

# Amicus Attorney News

The Official Newsletter of Amicus Attorney

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Volume 1  
Issue 6

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**1. [You Have to Try This!](#)**

*Practical Tips and Tricks from Amicus Attorney Certified Consultants*

## Tips On the Amicus Attorney - Palm Link

*By Lori Berenson, Productivity Consulting*

You can download the complete document "How to Perform a Successful HotSync between Amicus Attorney and Your Palm" from Productivity Consulting's website at: [www.productivityconsulting.net/tips.htm](http://www.productivityconsulting.net/tips.htm)

### Important Notes and Helpful Hints

1. Perform the HotSync on a regular basis - get into the habit of performing a HotSync with Amicus Attorney first thing in the morning or as soon as you open your Amicus Attorney office. Also, perform a HotSync as the last function of the day prior to closing Amicus Attorney and/or leaving your office or home.

2. Familiarize yourself with the field mappings - be careful where you place information in the Palm if you want it to be transferred to Amicus Attorney, and vice-versa. Every Amicus Attorney field is mapped to a specific field on the Palm (see the complete document for a list of field mappings). Be aware that many fields in Amicus Attorney do not exist in the Palm, and therefore are not transferred during the HotSync process. (See #3 below for suggestions on data entry).

**A.** Amicus Attorney has 3 address fields per contact - the Palm only has 1

**B.** Amicus Attorney has many fixed communication fields that the Palm does not have - i.e., Cell, Pager, Home E-mail, Business E-mail, Business 2, etc.

3. Use the Notes field - Be sure that you enter information in the appropriate fields to avoid losing information - if you enter information in Amicus Attorney in any fixed field that isn't fixed in the Palm, e.g., cell phone, 2nd e-mail address, 2nd address, pager, etc., also list the information in the Notes field (in either Amicus Attorney or

## INTRODUCTION to AMICUS ATTORNEY V

### Your Step by Step Guide (5.1.1)

by Lori Berenson

A comprehensive training manual designed for beginner and intermediate users of Amicus Attorney. This easy-to-follow learning guide contains over 250 pages of step by step instructions complete with specific examples and screen shots to help you get the most out of Amicus Attorney.

To order or for more information, [click here](#).

## Legal Laugh

Your monthly dose of humor...

## Pass It On!

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on the Palm). You can also customize up to 3 text fields in Amicus Attorney that will exchange to 3 custom fields in the Palm. NOTE: If you click on the drop-down arrow on any of the 5 communication fields on your Palm and select a different field name, the information will still be transferred to the original mapped Amicus Attorney field.

**4. Team Members on records transferred from the Palm** - When you add a Contact or Appointment into the Palm, and do a HotSync, it will only be in your Amicus Attorney office. You can then add any other Team Members, as well as any File or Contact information for that record.

**5. Categories (Groups in Amicus Attorney)** - Palm categories are not mapped to Amicus Attorney contact groups. Therefore, when you hot-sync with Amicus Attorney, and have groups assigned to contacts, those groups will not be created or assigned to the contacts on the Palm. (All contacts that come over from Amicus Attorney will be listed in the Palm as 'Unfiled'.)

**6. Customizing the HotSync Options** - Before you are ready to synchronize data, be sure that your Amicus Attorney office is open and that the HotSync Manager is open (if it is not on the Taskbar, select Start > Programs > Palm Desktop > HotSync Manager). Click on the HotSync Manager icon, select Custom and double-click on the Appointments, Contacts or To Do's conduit.

**A. HotSync Action tab** - it is recommended to leave the default set to 'Synchronize Amicus and Pilot'.

**B. HotSync Options tab** - you need to decide what to do if an appointment / contact / To Do is changed in both the Palm and Amicus.

i. 'Use the Amicus appointment' or 'Use the Palm appointment' - select the default option based on where you normally create or modify appointments.

ii. 'Create duplicates' - if there is a possibility that you may have "edited" one or more appointments in both Amicus Attorney and the Palm, then you may want to select this option prior to performing the HotSync operation. (It is not recommended that this option be used as the default).

**NOTE:** Keep in mind that you must actually change the record in the Palm for it to be flagged as 'changed'; however, in Amicus Attorney, just clicking on a record sets the flag to 'changed'.

