

Creating a New Client Manual

This manual is designed to help users understand how to create a new client in OnePractice.



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Creating a New Client

Before Starting

- + Always search the database in OneView to ensure the client doesn't already exist (see Figures 1 and 2 below)
- + Search for all parts of the client's name – first names and surname
- + Search for the address and/or phone number

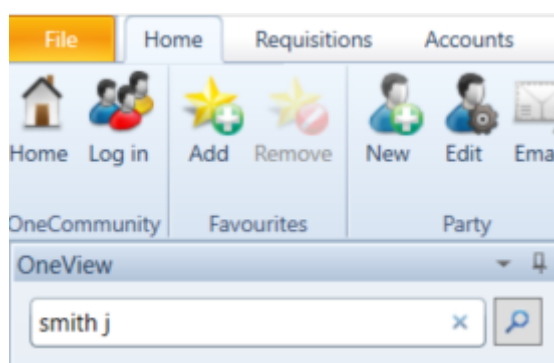


Figure 1.

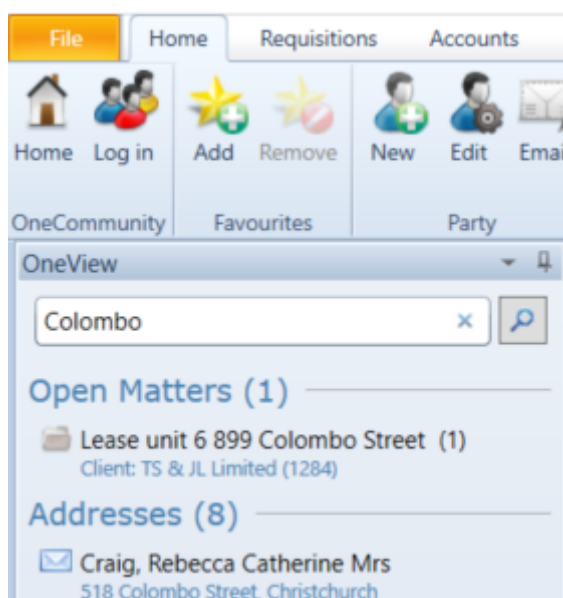


Figure 2.

To Create a New Client

- + On the Home tab, click 'New' in the Party section (see Figure 3 below)

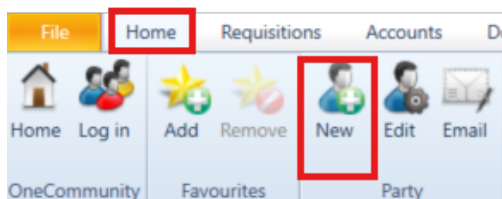


Figure 3.

- + Select the Party Type to be created from the dropdown menu (see Figures 4 and 5 below)

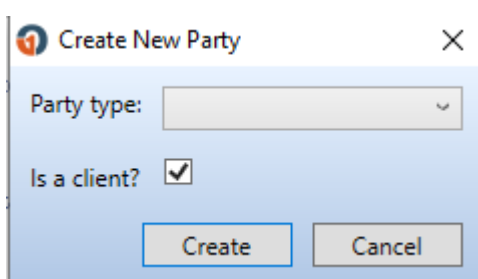


Figure 4.

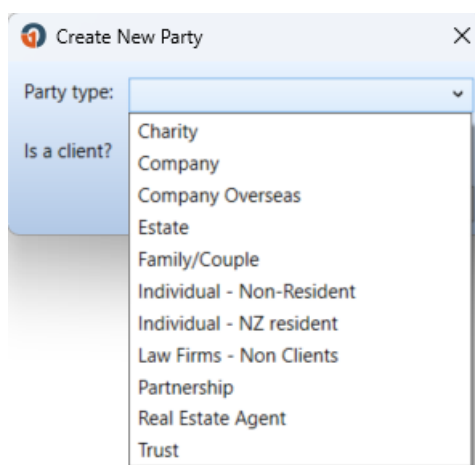


Figure 5.

- + The screen will change for different entities, for example if 'Individual' is selected the screen will display as per Figure 6 below

