


US Legal Online Invoice Redesign

Comparison of old 'West Information Charges Invoice' with new 'Invoice'

Previous 'West Information Charges' Invoice:



THOMSON REUTERS

ACCT# 1000000000
1 PRO, WEST SOLUTION AND
ANCILLARY
ANY STREET
ANY WHERE REGION ZIP CODE

INVOICE # 800000000	2 WEST INFORMATION CHARGES INVOICE	PAGE 1
	3 APR 01, 2019 - APR 30, 2019	
DESCRIPTION	CHARGE IN USD	TAX IN USD
5 WEST INFORMATION CHARGES	1,808.36	0.00
		4 1,808.36

AMOUNT DUE IN USD	1,808.36
DUE DATE	05/31/2019
AMOUNT ENCLOSED IN USD	

New 'Invoice':

2 Invoice

Thomson Reuters
West Publishing Corporation
610 Opperman Drive
Eagan MN 55123-1396

Page 1 of 6
TANYA TESTING ACCOUNT

Invoice #: 800000005
Account #: 1004315216
Invoice date: December 1, 2020
Purchase order #:

1 TANYA TESTING ACCOUNT
610 OPPERMAN DR
EAGAN, MN 55123-1340

4

Total Due in USD
5,363.89

Payment Due by
December 31, 2020

Summary	Charge USD	Tax USD	Total USD
5 ONLINE/SOFTWARE SUBSCRIPTION CHARGES	5,006.52	327.00	5,333.52
ONLINE/SOFTWARE OUT OF PLAN CHARGES	30.00	0.37	30.37
6 TOTAL INVOICE AMOUNT	5,036.52	327.37	5,363.89

Proof

1

The new invoice shows the physical location the invoice is mailed to on the cover page.

2

Title changed from 'West Information Charges Invoice' to 'Invoice'.

3

The service period is removed from page 1 and is now visible above each product on the detail pages.

4

The Total invoice amount and Payment Due by date are now more prominent. If you have automatic payments set up, you will see 'Autopay' in the Payment Due by field. Your remittance slip will also display 'Total Invoice Amount will be withdrawn on or after XX/XX/XXXX'.

5

The new invoice provides more information on the first page of the invoice, showing a breakdown of Subscription and Out of Plan charges, letting you know immediately if you had Out of Plan charges within the billing period. If no Out of Plan charges were incurred during the billing period the Out of Plan summary will not display.


6

Page 1 will show additional features when applicable such as:

- Prepayment application
- Service suspension dates

New 'Invoice':

Invoice



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TANYA TESTING ACCOUNT

Invoice #: 800000005
Account #: 1004315216
Invoice date: December 1, 2020
Purchase order #:

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Product summary all locations

Online/Software Subscription Charges

Product Detail	Units	Charge USD	Tax USD	Total USD
November 1, 2020 - November 30, 2020 WEST PROFLEX (Unique Identifier 0000097331) DATABASE CHARGES		5,006.52	327.00	5,333.52
Online/Software Subscription Charges Total USD				5,333.52

Online/Software Out of Plan Charges

Usage Period: November 1, 2020 - November 30, 2020


Product Detail	Units	Charge USD	Tax USD	Total USD
WESTCLIP OTHER	90	30.00	0.37	30.37
Online/Software Out of Plan Charges Total USD				30.37
Total USD				5,363.89

The values displayed are net totals. If adjustments were applied see the Account location detail pages for additional information.

7 Accounts with multiple locations will now receive invoices with a 'Product summary all locations' page which shows a rolled up summary of all Subscription and Out of Plan Charges across all locations.

