



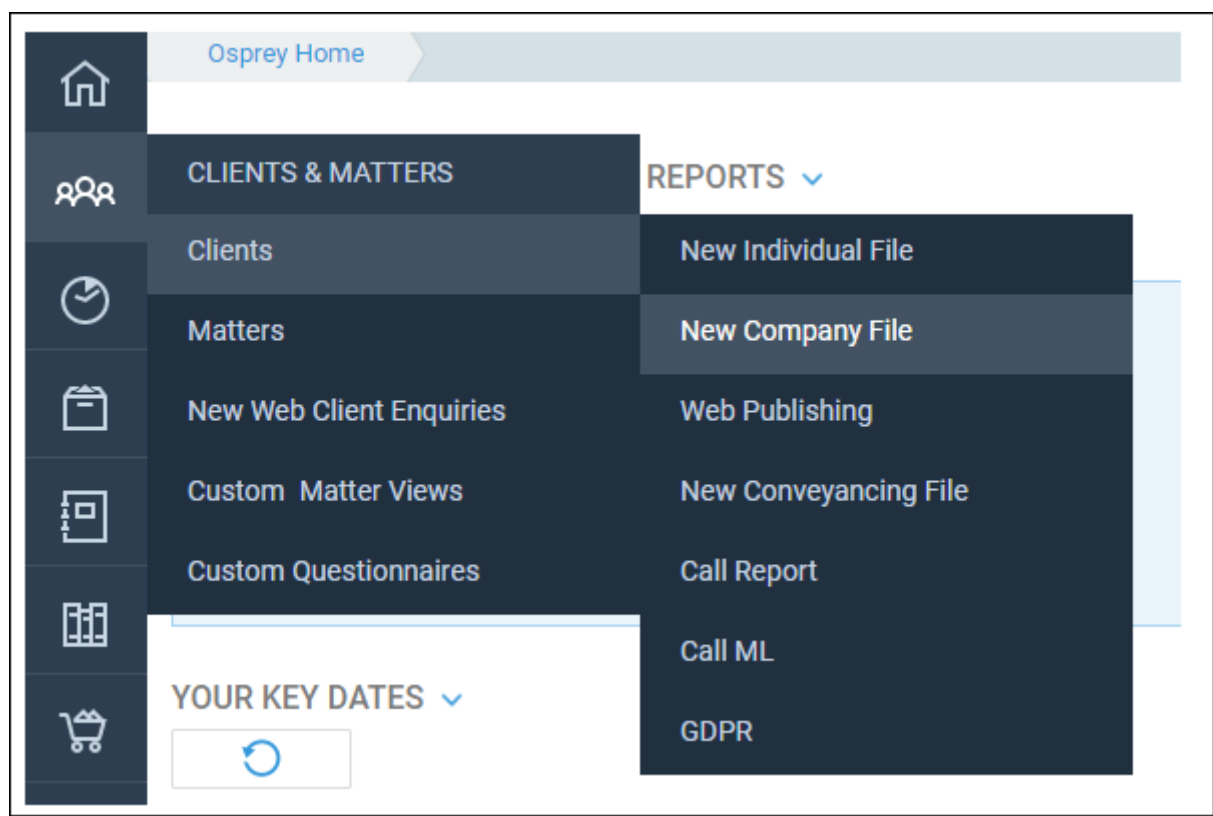
# Osprey Approach: Adding a New Client

This help guide was last updated on  
Apr 15th, 2024

The latest version is always online at  
<https://support.ospreyapproach.com/?p=17655>



To add a new client, navigate to the Clients & Matters > Clients and choose from New Individual File (if your client is an individual) or New Company File (if you are undertaking work for a company).



