

Osprey Approach: Archive your Completed Client Matters

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

The latest version is always online at
<https://support.ospreyapproach.com/?p=22341>

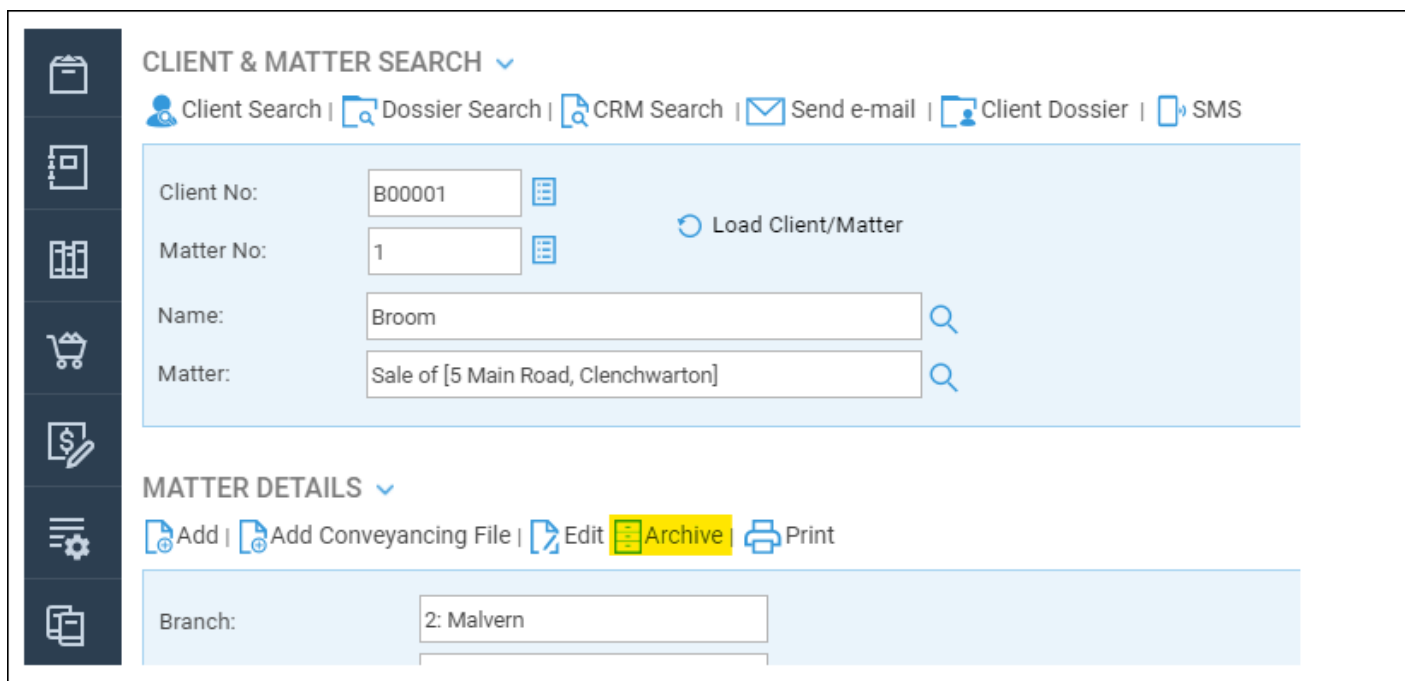
[Click here for a printer-friendly version](#)



Once a matter has been completed for a client, you can archive it. This should be done as part of your general housekeeping. Archiving can be done on a matter by matter basis or via the Batch Archive facility.


Archiving a single matter


To archive one matter, simply navigate to the Clients and Matters menu in Osprey, and select the Archive button:





CLIENT & MATTER SEARCH ▾


Client Search | Dossier Search | CRM Search | Send e-mail | Client Dossier | SMS

Client No: 





Matter No: 

Name: 

Matter: 

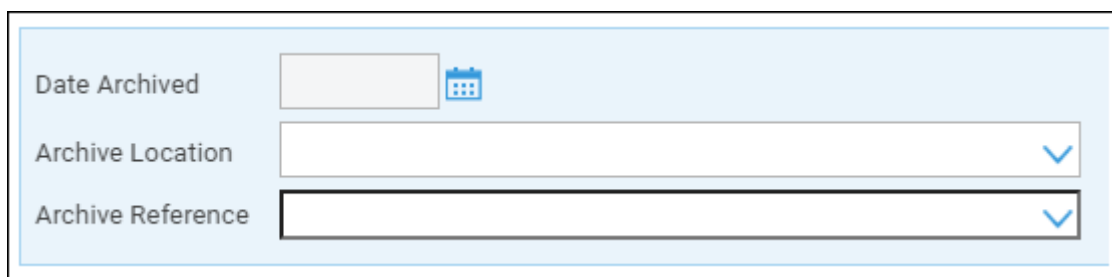
 Load Client/Matter


MATTER DETAILS ▾


 Add |  Add Conveyancing File |  Edit | **Archive** |  Print


Branch:

The following screen will appear:



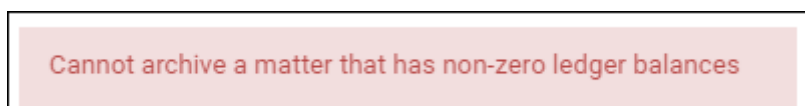
Date Archived 

Archive Location 

Archive Reference 

Enter the date at which you want to archive the matter (the matter will appear in that month's period end reports but not in any subsequent months) and if available, enter the location and the reference for the paper files storage.

