

POSTING REQUESTS AND BILLING REQUESTS

This Document sets out the process we use when money is to be paid out on behalf of a matter or a bill is to be raised.

The accounts are dealt with by TME and the accounts email is accounts@ai-law.co.uk. All posting requests and bill requests are to be sent to this email. They are sent through Insight and if necessary by email. Any emails for account requests should be marked **POSTING REQUEST (see below).**

POSTING REQUESTS

1. When you need to send money on behalf of a client, you need to raise a Posting Request. This is done through the client matter file on Insight.
2. To do this, when viewing the client matter file click on *Posting Request* on the Navigation Bar. You are then able to request one of the following three options:
 - (a) *Client Cheque*
 - (b) *Client Disbursement*
 - (c) *Office Disbursement*
3. Client Cheque is to be used where money is to be paid on behalf of the client, such as transferring a balance to a third party, or returning funds to a client.
4. Client Disbursement is to be used where money is to be paid for a disbursement on behalf of the client, such as court fee, counsel fee, Land Registry fee or search fee.
5. Office Disbursement is to be used where money is to be paid on behalf of a client out of the business account. Payments are made out of the business account where it is agreed that the business shall pay for items on account before client money is on account; and where a disbursement is addressed to Ai Law and has VAT on it. If Ai Law is paying VAT



then the payment must be made from office and client money then transferred from client to office.

6. If a payment is to be made out of client, you should ensure there is sufficient balance showing on the Client account ledger first.
- 6.1 Paying monies: If you wish to pay money, you should email accounts@ai-law.co.uk with instructions for payment. This payment instruction should coincide with your Posting Request.

BILLING REQUESTS

7. When you are raising a bill, you need to raise Bill Request. This is done through the client matter file on Insight.
8. To do this, when viewing the client matter file click on *Bill Request* on the Navigation Bar. You then have to fill in your details for the bill which are as follows.



- (i) *Details*: Here you input the details of the bill such as costs, VAT and description. If you select the VAT rate it will prepopulate VAT automatically.
 - (ii) *Time*: Here you select what time from your time recording sheet you are billing. By clicking *Auto Time Select* it will select all time and allocate a proportion of the total bill to that time. If you are billing for a certain period, you will want to select all time for that period so that the time after this period is still showing on the system as WIP to be included in a future bill.
 - (iii) *Disbursements*: Here you select any disbursements on the file. If there are no disbursements recorded nothing will show up here. In order to add a disbursement that you have not yet posted, you need to first raise a disbursement.
 - (iv) *Allocations*: Here you allocate the costs to the fee earners.
 - (v) *Document*: Here you create the bill. Click the *Ai Bill* and then select the client. The bill will be created automatically and should open. You should then file this in the usual way. If the matter has more than one client, you have the option to tick the individual client's names which will create a bill for each client, or you can click *Combined Client* to create one bill for all clients together.
- 8.2 When complete click *Submit*. The Bill will be requested on the accounts side and the status will appear on the *Bills* tab of the client matter as either *Pending*, *Posted* or *declined*.

- 8.3 The reference number is populated automatically. If it is a matter dealt with in Manchester, the reference will start with a “1” followed by the automatic number. If it is a matter dealt with in Liverpool the reference will start with a “2”.

9. **Creating the Bill document and saving it:**

If you chose to create the bill (see 8(v) above), then you are able to send it to the client before it has been posted on accounts. This may save time or allow an opportunity for the client to respond to confirm they are happy, so that we are not required to reverse entries on the accounts. PLEASE NOTE, Bills must be saved to PDF before sending to client.

If you create the Bill it must be saved as follows:

The Bill name should always be [REFERENCE NUMBER] [CLIENT (OR MATTER REF)] [DATE]. E.g. Bill number 11103 for Tom Smith on 6.4.18, would be saved as “11103 Tom Smith Ai Bill 6.4.18”. You will see that when you save the bill, the name and details are already included and you only need to add the number and the date.

Save it to the matter file

Save it to the billing records file. This is found at S:Drive/Ai Share file drive/ Billing/ Bills – Finalised/ Select month/ save as a pdf.

10. **Sending the Bill**

- 10.1 When you send the Bill this should be done in PDF and save the email into the accounts folder on the matter file.

CREDIT CONTROL

If you have any queries over bills, unpaid bills, credit notes, outstanding debts or other credit control matters, you should email accounts@ai-law.co.uk so that it can be dealt with appropriately.