**7. A HotSync Problem window** will open if any problems were encountered during the HotSync process (such as duplicate appointments or records modified in both Amicus Attorney and Palm.)

**8. If you have any duplicate records**, it is best to review and modify those records in Amicus Attorney, since you will be able to see if there is any File or Contact information, or any other linked information attached to the record.

The Amicus-Palm link requires the Advanced or Client Server Edition of Amicus Attorney and the Hot Sync Manager 2.0 or higher. Complete details of the link can be found in your Amicus Attorney Office Help.  
Go to Help > Companion Products Help > Palm.

By simply clicking on the "Subscribe Here" button, they will also start receiving it in their inboxes on a monthly basis.

#### SUGGESTIONS

Have suggestions for the eNewsletter? We want to hear them! E-mail us at:

[amicusnews@amicusattorney.com](mailto:amicusnews@amicusattorney.com)

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*Productivity Consulting is a computer consulting firm based in Northeast Ohio, owned and operated by Lori Berenson. Since 1985, Productivity Consulting has offered consulting and training to improve office productivity - specializing in contact and case management for law offices. Customized training manuals are offered with most training and consulting services, and can be tailored to fit the needs of clients.*



## Legal Tips

Tips from Legal Industry Experts on How to Effectively Manage Your Practice



### Rate-Raising Strategy - Increasing Your Fees

By Edward Poll, J.D., M.B.A., CMC

When expenses go up but the workload decreases, lawyers have four basic options if they want to operate at the same profit level: work longer hours, cut costs, become more efficient or be more creative with fee structures.

Option one already seems impossible. Option two can only be affected to a limited extent. Option three should be a goal for every lawyer anyway. That leaves door number four: Be more creative with fees. The focus here is how to raise them creatively.

#### What About the Type of Fee?

Raising fixed fees for predetermined tasks such as preparing a will or appearing at a criminal arraignment is easier than increasing hourly billing rates. Generally, a client needs only one will or one criminal defense. Once that is accomplished, the client won't return for a while. Therefore, an increase in fixed fees should not be a huge problem.

In a continuing lawyer-client relationship, however, you must consider increasing rates more carefully. In these circumstances, clients are more sensitive to change.

Contingency fee lawyers tend to be more locked in by competitive pressures. For example, if the current market rate for personal injury matters is one-third of settlement before trial, you will find that clients are reluctant to pay a higher percentage fee. You may benefit from generally larger settlements today, but still at the old rate.

Within that framework, let's explore the timing, level and marketing of billing rate increases.

#### When to Raise Fees

Although there is no perfect time to raise fees, there are several threshold tests you can consider.

**It is a big-ticket or break-the-company case.** In these cases, price doesn't seem to matter. The client's options are limited and the perception of need, and therefore value, is high. When litigator David Boies asks \$750 per hour, major corporations aren't likely to balk-their matters are serious

and precedent setting. They want whomever they perceive to be the best, and price typically is not a factor.

**The economy is hot.** When people are doing well financially, prices of goods and services are reviewed less carefully because additional income is always "just around the corner" to pay the bill.

**You have more business than you can handle without expanding.** And, at this time, you don't want to expand. You may lose a few clients, but you generally won't care because you are already at your desired maximum. Plus, you will likely increase your gross revenue and net profit.

**Clients say your rate or total fee is more than fair.** At this point, you can conclude that your fee structure is at the lower end of the fee spectrum in comparison to your competitors. It seems there is room to raise your fees with minimal client resistance.

**Other lawyers send you business because the client won't pay their rates.** These lawyers are unwilling to accept the lower fee that the client expects to pay them. Again, check the marketplace to determine if there is room to raise your fees.

**You have found your comfort zone.** In other words, you can stop laughing at the new fee you're contemplating.

Each of these scenarios involves a selection process by the client. Those clients who do not want to pay the higher fee will seek other counsel. Those who value your service regardless of higher fees will remain with you. This process, however, goes beyond the simple idea that you can afford to lose a few peas when your plate is full. You will set in motion a chain of events that will alter your practice.

Depending on your geographic location and practice area, accept the fact that some clients will leave if you raise fees. This, then, can create several opportunities:

- With a reduction in your client base, you can work less at the same average revenue.
- To replace defecting clients, you can take on new clients at the new, higher rate, which raises your average revenue per client.
- You can generally receive, or only agree to take on, more interesting work at the higher rates.
- You can have extra time to increase your marketing efforts for higher quality at higher rates.