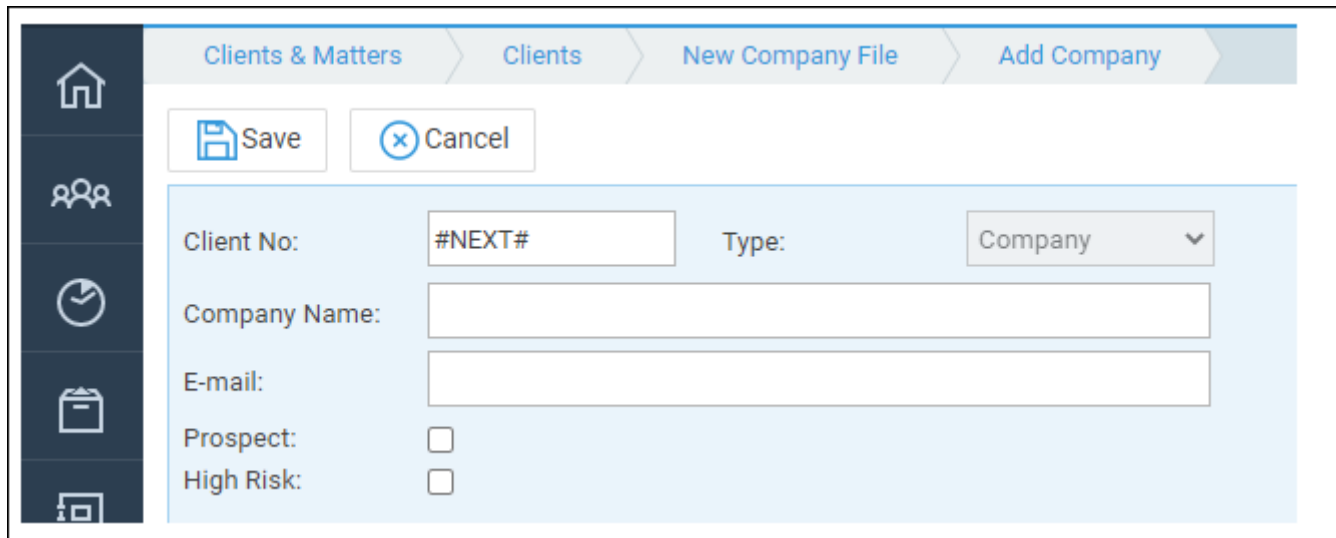
You will then be presented with the Client Details screen.

## Main client name

A screenshot of the Client Details screen. The top navigation bar shows the path: Clients & Matters > Clients > New Individual File > Add Client. Below the navigation bar are 'Save' and 'Cancel' buttons. The main form area contains fields for Client No: #NEXT#, Type: Individual (dropdown), Title: Mr, Initials: JR, Forename: Joseph, Surname: Hartley, E-mail: jrhartley@gmail.com, Prospect: ☐, and High Risk: ☐.

If the Client No box is blank, this means that your supervisor has not switched on automatic client numbering, so you will need to enter a client number. If #NEXT# is shown as above, the client will be automatically assigned a client number based on the settings your supervisor has set within the system.

Client numbers can be numeric (e.g. 0000001) or alphanumeric (e.g. HAR0001). Enter all of the details you have to hand for the client themselves. If you chose New Company File, there will be less fields to enter:



The screenshot shows the 'Add Company' form within the Osprey system. The breadcrumb trail at the top indicates the path: Clients & Matters > Clients > New Company File > Add Company. On the left is a dark sidebar with icons for Home, Users, Clock, Calendar, and a magnifying glass. The form itself has a light blue header with 'Save' and 'Cancel' buttons. Below this, the form fields are: 'Client No:' with a text box containing '#NEXT#', 'Type:' with a dropdown menu set to 'Company', 'Company Name:' with a text box, 'E-mail:' with a text box, 'Prospect:' with an unchecked checkbox, and 'High Risk:' with an unchecked checkbox.

**Prospect:** ticking this box will cause the client to be added as a prospect, use this if you are unsure whether the client is going to instruct you - no financial postings can be made to prospect matters, but you can time record, send letters etc. The matter can be made live once you are instructed, or archived if the client decides on another firm of solicitors. Making a Prospect File Live

**High Risk:** ticking this box ensures that each time a matter is added/edited for this client a warning will appear advising the operator that the client is high risk.

## Adding additional Client names and details

You can add up to an additional 4 client names to each client in Osprey, so if your client is a company with 3 directors, you could enter these 3 directors as additional client names against the company as the main client, or if your clients are a couple buying a house you can enter both the lead and second clients details.

