Serengeti Tracker®

Electronic Invoice Format Requirements and Posting Instructions

SERENGETI TRACKER®
ELECTRONIC INVOICE FORMAT REQUIREMENTS & POSTING INSTRUCTIONS

Welcome to Serengeti Tracker! This document describes the Serengeti Tracker electronic invoice format requirements and provides information about how to post electronic invoices in Serengeti Tracker. If you have a question that is not answered by this document, please see the "Additional Help & Support Resources" section on the last page of this document.

As you begin the process of submitting electronic invoices in Serengeti Tracker, know that the system was designed by former private practice attorneys with over 50 years of private practice experience and by individuals who provided IT support for law firms. Because of our backgrounds, we know and understand the challenges that law firms and their billing departments face. Below are just some of the many reasons why we believe Serengeti Tracker is a superior electronic invoicing system:

- ***There is no charge or fee to your firm for submitting invoices electronically in Serengeti Tracker.*** Other systems charge your firm as much as 2% of your firm's billings for each client.
- Posting an invoice is similar to, and as easy as, attaching a file to an email.
- You can submit electronic invoices to Serengeti Tracker in any electronic format readable by your client (e.g. Microsoft Word document, Adobe Acrobat .pdf, rich text file, plain text file, .tif image format, LEDES1998B, etc. are common examples). If your firm's time and billing system has been upgraded since the 1980s, it will be able to generate an electronic invoice in one of these formats.
- UTBMS task and activity codes (i.e. codes for fee line items) are **NOT** required. This eliminates the significant burden required by other systems that require these special codes (or other custom codes) for every line-item of an invoice.
- Law firm users have easy access to the status of invoice approval. You can quickly determine if your invoice has been approved for payment, or whether there is a delay in the approval process.
- You can use your firm's own client and matter numbers, and therefore you do not need to keep track of your client's matter numbers or include them in your invoice.
- Serengeti Tracker does not affect your time and billing system, or the way in which attorneys and staff record their time. You continue to work with your systems the way you always have worked.
- For firms located outside of the United States, invoices can be submitted in any currency of your preference, and Value Added Tax amounts can be included.

The remainder of this document provides detailed information about (1) electronic invoice format requirements, (2) how to post your electronic invoices in Serengeti Tracker, and (3) where to obtain support if you need additional assistance.

NOTE: SERENGETI E-BILLING CERTIFICATION PROGRAM

In response to requests from law firms who are being asked if their firm is e-billing enabled, Serengeti Law created the *Serengeti E-billing Certification Program*. This certification allows your firm to promote your ability to generate and submit invoices electronically.

Once your firm submits its first invoice in Serengeti Tracker, your firm will qualify for the certification. For more information about the program and instructions on how to display your certification visit www.SerengetiLaw.com/certification.

<u>ELECTRONIC INVOICE FORMAT REQUIREMENTS</u>

GENERAL INFORMATION APPLICABLE TO ALL INVOICE FORMATS

- **What are the invoice format requirements?**

  <u>Office Located in the United States:</u> If your office is located in the United States, your client strongly prefers that you submit your invoice in the LEDES1998B format (see section below about LEDES1998B invoices). If your current time and billing system is not capable of generating a LEDES1998B formatted invoice, then you can submit your invoice in any electronic file format that is readable by your client (see section below about other invoice formats). You client, however, may ultimately request that you submit all invoices in the LEDES1998B format.

  <u>Office Located Outside of United States:</u> If your office is located outside of the United States, you can submit your invoice in any format that is readable by your client (see section below about other invoice formats). You can also submit invoices in the LEDES1998B format if your time and billing system has that capability. (Your client prefers invoices in the LEDES1998B format, but because this standard is a U.S. standard, there is no expectation that you generate LEDES1998B invoices.)

- **What should I do if I have questions about generating an electronic invoice?**
  If you are not sure how to generate an electronic invoice, you should contact your time and billing vendor – Serengeti does not provide support with respect to time and billing systems.

- **Can I post invoices in WordPerfect® format**?
  For most clients, you should not post invoices in WordPerfect format. The reason is that the maker or WordPerfect, Corel Corporation does not currently have a viewer plug-in for Web browsers. Consequently, your client cannot view the document online, and they will have to download the document to a computer to try to open the file. Additionally, many clients do not support WordPerfect so they will have use another program like Microsoft Word.