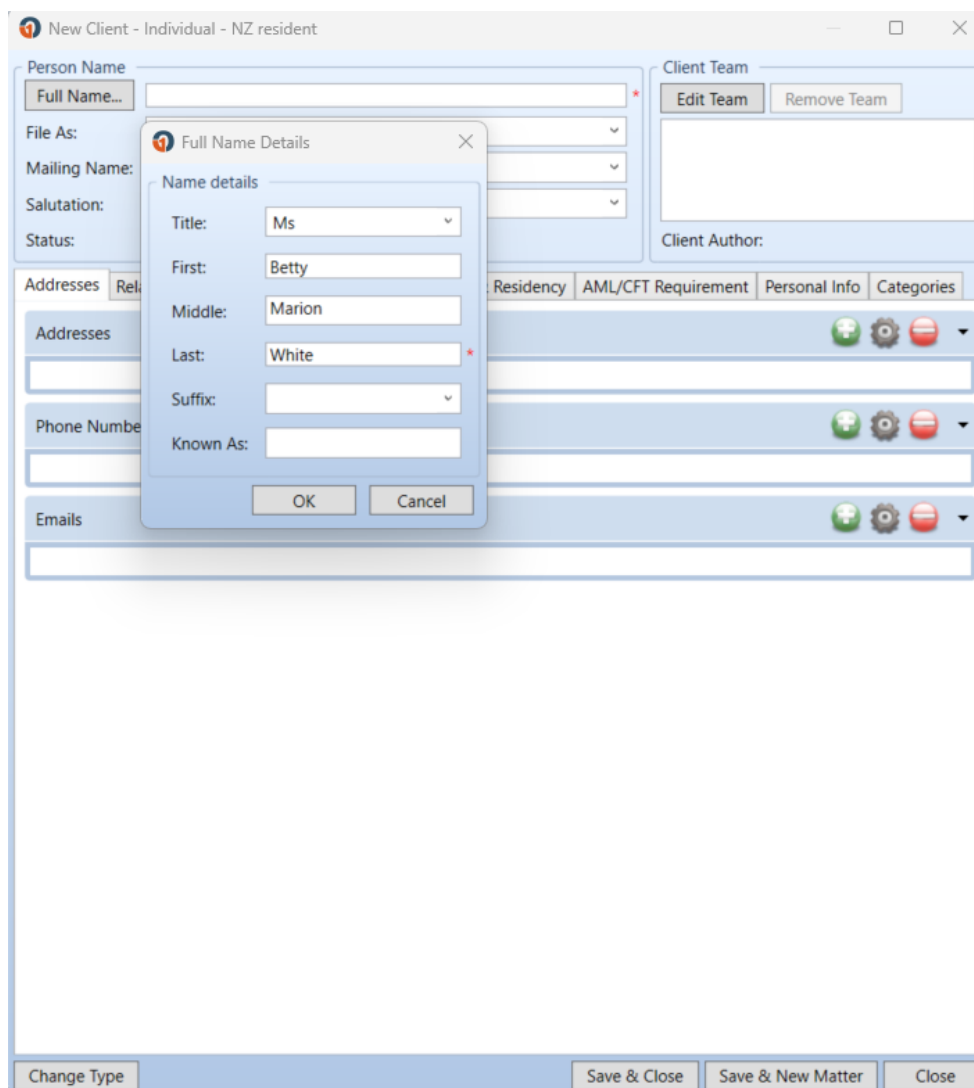


Figure 6.

- + When creating an individual, select 'Full Name' and enter the details here to ensure the correct format is used
- + When 'OK' is clicked, the screen will auto-populate
- + The 'File As' field is how this client would be searched in OneView and how the client shows on reports

Figure 7.

- + Select 'Edit Team' - the 'Select Team Members' box will appear (see Figure 8 below)
- + Right-click on a 'Candidate' and select 'Make Member' or 'Make Member & Supervisor' (see Figure 8 below) or double-click to select – there can be multiple team members
- + Ensure there is a Client Author (Supervisor)
- + Click 'Save & Close' (see Figure 9 below)

