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Hello again and welcome to our latest newsletter.

Please keep your comments and suggestions coming in, we genuinely like hearing from you!

## IF

If you have a problem with us or with using part of the programme, please let us know. It doesn't matter what it is, we're here to listen and to help. But if we don't know, we can't help, we can't put whatever it is right, and we can't stop you feeling perhaps a bit grumpy or dissatisfied. Actually, we really hope we don't make you feel like that, but, if you don't tell us, we just don't know.

Sometimes people casually mention something and then say "oh, it's been like that for ages" and it's something we can sort out simply or that we need to deal with because other people have the same thing.

But, if you're happy with what you've got, give us a like on Facebook. And shout about it to other firms. The new GDPR restrictions are limiting our being able to directly contact potential customers, even those we've had contact with before, but there's nothing to stop our customers mentioning us to other firms.

## Quote, Unquote

We had an interesting and rather puzzling query recently. A client contacted us because the system refused to show a time sheet or billing guide for just one particular matter. Reports always came out blank.

Looking at time sheets of matters either side of this one worked, as did billing guides.

This one had us scratching our heads, until one eagle-eyed technician spotted that the matter description included quotation marks " " at the beginning and end of a phrase within the matter description. When we log on to you, we see your screen a lot smaller than you do, so things like this aren't always immediately clear.

A quotation mark, " or " or similar, upsets the SQL search, causing a terminated search at the first one. Interestingly, a single ' is ok, but not a double, so please would you be careful not to include " in a client or matter description. Use the singular ' instead!

## General News

You're aware that we try to warn you if we hear that there's a virus being sent out to legal firms from hacked emails although some systems block the malicious files without users ever being aware of their presence. If you'd prefer that we didn't warn you, please let us know and we'll take you off the "warning list". Otherwise, we're always happy for you to share the message with colleagues, and for you to let us know if you think other people should be warned about something.

We hear that Perfect Books software will no longer be supported after September 2018. They've been part of a firm that bought out several other suppliers for more than three years. We're currently working on converting that data into Blue Tuesday format, so if you know anyone who uses this and is looking for an alternative, we may be able to help ....

It's the holiday season. Hooray! But before you rush off (we were going to add "to sunnier climes", but they might be hard to find at the moment), please take a backup and please remember to logout of Blue Tuesday because the computer being switched off or an update which then does an automatic restart can cause two specific problems. You can still show as being logged in, blocking someone else, or the data can become corrupted. Both easily avoided situations with a little bit of forethought.

## Plans for the Future

Suggestions and ideas from users are not coming in much any more, so we are starting to draw up our “wish list” for things we’d like to work on within the programme over the next few months. Lots of people have wish lists, and we’d be really interested in hearing yours .... but only in relation to Blue Tuesday, thanks!

These are some of our thoughts so far. Please let us know what you approve of (or not), what thoughts you have on our thoughts, what you’d like to see on these and any other Blue Tuesday related matters.

Not everything will be possible, and some of these things will take a very long time to programme, months even. Also, if your responses to any of our ideas are unfavourable, we may drop or seriously alter them. And, of course, we may well come up with other ideas or issues which will take priority, but don’t let that put you off getting in touch. By email please.

### Billing Guide

An optional transparent watermark running through each page of the report that says something like “Draft” - or maybe random (limited capacity) text chosen by the user at the time of producing the report

### Conflict Searches

To include a search of the notes boxes on Client and Matter detail. The current way of including, for instance, a spouse’s name in a matrimonial matter, is to include it in the matter details (revision 2.0.4a increased this box size and it now shows a warning if the text is too large for the box), but lots of people automatically put information like this into the matter notes areas

### Contacts

To somehow standardise certain contact information — other side Solicitors, for example — so that this information could be included in searches or rapidly dropped into the data fields within each matter. We know this will take a lot of work and may or not be popular

### Deposit Postings

To radically rethink the whole concept of designated deposit posting, so that postings can be done to or from deposit as a stand alone posting, not through client account. Likewise, to enable deposit to office transfers as well as client/ deposit ones. And — this really is a tentative thought — give ledger printouts the option of showing any two of office, client or deposit side transactions and/or a ledger view or report showing just deposit payments and receipts. We’d particularly like to hear from you on this if you use designated deposit accounts because lots of firms just don’t have them, particularly with the interest rate situation being as it is

### Diary

To overhaul the whole diary entry and reporting facility so that, for example, you could request a day, week or month to view at a time just at the click of a button. We know that the Diary is a tremendously useful part of the programme which is little used, sometimes not at all. Diary Types need to be set up within the References section of the Admin tab, but once they’re there, they enable searches to be done in all sorts of ways — to see all the entries relating to a matter, or for a particular fee earner, or fee earner/matter combination and/or for a designated period of time. Or look to see who’s on holiday when, or what the staff sickness level is, or when a limitation date is due even 17 years hence, or which file/s can or should be destroyed within a chosen time frame

### Reports

To enable reports such as Billing Guide to be searched not just by name or number but by the whole information which you can now search for within facilities in the Matters tab. This would mean that, for instance, if you put “holm” in the search box, you’d get a list of matters which include people with Holmes as a surname, Sherlock Holmes Detective Agency in the business name, Holmes Chapel or Holmfirth within their address or holmlessness (yes, deliberately misspelled in this instance, but typos do happen) in the matter description. This would entail a lot of work re-writing several reports — Billing Guide, Interest Calculation, Ledger Cards and Time Sheets— and we would plan to release all the report changes in one go, so it isn’t something that we can do overnight

Please. Email us with your thoughts and ideas. What we do is very much influenced by what you want.