In reality, of course, a combination of all four opportunities will come into play to forever change your practice. The bottom line is, like water flowing to fill a hole in the sand, a temporary loss in the total number of clients will soon re-stabilize, and it will do so at a higher level of income. Your economic situation will improve, your client quality will increase, and the nature of the matters before you will become more interesting and challenging.

### **When Not to Raise Fees**

It is equally important to know when not to raise your fees. Again, there are threshold considerations.

**The client says no.** If the client resists a fee increase, and either the client or the matter being handled is important to you, think seriously about balancing your economic interests with your personal desire. If, after conscious deliberation, you want to continue the work with this client, first seek to obtain an agreement to a fee increase at a certain date in the future.

**Time is of the essence.** What if you are on the eve of trial or in the midst of a sensitive negotiation? Never use the sensitivity of time to raise fees. Your client will see it as attempted extortion and will accept it, if at all, only with great hostility. And that will lead inevitably to bad-

mouth.

**You have already agreed to a retainer.** Most retainers are intended to cover the entire cost of the matter, or to be a monthly retainer to cover services without reference to hours worked. In these circumstances, clients will be annoyed if you say you cannot work more this month because the hours already worked exceed your original estimate. That is the nature of a retainer; it is intended to be a fixed sum. You keep the difference when you work less than you estimated, and the client benefits when you work more than you estimated. Clients will be miffed if you seek to modify the arrangement in midstream. If the work continues to be out of balance with the retainer for an extended time, raise the issue with your client before increasing the retainer.

### **How Much Can You Raise Your Fees? Two Tests**

Many jurisdictions have specific rules concerning fees. For example, in Rule 4-200, the California Rules of Professional Conduct provide that "A member shall not enter into an agreement for, charge or collect an . . . unconscionable fee." The rule defines unconscionability by saying that all the facts and circumstances existing at the time are to be considered, including the following:

1. The amount of the fee in proportion to the value of the services performed.
2. The relative sophistication of the member and the client.
3. The novelty and difficulty of the questions involved and the skill requisite to perform the legal service properly.
4. The likelihood, if apparent to the client, that the acceptance of the particular employment will preclude other employment by the member.
5. The amount involved and the results obtained.
6. The time limitations imposed by the client or by the circumstances.
7. The nature and length of the professional relationship with the client.
8. The experience, reputation and ability of the member or members performing the services.
9. Whether the fee is fixed or contingent.
10. The time and labor required.
11. The informed consent of the client to the fee.

Assuming your current fee structure passes the conscionability test, modest fee increases will not cause a disciplinary problem. The only remaining issue is whether your fee increase will pass the market test.

All other things being equal, the smaller the fee increase, the easier it is for clients to accept it. Adding 3 percent to 5 percent to an hourly fee won't turn off many clients. Remember, for the average client, there is little price sensitivity in choosing a lawyer. More than 60 percent of lawyer-client relationships result from referrals from trusted friends, or from other factors such as the perception of legal ability.

Large fee increases, however, will likely cause clients to pause. Again, assuming your increase does not make the fee "unconscionable," it must still pass the market test. If fees take a big jump, more clients will leave. If the rule is that clients are generally willing to understand and accept modest fee increases, here is the corollary: Increase your fees more frequently, but in modest amounts.

### **Here are other considerations in deciding how much to raise rates.**

- Your growth pattern. As you continue to grow, you can afford to be more selective about your clients. Raising fees is a way to let your clients self-select and determine who will get your services, rather than you picking whom to serve.
- Your success. When you are successful, achieving more success is easier and less risky. Success tends to build on itself, and the results of a wrong or market-unacceptable fee increase decision can be more easily overcome.

- Your strategic plan. How much you raise rates is partly a function of your strategic plan and your desired position in the market. Do you want to be known as a low-priced volume leader or a top-of-the-line, exclusive legal services provider?
- The nature of your practice and clientele. An economically sound client will be less burdened by increases and accept them more readily.
- The general economy. A robust economy will result in less resistance than a retreating economy.
- The competition. Your rates must be competitive with others in your geographic and practice areas. You must know the current market conditions and the competitive pressures on legal fees. Each local market has its own characteristics. National trends are interesting, but they do not control your situation.