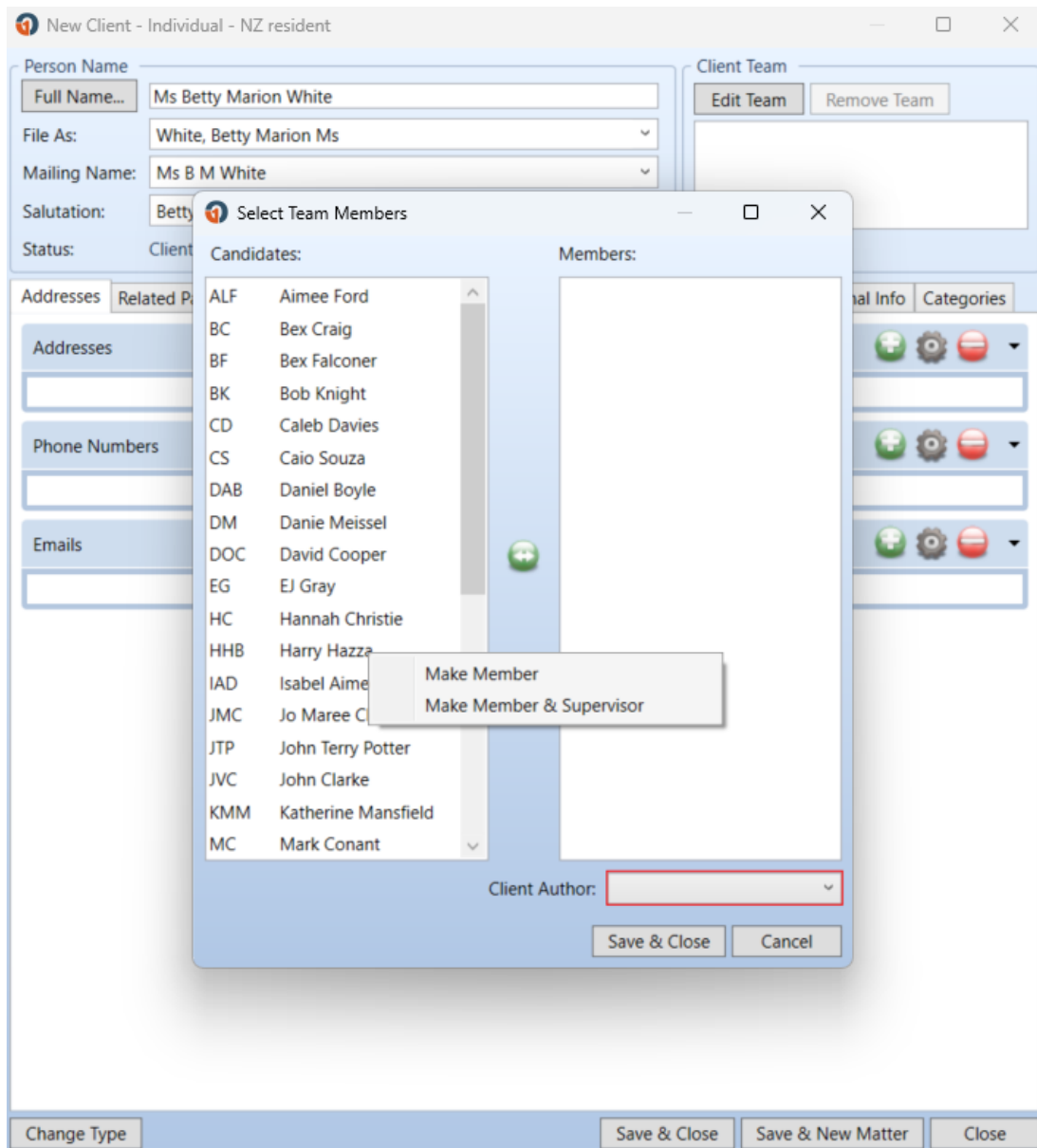


Figure 8.

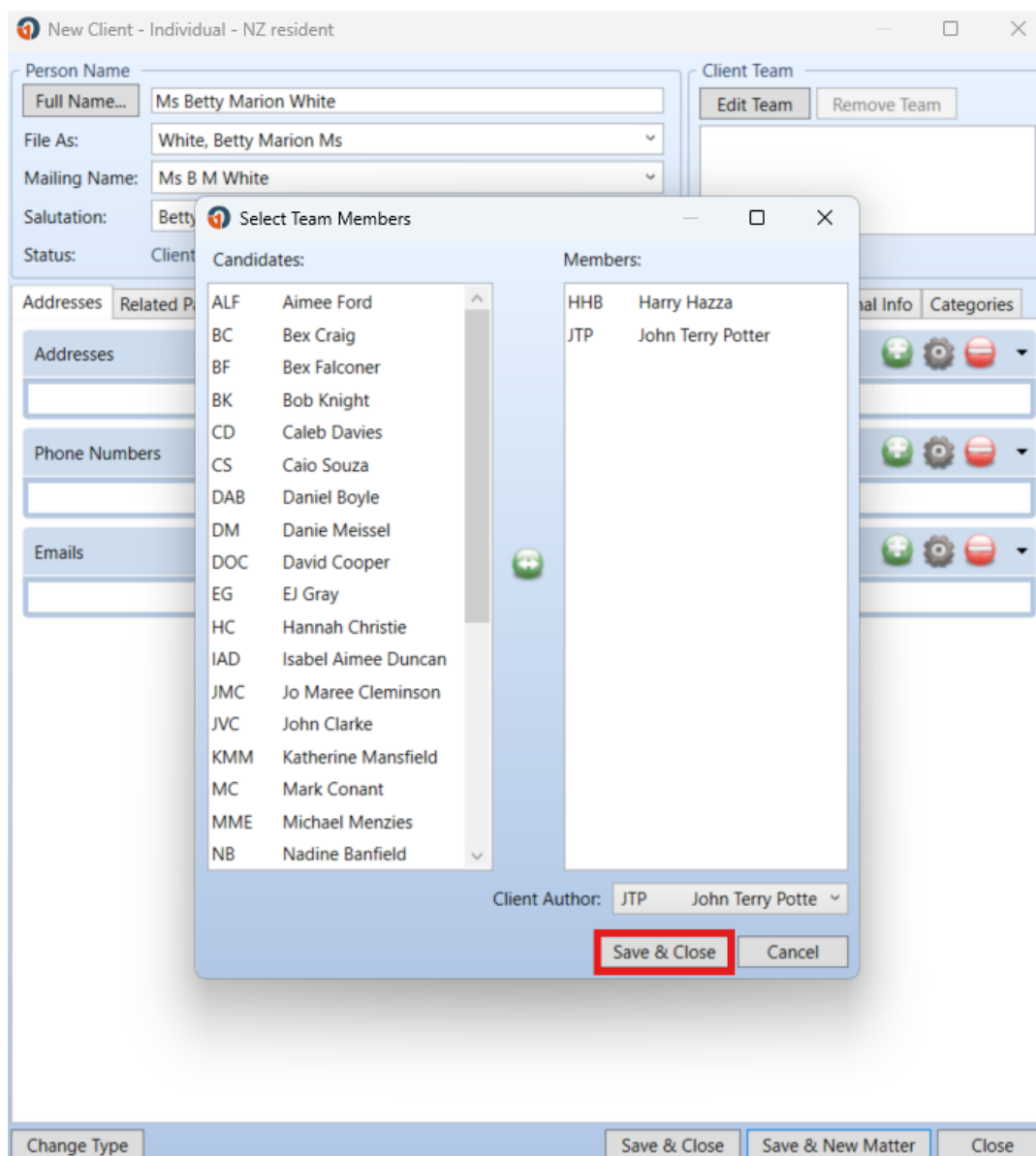


Figure 9.

