

Billing & Invoicing Workflow Outline

By

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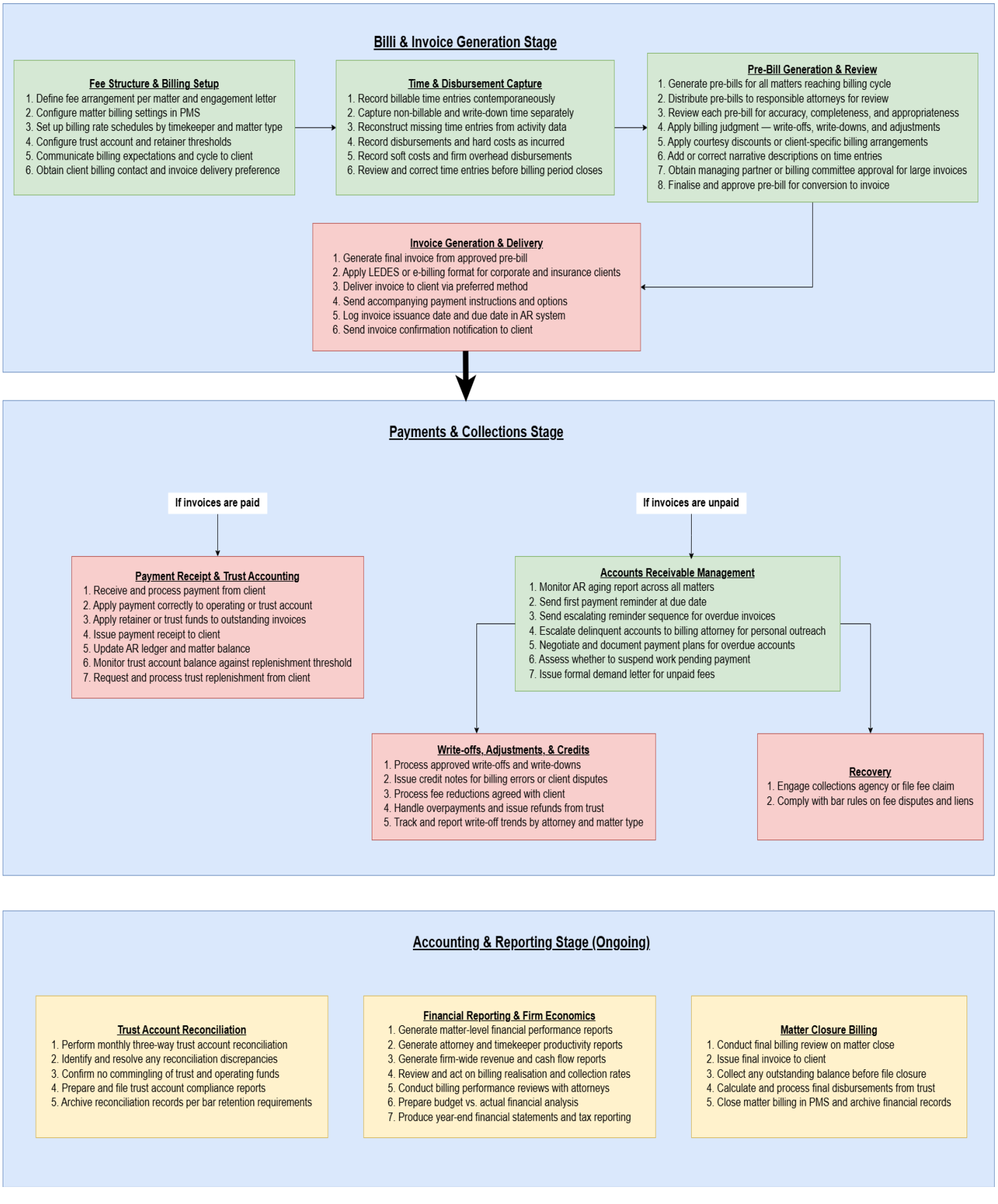
Billing & Invoicing Flowchart



