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| --- | --- | --- | --- | --- | --- |
| **Inquiry** | **Yes** | **No** | **N/A** | **Notes/Comments** | **Note improvements needed & dates for**  **follow up** |
| **Billing** | | | | | |
| **1.** Do you keep accurate time records that are promptly recorded? |  |  |  |  |  |
| **2.** Do you keep details of work performed for billing purposes? |  |  |  |  |  |
| **3.** Do you accept credit cards from clients for payment? If so, do you have a plan or software for handling credit card fees and for ensuring that retainer/unearned fees are sent to a client trust account, while earned fees are sent to your operating account? |  |  |  |  |  |
| **4.** Do you review all client billings before they’re mailed to clients? |  |  |  |  |  |
| **5.** Do you occasionally “no cost” and item or note work done but not billed? |  |  |  |  |  |
| **6.** Do you bill your clients on a regular basis (i.e. monthly)? |  |  |  |  |  |
| **7.** If applicable, do you require clients to keep a reasonable amount on deposit in your trust account as an advanced payment on fees? |  |  |  |  |  |

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| **Inquiry** | **Yes** | **No** | **N/A** | **Notes/Comments** | **Note improvements needed & dates for follow up** |
| **Billing** | | | | | |
| **8.** When concluding a matter where you’ve been hired on a contingency basis, do you provide a detailed accounting of fees and expenses? |  |  |  |  |  |
| **9.** On contingency fee arrangements, do you provide regular billing statements about expenses even though there are no fees due? |  |  |  |  |  |
| **10.** Do you have a written collections policy?  **a.** If so, are client accounts reviewed regularly? |  |  |  |  |  |
| **b.** Are clients contacted early about past due billings to determine if it’s an economic issue or dissatisfaction with the  firm’s service? |  |  |  |  |  |
| **11.** Do you regularly continue to work for clients who are seriously delinquent? |  |  |  |  |  |
| **12.** Do you have excessive accounts receivables? |  |  |  |  |  |
| **13.** Do you emphasize verbally and in your fee agreements that the failure to pay timely may result in you withdrawing from their case? |  |  |  |  |  |
| **14.** If you charge a late fee, is it clearly outlined in your written fee agreement and discussed with the client? |  |  |  |  |  |

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| **Inquiry** | **Yes** | **No** | **N/A** | **Notes/Comments** | **Note improvements needed & dates for follow up** |
| **Billing** | | | | | |
| **15.** If applicable, on a daily basis, do you regularly keep time and post it to client accounts? |  |  |  |  |  |
| **16.** Do you send a final billing statement immediately after the client’s matter has concluded rather than waiting for the regular billing cycle? |  |  |  |  |  |
| **17.** Do you sue clients for past due fees or look for other ways to resolve the issue? |  |  |  |  |  |
| **18.** Do you write off a substantial amount of unpaid billings each year? |  |  |  |  |  |
| **19.** Do you tell clients “not to worry about the fees” right now or you’ll get your fees from the other side? |  |  |  |  |  |
| **20.** Do you have at least a basic understanding of accounting principals? |  |  |  |  |  |
| **21.** Do you regularly schedule time to review your firm financials? |  |  |  |  |  |
| **22.** Do you frequently have cash flow problems? |  |  |  |  |  |
| **23.** Do you develop an annual budget and monitor the budget? |  |  |  |  |  |

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| **Inquiry** | **Yes** | **No** | **N/A** | **Notes/Comments** | **Note improvements needed & dates for follow up** |
| **Billing** | | | | | |
| **24.** Do you have an electronic accounting system? |  |  |  |  |  |
| **25.** Do you have safeguards in place to avoid and detect employee theft? |  |  |  |  |  |