Addresses / Phone Numbers / Email

- + Click on the green plus to add
- + Select the 'Type' of Address/Phone Number/Email (see Figure 10 below)
- + There can be multiple Addresses/Phone Numbers/Email addresses – use the 'Note' field to name for example a business email address and a personal email address (see Figure 11 below)

NOTE: In each section, one Address/Phone Number/Email must be marked as 'Main.'

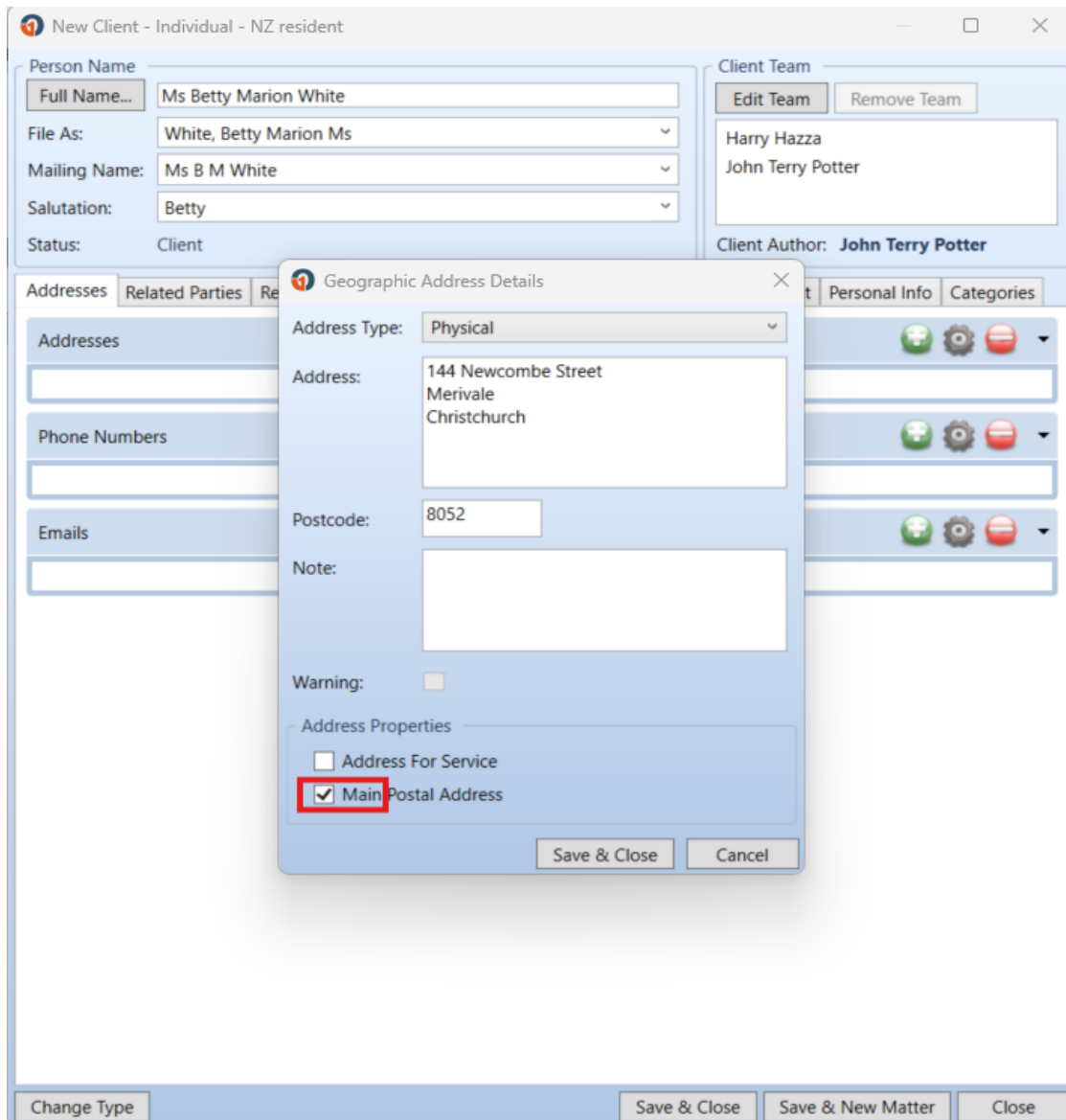


Figure 10.

