

# Using Formattable Clipboard, Merge Templates and HotDocs® Templates

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# Time Matters<sup>®</sup> White Paper

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*USING FORMATTABLE CLIPBOARD,  
MERGE TEMPLATES AND HOTDOCS*

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1 Scope of White Paper .....	1
Benefits .....	1
Methods.....	1
Use for any document.....	2
2 Power Views.....	3
The Need .....	3
The Solution .....	3
3 Formattable Clipboards .....	4
Pull Clipboards .....	4
Push - Single Record.....	5
Push - Single and Related Records.....	5
Push - Multiple Records .....	6
Push Workflow .....	6
4 HotDocs.....	6
Pull - Answer Source Lookup.....	7
Push – HotDocs Template Extensions.....	7
Push & Pull .....	8
Process, Validate and Clean .....	8
Enterprise Only Options.....	8
5 Merge Templates .....	9
How they Work .....	9
Benefits .....	9
Limitations.....	10
6 About the Author .....	10

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# 1 Scope of White Paper

## Benefits

There is a vast repository of data in Time Matters®, spread across multiple record types. The main records (Contacts and Matters) contain over 155 customizable fields. The ancillary records (notes, events, todos, and the five sets of user-defined records) each contain 55 customizable fields. The custom record has an unlimited number of fields. Even the tertiary records (mail, phone, and outline) contain over a dozen fields. And each of these fields, in turn can have a link to another record.

Theoretically, a single matter or contact can have over 24,000 fields of data when counting data on records linked to the form. When one then expands to data in related records, linked by automatic relationships, the pool of data which can be gathered and managed in Time Matters and then pushed into automated document is mind boggling.

Workflow is a term that covers an entire process from the entering of data into Time Matters forms, to the creation of and finalization of client-facing documents. Time Matters has a unique capacity to build data-rich, highly customized workflows. The benefits for your firm are:

- Improved efficiency in document creation.
- Improved workproduct from the use of standardized templates.
- Improved accuracy from the multi-level validation of data used in the document creation.
- Improved speed from the use of an integrated document creation system that eliminates the double entry of data.
- Rich document and answer management.

## Methods

Time Matters does not just offer one work flow solution. It gives you a wide range of choices, each with their pros and cons. In this white paper we will look at four different methods of using Time Matters to communicate with clients and create legal documents. We will cover (1) Power Views, (2) Formattable Clipboards, (3) HotDocs® templates, and (4) merge templates.

**Power Views:** The shipping Power Views give you a taste of what is possible. At Basha Systems, we have developed the 3-Click Solution™: (1) choose the record, (2) choose the Power View, (3) print or display the result. By developing dynamic Power Views that show all fields on the Contact, Matter or ancillary record, and grouping those fields by area into data islands on the Power View, we have turned Power Views into instant reports. By then adding a separate CSS for printing the Power View, we now have instant data intake sheets that can be sent to clients to fill out and/or review.

**HotDocs Templates:** The integration to HotDocs comes in several flavors. In this white paper we will examine all options. The first and easiest option to understand is the PULL method, which uses an answer source lookup to pull data from a selected record in Time Matters. The second option is the PUSH method, which uses a HotDocs Template Extension to define the template and map the fields to be pushed out into a HotDocs document. The third option is to use a combination of PUSH and PULL so as to get the maximum amount of data. There is a fourth option to use a HotDocs data component and query the Time Matters SQL database directly.

**Formattable Clipboards:** The power of clipboards in Time Matters is often overlooked. Clipboards can contain several pages of text, data and rules. They can be used across multiple records (like a merge), but unlike a merge pull in select related records. They can even include stop codes and prompts. We will look at several methods. The first option, and the one most often used, is the PULL, using the INSIDER button in a Word® document. The second option is to PUSH the clipboard out from a *single record* into a document profile record, and ultimately the document. The third option is to push out multiple records. The fourth option is to combine these items into Action Triggers.

**Merge Templates:** When looking at merge templates you are looking at what most other programs call "document automation". Start with a Word® or WordPerfect® document and add merge fields. Time Matters supports basic merge templates, and even lets you bring in data from a primary data record and up to three linked and/or related records.

