

Client Intake Procedure

Use this template to new client onboarding for [practice area].

Template Metadata

| Field | Details |
|----------------|--|
| Category | Legal |
| Owner | [Team or owner] |
| Version | [Version number] |
| Effective Date | [Date] |
| Review Cycle | [Monthly / Quarterly / Annual / Event-based] |
| Status | [Draft / In Review / Approved] |

Initial Screening Checklist

Step-by-step checklist for the first client contact. Include key questions to determine matter viability, jurisdiction, statute of limitations concerns, and whether the matter fits the firm's practice areas.

| Item | Details | Owner | Status |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

Conflict Check

Detail the conflict-of-interest screening process. Specify which databases and records to search, what information to collect from the prospective client, who reviews potential conflicts, and the escalation process for.

| Item | Details | Owner | Status |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

Engagement Letter Process

Describe the engagement letter workflow: who drafts it, required terms, fee structures, scope limitations, client approval steps, and filing procedures.

| Item | Details | Owner | Status |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

Document Collection

Provide a table of documents to request from the client organized by category. Include document type, required vs. optional status, format preferences, and deadline.

| Item | Details | Owner | Status |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

Matter Opening

Steps to formally open the matter in the firm's systems: file numbering, team assignment, calendar deadlines, and initial task creation. Use checklists and tables. Be precise about responsible parties and timelines.

| Item | Details | Owner | Status |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

Review and Signoff

Document review conclusions, approvals, unresolved items, and next review date.

| Role | Name | Date | Notes |
|-------------|-------------|-------------|--------------|
| Preparer | [Name] | [Date] | [Notes] |
| Reviewer | [Name] | [Date] | [Notes] |
| Approver | [Name] | [Date] | [Notes] |