### **How to Market a Rate Increase**

You have decided to raise your rates. Now you must determine the best way to sell the idea, that is, to inform clients of the new fees in the most advantageous way. Here are some ideas.

**New clients.** The safest way to introduce a fee increase is with new clients. Test the waters with clients you do not yet have and, therefore, are not as worried about losing. Do not tell them this is an increased rate. They will not know what the old rate was. No explanations are required.

**New matters for existing clients.** Move to the next level by increasing rates on new matters for existing clients who are not your bread and butter. Make sure you adhere to your jurisdiction's rules on informing existing clients of any fee increases. The appropriate way is to amend your engagement agreement. (Some engagement agreements provide for automatic annual fee increases and, implicitly, cause the client to waive further notice of fee increases in advance of the actual increased billing.) A short note is all that is needed. Long explanations imply uncertainty and apology, when no apology is needed.

**Major existing clients.** Lastly, after you are confident with these preliminary forays into higher fees, roll out your new fee structure to all remaining clients. With major clients, always talk personally with them in advance of any fee increase. Never surprise these clients.

### **More Food for Fee Thought**

Here are additional tactical considerations for fee increases.

You should confirm with significant clients that your fee increase fits within their budget for legal services. Doing this highlights your sensitivity to their economics and takes their opinions into account. If they say no, consider compromising by agreeing to hold the fee at the current level for a specified time, after which they will accept the proposed increase. The agreed-on time frame could be three to six months or longer, depending on the circumstances.

You can soften the blow of a fee increase by adding value to your service. In other words, do more things-that cost less than the increase. If you handle estate planning, for example, you could add financial planning as a service, either as part of the fee package or for a designated added fee. Sometimes, showing that you provide better-than-excellent service is all you need to justify a fee increase. For example, consider packaging final documents in an attractive folder and hand delivering them to the client. This improved presentation adds only pennies to your costs, but it will be perceived as an example of your caring for and nurturing the client. Faster turnaround from engagement to completion is another way of adding value and exceeding expectations.

A traditional way to frame an increase in fee or price is to say that increased costs mandate the change. When costs are increasing in the general economy, this approach is typically accepted. Today, however, this approach

may be less tolerable to more sophisticated clients. In fact, many such clients have told their counsel that they will not pay for firms' higher associate salaries. In the competitive legal marketplace, there is resistance to higher fees and demand for reduced legal costs, if not actual billing rates.

Finally, you generally need to treat corporate clients differently from individual clients. You must be more sensitive to legal services budgets, and you must be attuned to the politics of the organization and the relationship among you, general counsel and other management executives. You need to understand where your power base is within the organization-and to act accordingly.

### **What Really Determines Value**

Price impacts profitability. The extent to which you make a profit depends on how much of what you get for your service exceeds your cost of providing the service. Prudent lawyers will address both sides of this equation.

The tips shared here relate most directly to hourly billing, but the principles apply to working with fixed or contingent fees as well. In the end, though, the client's perception of value really determines whether the price is reasonable for the service provided. Price is the marketplace's barometer for telling you how it values your service.

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*Edward Poll, J.D., M.B.A., CMC, is a coach to lawyers and certified management consultant who shows attorneys and law firms how to be more profitable. Ed's latest book is *Collecting Your Fee: Getting Paid From Intake to Invoice* (ABA 2003); he is the author of *Attorney & Law Firm Guide to The Business of Law, 2d ed.* (ABA 2002); *Secrets of the Business of Law: Successful Practices for Increasing Your Profits*. To make suggestions or comments about this article, call (800) 837-5880 or send an e-mail to [edpoll@lawbiz.com](mailto:edpoll@lawbiz.com). You can also order a free e-zine or visit Ed on the web at [www.lawbiz.com](http://www.lawbiz.com).*