#### ADDITIONAL NAMED CLIENTS

Type:	<input type="text" value="Individual"/>	Surname	<input type="text"/>		
Title:	<input type="text"/>	Initials:	<input type="text"/>	Forename:	<input type="text"/>
E-mail:	<input type="text"/>				
House:	<input type="text"/>				
Area:	<input type="text"/>	Postal Town:	<input type="text"/>		
County:	<input type="text"/>	Postcode:	<input type="text"/>		
Type:	<input type="text" value="Individual"/>	Surname	<input type="text"/>		
Title:	<input type="text"/>	Initials:	<input type="text"/>	Forename:	<input type="text"/>
E-mail:	<input type="text"/>				
House:	<input type="text"/>				
Area:	<input type="text"/>	Postal Town:	<input type="text"/>		
County:	<input type="text"/>	Postcode:	<input type="text"/>		

## Account and Billing addresses

### ACCOUNT ADDRESS

House:

Area:

Postal Town:

County:

Postcode:



 Copy to Billing Address

### BILLING ADDRESS

House:

Area:

Postal Town:

County:

Postcode:



 Copy to Account Address

Bill Addressee:

This section allows you to enter both an account address and a billing address for your main client (additional client addresses can be added in the Additional Named Clients section).

When you print a bill from Osprey, if there is a Billing Address, this is displayed on the bill. If not, the Account Address is used. If you are using Loqate integration, you can enter the postcode here and click the magnifying glass icon alongside it to search for the address.

If both addresses are the same you can, if you wish, click the Copy to... button to copy the Account Address to the Billing Address or vice versa.

## Additional Details

**ADDITIONAL DETAILS**

Debtor Limit:

Disbursements Limit:

Wip Limit:

Group Code:

(None)

If you wish to set credit limits at Client level (these will then apply to all matters relating to this client) you can do so here. Credit limits can also be set at matter level for each matter the client has open with you.

If you are using Group codes to group your clients together, select one here. Group codes can be set up by a Supervisor user - see our guide here for information on how to do this.

## Client Level Dossiers

This section is for reference only when viewing an existing client.

**CLIENT LEVEL DOSSIERS**

**DOSSIER PAGE**

00 Client General Information GLOBAL

## Client Extension (optional)

Your firm may have set up Client Extensions to capture other information required. These will appear at the foot of the Add Client page and may look similar to this:

**CLIENT EXTENSION (ADDITIONAL INDIVIDUAL CLIENT DETAILS)**

Client 1 Date of Birth :

Enter the details as relevant, and then scroll back up to the top of the screen and click Save to save your client. If any mandatory fields have been missed, you will receive a warning at the top of the page:

Clients & Matters > Clients > New Individual File > Add Client

Save Cancel

Please check the following:

- 'Client 1 Date of Birth' field is required

Client No: #NEXT# Type: Individual

Title: Mr Initials: A P

Forename: Alex

Surname: Dubh

## Communication details

On clicking Save, the Communication Details screen will appear:

Clients & Matters > Clients > Edit Communications Details

Save Finish

Client No: 00901

Phone Type: DX

Description: DX Number

Info:

Main No: ☐

Export

Search...

PHONE TYPE	DESCRIPTION	INFO	MAIN NO
No data to display			

Here, you can add any phone, fax, mobile or DX numbers you have for the client.

- Choose the Phone Type you want to add.
- Edit the description if required.
- Add the phone number to the Info field.
- If this is the main number that the client would prefer you to contact them on, tick the Main No box.
- Click Save.

Repeat the above steps until you have entered all numbers, and then click Finish.

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Edit Communications Details

Save

Finish

Client No

D0001

Phone Type

DX

Description

Info

Main No

☐

Export

PHONE TYPE	DESCRIPTION
MOBILE	Mobile Phone Number - Alex

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D0001

Phone Type

MOBILE

Description

Mobile Phone Number - Alex

Info

07790 552 403

Main No

☒

Export

PHONE TYPE	DESCRIPTION
	No da



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PHONE TYPE	DESCRIPTION
MOBILE	Mobile Phone Number - Alex
MOBILE	Mobile Phone Number - Amanda

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# Matter Details

The Matter Details screen will now appear. Here, we will set up the details of the work to be carried out on behalf of the client.