### **Use for any document**

I have written extensively on the uses of document automation in the legal practice. Here are some of the items where one of these four methods would reduce drafting time to minutes and seconds.

**Correspondence:** Clipboards and Merge Templates are ideal for personalized communications to clients via e-mail, mass mailings, and transmittal and other informational letters.

**Transactional Documents:** HotDocs and Merge Templates are ideal for transactional documents, whether they be agreements, real estate documentation, estate planning forms, or banking and finance documents.

**Litigation Documents:** HotDocs is ideal for suites of templates driven by a single master interview. Such systems can be applied to foreclosures, debt collection, credit protection and general litigation.

## 2 Power Views

### The Need

Time Matters data entry forms are rich in detail. Data is spread across one or three fully customizable tabs, depending on the type of record. But the question arises, how can you quickly get the data out of your record in a format that you can present to your client to review?

Moreover, how can you quickly create a client intake form that is organized in the same way as your Time Matters data record? If you could present your client such a form, they could fill it out before the client meeting and your paralegal or legal secretary could input it into Time Matters.

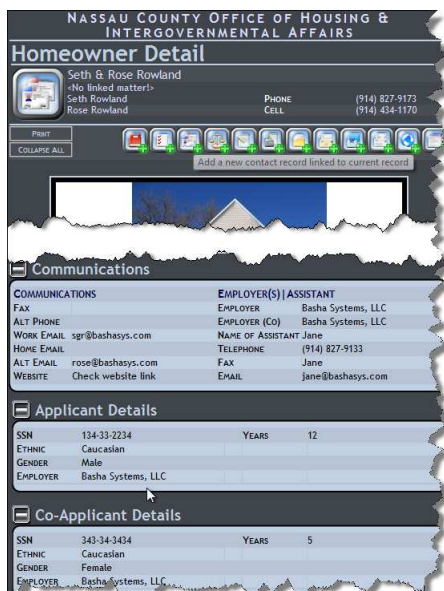
### The Solution

Power Views are than just a "window" into your data records or your related records. They can serve as documents. Our 3-Click Solution™ for Time Matters includes a series of customizable Power Views that can efficiently display all data on a matter or contact record (or for that matter any record, including User-defined records).



Custom Power View display created by Basha Systems.

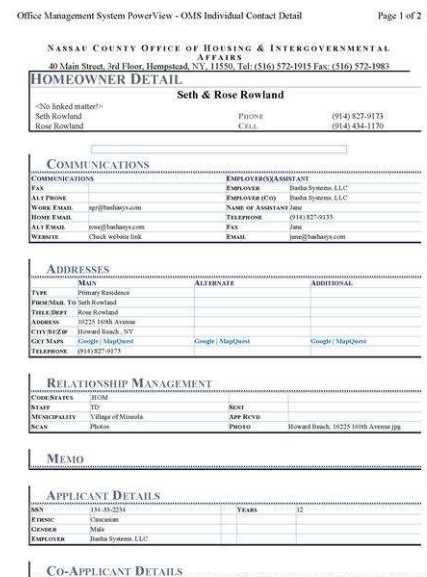
By using a "Label" property in a Time Matters Power View, we can dynamically display the labels in the record's underlying form style. With the addition of a vb-script parser, we can correct those labels that describe two fields separated by a pipe so that they reflect the referenced field.



Custom Power View created by Basha Systems.

Finally, by using a separate printer CSS (Cascading Style Sheet) can create a Power View that can print out into a clean intake form.

The printable form groups fields into islands which match the "areas" on the Time Matters data record, facilitating quick data-entry on the round trip back from the client.



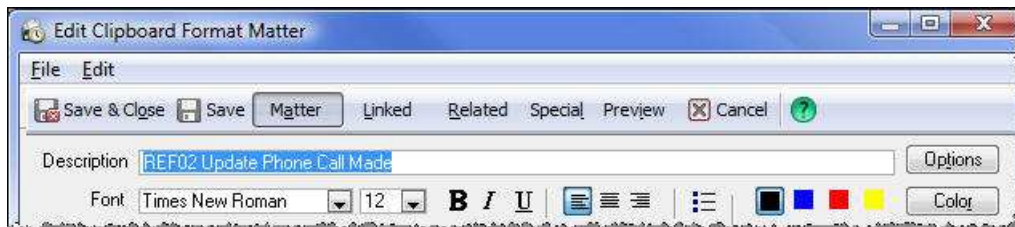
Custom Power View created by Basha Systems.