Required Automations & Humans-in-Loop

TASK / ACTIVITY	TYPE	HUMANS-IN-LOOP	RELEVANT TOOLS
PHASE 1 — FEE STRUCTURE & BILLING SETUP			
Define fee arrangement per matter	Manual	Attorney Managing partner	N/A
Configure matter billing settings in PMS	Manual & Automatable	Billing coordinator	Clio MyCase Filevine Bill4Time Tabs3
Set up billing rate schedules by timekeeper	Manual & Automatable	Billing coordinator Managing partner (approve)	Clio Bill4Time TimeSolv Tabs3
Configure trust account and retainer thresholds	Manual & Automatable	Bookkeeper Billing coordinator	Clio Accounting TrustBooks QuickBooks LawPay
Communicate billing expectations to client	Manual	Attorney Billing coordinator	N/A
Obtain client billing contact and invoice delivery preference	Manual & Automatable	Billing coordinator	Clio Grow Lawmatics Typeform PMS intake form
PHASE 2 — TIME & DISBURSEMENT CAPTURE			
Record billable time entries contemporaneously	Manual & Automatable	All timekeepers	Clio Bill4Time TimeSolv Toggl Track Chrometa
Capture non-billable and write-down time separately	Manual & Automatable	All timekeepers	Clio Bill4Time TimeSolv
Reconstruct missing time entries from activity data	Manual & Automatable	Timekeeper Billing coordinator	Clio AI time capture Timeular Chrometa Rocket Matter
Record disbursements and hard costs as incurred	Manual & Automatable	Paralegal Billing coordinator	Clio Bill4Time Receipt Bank Dext
Record soft costs and firm overhead disbursements	Manual & Automatable	Billing coordinator	Clio Tabs3 Bill4Time
Review and correct time entries before billing period closes	Manual	All timekeepers Billing coordinator	N/A
PHASE 3 — PRE-BILL GENERATION & REVIEW			
Generate pre-bills for all matters reaching billing cycle	Automatable	N/A	Clio Bill4Time Tabs3 TimeSolv Rocket Matter

Distribute pre-bills to responsible attorneys for review	Automatable	N/A	Clio Bill4Time Tabs3 PMS workflow engine
Review each pre-bill for accuracy and appropriateness	Manual	Billing attorney Supervising partner	N/A
Apply billing judgment — write-offs, write-downs, and adjustments	Manual	Billing attorney Managing partner	N/A
Apply courtesy discounts and client-specific billing arrangements	Manual & Automatable	Billing coordinator Billing attorney (approve)	Clio Bill4Time Tabs3
Add or correct narrative descriptions on time entries	Manual	Billing attorney Associate Paralegal	N/A
Obtain managing partner or billing committee approval for large invoices	Manual	Managing partner Billing committee	N/A
Finalise and approve pre-bill for conversion to invoice	Manual	Billing attorney	N/A
PHASE 4 — INVOICE GENERATION & DELIVERY			
Generate final invoice from approved pre-bill	Automatable	N/A	Clio Bill4Time Tabs3 TimeSolv Rocket Matter
Apply LEDES or e-billing format for corporate and insurance clients	Manual & Automatable	Billing coordinator	Legal Tracker (Thomson Reuters) TyMetrix 360° Collaborati Apperio CounselLink
Deliver invoice to client via preferred method	Automatable	N/A	Clio MyCase SmartVault Outlook postal mail
Send accompanying payment instructions and options	Automatable	N/A	LawPay CPACharge Clio Payments Stripe
Log invoice issuance date and due date in AR system	Automatable	N/A	Clio Bill4Time Tabs3 QuickBooks integration
Send invoice confirmation notification to client	Automatable	N/A	Clio Grow Lawmatics PMS notification engine Mailchimp
PHASE 5 — PAYMENT RECEIPT & TRUST ACCOUNTING			
Receive and process payment from client	Manual & Automatable	Billing coordinator	LawPay CPACharge Clio Payments Stripe QuickBooks