Matters may only be archived if they have no financial balances on them at all. If your matter still has a balance it will not allow you to archive, showing a message similar to the following:



Cannot archive a matter that has non-zero ledger balances

To archive the matter, any balance must first be cleared from the Client Ledger.

You may also see this message:

Matter has WIP that will be written off

This means that there is still time recording on the Time ledger, you can still archive the matter, and the time will be written off - it can be reinstated at a later date if required.

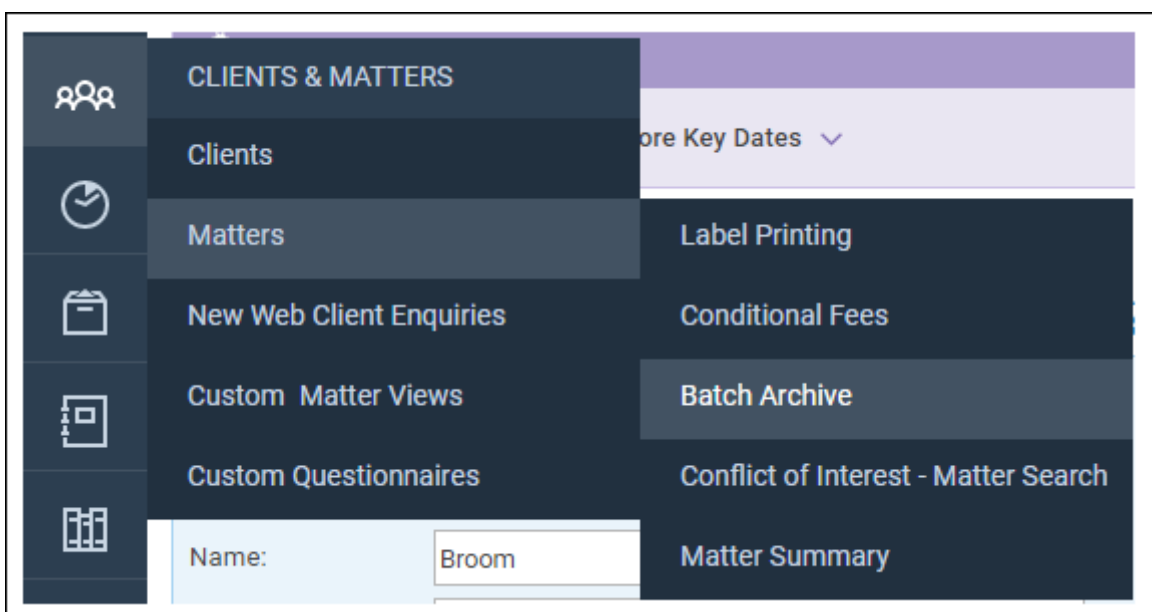
On the archive screen, Osprey will also warn you about any of the following prior to archiving a matter:

- Unpaid Disbursements - these are posted on the client ledger using the posting type u - Unpaid Disbursement. The list will contain any such postings which have been added, but not either paid or cancelled, so these should be attended to prior to archiving the matter.
- Unticked Bank Postings - any client or office transactions which have not been reconciled by ticking on the bank - this could mean for example that although you have sent the client the balance on account via a cheque, the client has not yet cashed that cheque, so it is worth chasing up prior to archiving the client.
- Unmet Key Dates - Key dates which have been added under Case Management, but not marked as having been completed.
- Suspended Time Entries - timed entries using the timer which have not been posted.

Using the Batch Archive tool

If archiving has not been done on a regular basis, you may have many matters which can be archived. You can use the Batch Archive tool to do this.

Navigate to Clients & Matters > Matters > Batch Archive.



The system will now request further details to narrow down the search:

Clients & Matters
Matters
Batch Archive

Search

Work Type:
None

Fee Earner:
None

Date:

Branch:
ALL

Department:
ALL

Work Type - select a work type to check for archivable matters.

Fee Earner - select a fee earner to check all the matters owned by a particular fee earner which can be archived.

Date - this will be used as the archive date for any matters archived using this process, and must be on or after the last posting on the client's ledger. For example, the last posting date on a particular matter is 25/8/2020, which leaves the client ledger clear. The date must be entered as 25/8/2020 or afterwards to pick up this matter.

Branch - select a branch for matters to be archived.

Department - select a department for matters to be archived.