### 3 Formattable Clipboards

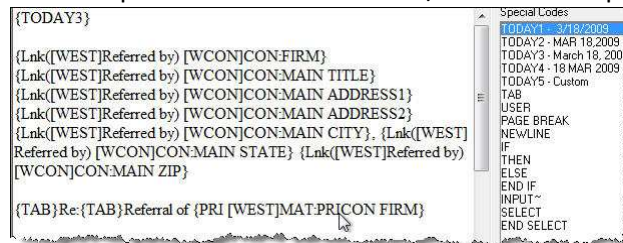
Clipboards are the underutilized reporting engine of Time Matters. A clipboard can be as simple as an address block, or as complex as a multipage document with conditional text. A clipboard can pull data off a single record and records "related" to that record. Or a clipboard can be set to pull data from over a thousand records. In addition, you can put in stop codes, formatting instructions (hence the name) and questions to the user. You will also find the syntax used in clipboards can be ported over to Power View scripting and Time Matters report scripting.

As powerful as Formattable Clipboards are, there are some limitations you should be aware of:

- **Formatting is very basic.** It does not include support for "styles," outline numbering or paragraph definitions. Formatting is limited to fonts, font attributes, justification and color.



- **Conditional Logic is limited.** Formattable Clipboards include some scripting language to control optional text and fields. The most powerful script feature is the SELECT / END SELECT pair. There is also IF / THEN / ELSE / END IF logic. However, there is no support for nesting IF expressions, or combining SELECT and IF statements. If you want to apply more than a simple condition, you are better served moving onto HotDocs.



If you are going to use a clipboard, and there are many reasons to do so, you have several methods of using clipboards.

#### Pull Clipboards

These are the most commonly used and best understood. If you are running Word or WordPerfect there is an INSIDER button on the Time Matters toolbar. To use the clipboard, here are some basic steps:

- Click on INSIDER.
- Choose the data source type (contact, matter, task, event or user defined record).
- Use the quickfind feature to select the record or a search if required.
- You may select a single record or tag multiple records.
- Then choose the Clipboard. If you double click, it will paste the clipboard into the document at the cursor point.

**Microsoft Word 2007.** Inside Office 2007, the clipboard will be found on the Add-Ins Ribbon. At present, the icons are different, but the functionality is the same. Just click on "Time Matters Clipboard" instead of TM Insider.



**Microsoft Excel.** Pull clipboards also work great with Excel. While you can use the option on a Quick Tab to "Send to Excel" such a process does not always achieve the desired result. You may want to pre-specify column heads, cell formats and column widths. And you may also want to pull data from linked fields that would not show up on a list view.

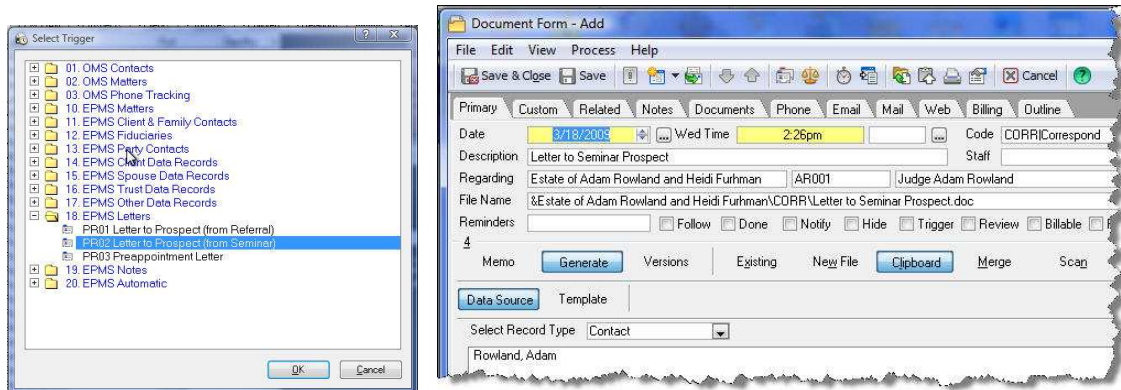
**Multiple Records in Excel.** If you wish to pull multiple records into Excel, you need to setup your clipboard in a special way. I recommend setting up a Tab-Delimited list. Add your fields, but put a {TAB} code between each field and a carriage return at the end to delimit the end of each record.

