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Law Firm Payment Collections Workflow

Map bills, reminders, queries, receipts and reconciliation.

Use it when	completed work is not turning into timely payment
Boundary	This is not accounts, tax or client-money advice. Responsible compliance officers must approve regulated decisions.

Built for independent law firms in England and Wales

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1. Frame the decision

Separate capture, approval, payment, allocation and reconciliation. Do not automate money movement from a sketch.

Specific focus	Separate client queries, reminder timing, allocation and corrections.

Questions to answer

- For this guide: Separate client queries, reminder timing, allocation and corrections.
- What makes work ready to bill?
- Who approves?
- How is money identified?
- What proves records agree?

Avoid

- mixing client and business money
- speed overriding authorisation
- corrections without audit trail

2. Control sheet

Treat a blank evidence field as a reason to pause, not a reason to guess. Record sources and owners before changing the workflow.

Area	Evidence to collect	Pass condition
Capture	Time and disbursements	Record complete
Review	Scope and approval	Approver accepts
Issue	Channel and query route	Client informed
Receive	Account and allocation	Approved rule used
Reconcile	Ledger and bank	Difference resolved

Fail closed

If an input, owner or approval is missing, record the gap and keep the affected step outside the proposed change.

3. Working record

Complete this page with counts, dates and named sources. Do not include client names, matter names, contract text or privileged material.

Field	Evidence or answer
Guide focus	Separate client queries, reminder timing, allocation and corrections.
Billing trigger	
Approver	
Bill delay	
Correction reason	
Allocation route	
Reconciliation	

Evidence quality check

- The source is named and dated.
- An estimate is labelled as an estimate.
- The owner can reproduce the measure.
- The same method can be used after a change.

4. Decision record

Select the outcome that the evidence supports. A stop or no-change decision is valid.

- Stop: a required source, owner or approval is missing.
- Fix: repair the underlying route before adding technology or cost.
- Test: run one bounded change with a baseline and review date.
- Proceed: adopt only the option supported by the recorded evidence.

Decision field	Record
Chosen outcome	
Reason and evidence	
Owner and approvers	
Review or expiry date	

Primary sources

SRA: Accounts Rules

SRA: Accurate client accounting records

SRA: Client care letters

ICO: Information security checklist

Source status

Links checked 18 August 2026. Confirm the current version and obtain appropriate professional advice before relying on regulated, contractual, privacy, security, insurance, financial or wellbeing conclusions.