The screenshot shows the 'Add Matter' form with the following fields and values:

- Client No:** D0001
- Matter No:** 1
- Matter Description:** Default Matter
- Prospect matter:** ☐
- Branch:** 1: Malvern
- Dept:** 1: Department 1
- Fee Earner:** Chelsea Campbell
- Supervising F/E:** (None)
- Work Type:** Early Civil
- Private Or La:** Private
- Remuneration Type:** Standard Remuneration
- Debtor Limit:** 0.00
- Disbursements Limit:** 0.00
- WIP Limit:** 0.00
- Date Opened:** 10/07/2020
- Date Completed:**
- Date Archived:**
- Review Date:**
- Review Type:** (None)
- Review Period:** 0
- Email:**
- Load Default Workflow:** ☐

**Client and Matter No:** These will be pre-populated. As we are adding a new client, the matter number will default to 1.

**Matter Description:** Enter the detail of the work to be carried out here, e.g. Divorce, Purchase of property, Will etc.

**Prospect Matter:** Tick this box if the matter is a prospect.


**Branch and Dept:** Ensure these are set correctly. Branch and Department cannot be changed once there are financial postings on the matter until the matter balances are zeroed.

**Fee Earner:** Choose the Fee Earner who will be dealing with this matter.




**Supervising F/E:** Choose a supervising fee earner if there is one.

**Work Type:** Select from the list of available work types.

**Private or LA:** Select from Private or Legal Aid. If the matter is set to Legal Aid, additional options will appear:

Work Type:	Crime	▼
Private Or La:	Legal Aid	▼
Unique File No:		10/07/2020 
LA Version	User Defined	▼
Franchise Category:	Crime	▼
Remuneration Type:	A: Advice and Assistance	▼

- **Franchise Category:** Choose from a list of available franchise categories. Provided these have been set up in Supervisor > Code Setup > Franchise Categories with a franchise type of Civil or Crime, the UFN field will then appear.
- **Unique File No (UFN):** To set a UFN on a matter, ensure the correct instruction date is selected alongside the UFN box, or choose it using the calendar icon, then click the UFN button at the top of the screen, which will generate a UFN e.g. 10072002/001

Clients & Matters	Matters	Add Matter
 Save	 Cancel	 UFN

- **LA Version (Legal Aid version):** Setting the UFN above will correctly select the legal aid rates set based on the date at which the instruction was taken. If not using UFNs, please manually select the latest available rate for new files.

**Remuneration Type:** Select the remuneration type applicable to this matter. This will determine the time posting rates which will apply to this matter when your fee earners time record. Legal Aid remunerations are maintained within Osprey as per the guidance issued by the LAA.

**Debtor, Disbursements and WIP Limits:** If you wish, enter credit limits here for the *matter*. Warnings will be triggered by default at 75% of the limit set when time recording (for WIP limit) or entering financial postings (for Debtors/Disbursements limits).

**Date Opened:** Enter the date that the client first instructed you on this matter. The Date Opened will default to today, but if your fee earners need to time record on this matter on a date earlier than today, set this to the first date that any work was carried out. Financial and Time entries can only be posted with a date on or after the matter opened date.

**Date Completed:** This date is filled when a workflow is completed on the matter.

**Date Archived:** This date is filled when the matter is archived on completion.

**Review Date/Type/Period:** You can set matters to automatically review at set time periods. These will appear on the fee earners' Osprey Home screens. See our Set Matters for Review guide for assistance in understanding how the reviews work.

**Email:** Enter an optional additional email address for the client here.

**Load Default Workflow:** Tick this box if you wish to load the default workflow assigned to the work type you have chosen.

**Create Label:** this tick box will appear if you have Label Printing switched on. Ticking this box will generate a printable label based on your custom template.

Click Save when you are finished, and the new client's matter will be displayed.

## Adding clients and matters on criminal cases

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Please note that for Criminal files, you will need to ensure that each stage of your proceedings is created as an individual matter.

The reason to add matters for each stage is due to the way disbursements work in Osprey. There is no mechanism for the disbursements to be attached to a particular stage, so they would all be included within the investigations bill. You could therefore have a court related disbursement included on a bill for investigations.

The majority of our clients operate criminal cases using separate matters for each stage. Therefore, we would recommend you use separate matters for all criminal cases. If you choose to conduct cases on one matter, it is your responsibility to ensure that the disbursements are billed correctly. We will not be able to assist in rectifying any billing issues which arise from cases being concluded on one matter.