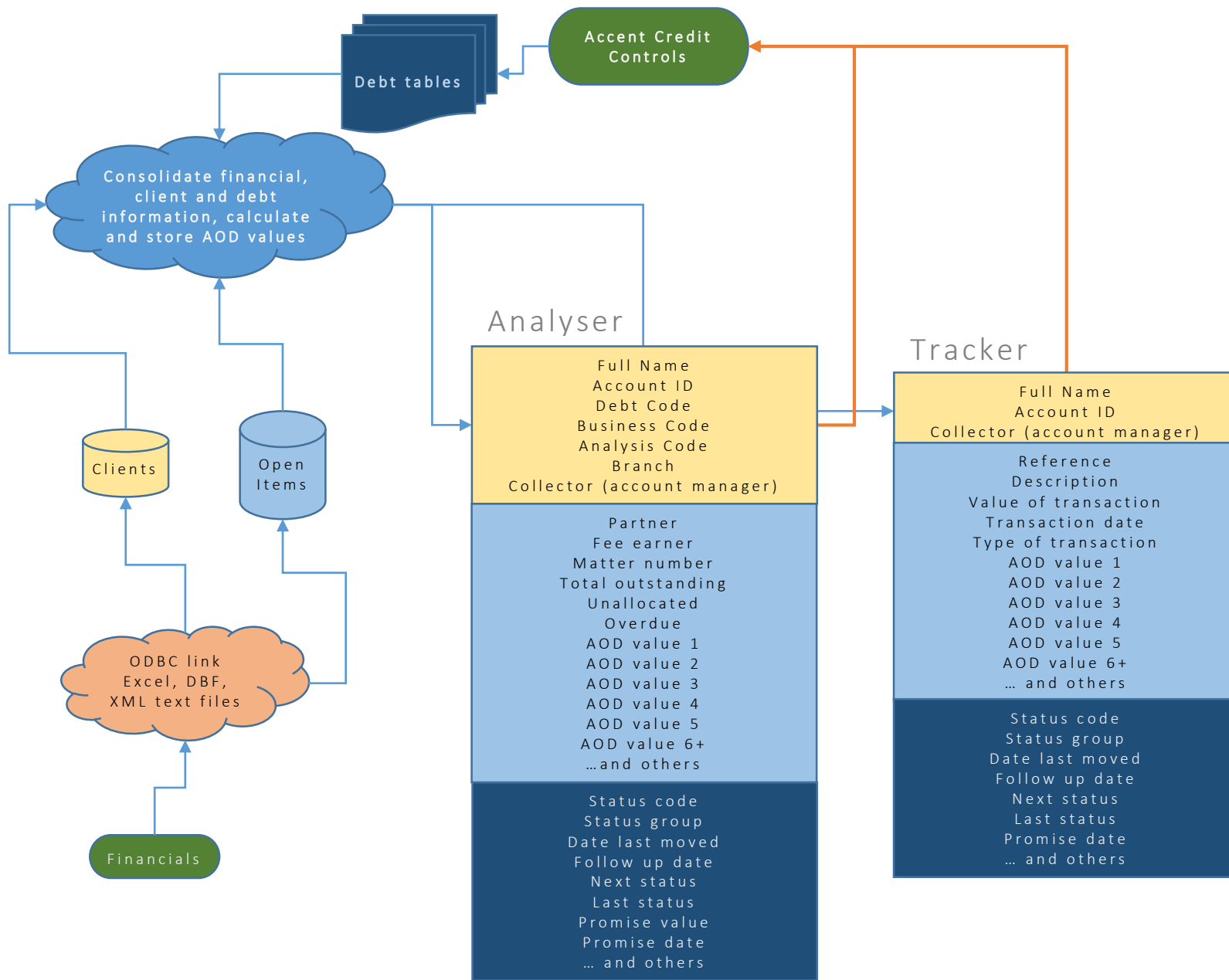
Data Integration

Using the AOD utility, load external data (client and fee information) from single or multiple locations and consolidate into the Credit Control database.

The process can be automated or manually run at any point in time.

All credit chasing data and imported up-to-date financial information is consolidated into a data-warehouse enabling rapid access of data for debt chasing and reporting purposes.

Powerful tools enable the user to configure the interface to integrate with financial and legal packages.




Further Integration

Systems can link with Accent's on-line Digital Ledger for handling client disputes, publishing shared documents, receiving client payments and automatically sending statements.

<http://www.accentsoftware.co.uk/digitalLedger.php>

For more detailed sales ledger integration there is easy-integration with [Accent's Sales Ledger](#) which can be tailored to your exact requirements.



For further information or to book a demonstration please contact us

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