### **Spotlight On ...**

*Highlighting a Feature of Amicus Attorney*



### **The Dailies**

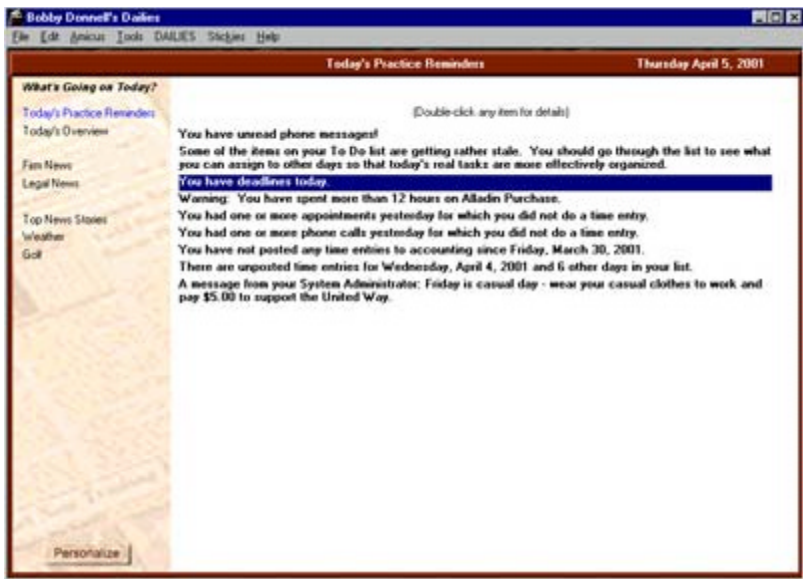
The Dailies module helps you answer the question: "What's going on today?" It provides you with an overview of your practice, your firm, the legal community and the world around you.

At the beginning of each day Amicus Attorney goes through your entire practice and prepares a report on things that you need to pay attention to. The Dailies is broken into four main sections; the Daily Practice Reminders, the Daily Overview, Firm News, and Links.

### **Daily Practice Reminders**

This section includes items like today's critical events, advice on managing your to-do list, reminders to make or post time entries, suggestions for business development and internal announcements from your system administrator. Double-click on any of the entries for more details and to take the appropriate action. This section

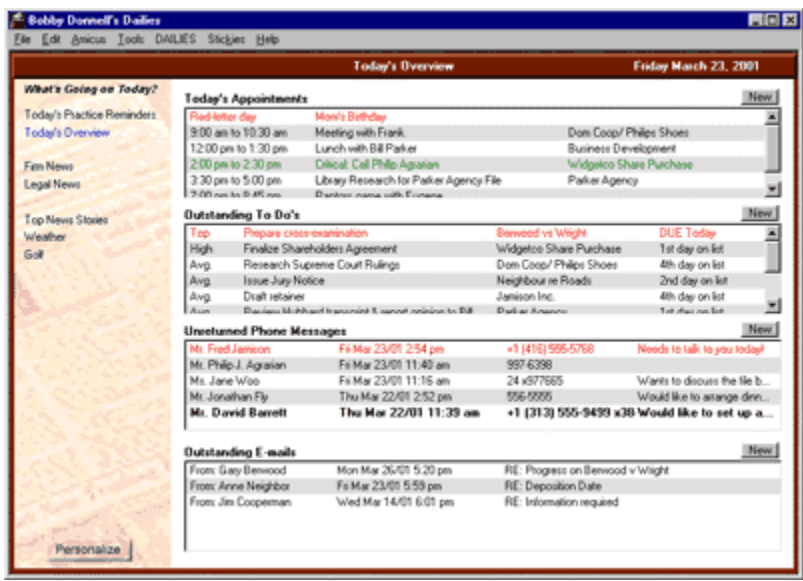
helps to ensure that nothing is forgotten or overlooked in your practice.



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### Daily Overview

This section provides easy to follow lists of all your appointments, tasks, phone messages and e-mails that need your attention today. You can quickly see all of the relevant events in your calendar for today along with communications that you need to follow-up with. This allows you to promptly get up to speed with what needs to be completed today. If you wish, you can complete all of the tasks directly from the Dailies, or just use it as a reference. Double-click any of the entries to view the full details, or right-click for more options. The information in the Daily Overview is automatically updated as you complete tasks, so that once you have returned your phone messages, completed your to dos and responded to your emails, they no longer appear on the list.



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## **Firm News**

The Dailies provides easy access to your firm intranet, and if you don't have an intranet, then Amicus Attorney can help you to create your own. An intranet allows you to post firm announcements, bring important matters to peoples' attention, or provide a place to collect firm information. All of this is accessible from the Dailies. This keeps you up to date on all the happenings in the firm.