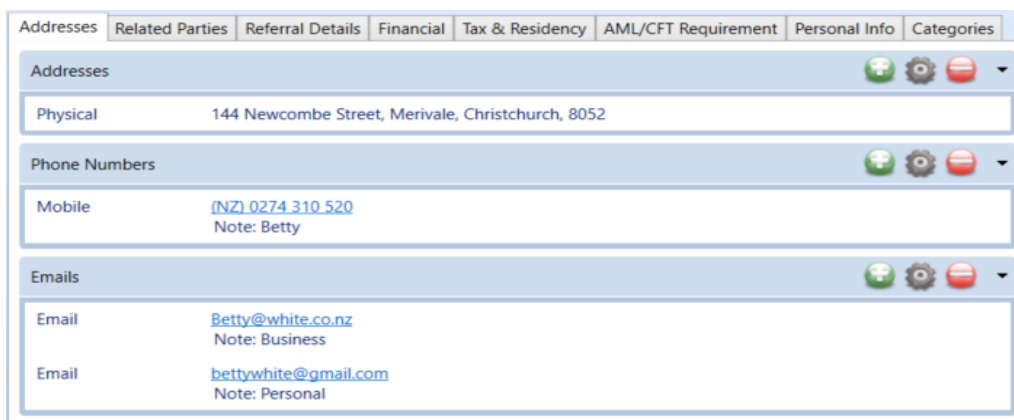


Figure 11.

Related Parties

Relate and affiliate other client parties from the database, click the green plus to add, then search by typing in the name. Choose from the list or use the green plus at the end to add a new client/non-client party (see Figure 12 below).

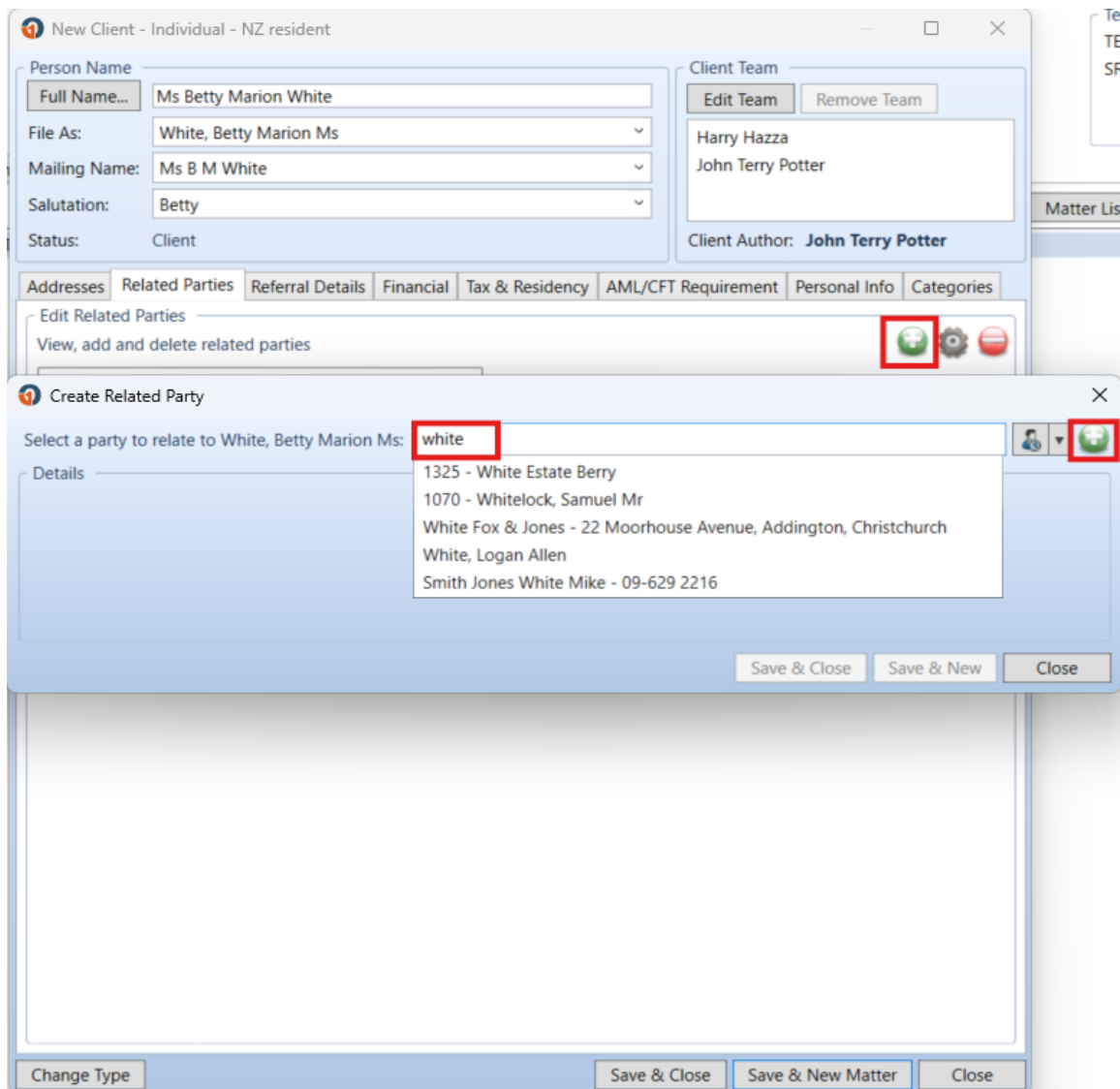


Figure 12.

Choose how the parties are related/affiliated from the dropdown list (see Figures 13 and 14 below). An Affiliation type relationship is indicated by “(Aff).”

