Issuing Credits

Credits are issued for two basic reasons: To correct a previous posting error or to issue a credit as a discount to fees.   When it comes to late charges, credits are issued to reduce or delete the late charge.

Posting Errors/Redrafting (redoing) a Previous Statement.

Unless there is a reason to issue a credit and have it appear on the next statement, most attorneys like to redraft the previous statement.

To redraft a statement, in the Statements screen, select the "Billed Statements" tab.   Next, search for and select the statement you want to redraft and click the "Redraft Statement" button, (fourth button down under Statement Operations). Click "Yes "in the redraft popup screen to proceed, click "Go to Prebill". In the Prebill screen, select the entry to be redrafted, perform the correction and return to the Statements Screen, "Pending Redrafts" tab, highlight the statement and click "Rebill Selected" under "Redraft Operations".

Issuing Credits on the Log

If you do not want to issue the credit by redrafting the statement, you can issue a credit on the same log to which you post fees, costs, late charges, payments, trusts and retainers.

You issue a credit by putting a minus sign in front of the amount. E.g. a credit of $300 would be -300 which when you leave the amount field the format will appear like this ($300.00). The minus sign saves you the trouble of entering two parentheses.

You can also issue an "hours" credit which will compute the amount of the credit or you can override the amount of the credit with another amount.

Recurring Charge/Credit

A recurring charge or recurring credit is a charge or credit that appears on each of the client's statements.

To issue a recurring charge or credit for a client, go to the Clients screen "Recurring Charge/Credit" tab. You can create up to four recurring charges and credits for each client in the four panels on this screen.

For a recurring fee, leave the first drop-down button as "Fee". From the second drop-down button select "Credit". From the third drop-down button leave as "Flat Amount"(if that is what you want). Most recurring fee credits are discounts in the form of a percent. For a percent from the third drop-down button select "Percent of Total Fees "(when you select percent, a "Not to Exceed:" box will appear in which you can enter a limit to this credit). For a recurring statement credit of "5%" enter "5%" in the "Amount:" box. To limit to $300 per statement, enter $300 in the "Not to Exceed:" box.   In the "Description:" box, enter the description you want to appear for the charge/credit entry on the statement .

End 12/7/15