New 'Invoice':

Invoice

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TANYA TESTING ACCOUNT

Invoice #: 8000000005
Account #: 1004315216
Invoice date: December 1, 2020
Purchase order #:

8 Account totals by location

Proof

Location	Subscription Charges USD	Out of Plan Charges USD	Tax USD	Total USD
1004315216 Reference # 6000000001 TANYA TESTING ACCOUNT 610 OPPERMAN DR EAGAN, MN 55123-1340	5,006.52	0.00	327.00	5,333.52
1004930626 Reference # 6139196604 MIKE TESTING ACCOUNT 620 OPPERMAN AVE BURNSVILLE, MN 55306-5140	0.00	30.00	0.37	30.37
TOTAL USD				5,363.89

8 Accounts with multiple locations will now receive invoices with an 'Account totals by location' page which shows a breakdown of Subscription and Out of Plan Charges by location.

Previous 'West Information Charges' Invoice:

ACCT# 1000000000

PRO. WEST SOLUTION AND
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IMPORTANT NEWS
* INDICATES A SYSTEM CREDIT
TIME SAVING TIP: You can now find answers 24/7 to commonly asked customer service questions online at legalsolutions.com/support.
Find information on account maintenance, billing, returns, refunds, OnePass, orders, subscriptions, contracts and more.

INVOICE # 800000000	9 BILLING SUMMARY	PAGE 1		
POSTING # 6100000000	APR 01, 2019 - APR 30, 2019			
DESCRIPTION	UNITS	CHARGE IN USD	TAX IN USD	TOTAL CHARGE IN USD
DETAIL OF CHARGES				
<u>FL GOLD LIBRARY ON WESTLAW-WPack</u>				
MONTHLY CHARGES				
DATABASE CHARGES				
TOTAL MONTHLY CHARGES				
TOTAL FL GOLD LIBRARY ON WESTLAW-WPack CHARGES				

New 'Invoice':

Invoice

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TANYA TESTING ACCOUNT

Invoice #: 843575741
Account #: 1000486848
Invoice date: December 1, 2020
Purchase order #:

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Account location detail

Product Detail	Units	Charge USD	Tax USD	Total USD
1004315218 Reference # 6000000001 TANYA TESTING ACCOUNT 610 OPPERMAN DR EAGAN, MN 55123-1340				
Online/Software Subscription Charges				
November 1, 2020 - November 30, 2020				
WEST PROFLEX (Unique Identifier 0000097331)		5,006.52	327.00	5,333.52
DATABASE CHARGES				
Online/Software Subscription Charges Total USD 5,333.52				
Location Total USD 5,333.52				
1004930626 Reference # 6139196604 MIKE TESTING ACCOUNT 620 OPPERMAN AVE BURNSVILLE, MN 55306-5140				
Online/Software Out of Plan Charges				
Usage Period: November 1, 2020 - November 30, 2020				
WESTCLIP OTHER	90	30.00	0.37	30.37
Online/Software Out of Plan Charges Total USD 30.37				
Location Total USD 30.37				
Total USD 5,363.89				

9 Account Location Detail formerly was set up with a billing summary or billing detail layout, and is now conveniently shown in a single, easy-to-read layout. Each location will be separated and will show a Location Total. Each location will have a breakout detail of Subscription Charges, and where applicable, Out of Plan Charges.

10 Product charges now listed alphabetically. Products will no longer be separated into subsections for different product types.

11 Each product will show individual service dates for the charge. If your service stopped or started mid-month you will see the adjusted date range of the charges along with message: "The charge reflects a prorated amount and not a full month's charge."

New 'Invoice':

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TANYA TESTING ACCOUNT

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Monthly **account summary**

Account #: 1000486848

Charges cleared between November 2, 2020 and December 1, 2020

Document date	Document #	Description	Amount USD	Notes
10/01/2020	0800000006	Online Invoice	5,363.91	
11/03/2020	000012345	Payment Received	-5,363.91	PAYMENT RECEIVED - THANK YOU

Open charges as of December 1, 2020

Document date	Document #	Description	Amount USD	Notes	Due Date
11/01/2020	0800000007	Online Invoice	5,363.88		12/01/2020
12/01/2020	0800000005	Online Invoice	5,363.89		12/31/2020
12/01/2020	0800000008	Subscription Invoice	79.90		01/03/2021

Open charges in USD as of December 1, 2020

10,807.67

The Monthly account summary is a comprehensive report of all account activity for the current subscription billing period. Payments made within the last 48 hours may not be included. Go to <http://myaccount.tr.com/westlaw> if more details are needed around these invoices or payments.