**Microsoft Outlook.** There is a TM Insider button in Outlook that lets you pull clipboards into an e-mail. It works the same way as Word documents and can be quite effective for standardizing client communications.

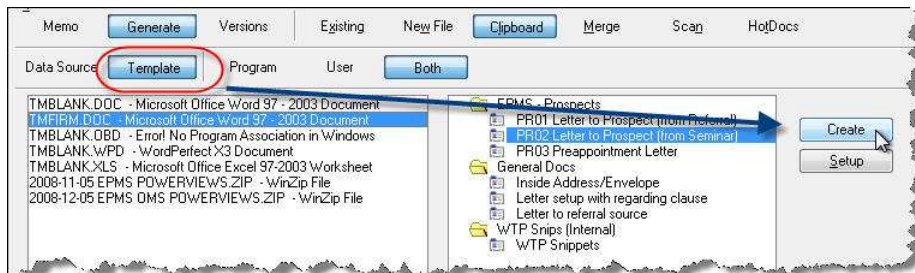
### Push - Single Record

If you "count the clicks" you will find that it takes more clicks to start in Word, add your clipboard and then use the TMSave process to profile your document into Time Matters. For that reason, there is a PUSH method that lets you create the document profile and define the template and associated clipboard in fewer steps.

- Start by selecting your data-source record, whether it be a contact, matter, task, event or UDR. You may use a trigger or an auto-entry to speed up the process.



- Next click on TEMPLATE and then CREATE. You will notice that with the autoentry, the Word Template and the Clipboard are already selected.



### Push - Single and Related Records

The directions for a PUSH that includes related records are the same as above. The difference is in the clipboard. The SELECT option pulls up a Select Related Records wizard. Here you can define the type of record, the type of relations (specified, automatic or both) and even apply a filter based on relationship code or classification code.

You can go one step further and allow the person using the clipboard to select by tagging the resulting related records for the one to be actually used.

Once you finish the wizard, you still need to define which fields from the SELECT records are to appear in the clipboard.

## Push - Multiple Records

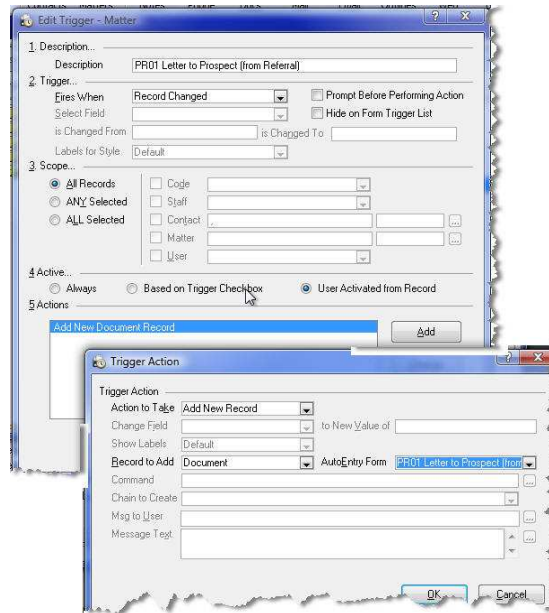
Working with multiple records is ideal for mass mailings. When the document template is combined with an electronic letterhead, where the letterhead properties are embedded in the document's header and footer, the software can produce hundreds of custom letters in seconds.

