

# B3: Better Billing Bulletin

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## For Speedy Payment, Attach Your Dockets (Detailed Account) Online

We are recommending you attach your dockets Online each time you submit an account. Attaching detailed dockets Online saves time and money. Attaching your dockets Online at the time you submit your account will reduce the number of calls from us and help speed up your payment.

Dockets are currently required whenever you request discretion and if you become subject to a random or targeted post-payment examination.

For support or questions regarding attaching dockets, contact the Lawyer Service Centre (416) 979-9934 or 1-866-979-9934 or review Better Billing Bulletin Vol. 10. Please ensure your detailed accounts conform to Legal Aid Tariff and Billing Handbook guidelines.

## Disbursement Request E-Forms

On the LAO website, we've created E-Forms for you to use when requesting disbursement authorizations for transcripts, translations, paternity tests and experts. Please use these forms for disbursements that require authorization. You can fax or e-mail us these forms.

## Correspondence

When corresponding with LAO regarding legal accounts, please always include the Certificate number, Invoice number and a Client name in the Subject line, as well as the reason for your correspondence, e.g. Disbursement Request, Discretion Request, Review of Discretion Decision. This will help ensure your matter gets to the right unit as quickly as possible for processing.

# Tariff & Billing Handbook

Consult our Handbook regularly for billing information.

## Contact Information

Please click “*Review Your Address*” on your portal home/welcome page to verify the accuracy of your contact information and to update it if necessary. For assistance, contact the Lawyer Service Centre (416) 979-9934.

### Questions?

Please let us know if you have questions or if there are topics you'd like to see us cover by contacting the Lawyer Service Centre at [pl-lsc@lao.on.ca](mailto:pl-lsc@lao.on.ca)



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