

# The Software@Law Links



Amy & Bob Crump and children, Megan and Jarrett

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## **New Employees Added...Relief in Sight!**

As many of our clients transition to Time Matters, Word 2007, Vista, MS Office, and other software applications, we have to meet the needs of our clients and be proactive in their obtaining successful implementation and training of those various software applications. To this end, we have added staff to help us fill those needs, which is our top priority. Teresa and Donna are very excited for some help.

We are pleased to introduce Amy Crump. Amy has twelve years of experience in the legal field. During the last seven years, she held the title of accounting and billing administrator for a mid-size firm while also serving as the assistant office administrator and technology coordinator. Amy is a certified Time Matters user and was the lead facilitator in assisting with the implementation and use of Time Matters/Billing Matters software at her firm. She has been a member of the Oklahoma City Chapter of the Association of Legal Administrators since 2005. Amy is a graduate of Oklahoma State University, holding a B.S. in Psychology and a minor in Sociology. She will soon be receiving her Time Matters Certified Independent Consultant credentials. Amy and her husband Bob are native Oklahomans and currently reside in Edmond with their two children, Jarrett and Megan.

We have also added to our part-time staff, Kay Green. Kay will be helping with the Billing Services portion of our company. Software@Law is pleased to offer a service that helps firms with the bookkeeping portion of their company. We see that this is very beneficial to those firms that don't have staff with bookkeeping expertise. Kay brings with her fifteen years of experience in both large firm and small firm environments. In the last year, Kay and her family transplanted from the Lone Star State. Jordyn is a Senior at Blanchard High who loves soccer and is anxious to start college in the fall. Josh is a Freshman who loves participating in athletic competition; the Dallas Cowboys; and, the Texas Longhorns. (Donna and Amy are working on removing the "burnt" from the orange.)

We will be implementing some new programs over the next few months and we hope to have your input and feedback on areas of interest in order to be more responsive to your needs. We will be calling regarding a client survey and needs analysis shortly. We are hoping to offer lunch-n-learn sessions, webinars and other innovative strategies to help clients more effectively utilize their software products.

***"In all your ways  
acknowledge Him and  
He will direct your  
path."  
Proverbs 3:6***



Kay Green and children, Jordyn and Josh

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*Analyze!*  
*Simplify!*  
*Customize!*  
*Educate!*

## New Phone and Email Support Procedure

With the new year comes a time to reflect and evaluate our ability to best serve our clients' needs. In an effort to increase both effectiveness and response time, we will be implementing some new procedures over the next few months.

We will need your help in implementing these procedures for support. Even though you may know Donna or Teresa's cell phone numbers by heart, we are asking all calls to be placed through our main phone number at **405.323.1600**. By doing this, we can better track every call that is placed and also ensure a more timely response.

For those clients who prefer to communicate via e-mail, the same tracking and response procedures will be utilized by e-mailing **[support@softwareatlaw.com](mailto:support@softwareatlaw.com)**.

With the inception of these two new customer support avenues we are striving to make our initial response time 30 minutes or less.

Clients who wish to leave a message with specific personnel may continue to do so however, there will occasionally be situations which will not allow that staff member to return your call in the timeliest manner. An inquiry to the main phone number or support e-mail address will ensure the quickest response to your software concerns.

We welcome your feedback regarding these new procedures. Expect other changes as we fine tune our support methods.

## Upcoming Training

**Time Matters New User Training** (January)

Lunch n' Learn topic: **Front Office 9.0 powered by Time Matters Upgrade Changes from Time Matters 8.0** (February)

Webinar: **How to Effectively Use Time Matters Document Management System** (March)

Exact dates and times will be detailed on our website, [www.softwareatlaw.com](http://www.softwareatlaw.com), as soon as we know the interest level of each topic. Please email [info@softwareatlaw.com](mailto:info@softwareatlaw.com) about the topics that peak your interest as soon as possible so we can schedule appropriately.

Our mission is to assist our clients with their specific technology challenges with both integrity and value. Our expectation is to meet the demands of an ever changing technology arena for our clients and help them expand their vision of how technology automation can increase their profitability.

## New IRS Mileage Rate

The new IRS mileage rate effective 1/1/2008 is 50.5¢/mile. You will need to change this rate in your specific billing software.

For Lexis Back Office 9.0 powered by Billing Matters you will need to change the default unit price for your mileage bill code. The following steps will help you do this:

1. Click on the following menu sequence, File > Setup > Codes > Billing Codes.
2. Double-click on your mileage expense code.
3. Change the Unit Price field to be 0.505
4. Click on OK, and Close

If you need assistance with this change, please call Amy Crump at 405.323.1600 and she can assist you at no charge.