The configuration of the clipboard is the same as above, with one exception. You need to recognize that the clipboard will be repeated and thus need to add some sort of marker for the end of each clipboard. The {PAGE} code is an ideal marker, but you might choose something else.

For multi-page letters, use letterhead with a different first page header/footer setting. After you finish the assembly do a search/replace searching for the page breaks and replacing them with section breaks.

## Push Workflow

The first example was a use of a push work-flow. After the tenth letter where you choose the template, choose the clipboard, choose the data-source and name the file, you might think there is a better way. If you have a lot of letters, take the time to learn how to create auto-entry document records and how to create action triggers to call those auto-entry forms. And, most important, don't forget to paste (Control-V).



## 4 HotDocs®

The integration to HotDocs comes in several flavors. The integration is quite robust and allows for the transfer of potentially limitless amounts of data. The sky is the limit. As much information as you put into Time Matters, you can pull it all out, and massage the data into highly polished documents.

Nevertheless, due to the way that HotDocs integrates with Time Matters, you will need to choose which method best suits your particular set of documents. One key factor is whether the documents call for related records to a particular matter or core contact record. The HotDocs Template Extension (to be explained below) requires you to map one Time Matters field to one HotDocs variable. However, some HotDocs variables "repeat" in collections. The one-to-one mapping therefore will not populate the repeating data. One solution to this problem is a complex HotDocs script that maps multiple "linked contacts" into a single repeating contact record. My preferred solution, at the present time, is the PUSH



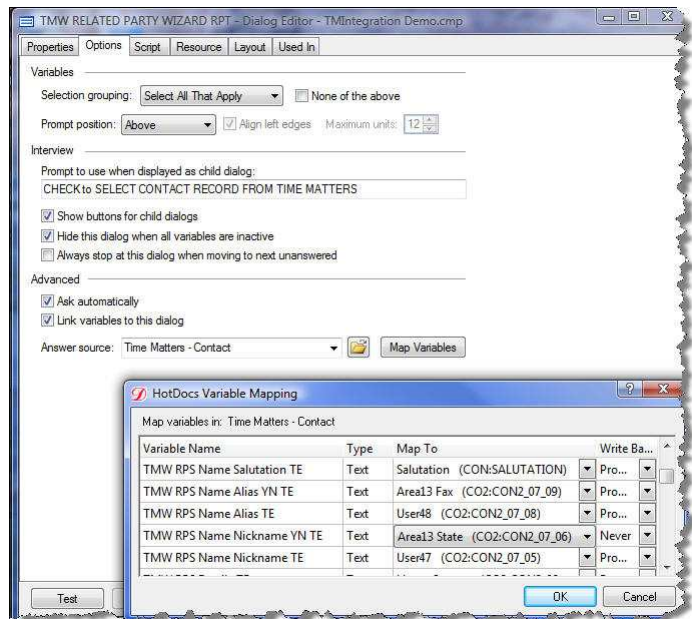
and PULL method which uses Answer Source integration in a repeating HotDocs dialog to PULL in collection data.

## Pull - Answer Source Lookup

The easiest integration to understand is the Answer Source integration. It functions just like a lookup in Time Matters. You need to select the record type and Match the Fields. If you cannot access Time Matters as an answer source, go into Time Matters and turn on integration: *File -> Setup -> General -> User Setup -> Links -> HotDocs*. Be sure to test the link to ensure integration is setup on the workstation

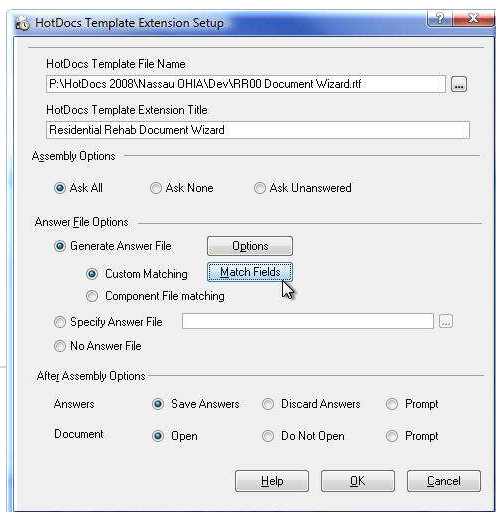
In HotDocs, first create a dialog and add the variables which you intend to map to Time Matters fields. Then, on the dialog, choose *Options -> Answer Source -> Time Matters*. Select type of record to pull data from. Then match fields in Time Matters with equivalent HotDocs fields. Be sure that the field type in Time Matters matches the variable type in HotDocs. Realize that field match is to the DEFAULT field name in Time Matters.

