

Duplicate Records, Missing Clients and Broken Links

A Guide to Maintaining Keytime Practice Manager

This guide explains how the integration between Practice Manager and the various Keytime modules works and takes you through the various tools available to help fix problems when things go wrong.

Integration

You can create client records in either Practice Manager or any of the modules; the recommended route is via Practice Manager. When you create a client in Practice Manager, the system makes various checks to see if the record already exists, for example, client ID and company registration number checks.

If you create a client in one of the modules you have the opportunity of either creating the client in Practice Manager, or linking the record to an existing client. To link to an existing client, or to check to see if the record already exists in Practice Manager click the link button to the right of the client ID field:

Here is the button in Corporation Tax:

Corporation Tax Return Details

Company Details

Client ID: (for Reference purposes only) **1PREM01**

Company Name **1st Premier**

Type of Company
Trading

Company Registration No (if registered) **0454656**

Tick box if the company is not registered

Tick box if the company is a partner in a firm

Tax Reference - (as shown on the CT603) **99999-99999**

Registered Office Address - or if not registered, Treasurer's address

Tick to use address from registration screen

Accounting Period covered by this return -
Period From: **01/01/2016** Period To: **31/12/2016**

Please enter the Company Details in the boxes above. All mandatory fields are marked with a star (*)

When you click the Link button you will be presented with a range of existing client records, if the record already exists, select the record. The client detail from the record in Practice Manager will be copied to the record in the module, and a job created on the existing client record in Practice Manager at this point.

When you come to the end of year and want to create a job for the new year, use the year end option. All of the Keytime modules feature a year end option; this creates the next year job on the existing record in Practice Manager and brings forward relevant details in the module. Year-end works like this:

- Accounts Production – Click Options / Year end. You can choose to bring forward balances or not.
- Corporation Tax – Click the Year End button on the main toolbar

- Personal Tax and Trusts – After installing the April software release, open the Personal Tax (or Trusts) module, your data will be automatically brought forward. Open a Tax client and you will be presented with the option to run year end on all returns or a single return.

Practice Manager Maintenance Tools

To run any of the following maintenance tools, you must log in to Practice Manager using the Administrator login.

We strongly advise that you take a backup of your Practice Manager data before you run any of these maintenance processes.

Move Job

This utility allows you to move a job from a record and add it to another. Here's the scenario: in Practice Manager you have two records for the same client, on one record you have an Accounts Production job, on the other Corporation Tax. To correct, proceed as follows:

1. Select the record containing the job you want to move (not the record you are moving to)
2. Click the Jobs tab
3. Click the Move button by the job you want to move
4. Select the record you want to move the job to, click Select. You will be prompted to confirm, click Yes to move the job.

Troubleshooting Tip – Don't see the Move button? Practice Manager checks to see if there are 'like' records, if a match (or near match) is found you will see the Move button. A missing Move button means the duplicate records do not have enough detail in common. Check the company registration numbers match, UTR numbers match, the client name is the same.

Import Orphaned Jobs and Clients

This utility will import clients and/or jobs from the Tax and Trusts modules and add them to Practice Manager. There are two scenarios: 1. You have a client record in Personal Tax that doesn't exist in Practice Manager (someone created the record in Tax, but omitted to link or create the record in Practice Manager). 2. You have a client in Practice Manager and the same client in Tax, but they are not linked (changing the client name in Practice Manager doesn't change the name in the Tax record). To correct, proceed as follows:

- Open Practice Manager, click File / Support Tools
- Click the Keytime Products button:

Support Tools for Client Import

CSV Formats

Import clients from a CSV file in the Cloud Tax format.

Import clients from a CSV file in the Keytime format.

Import clients from a Custom CSV formatted file, using the Mapping Grid.

ZIP Formats

Import tax return data exported from Cloud Tax.

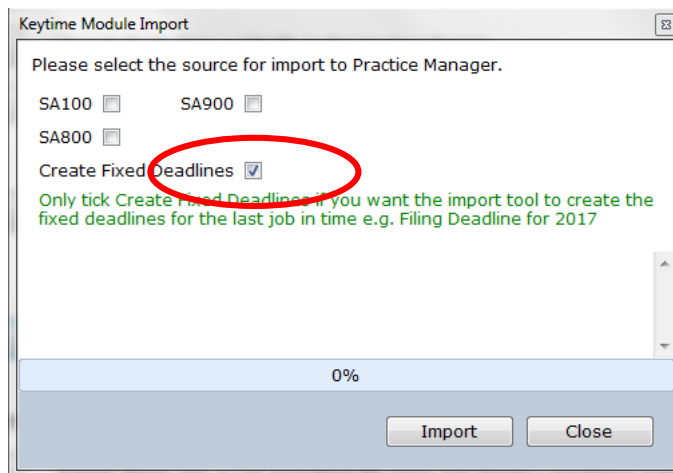
Other Formats

Import clients from another Keytime Product e.g. Tax

Support Tools for Client Export

Export clients into a CSV formatted file using Anti-Money-Laundering mapping

- Select the modules to import from. Note the 'create fixed deadlines' option. This option should be ticked to prevent deadlines and job stages being created for jobs prior to the current year:



- Click Import, the process will run and produce a summary of actions.

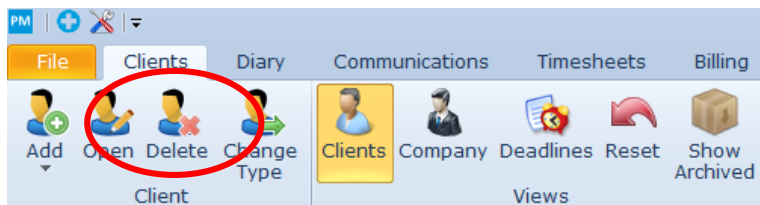
Deleting/Archiving Client Records

You can delete unwanted client records, provided the record meets the following conditions:

- You must remove all links to other records, including officers and PSCs and any other linked records in the Links tab, this can be done by opening the record to delete, go to the Officers (or PSC or Links) tab, client the officer row and click delete.
- Any outstanding time sheet entries must have been billed, or removed
- All jobs must be flagged as complete. Jobs are automatically complete by the system as job stages are completed. To manually complete a job, open the client record, click the Jobs tab, click the plus + sign to the left of the job to expand the list then tick (click) the Complete box.

The client record can be deleted by clicking the record in the main Client grid and clicking the delete button

Troubleshooting Tip – Don't see the Delete button? Ensure you are logged in as Administrator



Client records can be archived as an alternative to deleting them. To archive a client record:

- Remove any linked records: Officers, PSCs and other links from the Links tab (as above)
- Click the Archive button on the client toolbar
- Any incomplete jobs will be automatically completed and the job flagged as archived in the module. Archiving a job in Tax ensures that the tax return is not brought forward next year.

You can reinstate client records from the archive, any jobs in the modules associated with the record will also be reinstated. To reinstate an archived record:

- In the main Client grid click Show Archived
- Located the client record in the client list and open it
- Click Unarchive on the client toolbar

Troubleshooting Tip – *Don't see Show Archived or Archive buttons? Login as Administrator*