

## Trusts and Retainers

**Note:** Most Interbill Customers are set up for all new clients to have both the Trust and Retainer feature. When you open a new Trust/Retainer Client and you are still in the Client screen, select the Trust/Retainer tab and make sure **Enable** is checked on Trust and or Retainer depending on which feature you decide to use. If Enable Trust or Retainer is not checked, check the one you want and save. Then use Contact us to advise Customer Service that you want Enable Trust and or Retainer Enabled on all new clients.

### Recording a Trust or Retainer Deposit:

On the Log screen, Select Trust or Retainer tab. Select the date, client and enter the amount. Deposit is the default. The description is filled in, but you can delete and replace or add to the filled in description. Save.

### Automatic or Manual Trust/Retainer Transfer to Pay Statement Charges:

The system default is Automatic Trust/Retainer which means the Trust/Retainer will automatically pay statement charges when the statement is produced. Manual Trust/Retainer means you manually record the amount you want to pay from the Trust/Retainer to pay for statement charges anytime you want to transfer the money.

To change Automatic to Manual, go to the Client Screen, select the Trust/Retainer tab Click the down arrow on Automatic and select Manual.

To manually transfer from Trust/Retainer to pay for statement charges, go to the Log. Select the Trust or Retainer tab. Select the date and client. On the word "Deposit" use the down arrow and select "Pay Statement". Enter the amount of the Manual Transfer. The description is filled in automatically, but you can delete and replace or add to the filled in description. Save.

### Allocating Trust/Retainer Deposits to Fee or Cost:

The system default is to pay both Fee and Cost charges from Trusts/Retainers. This is called a **General** Trust/Retainer.

To pay only Fees or only Costs from Trust/Retainer: Go to the client screen, select the Trust/Retainer tab. For Trust or Retainer, Click the down arrow at the word **General** and select **Fee** or **Cost**. Save.

If you selected Fee, only Fees will be paid from Trust/Retainers deposits. If you selected Cost, only Costs will be paid from Trust/Retainers deposits.

### Transferring Trust/Retainer money to pay for non-statement charges.

Go to the Log. Select the Trust or Retainer Tab. Select the Date, Client. On the word "Deposit" use the down arrow and select "Disbursement". Enter the amount of the Disbursement. The description is filled in automatically, but you can remove the description or add to it. Save.

**Refunding a Trust/Retainer balance to the client:**

On the Log, select the Trust or Retainer tab. Enter the date and client. Click the down arrow on the word "Deposit", select "Disbursement". In amount, enter the amount to be returned to the client (no minus sign). Suggest you add "Refunded to client" to the auto description.

**Removing Trust/Retainer Deposit when the financial institution does not process the client's payment:**

On the Log, select the Trust or Retainer tab. Select the date and client. Leave on the word Deposit, In amount, enter the amount not paid with a minus sign in front of the amount. Suggest you remove automatic description and enter "Payment Not Funded by Financial Institution".

**To charge the client for returned payment bank charge:** On the Log, select Cost. Select date and client. In amount, enter the amount of the returned payment charge. Add description "Returned Payment Charge."

End April 14, 2022