## **Links**

You can also bring together news from the legal community and the world around you. If you have an Internet connection, you can easily add links to your favorite web sites for the latest headlines and information, allowing you to stay on top of what's going on outside your office. When viewing your links, you can click the Hide button in the top left-hand corner to maximize the screen size. The Hide button is then replaced with one called "Show," which can be used to restore the Dailies control panel when you are finished.

## **Personalize**

You are encouraged to customize the Dailies to incorporate the information that you need. Clicking the Personalize button at the bottom of the Dailies displays the Preference Settings for the module. From here you have a great deal of flexibility to ensure that the information presented is relevant to you. Some users may find that they do not wish to receive certain reminders, and the preference settings allow these to be changed. A feature of the Practice Reminders allows you to quickly see that you have missed time entries, or failed to post entries. However, someone who does not bill for their time may not want these constant reminders. In this case, the user needs only change the preference to remove reminders about time entries from the list. Preference settings can also be modified for calendaring reminders, files & business development reminders and for Library content.

## **Changing Links**

If you wish to add to or modify existing links on your Dailies page, simply click the Personalize button, and then click on the Dailies Pages tab in the preference settings dialog that appears. This will allow you to add new pages, modify the existing entries, and to set your default page for whenever the Dailies module is opened. Once you have made the necessary modifications, click the OK button to accept your changes.

## **Modifying Firm News**

The Firm News page is maintained by the Amicus Administrator, and changes can be made by clicking Configure > Dailies, from Amicus Administrator. The Firm News can then point to an existing web page, or an HTML file that can contain your Intranet. A sample HTML page has been provided that can be modified in any program which allows editing of web pages such as Microsoft Word® and Corel WordPerfect®. This allows firms who do not already have an intranet to easily create their own.

## **Message of the Day**

The Amicus Administrator can choose to post a system wide message to all team members that will appear in their Daily Practice Reminders. This can be used for firm announcements, upcoming gatherings, or even to direct users to visit the firm intranet as listed in the Firm News section. Posting such a message is done from Amicus Administrator by clicking Users > Set Message of the Day.

The Dailies is there when you start your day in Amicus Attorney, and you can personalize it to help keep you on top of what's going on.

*Prior to Version V, the Dailies Module was referred to as the Daily Report, and it was comprised of only the Daily Practice Reminders. In order to take advantage of the improved reminders and the rest of the features in the Dailies Module as described above, you must be running Amicus Attorney V.*

## YOUR LEGAL LAUGH

Your monthly dose of humor...

### Amusing Judicial Quotes

I do not object to people looking at their watches when I am speaking. But I do strongly object when they start shaking them to make sure that they are still going. ---Lord Birkett

A judge is not supposed to know anything about the facts of life until they have been presented in evidence, and explained to him at least three times. ---Lord Chief Justice Parker

A witness cannot give evidence of his age unless he can remember being born. ---Judge Blagden

[Counsel] has prayed in aid the doctrine of dependent relative revocation. The name of this doctrine seems to me to be somewhat overloaded with unnecessary polysyllables. The resounding adjectives add very little, it seems to me, to any clear idea of what is meant. The whole matter can be quite simply expressed by the word "conditional". ---Langton J, 1942

[Counsel] pled, and pled briefly but strenuously, in favour of a principle of elasticity - elasticity, that is to say, in the construction of a contract which provides for punctuality. My lords, my mind cannot comprehend the elasticity of punctuality. I know of no method of construction of a contract by way of contradiction of it. ---Lord Shaw of Dunfermline, 1921

It is necessary . . . that I should, first, say something of the word which has been the subject-matter of the argument. It is "oomphies". In speaking of it as a word, as one must, one is, I think paying it a compliment, because it barely deserves an appellation which makes it part of articulate speech, which is said by some to be the only distinguishing feature between the human race and brute beasts. ---Evershed J, in a case concerning registration of a trade mark (1946)

Income tax, if I may be pardoned for saying so, is a tax on income. ---Lord Macnaghten (1901)

This case bristles with simplicity. The facts are admitted; the law is plain; and yet it has taken seven days to try - one day longer than God Almighty required to make the world. ---Bacon V-C

