Blue Tuesday Ltd

Newsletter

March 2018

Hello again and welcome to our second newsletter.

The first seemed to be well received, thank you to those who commented on it.

Keep those comments coming please!

Missing Clients

One of the most common support calls we get is where a user has created a matter but then can't find it.

Usually, going back into Add a New Matter and putting in the client details in the Client box will show that the client details are there but all the Matter information is missing.

If this is the case, simply put in the matter details again (you need to put in matter number, matter description, work type, Fee Earner and date opened as a minimum). It is essential to stay in that screen and put all the details in, then ticking the √ so that all the information is retained on the system. If not, you may end up as in the first paragraph.

Any part of client or matter detail can be changed just by double clicking the matter in the Matters tab — the matter information will be shown and can be altered where necessary. To edit any of the client information, click on the pen at the right of the Client line.

We are here to help, please don't forget that. So if you have any problems on this, or any other part of Blue Tuesday, just get in touch.

Behind the Times

A user got in touch recently to say that every time their computer was switched off, the date and time stayed at that moment until it was switched on again. The answer? A small button cell battery on the motherboard was failing. New ones cost just a few £s or less.

Nominal Receipts

If you need to post a nominal receipt, for instance, you need to bring back in a cheque issued, or a supplier refunds for faulty goods or an overpayment, the transaction will show as an Outside Scope receipt for VAT purposes, so any VAT can't be reclaimed.

To note the entry as anything other than Outside Scope, post the receipt as a payment, using minus figures in both the Gross Amount and, if applicable, VAT boxes. If there is an entry in the VAT box, you'll get a data entry error message "VAT is greater than amount", but just OK that and you'll be able to post the receipt.

Printing Bank Transfer List

A couple of users have asked if its possible to print a batch report for Bank Transfers. We've built that in to the posting function. Immediately to the left of the L (Ledger) and T (Time Sheet) buttons is a magnifying glass. When you've finished posting the batch, use the magnifying glass to produce a report of that batch, which can then be printed and/or saved. Coming out of the routine clears the batch.

Not Logging Out

Users with multiple licences are sometimes having a problem due to insufficient licences or they can't take a backup because there can be "ghost" users in the system. This happens because a user (sometimes more than one) doesn't log out of the programme properly and they block one of the licences, thereby causing these problems. The only solution to this is for us to log on and sort it out. Please remind all users to log out of the system (via the Logout or door buttons on the Login/Out tab) to avoid "ghosts".

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New Release Details

We are now ready to issue a new release, version 2.0.3.1. The licence expiry date is July 1st, whereas version 2.0.2 will expire on April 2nd. Please contact us as soon as possible, and certainly before the end of March, to get your system updated. As before, we'll need to apply the update to each machine with a Blue Tuesday licence. The latest update includes:

* On Billing, Tab or Enter after the narrative box will take the curser to the Bill Number field. The Last Bill field is best (most efficiently) activated with the mouse as it's at least 19 tabs to get to it from the Bill Number field. However, we've modified the last bill search so it will pickup bill numbers which include text as well as numbers.

* Clicking OK when posting a Client payment or receipt returns the curser to the search box, as with other posting routines.

* Some users have experienced a problem with the legacy numbering which meant that sometimes the matter number was preceded by a / instead of the requested – in the Client Matter splitter. That's been fixed, and we apologise for any inconvenience this has caused.

* On the Bank Reconciliation routine, some field sizes have been increased and the amount columns shaded, with a clear divider. You can still click anywhere on a line to tick an item.

* The Nominal List Report (the button to the left of the Add new, Undo or OK buttons in Nominals) has been tidied up and will show the report in nominal number order.

* Daybook Reports, all of them, now show the period number in which the posting was made.

* Matter Balances Report shows the selection criteria at the top of the first page.

* Field sizes in the Interest Report have been increased.

* Backup, we have found, can be quite slow on some machines, especially laptops or those with slow network connections. We've added a "Backup on Progress" display so you can see that it is doing something.

* Floating Forms can be personalised across a network. Please ask us for more details.

There's a new Parameters tab in the Config Menu tab in Admin, which enables parameter maintenance routines to be personalised to your preferences. Changing the parameters on one computer will alter the settings for all users on shared data. We'd rather you asked us for advice on making changes, but included in the alphabetically listed options are:

* When running Year End, the system defaults to do the year end journals on the current date. You can choose to use your actual year end date (as shown in Practice Details) instead by putting a tick in the 'Use Y/E Date' box.

* Client numbering can be controlled with a fixed number of digits by placing a number (e.g., 5) in the Auto Client Number Length column The maximum number is 9, it will not accept double figures. This is optional - you don't have to put anything here unless you specifically want your client numbers to have a specific number of digits. Otherwise, fill the box with a 0. Don't leave it blank.

* Likewise, Matter numbering can be controlled using the Auto Matter Number Length. Put a figure or a 0 in there, don't leave it blank please.

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