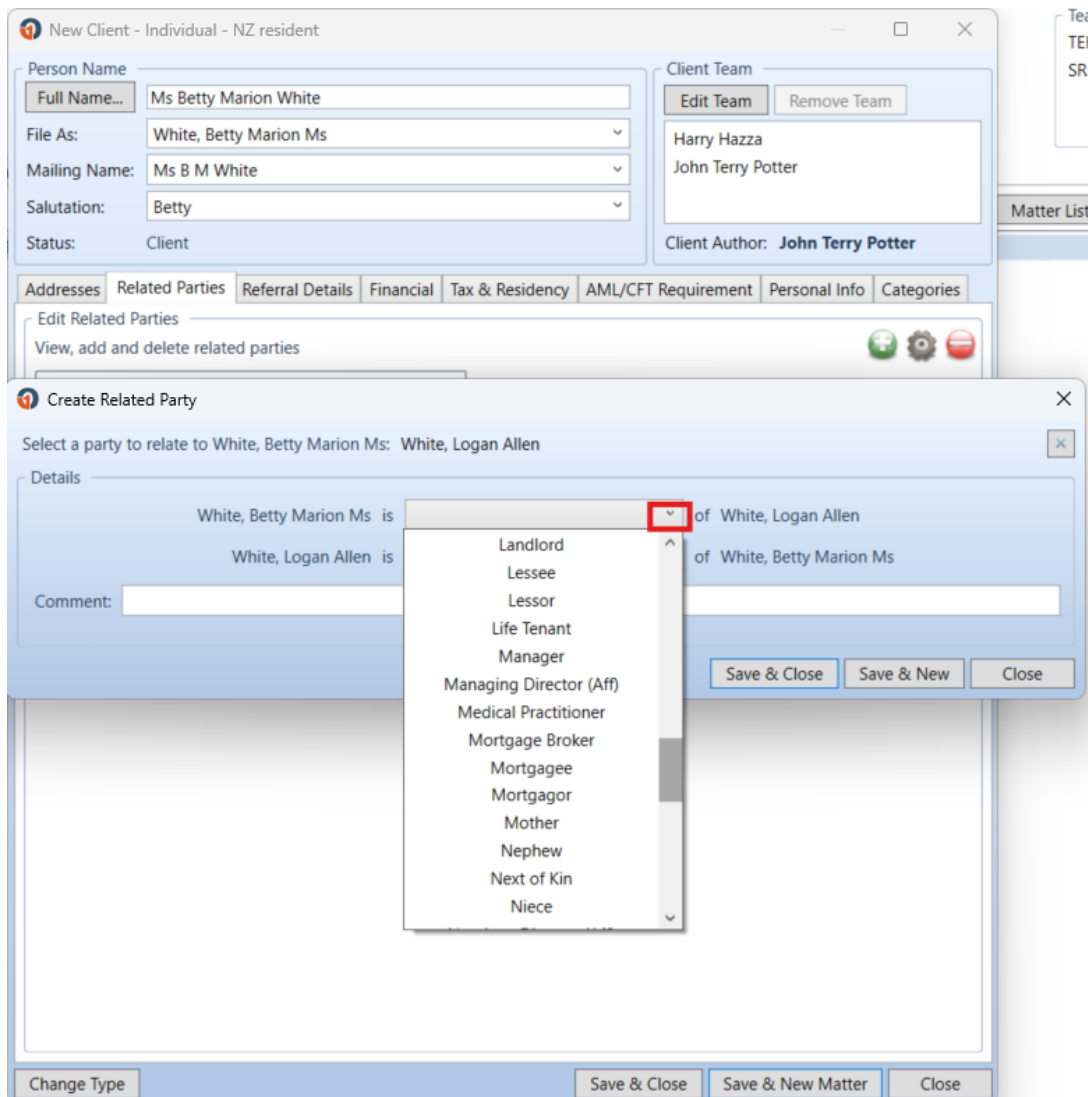


Figure 13.



Figure 14.

Referral Details

Select the referral type from the drop-down list (see Figure 15 below). These are set up in the Administration Tab > Manage Codes > Party Referral Types.

The screenshot shows a software window titled "New Client - Individual - NZ resident". The window is divided into several sections:

- Person Name:** Includes fields for "Full Name..." (Ms Betty Marion White), "File As:" (White, Betty Marion Ms), "Mailing Name:" (Ms B M White), "Salutation:" (Betty), and "Status:" (Client).
- Client Team:** Includes buttons for "Edit Team" and "Remove Team", a list of team members (Harry Hazza, John Terry Potter), and "Client Author: John Terry Potter".
- Navigation Tabs:** Includes "Addresses", "Related Parties", "Referral Details" (active), "Financial", "Tax & Residency", "AML/CFT Requirement", "Personal Info", and "Categories".
- Edit Referral Details:** This section contains:
 - "Referral Type:" with a dropdown menu that is open, showing a list of options: "Accountants", "Client", "Real Estate", and "Staff Member".
 - "Referring Party:" with a text input field and a user selection icon.
 - "Referral Note:" with a large text area.
- Bottom Buttons:** Includes "Change Type", "Save & Close", "Save & New Matter", and "Close".

Figure 15.