**Benefits of Answer Source Integration:** Answer source integration includes a "write-back" that lets you update the linked Time Matters record. Because the mapping is on a dialog, and HotDocs dialogs can repeat, you can bring in related parties as a TRUE Collection. A Script Link button on the dialog can run data validation and interpretation scripts.



## Push – HotDocs Template Extensions

The first integration that most administrators will use is a HotDocs Template Extension. In Time Matters choose *File -> Setup -> Templates -> HotDocs Template Extensions*. You have the ability to PUSH data from Time Matters into a HotDocs Answer File. While limited to a SINGLE source record, with this tool you can gather data from records LINKED via lookup to the source record. Theoretically, you can map up to 24,000 fields (155 \* 155). In practice, the maximum I ever used was a Core Matter record (all fields), a linked supplemental matter record, and 30 linked contact records (where I pulled in 35 fields each) for a total of 1360 fields mapped. I then used a post import script to turn the 30 linked contact records into a single repeating contact dialog.



**Configuration Tips:** Open the Setup wizard (*File -> Setup -> Templates -> HotDocs Template Extensions*). Select your template from the LAST Opened HotDocs Library, and choose your assembly options.

Field mapping is where all the work is. To aid in this process, we apply strict field naming conventions for both the field names in Time Matters and for the variable names in Time Matters. The field name in Time Matters should tell you the Area where the field is found, as well as its function.

The field name in HotDocs should closely match in some regards the Time Matters field name.

**Field Mapping Options:** Component File matching is ideal if you have a shared component file for variables used by multiple documents. You will need to upgrade to Time Matters Version 9, SR3B if you wish to use this feature. Custom Matching has the OPTION on a new template of copying the matching fields from a prior HotDocs template extension. So my recommendation is to create a custom template that contains all the fields you intend to match and then copy that template as the basis for other individual documents. In all cases, be sure to choose the appropriate form style so that you can identify all fields that have linked records.

In doing the field mapping be sure not to neglect LINKED records. This is a major strength of HotDocs Template extensions. Rather than having to bring all data onto a matter record, you can get contact-specific data by using a mapping to a linked record.

### **Push & Pull**

There are times where you wish to take advantage of a core matter record and several linked ancillary records to bring a mass of data into the HotDocs answer file. But at the same time, you may also wish to bring information in from multiple contacts, such as all plaintiffs, defendants and creditors in a foreclosure litigation. While you can use a script link in HotDocs to turn Name 1 TE, Name 2 TE etc. into a single repeat, you are better off using Answer Source Integration to pull in each individual contact record. In such cases, you would use a Push from a HotDocs Template Extension to launch the assembly and use a pull from Time Matters Answer source Integration to get related contacts in a REPEAT. This approach lacks the elegance of a PUSH, but does get you the maximum amount of data out of Time Matters. It is, in fact, the method I prefer for most HotDocs/Time Matters integrations.

### **Process, Validate and Clean**

Regardless of what you do, you will want to test and clean the data. At the very least your HotDocs interview should ask the dialogs that contain fields that were mapped to Time Matters data so that you may review the data being imported. More often, you may be best served to programmatically adjust some of the data from Time Matters:

- Checkboxes can have a value of Y, N or unanswered. You should have a script that takes the result and sets the value of a True/False variable.
- Zip codes and other text beginning with a leading zero will often have the leading zero stripped out. We write a script to restore the leading zero in the field in HotDocs.
- Staff Codes may have related data, such as First Name, Telephone, and E-mail that you may wish to use in a document.
- Date fields in Time Matters will not match with date variables in HotDocs unless the underlying DEFAULT form style uses a date field.