If you have questions about your outstanding balance, please contact our Accounts Receivable department by calling 1-800-522-0552 and select account information.

12

Every Invoice will automatically include our new Monthly Account Summary as an added enhancement to the normal invoice. The Monthly Account Summary is a comprehensive report of all account activity for the current billing period.

Learn more: [How to Read my Monthly Account Summary](#)

Federal Government customers will not receive the Monthly Account Summary.

Previous 'West Information Charges' Invoice:

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Go Green with e-billing for time savings and convenience: ebilling.thomsonreuters.com
To pay electronically: myaccount.thomsonreuters.com

ONLINE RESOURCES

myaccount.thomsonreuters.com <ul style="list-style-type: none"> ♦ Make payments online and review account balances ♦ Update addresses and review order status ♦ Manage online users' access 	legalsolutions.thomsonreuters.com <ul style="list-style-type: none"> ♦ User guides ♦ Filing instructions ♦ Software, products, and services information
quickview.com <ul style="list-style-type: none"> ♦ Obtain free usage reporting for cost recovery 	thomsonreuters.com <ul style="list-style-type: none"> ♦ Learn more about our company

REMITTANCE AND TERMS

- ♦ Terms: Net 30, and products are shipped FOB Shipping Point.
- ♦ Return the remittance portion and make checks payable to:
Thomson Reuters - West Publishing Corp
- ♦ Do not enclose cash or additional correspondence.
- ♦ Do not fold or staple your check or remittance portion.
- ♦ Use the enclosed envelope to send your payment.
- ♦ U.S. customers may mail payments (no returns) to:
Thomson Reuters - West Payment Center
P.O. Box 6292

TAX INFORMATION

- ♦ Canadian Registration Numbers


Canada GST 13641 8480 RT0001
British Columbia PST PST-1000-4632
Quebec QST 1021623993 TQ001
Saskatchewan PST 1895663
- ♦ Federal Employer Identification Number: 41-1426973

New 'Invoice':

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Information and payment details

 **Self-service online resources**

<http://myaccount.tr.com/westlaw>

- Manage payments online and review account balances
- Sign up for automatic payments
- Update addresses and review order status
- Go Green and sign up for eInvoicing
- View and download invoice details
- Manage online users' access
- Usage reports powered by Quickview+

<http://www.quickview.com>


- Obtain free usage reporting for cost recovery
- Obtain eDiscovery matter details

<http://ebilling.thomsonreuters.com>


- Go Green with eInvoicing for time savings and convenience

<https://mytr.thomsonreuters.com/content/MYTR/autopay.html>

- Easily and quickly enroll in our Autopay program
- Easily make updates after setup

 **Thomson Reuters tax information**

Canadian registration numbers	Federal Tax ID
Canada GST/HST: 13641 8480 RT0001	41-1426973
British Columbia PST: PST-1000-4632	
Quebec QST: 1021623993 TQ001	VAT Reg #
Saskatchewan PST: 1895663	EU826006554

 **Contact us online**

<https://legal.thomsonreuters.com/en/support>

- Provides answers to commonly asked questions and web forms for submitting account-related requests

13

The invoice backer has been updated to a modern design that is easier to read. It also includes hyperlinks to quickly and easily self-serve.

If you have questions on your redesigned Invoice, please have your account number available when contacting us.

legal.thomsonreuters.com/en/support

Call us Monday through Friday
7:00 a.m. - 7:00 p.m. CST

1-800-328-4880

Note: All prices and account details on this invoice have been modified and are for example purposes only.