- **Can I submit one invoice for all matters that my firm has with the client?**
  No, you will need to submit a separate electronic invoice for each matter that is set up in Serengeti Tracker. However, if you generate a LEDES1998B invoice, you can submit one file with multiple invoices in the file. See the online help for more information (keyword search for "bulk billing").

- **What are my client's billing guidelines and how do they affect electronic invoicing in Tracker?**
  If your client has specific billing guidelines (e.g. charge per photocopy may not exceed $0.10 per page, or no charges for staff word processing, etc.), your invoice needs to comply with those guidelines, regardless whether your invoice is in the LEDES1998B format or in another format. When you post your invoice in Serengeti Tracker, your client will review the invoice to make sure it complies with its billing guidelines. If you need a copy of your client's billing guidelines, you should contact your client.

- **Do I have to include my client's matter number with the invoice?**
  No. Tracker allows firms to use their own client and matter numbers to keep follow progress of matters in Tracker. Therefore, you do not need to use or provide any client matter reference numbers with your invoices. (Note: if you are submitting LEDES1998B invoices, the last field in the invoice record ("CLIENT_MATTER_ID") is the field for the client matter reference number – *because this information is not required you can leave this field blank.*)

- **Do I need to save my invoice file with a certain file name?**
  No. You can name your invoice files anything you would like.

INFORMATION ABOUT LEDES1998B INVOICES (U.S. ONLY)

- **If we submit an invoice in the LEDES1998B format, what customizations are required?**
None. Serengeti Tracker accepts invoices in the "plain vanilla" LEDES1998B format. If you try to submit a LEDES1998B invoice that does not comply with the LEDES1998B format, Tracker will give you an error message with instructions describing how to correct the problem. If you would like additional information about the LEDES1998B format, please visit the LEDES website at http://www.ledes.org/FormatSpec.asp or contact your time and billing vendor.

- **Are UTBMS "Task and Activity Codes" Required (i.e. the ABA's codes for fee line items)?**
No. Many law firms mistakenly believe that UTBMS Task and Activity Codes are required with all electronic invoicing systems. This is a misimpression that has been created by other electronic invoicing vendors. *UTBMS task and activity codes are not required by the LEDES standard, nor are they required by Serengeti Tracker to submit a bill electronically*. Due to the difficulties in recording and using the UTBMS codes, both for law firms and their clients, less than 10% of corporate clients require such codes from any of their law firms (and 25% of those clients admit not using them for any purpose). Further information about the reasons for the decline in the use of such codes is available at: http://www.serengetilaw.com/firms/Excerpt_LawNetArticle070103.pdf

- **Are UTBMS Expense Codes Required (i.e. the ABA's codes for expense line items)?**
Most clients using Serengeti Tracker require UTBMS expense codes (e.g. E101 for copying, etc.). These expense codes should be easily generated by your time and billing system without manual input. If you have any questions about UTBMS expense codes, please see the American Bar Association website at http://www.abanet.org/litigation/litnews/practice/utmscodeset.html (see only the end section with respect to Expense Codes), or contact your time and billing vendor.

- **How should discounts and credits be shown in a LEDES1998B invoice?**
Clients have many different types of billing arrangements with firms including: discount to standard hourly rates, blended hourly rates, fixed or flat fees, capped fees, retainer arrangements, pre-payments, and volume discounts. The LEDES1998B format does not provide detailed instructions how to reflect these types of fee arrangements in your invoice. Nevertheless, in all of these discount arrangements, your client would prefer that you generate your LEDES invoice in the following manner:

    1. The fee line-item entries should show the actual time billed at your firm's standard hourly rates.
    2. You should enter an invoice-level adjustment to the fees or expenses (as appropriate), so that the total amount of the invoice (including the invoice-level adjustment) is the proper amount of the invoice, including all discounts, credits, flat fee arrangements, etc.

    For more information, access the online help and do a keyword search for "discount".