Once you have made any selections here, click the Search button. You must at least have filled in the date field. The system will search for any matters which can now be archived, and display them, noting whether there is any WIP, unticked bank postings, unmet key dates or suspended time entries:

CLIENT	MATTER	SURNAME	FORENAME	MATTER DESCRIPTION	WIP MINUTES	WIP VALUE	UNTICKED BANK POSTIN	UNMET KEY DATES	SUSPENDED TIME ENTRI	
B8001	1	Beck		Default Matter	0.00	0.00	no	no	no	<input type="checkbox"/>
B8002	1	Buckley	Adam	test 1	6.00	15.00	no	no	no	<input type="checkbox"/>
C0001	1	Clifford	Jeremy	Purchase of 55 Peer Street	138.00	230.00	no	no	no	<input type="checkbox"/>
C0001	2	Clifford	Jeremy	Sale of 999 Catford Street	126.00	297.00	no	no	no	<input type="checkbox"/>
C0001	3	Clifford	Jeremy	Prospect	0.00	0.00	no	no	no	<input type="checkbox"/>
C0002	1	Crate		Purchase of Tiger Street, Evesham, Shropshire, HR4 5YP	126.00	318.00	no	no	no	<input type="checkbox"/>
C0003	1	Clifford	Jeremy	Purchase of 55 Peer Street	144.00	462.00	no	no	no	<input type="checkbox"/>
C0003	2	Clifford	Jeremy	Sale of 999 Catford Street	144.00	503.25	no	no	no	<input type="checkbox"/>
C0004	1	Crate		Purchase of 48 Tiger Street, Evesham, Shropshire, HR4 5YP	126.00	383.25	no	no	no	<input type="checkbox"/>

Click the tick box on the right hand side of the matters you want to archive, and click the Archive button:

Clients & Matters Matters Batch Archive

Search

Work Type: None
 Fee Earner: None
 Date: 31/08/2020
 Branch: ALL
 Department: ALL

Archive

CLIENT	MATTER	SURNAME	FORENAME	MATTER DESCRIPTION	WIP MINUTES	WIP VALUE	UNTICKED BANK POSTIN	UNMET KEY DATES	SUSPENDED TIME ENTRI
B8001	1	Beck		Default Matter	0.00	0.00	no	no	no
B8003	1	Buckley	Adam	test 1	6.00	15.00	no	no	no
C0001	1	Clifford	Jeremy	Purchase of 55 Paor Street	108.00	200.00	no	no	no
C0001	2	Clifford	Jeremy	Sale of 909 Cafford Street	126.00	297.00	no	no	no
C0001	3	Clifford	Jeremy	Prospect	0.00	0.00	no	no	no
C0002	1	Crate		Purchase of Tiger Street, Evesham, Shropshire, HR4 6YP	126.00	318.00	no	no	no
C0003	1	Clifford	Jeremy	Purchase of 55 Paor Street	144.00	462.00	no	no	no
C0003	2	Clifford	Jeremy	Sale of 909 Cafford Street	144.00	509.25	no	no	no

Clients & Matters Matters Batch Archive

Search

Work Type: None
 Fee Earner: None
 Date: 31/08/2020
 Branch: ALL
 Department: ALL

Submit Cancel

Archiving Date: 25/11/2019
 Archive Location:
 Archive Reference:

CLIENT	MATTER	SURNAME	FORENAME	MATTER DESCRIPTION	WIP MINUTES	WIP VALUE	UNTICKED BANK POSTIN	UNMET KEY DATES	SUSPENDED TIME ENTRI
B8001	1	Beck		Default Matter	0.00	0.00	no	no	no
C0001	3	Clifford	Jeremy	Prospect	0.00	0.00	no	no	no

Page 1 of 1 (2 Items) Page size: 10

Osprey will now display just the matters you selected, and allow you to enter their Archive Date, Location and Reference. Click Submit once you have entered these.

Clients & Matters Matters Batch Archive

Search

Work Type: None
 Fee Earner: None
 Date: 31/08/2020
 Branch: ALL
 Department: ALL

Submit Cancel

Archiving Date: 25/11/2019
 Archive Location: Drive 7
 Archive Reference: Box 25

CLIENT	MATTER	SURNAME	FORENAME	MATTER DESCRIPTION	WIP MINUTES	WIP VALUE	UNTICKED BANK POSTIN	UNMET KEY DATES	SUSPENDED TIME ENTRI
B8001	1	Beck		Default Matter	0.00	0.00	no	no	no
C0001	3	Clifford	Jeremy	Prospect	0.00	0.00	no	no	no

Page 1 of 1 (2 Items) Page size: 10

Osprey will then return to your previous search, and these matters are archived.

Restoring an Archived Matter

If you have archived a matter by mistake, or a query comes up meaning that you need to reopen the matter, this is a simple process. Simply navigate to the clients and matters area of Osprey, and search for/enter the client and matter number to locate the required matter.

Then, click the Restore button:

CLIENT & MATTER SEARCH ▾
[Client Search](#) | [Dossier Search](#) | [CRM Search](#) | [Send e-mail](#) | [Client Dossier](#) | [SMS](#)

Client No:

Matter No:

Name:

Matter:

[Load Client/Matter](#)

MATTER DETAILS ▾
[Add](#) | [Add Conveyancing File](#) | [Edit](#) | [Restore](#) | [Print](#)

and click Yes when prompted:

test.ospreyapproach.com says

Are you sure you wish to restore this matter?

OK

Cancel

The matter will now be restored.