The House of Lords is an infallible interpreter of the law. . . . The House of Lords has a perfect legal mind. Learned Lords may come or go, but the House of Lords never makes a mistake. That the House of Lords should make a mistake is just as unthinkable as that Colonel Bogey should be bunkered twice and take eight to the hole. Occasionally to some of us two decisions of the House of Lords may seem inconsistent. But that is only a seeming. It is our frail vision that is at fault. ---Lord Sands (a Scottish judge), 1932

In the course of three days hearing of this case I have, I suppose, heard section 4 [of the British Trade Marks Act, 1938] read, or have read it for myself, dozens if not hundreds of times. Despite this iteration I must confess that, reading it through once again, I have very little notion of what the section is intended to convey, and particularly the sentence of two hundred and fifty three words, as I make them, which constitutes sub-section 1. I doubt if the entire statute book could be successfully searched for a sentence of equal length which is of more fuliginous obscurity. --- MacKinnon LJ, 1940.

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## **4. FAQs - Frequently Asked Questions**

*Our Customer Service Team Provides Answers to Some Common Technical Questions*



### **How often should Amicus Administrator be started?**

If you are running the Client/Server Edition as a split installation (including those running the Novell NLM version), or using Advanced Edition, it is recommended that you start Amicus Administrator at least every few days (more frequently if you are entering in large amounts of data). This helps to ensure that your team database properly synchronizes with all Amicus Attorney users. Neglecting to open it on a regular basis could lead to excessive delays in opening Amicus Administrator because of the large number of data transactions to be processed and/or inconsistent data. Opening Amicus Administrator also ensures the timely recording of database entries to the Amicus Attorney log file, which can be very helpful to Customer Service in the event of problems with your installation.

Client/Server Edition users who do not choose the option for a split installation do not need to worry about how often Amicus Administrator has been opened. For these installations, Amicus Administrator is already running at all times.

### **Patch to Resolve Known Issue 0403 - winmail.dat**

Please be advised that a patch to resolve Known Issue 0403 is now available.

Previously, if you sent an e-mail from within Amicus Attorney using a POP3 account in Microsoft Outlook 2002, or Outlook 2000 (Internet-only mode), and the recipient was not using Outlook, the recipient might have received the e-mail with a small Winmail.dat attachment that could not be opened. If an attachment was originally included in the e-mail, the recipient would be unable to view that attachment. Such involuntary Winmail.dat attachments are a known issue, referenced in the Microsoft Knowledge Base.

We have modified the Microsoft MAPI commands set by the Amicus-Outlook integration process in order to bypass this issue. E-mail attachments are now properly processed by Outlook and correctly sent to non-Outlook recipients.

You must be running the latest build of Amicus Attorney Version 5.1.1 in order to successfully install this patch.

To download Patch 2, please go to the appropriate Web page:

Organizer Edition - [click here](#).

Advanced Edition - [click here](#).

Client/Server Edition - [click here](#).



## **5. Amicus Attorney Premier Consultants**

*Training, Events and More!*



Amicus Attorney Premier Consultants are professionals who are nationally qualified to sell and install all Amicus Attorney products and to provide their customers with on-site training and support.

### **Training Programs Offered by our Premier Consultants:**

Here are some of the training sessions being offered by some of our Premier Consultants this summer. For more information or to register for a class, please contact the consultant firm directly.

All times listed in EST unless otherwise indicated.

**CLASSROOM TRAINING:**

**Best Law Firm Solutions Inc.**

Atlanta, GA  
(770) 998-3800  
[www.bestlawfirm.com](http://www.bestlawfirm.com)

For more details, visit their [web site](#).

Date	Time	Training Session	Location
July 31st, 2003	9:00 am	Advanced Amicus Attorney Workshop	Atlanta, GA
August 1st, 2003	9:00 am	The Amicus Administrator Workshop	Atlanta, GA

**Northshore Technology Center**

Covington, LA  
(985) 893-7062  
[cleblanc@northshoretechnology.com](mailto:cleblanc@northshoretechnology.com)

For more details, please call or e-mail Northshore Technology Center.

Date	Time	Training Session	Location
July 9th & 10th, 2003	9:00 am - 4:00pm CST	Amicus Attorney Classroom Training	Covington, LA

**TQS Solutions, Inc.**

Morganville, NJ  
(732) 972-8082  
[www.TQSSolutions.com](http://www.TQSSolutions.com)

For more details, visit their [web site](#).