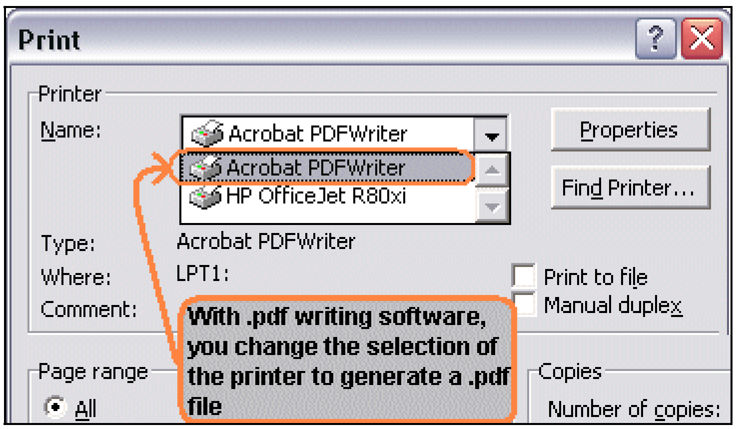
- **We are a firm office located outside of the U.S., but want to generate our invoice in the LEDES1998B format. How do we include the currency of our invoice and VAT?**
Although the LEDES1998B format does not have a field to specify the currency of your invoice, you can select the currency of your invoice when you post it in Serengeti Tracker. For instructions about VAT (value added tax) amounts in a LEDES1998B formatted invoice, access the online help in Serengeti Tracker and do a keyword search for "VAT" – there is a detailed help page with specific instructions.

- **Does Serengeti Tracker accept invoices in other LEDES formats besides LEDES1998B?**
No, Serengeti Tracker only accepts LEDES1998B formatted invoices.
Commentary: There is only one other LEDES format, which is LEDES2000. Serengeti has decided not to accept this format because it is overly complex and has not been widely adopted. Some firms are under the mistaken impression that there are other LEDES formats. This is because other systems have required law firms to implement custom modifications to the LEDES1998B format. In fact, there are no other LEDES formats (see the LEDES website at www.LEDES.org). Conforming to existing standards is an important priority to Serengeti, and we oppose creating confusion (and burdens to firms) by requiring custom modifications.

- **What should I do if I have questions about generating LEDES1998B invoice?**
  If you are not sure how to generate a LEDES1998B invoice, you should contact your time and billing vendor – Serengeti does not provide support with respect to time and billing systems or generating LEDES1998B invoices.

INFORMATION ABOUT INVOICES IN FILE FORMATS OTHER THAN LEDES

- **How do I generate an electronic copy of my invoice (i.e. a non-LEDES invoice)?**
  Almost all time and billing systems present an option to either print to paper or print to file. You will need to contact your time and billing vendor to learn the specifics about how to use the print-to-file functionality. Even if your time and billing software does not have a print-to-file capability, in most situations you can obtain software that will allow you to generate a .pdf version of your invoice (e.g. Adobe Acrobat). For example, once you have installed the .pdf writing software, when you select to print an invoice, the printer dialog window will give you an option to print to a .pdf file:



  Below are links to some of the companies that make .pdf writing software.
  - Adobe Acrobat Writer (www.adobe.com)
  - PrimoPDF (made by activePDF, www.primopdf.com)
  - Pdf995 (made by Software 995, www.pdf995.com)
  - PDF-XChange 'Lite' (made by Tracker Software, www.docu-track.com)

> **NOTE: Serengeti Legal Disclaimer**
> Serengeti has provided the links to third party software vendors to facilitate the creation of electronic invoices. However, Serengeti does not make any express or implied warranties, representations, or endorsements whatsoever, and law firms and vendors assume total responsibility and risk for their use of such products. Serengeti shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with the use of such software.

- **Can I print out a copy of my invoice and then scan the invoice into a .pdf format?**
  Yes, but this is the least efficient method, and results in low quality images and very large file sizes. On the other hand, if you use .pdf generating software (see above), you can generate the file with the click of a mouse, the image quality will be much better, and the file size will usually be about 50% the size of a scanned invoice file.

- **What should I do if I have additional questions about generating an electronic invoice or submitting an invoice in Serengeti Tracker?**
  If you are having difficulty generating an electronic copy of your invoice, you should contact your time and billing vendor – Serengeti does not provide support with respect to time and billing systems or .pdf generating software.

Invoice Posting Instructions And Information

Once you have generated your electronic invoice, you can login to Serengeti Tracker and post your invoice. Below are additional "Questions & Answers" about posting electronic invoices in Serengeti Tracker.

- **How do I obtain a User ID and password to login to Serengeti Tracker?**
  To submit an invoice to your client in Serengeti Tracker, you must first have a User ID and password to login to Serengeti Tracker. One or more users at your firm will be a system administrator in Serengeti Tracker, and they can create your User ID. If you do not know who is your firm's system administrator, please contact the billing partner in charge of your client.