Financial

- + Select the Commission rate for IBD
- + Select the Default Time Rate for the client
- + Record a Bank Account Number/Name
- + Set Account Rendered defaults
- + Select the Invoice Payment Terms
- + Default A/R Contact Party

The screenshot shows the 'Financial' tab of a 'New Client - Individual - NZ resident' form. The 'Person Name' section is filled with 'Ms Betty Marion White'. The 'Client Team' section lists 'Harry Hazza' and 'John Terry Potter', with 'John Terry Potter' as the 'Client Author'. The 'Financial' tab includes the following fields and options:

- IBD Commission Rate:** Radio buttons for 'Use practice default, currently 10 %' (selected) and 'Use override rate'. An 'Edit' button is present.
- Default Time Rate:** Dropdown menu set to '- None -'.
- Default GST rate on fees:** Dropdown menu set to 'Standard'.
- Bank Account Number:** Text input field with a search icon.
- Bank Account Name:** Text input field.
- Credit Rating:** Text input field.
- Exclude from A/R Statements:** Checkbox (unchecked).
- Exclude from A/R Text Messages:** Checkbox (unchecked).
- Exclude from A/R Emails:** Checkbox (unchecked).
- Invoice Payment Terms:** Dropdown menu set to '14 days'.
- Default A/R Contact Party:** Text input field with a search icon and a globe icon.

At the bottom of the form, there are buttons for 'Change Type', 'Save & Close', 'Save & New Matter', and 'Close'.

Figure 16.

Tax & Residency

Record the IRD number or numbers here and the tax rate (see Figure 17 below).

New Client - Individual - NZ resident

Person Name
 Full Name...: Ms Betty Marion White
 File As: White, Betty Marion Ms
 Mailing Name: Ms B M White
 Salutation: Betty
 Status: Client

Client Team
 Edit Team Remove Team
 Harry Hazza
 John Terry Potter
 Client Author: **John Terry Potter**

Addresses Related Parties Referral Details Financial **Tax & Residency** AML/CFT Requirement Personal Info Categories

Withholding Tax
 NZ Tax Resident
 IRD Number
 Entity Type: Individual, trust, estate, or other
 Tax Rate: 45% (No-notification rate)

Residency & Tax Numbers:

Country	Description	Resident	Tax Resident	Tax #

Tax & Residency (Dialog Box)
 Country:
 Description:
 Resident:
 Tax Resident:
 Tax #:
 Save & Close Close

Change Type Save & Close Save & New Matter Close

Figure 17.

AML/CFT Requirement

- + On-boarding (choose from the dropdown menu)
- + Nature & purpose of business relationship
- + PEP Status (for an individual)
- + AML/CFT status

The screenshot shows a software window titled "New Client - Individual - NZ resident". The window contains several sections:

- Person Name:** Includes fields for "Full Name..." (Ms Betty Marion White), "File As:" (White, Betty Marion Ms), "Mailing Name:" (Ms B M White), "Salutation:" (Betty), and "Status:" (Client).
- Client Team:** Includes "Edit Team" and "Remove Team" buttons, a list of team members (Harry Hazza, John Terry Potter), and "Client Author: John Terry Potter".
- Navigation Tabs:** Includes "Addresses", "Related Parties", "Referral Details", "Financial", "Tax & Residency", "AML/CFT Requirement" (selected), "Personal Info", and "Categories".
- On-boarding:** A dropdown menu.
- Nature & purpose of business relationship:** A section with a table and control icons.

Date	User	Description
- Client's politically exposed person status has not been determined** (with a "Set..." button).
- Radio buttons for AML/CFT status:**
 - This party has not yet been reviewed as to AML/CFT
 - Due diligence for AML/CFT is currently not required for this party
 - This party requires due diligence for AML/CFT
- Footer Buttons:** "Change Type", "Save & Close", "Save & New Matter", and "Close".

Figure 18.

- + If 'Due Diligence for AML/CFT is currently not required for this party' is selected, a reason must be typed in the field (see Figure 19 below)
- + Setup fee types that won't trigger CDD requirements

New Client - Individual - NZ resident

Person Name

Full Name... Ms Betty Marion White

File As: White, Betty Marion Ms

Mailing Name: Ms B M White

Salutation: Betty

Status: Client

Client Team

Edit Team Remove Team

Harry Hazza
John Terry Potter

Client Author: John Terry Potter

Addresses Related Parties Referral Details Financial Tax & Residency **AML/CFT Requirement** Personal Info Categories

On-boarding: [dropdown]

Nature & purpose of business relationship: [table with Date, User, Description]

Client's politically exposed person status has not been determined [Set...]

This party has not yet been reviewed as to AML/CFT

Due diligence for AML/CFT is currently not required for this party

This party requires due diligence for AML/CFT

Reason CDD not required: [text field]

Standard activities for this client (won't trigger CDD requirement): [table with Fee type, Sub fee type]

Fee Type: [dropdown]

Sub Fee Type: [dropdown]

OK Cancel

Change Type Save & Close Save & New Matter Close

Figure 19.

