

Refunding Retainer/Trust Balance

1. If you are unsure of the current Retainer or Trust Balance, display/print a Statement Preview from the Log, Pre-bill or Statement Screens. Let it default to today's date to make sure you have the most current balance.
2. From your Retainer, Trust or General checking accounts (depending upon how you retain the funds - Trust has to be in a Trust Account, Retainer can be in a special Retainer Account or your General Account), write a check from the appropriate account for the refund.
3. Go the Log. To refund a Retainer, select the Retainer tab. To refund a Trust, select the Trust tab.
4. On the Retainer or Trust Log, use today's default date unless you are redrafting the statement and the statement date is earlier than today (more instructions on this at the end). Select the appropriate client name. The next entry box is the down arrow box with the default "Deposit". Click the down arrow and select "Disbursement". In the Amount Box enter the amount of the refund. Refunds are debit entries (DO NOT make it a credit entry). In the description section of the Log, enter something like "\$520.00 Trust (Retainer) balance refunded to client - check 56789, dated 5/6/17."

*Additional Considerations:

- a. Sometimes, you run statements and then decide you want to refund the balance after the statement is run. No problem. Just redraft the statement and follow the instructions above making sure to date the refund on or before the statement date. Through Statements/Pending Redrafts Rebill the statement. It is always a good idea to write the refund check first and to annotate the refund check number and date on the Trust/Retainer log entry.
- b. Never try to use a fee entry or a payment entry to refund a retainer/trust balance.

End

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1. Go the Interbill Log. To refund a Retainer, select the Retainer log tab. To refund a Trust, select the Trust log tab.

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