### **Enterprise Only Options**

In a few rare circumstances, none of the options above will work. This may occur where you are doing a mass-merge, but you need the functionality of HotDocs to apply rules and customization that cannot be accomplished with merge templates.

In this case, you can get data directly out of Time Matters if you understand the structure of the SQL Server tables. Using the database components in HotDocs, you can query the SQL Server using a matter or contact's SYSID. These queries can be then matched in the database component to HotDocs fields. You will need to create data transformation routines for date and time fields, as well as some number fields and Boolean fields.

## 5 Merge Templates

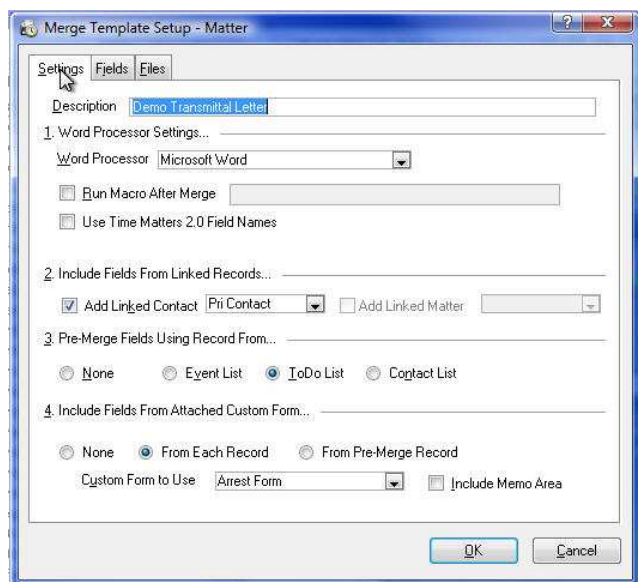
### How they Work

When you ask a software vendor whether their practice management software has "document assembly" and they say yes, most assuredly they are talking about merge templates. This is the process of taking a Word or WordPerfect form and identifying places in the document where you can fill in the blanks based on data in your Time Matters database.

As you can see above, Time Matters offers a lot more. Nevertheless, in the word of the French lord in *Monty Python & the Holy Grail*, when asked whether he would join in the search for the "grail" he replied: "You silly English #\$\$#\$\$#, I already got one!" And so Time Matters has its merge templates.



It is quite possible that Time Matters even takes its merge templates further than other products. For rather than merely letting you merge data from the selected record, Time Matters lets you add a linked contact record (one linked off any field on the matter) or a linked matter record. To this it includes the ability to do a pre-merge from a related task, event or contact. And finally, it even includes access to fields on custom records.



From this wealth of fields, Time Matters lets you select the actual fields to display and even the form style to use, then shows up on the pre-merge list as fields that can be used in the form.

Merge templates require extensive testing on all workstations to ensure they produce consistent results for all users. If you are using Terminal Server or Citrix, there are other issues you need to consider in the placement of file locations.

### Benefits

Before you get involved with a merge template, check whether the same result could be accomplished with a Formattable Clipboard. Realize that merge templates are ideal when you are working with a large number of source data records (i.e. multiple clients and/or matters).

The merge template lets you work with highly formatted Word and WordPerfect documents in a way not possible with clipboards. The merge eliminates some of the formatting headaches with clipboards. Moreover, if you already have a form bank, you can easily convert your existing forms to merge templates by referencing the files in the setup routine and then dropping in the appropriate fields.

## Limitations

A few words of caution: you need to PLAN carefully which fields you are going to make available to the Merge Template and from which FORM STYLE. If you change the form style, you may need to re-input the merge fields into the template. Also, conditional language requires a good understanding of Microsoft Word or WordPerfect field syntax for conditional logic. Unlike the clipboard, such logic can be nested, but it requires some fairly advanced Word training and is not for the faint of heart.

For larger and more complex documents, the extra effort to get nested scripting and other rules into the document may not give you sufficient return on the time investment. You may be better off using HotDocs which is designed to make the complex easy and the really complex feasible. Moreover, with HotDocs, you can consolidate multiple versions into a single master template.

## 6 About the Author

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