Apply payment to operating or trust account correctly	Manual & Automatable	Bookkeeper Billing coordinator	Clio Accounting TrustBooks QuickBooks Xero
Apply retainer or trust funds to outstanding invoices	Manual & Automatable	Bookkeeper Attorney (approve)	Clio Accounting TrustBooks QuickBooks
Issue payment receipt to client	Automatable	N/A	LawPay Clio Payments CPACharge PMS notification engine
Update AR ledger and matter balance	Automatable	N/A	Clio Bill4Time Tabs3 QuickBooks Xero
Monitor trust account balance against replenishment threshold	Automatable	N/A	Clio Accounting TrustBooks LawPay PMS alert engine
Request and process trust replenishment from client	Manual & Automatable	Billing coordinator Attorney (authorise)	Clio LawPay CPACharge Lawmatics
PHASE 6 — ACCOUNTS RECEIVABLE MANAGEMENT			
Monitor AR aging report across all matters	Manual & Automatable	Billing coordinator Managing partner	Clio Insights Bill4Time Tabs3 Power BI Looker Studio
Send first payment reminder at due date	Automatable	N/A	Clio Grow Lawmatics Bill4Time Tabs3 Mailchimp
Send escalating reminder sequence for overdue invoices	Automatable	N/A	Lawmatics Clio Grow Bill4Time HubSpot ActiveCampaign
Escalate delinquent accounts to billing attorney	Manual	Billing attorney Managing partner	N/A
Negotiate and document payment plans	Manual	Billing attorney Managing partner	N/A
Assess whether to suspend work pending payment	Manual	Billing attorney Managing partner	N/A
Issue formal demand letter for unpaid fees	Manual	Attorney Managing partner	N/A
PHASE 7 — WRITE-OFFS, ADJUSTMENTS & CREDITS			
Process approved write-offs and write-downs	Manual	Managing partner Billing coordinator	N/A

Issue credit notes for billing errors or upheld disputes	Manual & Automatable	Billing attorney (approve) Billing coordinator	Clio Bill4Time Tabs3 QuickBooks
Process fee reductions agreed with client	Manual	Billing attorney Managing partner	N/A
Handle overpayments and issue refunds from trust	Manual & Automatable	Bookkeeper Attorney (approve)	Clio Accounting TrustBooks LawPay QuickBooks
Track and report write-off trends	Manual & Automatable	Managing partner Billing manager	Clio Insights Bill4Time analytics Power BI Looker Studio
PHASE 8 — TRUST ACCOUNT RECONCILIATION			
Perform monthly three-way trust account reconciliation	Manual & Automatable	Bookkeeper Managing partner (review)	Clio Accounting TrustBooks QuickBooks Xero
Identify and resolve reconciliation discrepancies	Manual	Bookkeeper Attorney	N/A
Confirm no commingling of trust and operating funds	Manual	Attorney Managing partner	N/A
Prepare and file trust account compliance reports	Manual & Automatable	Bookkeeper Managing partner	Clio Accounting TrustBooks State bar reporting portal
Archive reconciliation records per bar retention requirements	Manual & Automatable	Bookkeeper Records manager	Clio NetDocuments iManage TrustBooks
PHASE 9 — FINANCIAL REPORTING & FIRM ECONOMICS			
Generate matter-level financial performance reports	Automatable	N/A	Clio Insights Bill4Time analytics Tabs3 Power BI Looker Studio
Generate attorney and timekeeper productivity reports	Automatable	N/A	Clio Insights Bill4Time TimeSolv Power BI
Generate firm-wide revenue and cash flow reports	Automatable	N/A	Clio Insights QuickBooks Xero Power BI Looker Studio
Review and act on billing realisation and collection rates	Manual	Managing partner Practice group leaders	N/A
Conduct billing performance reviews with attorneys	Manual	Managing partner Billing manager	N/A
Prepare budget vs. actual financial analysis	Manual & Automatable	Managing partner Firm administrator	QuickBooks Xero Clio Insights Power BI Excel

Produce year-end financial statements and tax reporting	Manual & Automatable	Accountant Managing partner Firm administrator	QuickBooks Xero Clio Accounting TrustBooks Tax software
PHASE 10 — MATTER CLOSURE BILLING			
Conduct final billing review on matter close	Manual	Billing attorney	N/A
Issue final invoice to client	Manual & Automatable	Billing coordinator Attorney (approve)	Clio Bill4Time Tabs3 DocuSign
Collect any outstanding balance before file closure	Manual	Billing attorney Managing partner	N/A
Calculate and process final disbursements from trust	Manual & Automatable	Attorney (approve) Bookkeeper	Clio Accounting TrustBooks LawPay QuickBooks
Close matter billing in PMS and archive financial records	Manual & Automatable	Billing coordinator Records manager	Clio Bill4Time Tabs3 NetDocuments iManage

Try Out The App I Built

You can also check out the law practice management app I built at:
https://app.legalworkflows.online

It contains the essential features of law management practice apps like Clio, MyCase, Lawmatics, Filevine, etc.

It’s free to sign up (in less than 30 seconds) and test.