- **I post invoices for multiple clients in Serengeti Tracker. Do I need a separate User ID and password for each client on Serengeti Tracker?**
  No, one User ID and password is all you need regardless whether you submit invoices to one or multiple clients on Serengeti Tracker. When you login, you will be able to select the client to which you want to post an invoice. If you don't see the applicable client listed, you should contact your firm's Lead System Administrator for Serengeti Tracker or your client.

- **How do I submit an electronic invoice in Serengeti Tracker?**
  The process for submitting an invoice is much like attaching a document to an email, and is done from the invoicing section of the Tracker system:

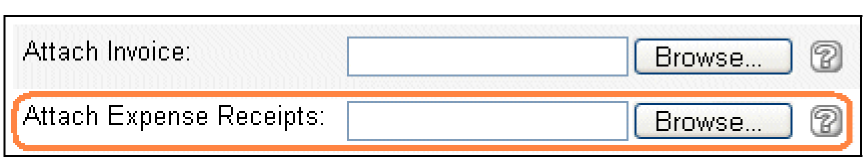
  1. Login to Serengeti Tracker.
  2. Click on the "Invoices" button at the top of the screen.
  3. If you are posting a LEDES1998B formatted invoice, click on the "Speed Post" tab; if you are posting an invoice in another format, click on the "Post Invoices" tab.
  4. Follow the instructions contained in the help hyperlink at the top of the page.

  In addition, detailed tutorials and reference materials describing how to post an invoice are available in the online help under the "Help" button in the upper right corner. In addition, you can sign up for free live training within Serengeti Tracker if you would prefer to learn how to submit invoices from a trainer.

- **What should I do if the matter to which I want to post my invoice does not exist in Tracker?**
  If the matter does not exist, you cannot post your invoice in Serengeti Tracker (the reason is because you must post an invoice to a specific matter in Serengeti Tracker). Consequently, you should contact the lead attorney at your client, and request that he or she create the matter in Serengeti Tracker. (*Important Note:* *To view a full list of matters to which you can submit an invoice, click on the "Invoices" button, and then the "Post Invoices" tab.*)

- **Do I have to submit a list of approved timekeepers to the Serengeti Tracker system before posting our invoices in the Serengeti Tracker system?**
  No. All that you need to do is to post your invoice in Serengeti Tracker to the correct matter.

- **How do I include expense receipts with my invoice?**
  Many companies require firms to include a copy of receipts for expenses (sometimes a company's billing policy will require a receipt if the expense item is greater than a specified value). If so you will need to scan your expenses into an electronic file, and when you post your invoice, Tracker allows you to attach one electronic expense receipt file with each invoice (see image below).



  Note: If you are posting LEDES formatted invoices, there are special instructions for expense receipts – access the online help and do a keyword search for "receipt" for more information.

- **If I send electronic invoices through Serengeti Tracker, do I need to continue to send paper copies as well?**
  No. However, laws in some countries require that law firms must submit paper invoices. If this is the case, most clients will request that you post your invoices electronically as well as mail a paper copy. Contact your client to verify the proper invoicing procedure in these instances.

- **What should I do if I have other questions about invoices, such as resolving incomplete tasks, editing or deleting posted invoices, viewing the approval status of an invoice, notifications of reduced or rejected invoices, and other questions?**
  This document is not intended to provide comprehensive help about all invoicing questions. To find the answers to all other invoicing-related questions, please login to Serengeti Tracker and click on the "Help" button in the upper right corner. This will take you to the Serengeti Tracker Help Center, which has an index or help topics, as well as a keyword search option for help topics.

ADDITIONAL HELP & SUPPORT RESOURCES

- **What should I do if I have questions about generating an electronic invoice?**
  If you are not sure how to generate an electronic invoice, you should contact your time and billing vendor – Serengeti does not provide support with respect to time and billing systems.

- **What should I do if I have questions about posting an invoice or other questions about the functionality in Serengeti Tracker?**
  If you have questions about posting electronic invoices in Serengeti Tracker, or questions about other functionality in Serengeti Tracker, please login to Serengeti Tracker and access the online help by clicking on the "Help" button in the upper right corner (when you login for the first time you must first complete the User ID activation before the "Help" button will be visible). This will take you to the Serengeti Tracker Help Center, which has electronic invoicing tutorials and detailed online help resources. If you are not able to find the answer to your question in the Serengeti Tracker Help Center, please contact your client's Tracker Coordinator, whose name is shown at the bottom of each page in Tracker.