Personal Information (only for individual clients)

- + Occupation
- + Employer
- + Date of Birth
- + Date of Death

New Client - Individual - NZ resident

Person Name

Full Name... Ms Betty Marion White

File As: White, Betty Marion Ms

Mailing Name: Ms B M White

Salutation: Betty

Status: Client

Client Team

Edit Team Remove Team

Harry Hazza
John Terry Potter

Client Author: **John Terry Potter**

Addresses Related Parties Referral Details Financial Tax & Residency AML/CFT Requirement **Personal Info** Categories

Occupation:

Employer:

Date of Birth: Select a date 15

Date of Death: Select a date 15

Change Type Save & Close Save & New Matter Close

Figure 20.

Client Categories

Clients can be placed into firm-specific categories for reporting purposes (options available on Client & Party Master List and Matter Master List). These are set up in the Administration Tab > Manage Codes > Client Categories. Available categories will be displayed (see Figure 21 below); choose from the dropdown (see Figure 22 below).

NOTE: Categories can be set to 'Optional' or 'Required.'

Figure 21.

Figure 22.

Then click 'Save & Close' or 'Save & New Matter.'

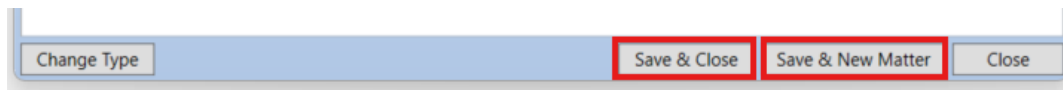


Figure 23.

To Create a New Client Company

Type the company's full name in the 'Full Name' field and click 'tab' on your keyboard to auto-populate the 'File as' and 'Mailing Name' fields (see Figure 25 below). Mark whether the firm provides the registered office or other address (reportable using the Client & Party Master List and Matter Master List).

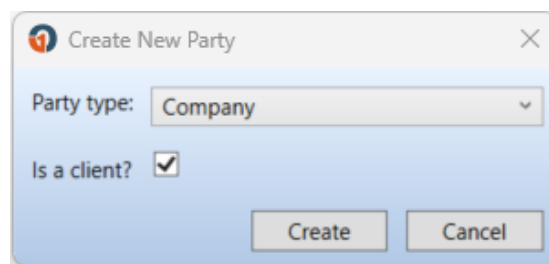


Figure 24.

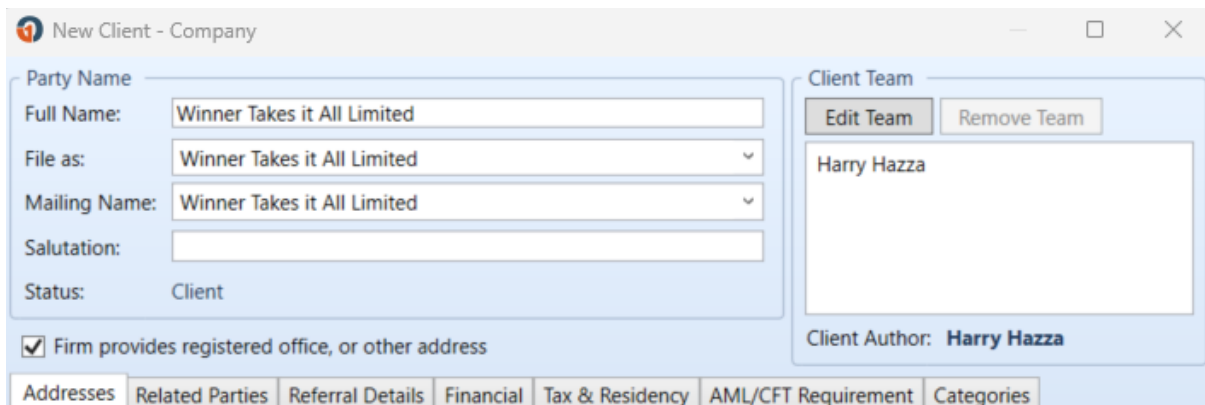


Figure 25.

Complete all the other details shown from Page 4 onwards.

To Create a New Client Family/Couple

Firm naming conventions will apply for Family/Couple parties. Completing the 'Full Name' field (see Figure 26 below) will copy the information inserted to the 'File as' and 'Mailing Name' fields – some editing may be required (see Figure 27 below).

The screenshot shows a web form titled "New Client - Family/Couple". On the left, under "Party Name", there are four input fields: "Full Name" (text), "File as" (dropdown), "Mailing Name" (dropdown), and "Salutation" (text). The "Full Name" field contains "Terence John Walker & Bailey Anne Stanford". The "File as" and "Mailing Name" dropdowns also show "Terence John Walker & Bailey Anne Stanford". Below these is a "Status" dropdown set to "Client" and a checkbox for "Firm provides registered office, or other address". On the right, under "Client Team", there are "Edit Team" and "Remove Team" buttons, a large empty text area, and a "Client Author:" label.

Figure 26.

This screenshot shows the same form as Figure 26, but with modifications. The "Full Name" field remains "Terence John Walker & Bailey Anne Stanford". The "File as" dropdown now shows "Walker & Stanford, Terence John & Bailey Anne". The "Mailing Name" dropdown shows "T J Walker & B A Stanford". The "Salutation" field now contains "Terry & Bailey". All other elements, including the "Client Team" section, remain the same.

Figure 27.

Complete all the other details shown from Page 4 onwards.