Date	Time	Training Session	Location
July 1st, 2003	Session 1 - 9:00 am	Amicus Attorney "What's New in Version 5.1.1" and "Most Useful Features"	Morganville, NJ
July 1st, 2003	Session 2 - 1:30 pm	Amicus Attorney "Administrator Training v5.1.1 Customization and Backup Options"	Morganville, NJ
July 15th, 2003	Session 1 - 9:00 am	Amicus Attorney "What's New in Version 5.1.1" and "Most Useful Features"	Morganville, NJ
July 15th, 2003	Session 2 - 1:30 pm	Amicus Attorney "Administrator Training v5.1.1 Customization and Backup Options"	Morganville, NJ
July 29th, 2003	Session 1 - 9:00 am	Amicus Attorney "What's New in Version 5.1.1" and "Most Useful Features"	Morganville, NJ
July 29th, 2003	Session 2 - 1:30 pm	Amicus Attorney "Administrator Training v5.1.1 Customization and Backup Options"	Morganville, NJ

**ONLINE & CD-ROM TRAINING PROGRAMS:**

**CD-ROM TRAINING**

**2b1 Inc.**  
San Francisco, CA  
(415) 284-2221  
[www.2b1inc.com](http://www.2b1inc.com)

Amicus Attorney V Basic Training: PC Desktop training for the Amicus Attorney user. Easy-to-follow animation

covers the most used functions in Amicus Attorney V.

For more details, visit their [web site](#).

CD-ROM - Amicus Attorney V Basic Training
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## eCLASS TRAINING

### ProBill Law Firm Solutions

Boca Raton, FL  
 (800) 299-9177  
[www.probill.net](http://www.probill.net)

For more details, visit their [web site](#).

Date	Time	Training Session	Location
Flexible Dates	9:00 am 11:00 am 1:00 pm 3:00 pm or 5:00pm Weekend and late nights available.	eClass Training (Web Based training) - <i>choose from:</i> Basic Application Training Advanced Application Training Application Troubleshooting Quick Start (New Clients Only)	Web based - You can take classes directly from your own computer.
July 9th, 2003	3:00 pm	<b>TRN201 Amicus Attorney - Basics</b> Setting up Contacts, Files and using the Calendar, Telephone & Email features	Web based
July 10th, 2003	3:00 pm	<b>TRN202 Amicus Attorney - Advanced Calendar</b> Court rules, attaching actions to a calendar event such as generating a document or sending an email, working with the group calendar and more	Web based
July 11th, 2003	2:00 pm	<b>TRN203 Amicus Attorney - Document Assembly</b> Merge information from Amicus Attorney into your documents while linking the document to a File for future reference	Web based
July 14th, 2003	3:00 pm	<b>TRN204 Amicus Attorney - The Library</b> Organize your research materials for easy retrieval, i.e., word processing documents, spreadsheets, websites, paid services.	Web based
July 16th, 2003	3:00 pm	<b>TRN210 Amicus Attorney - Version III to Version V Upgrade - New Features</b> User groups, date stamping, listing of calls and messages for today and much more.	Web based
July 17th, 2003	3:00 pm	<b>TRN 211 Amicus Attorney - Version IV to Version V Upgrade - New Features</b> Library module for research and knowledge management, E-Mail integration, full text search for documents and more.	Web based
July 23rd, 2003	3:00 pm	<b>TRN205 Amicus Attorney - Timeslips Link</b> Use Amicus Attorney to track your time as you work then transfer it to Timeslips for billing. Exchange contact information between the programs.	Web based
July 25th, 2003	2:00 pm	<b>TRN215 Amicus Attorney - Advanced Edition to Client/Server Edition</b> Outlook synchronization, enhanced security, remote office feature and automatic backups	Web based
July 28th, 2003	3:00 pm	<b>TRN206 Amicus Attorney - QuickBooks Link</b> Use Amicus Attorney to track your time as you work then transfer it to QuickBooks for billing. Exchange contact information between the programs.	Web based

## EVENTS:

You can also visit our Premier Consultants at these events across the country...

### JULY 2003

Date	Event	Location	Consultant Firm
July 23rd - 26th, 2003	The MississippiBar 2003 Annual Meeting <a href="http://www.msbar.org">www.msbar.org</a>	Sandestin, FL	Northshore Technology Center

[PDF Version](#)

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