Send a client care letter and publish your prices

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Every new matter needs its client care letter signed and back. Desk starts each one from your own template, keeps track of where it's up to, and lists the matters still waiting for theirs.

Before you start
An admin switches on the **Legal practice** pack, and you need a template for your letter. See Make a template.

1 Choose the template

Go to **Settings** › **Client care**

Under **Letter**, choose the template it **Starts from**.

2 Add your prices

Under **Prices**, press **Add a price** for each one. Choose the kind of work it's **For**, give it a **Name** like "Our fixed fee", the amount in **£** and how it's **Charged**, and tick **Plus VAT** if it applies. Press **Save**.

3 Publish your price page

Tick **Publish these prices on a page you can link to from your website** and press **Save**. The page's address shows underneath, ready to link to.

4 Write a matter's letter

Go to **Matters**

Open the matter, choose **Client care** and press **Write it**. The letter opens as a draft started from your template. Finish it as you would any document.

5 Send it for signing

Back on **Client care**, press **Send for signing**. It shows **Out for signing** until the signed copy comes back, then **Signed**.

6 See who's still waiting

Go to **Client care**

Every open matter without a signed letter is listed with its owner and where its letter is up to.

If something goes wrong

The matter asks you to choose a template first.
Nobody has picked the letter's template yet. An admin chooses it in **Settings**, under **Client care**.