LexisNexis® Account Insights

Frequently Asked Questions

Will my PowerInvoice data be available in LexisNexis® Account Insights?

Yes, all raw data from PowerInvoice will be transferred over to LexisNexis® Account Insights. Your reports and alert will not and should be setup again.

What is a non-usage product?

Products that LexisNexis does not currently have the ability to track usage data for. These products include Wall Street Journal, Lexis® for Microsoft Office with Document tools, and a few others.

What reports will exist in LexisNexis® Account Insights that were in PowerInvoice?

Standard reports are Detail client/user and detail user/client, Summary by client, summary by client/user/date, Summary by activity description and summary by place of business.

PowerInvoice reports currently <u>not</u> standard in Account Insight– account summary, credits, excluded report, summary by financial account, summary by client/user/user ID, summary by user and summary by user/date.

What reports will migrate with the transition to LexisNexis® Account Insights?

User Defined Reports will move over automatically.

What reports will NOT migrate with the transition to LexisNexis® Account Insights?

Alerts and custom profiles will need to be recreated.

Will my reports say, "THIS IS NOT A BILL"?

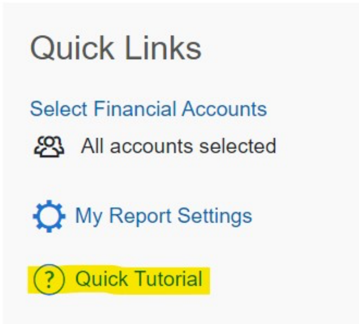
All reports will display this message at the request of legal. The reports are not legally allowed to be used as a bill.

Why is my report total different from my invoice total?

The amount show is your current billing amount, which will include and increases. You can override the amount to match your reports. (It is set up this way to schedule reports to match future billing totals).

What resources are available to customers?

Customers can visit the LexisNexis® Account Insights documentation under the Support Center (here) and there is a Quick Tutorial available when they login to LexisNexis® Account Insights on the righthand side of the screen. See screenshot below:



Why is my report showing a different total in PowerInvoice vs. LexisNexis® Account Insights?

PowerInvoice and Account Insights are built on different platforms and operate differently.

My PowerInvoice and LexisNexis® Account Insights reports are showing different amounts, why would this happen?

Some features that were available in PowerInvoice were not being included in the usage product calculations. With LexisNexis® Account Insights, these features are now being captured, which may result in a different net amount if you are comparing an old PowerInvoice invoice to a new invoice generated in LexisNexis® Account Insights using the same data.

To check to see if this is what is happening, compare the Net Amount from PowerInvoice to the Net Amount showing in LexisNexis® Account Insights. If the PowerInvoice amount is lower than the LexisNexis® Account Insights amount, it is most likely that the different is the cost associated with a usage product.

Is there an option to download a standard detailed report as a PDF?

No, this is not available for standard detailed reports. However, the option for a PDF is available types of reports