

# SOS

## Frequently Asked Questions

 [www.soslegal.co.uk](http://www.soslegal.co.uk)

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**SOS**

A PracticeEvolve  
Company

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**Q. What specification PC do I need and what else is required to use Connect+?**

For your PC or laptop you will require Windows XP Professional Operating System or Windows Vista and Microsoft Office 2007 or later.

Our recommendations for hardware is:

- P4 2GHz processor
- 512 MB RAM
- 2 GB free disk space

Each Connect+ user requires access to the internet via a web browser to access Connect+ and a minimum 2MB Broadband Link is recommended for optimum performance. Speed of all broadband connections can vary and is subject to the number of users, the usage of your broadband connection and quality of link.

**Q. Is any software installed at my office?**

Yes. The 'SOS Connect' Fee Earner desktop software is necessary in order to gain access to the service, this will therefore need to be available on every PC used to open Connect+. There are no restrictions to how many PC licences your firm requires, and no software licence costs.

**Q. Where is my data being held and how secure is it?**

Your client data is held securely within a sophisticated data centre hosted by eKnow.net ([www.nasstar.com](http://www.nasstar.com)). eKnow guaranteeing a highly resilient and security rich data centre managed by skilled, professional technicians.

**Q. Can I see my accounts and client data at any time?**

Yes. Access to your data will be available to you 24/7 as long as your broadband connection and connectivity to the

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internet is available from your PC.

**Q. How do I provide the information to the Connect+ team to process my accounts?**

Your SOS Connect software is your direct link to the Connect+ accounts department. All of your day to day postings and operations are inputted through the 'SOS Connect' software which in turn is sent to your accounts database electronically. Our legal cashiering team then access your client database, pick up the necessary postings, check the details and process these transactions on your behalf.

**Q. How quickly are my accounts updated?**

As soon as you've posted your accounts via the SOS Connect Software, our Connect+ cashiers are ready to process your transactions. All accounts postings received before 3.30pm will be processed that same day and postings submitted after 3:30pm will be processed before 12pm the following day.

**Q. Can SOS take care of my monthly bank reconciliations?**

Yes. Our cashiers are able to reconcile your bank accounts and provide a detailed report at the end of each month. All we require is a weekly bank statement from you. Most banking software packages today allow you to save your statement electronically, so simply email this to us and we'll do the rest.

For the most efficient service we recommend you use electronic business banking and provide us with 'read only' access to your bank statements online.

SOS currently support the following banks:

- Barclays
- Lloyds

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- NatWest
  - Handelsbanken
  - HSBC
  - Royal Bank of Scotland
  - First Trust
  - Coutts

**Q. What financial reports will I receive?**

All the key monthly reports you need will be provided as part of the Connect+ core service. As standard you will receive the following reports:

- Trial Balance
- Matter Balance
- Profit & Loss
- Balance Sheet
- Aged Debt
- Aged Creditors
- Aged Disbursements
- Bills Delivered
- Aged Time
- Statistics Report – A breakdown report of Matters/ Fee Earners/Branch etc
- Nominal Detail Report
- Bank Reconciliation

In addition to these standard reports you can also request any other ad-hoc reports you wish to.

**Q. Does Connect+ cater for legal AID work?**

Yes. Connect+ caters for civil legal AID and legal help, which includes the provision of your controlled matter report forms. We currently, however, do not provide services to firms providing criminal legal aid work.

**Q. How much training will my staff and I require?**

As part of the initial set-up process, you will receive training to cover the core areas of the software such as:

- Navigation around SOS Connect Fee Earner Desktop
- Creating your clients and matters, searching your client database and using the money laundering check facility
- How to create your accounts posting slips
- How to view and interpret the accounts ledgers
- Various methods of recording time
- Legal help function (if applicable)
- Using the Document Creation and Document Management facilities
- How to use the automatic filling of emails for Microsoft Outlook

**Q. How long will it take to get me up and running?**

We recommend you allow 4 weeks before going live. This allows us to set up & configure your database, install the software and train you and the other users. SOS Connect Software has been designed to be intuitive and easy to use by Fee Earners and Secretaries, so training can be carried out in one session.

**Q. Will my existing client and matter information be transferred to SOS?**

As part of the set-up process, we will provide assistance with transferring client and matter data into your Connect+ database. We can also provide an electronic data conversion for customers who have complex database requirements. Please contact the Connect+ team for a more information about an electronic data conversion.

**Q. How long must I commit to using the service?**

The minimum service contract period is 12 months. Thereafter, you will need to give 2 months' notice to terminate.

**Q. If I stop using the service how do I get my data back?**

Your firm's data is your property and will be returned in full via csv format. The data can then be loaded into an alternative database or into MS Excel spreadsheets.

All documentation will be returned in MS Word format.

**Q. Can I have the software without the accounts service?**

Yes. If you opt for matter management only, (including document production etc) you still have the time recording and billing functionality from the software, but limited other ledger information. The SOS Connect software is enables you to utilise as much or as little functionality as you wish, meaning if you wanted to start using the accounting service at a later date then you have the flexibility to do so.

**Q. If I use the matter management features will I have to pay extra?**

No. The matter management features within your SOS Connect Software deliver excellent time saving and risk management tools, this is based on a monthly subscription charge and enables unlimited use.

**Q. How will I pay for the Connect+ service?**

We ask that you set up a Direct Debit with SOS. You will receive an invoice at the end of each month detailing your use and charges for that current month which is due 14 days later.

What happens if I have notice of a law society compliance visit?

As soon as you're informed of a compliance visit you should contact the Connect+ team so that we can provide any further reports and information required.

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**Q. How do I contact you if I have a problem or a question to ask?**

You simply access our dedicated online support system. This system is continually managed and monitored to ensure efficient communication between us.

**Q. What happens to my VAT returns?**

A member of the Connect+ team are able to prepare a VAT Analysis report so you can complete your VAT return with ease.

**Q. I have 3 offices, can I still have Connect+?**

Yes. Connect+ is a web-based service offering users the flexibility to access the software from any location. The Connect+ environment lends itself extremely well to firms who operate from different sites as well as offering flexibility to fee earners who wish to work from home.

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Our legal cashiering service within **SOS** is designed around our client's businesses, ensuring to take care of all their accounting needs. Using key reporting tools, we are subsequently able to provide valuable information which allows firms to reduce overheads, remain compliant and most importantly feel supported.

**Connect+** is an intricately designed piece of software, built and developed with legal accounting at the forefront of our mind. Our knowledgeable staff members work closely with our clients to ensure they get the most from both the software and the service.

**For more details about the benefits our legal cashiering service can provide to your business, visit our website or talk to one of our specialists to arrange a guided demo at a time to suit you.**

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